Messaging Service Reseller Package

Applies to AT&T Alabama, AT&T Florida, AT&T Georgia, AT&T Kentucky,

AT&T Louisiana, AT&T Mississippi, AT&T North Carolina, AT&T South Carolina, and AT&T Tennessee customers.

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# General Service Description

## 

## Basic Service Features

MemoryCall® service is a family of voice messaging services offered by AT&T Southeast region, providing users with telephone answering and voice mail capabilities. The actual capabilities available with MemoryCall® service vary based on the type of mailbox to which a customer subscribes. The following table indicates the mailbox types available for resale and some of the major differences between these services:

##### Table A - Comparison of Basic Mailbox Features

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Mailbox Type** | **Telephone**  **Answering** | **Voice Mail** | **Paging and Outcall Notification** | **Billing Type** |
| MemoryCall® Answering Service | YES | NO | NO | Res - Flat Rate  Bus - Usage Sensitive |
| MemoryCall® Personal/Extension Mailbox Service *(for up to 4 users)* | YES | NO | NO | Res - Flat Rate Bus - Flat Rate |
| MemoryCall® Answering Service Plus | YES | NO | YES | Res - Not Available Bus - Usage Sensitive |
| MemoryCall® Voice Messaging Service | YES | YES | YES | Res - Not Available Bus - Flat Rate |
| MemoryCall® Deluxe Voice Messaging Service | YES | YES | YES | Res - Not Available Bus - Usage Sensitive |

**Brief Service Descriptions and Summaries**

The following sub-sections are brief descriptions of each mailbox type offered by AT&T Southeast region for resale. More detailed information about each mailbox type is provided in separate sections of this package. Included in those sections are:

* + - lists of features provided with each mailbox;
    - a list of features not included with the mailbox;

##### MemoryCall® Answering Service - Residence/Business

USOC: MBBRX/SMBBX, EMSRX/EMSBX

Provides a telephone answering and message recording service for residential and business customers. The service allows a call to be answered when the called party is on the telephone. It also allows an incoming call to be answered when the called party is unavailable. A greeting in the subscriber’s own voice can be delivered to the calling party and a message from that calling party can then be recorded. The messages are stored so that the subscriber can retrieve them at any time from any tone capable telephone. The calling party simply leaves a message and terminates the call. There is no caller prompting. Auxiliary calling features are required with this service. Residential MemoryCall® Answering Service is flat rate and Business is usage sensitive.

##### MemoryCall® Answering Service - Residence Personal Mailbox/Business Extension Mailbox

USOC: MPMXX, EMSRP/EMSBE

Provides all the functions of MemoryCall® Answering Service and has one additional feature. The subscriber may create sub-mailboxes for other users and give callers the option to leave a private message for a specific person who has a sub-mailbox. The service provides one main mailbox and up to three sub-mailboxes. Auxiliary calling features are required with this service. MemoryCall® Answering Service - Personal Mailbox for residence customers and the MemoryCall® Answering Service - Extension Mailbox for business customers are both flat rate services.

##### MemoryCall® Answering Service Plus - Business

USOC: MBB, EMSBQ

MemoryCall® Answering Service Plus has all the functions of MemoryCall® Answering Service -Business, and two additional functions. The calling party may have the option of being transferred to a secretary or operator. The subscriber may also customize his mailbox to signal a pager that a message has been left. This service allows for caller prompting. Auxiliary calling features are required with this service. The MemoryCall® Answering Service Plus is usage sensitive.

##### MemoryCall® Deluxe Voice Messaging Service - Business

USOC: VMZ1X, EMSBD

Provides the subscriber with all functions of MemoryCall® Answering Service Plus and additional features. The Subscriber can leave messages for other MemoryCall® service subscribers through the send feature in his mailbox. The subscriber can record a message one time and have it delivered automatically to the mailbox(es) of another subscriber or multiple subscribers. In addition, the Deluxe subscriber has the capability to provide Home and Guest Mailbox service, Extended Absence Greeting, Future Delivery and Distribution Lists. Auxiliary calling features are required. The MemoryCall® Deluxe Voice Messaging Service is usage sensitive.

##### MemoryCall® Voice Messaging Service - Business

USOC: MBBBF, EMSBF

Provides the subscriber with all the functions of MemoryCall® Deluxe Voice Messaging Service except the group distribution list capability. Auxiliary calling features are required. The MemoryCall® Voice Messaging Service is flat rate.

##### Transfer (Rated) Mailboxes - Residence/Business

USOC: TRMBX, EMSRT/EMSBT

Optional feature for multi-line MemoryCall® service customer allows all lines to be forwarded to a single MemoryCall® service mailbox. Transfer mailboxes do not take messages. Calls forwarded to a Transfer Mailbox are re-directed inside the voice messaging equipment to the messaging mailbox. The customer only has one mailbox to listen to messages, change greetings and passwords. Transfer mailboxes must be on same account and VM system as main mailbox.

##### Transfer (Non-Rated) Mailboxes - Residence/Business

USOC: VMSAX, EMSTM

Required feature for MemoryCall® service customer with RingMasterservice served by either a 5ESS or EWSD central office switch. May be used with additional hunting lines. The transfer mailbox allows all lines to be forwarded to a single MemoryCall® service mailbox. Transfer mailboxes do not take messages. Calls forwarded to a Transfer Mailbox are re-directed inside the voice messaging equipment to the messaging mailbox. The customer only has one mailbox to listen to messages, change greetings and passwords. Transfer mailboxes must be on same account and VM system as main mailbox.

## What Components Make Up MemoryCall® Service?

MemoryCall® service is an adjunct to AT&T Southeast's region existing voice network. Although it makes use of central office features and lines, it is not physically part of an existing switch (e.g.,1AESS, 5ESS, DMS-100, EWSD switch types.) The major components of MemoryCall® service are:

* + - MemoryCall® Service Voice Messaging Systems (vms);
    - Interswitch Simplified Message Desk Interface (ISMDI) Links;
    - Multiline Hunt Groups; and
    - Customer Line Features.

##### MemoryCall® Service Voice Messaging Systems (VMS)

MemoryCall® service is provided from stand-alone voice processing computers, referred to here as voice messaging systems. These contain the necessary hardware and software to answer incoming calls, record messages, and store them for later retrieval. Storage space on the system is divided into small sections call "mailboxes." Most voice messaging systems are located in a AT&T Southeast region central office space. Several central office switch service areas may be served by a single MemoryCall® service vms.

##### Interswitch Simplified Message Desk Interface (ISMDI) Links

ISMDI links carry data information about incoming calls, using the SS7 network, to the MemoryCall® service vms. Information from these links is used by MemoryCall® service to connect callers to the appropriate mailboxes. In addition, requests to activate and deactivate message waiting indication (stutter dial tone and/or visual lamp) are sent over these links from the MemoryCall® service vms to each central office switch.

Interswitch SMDI (ISMDI) (aka., SMDI - Expanded, SMDIE) allows more than one central office to share information through the SS7 network using a single ISMDI data link.

##### 

##### Multiline Hunt Groups

Telephone lines carry voice calls between the central office switch and the MemoryCall® service vms. Multiple lines from a central office are grouped together in a multiline hunt group (MLHG). The number of lines per group depends on the amount of voice call traffic between a specific central office switch and the MemoryCall® service vms - the more calls, the more lines required. Multiline hunt groups may be provisioned as individual voice grade lines or as a channelized MegaLink® (T1) facility. A multiline hunt group and ISMDI data link connect a “host” office to a MemoryCall® service vms. Customers in other offices inter-office call forward their calls to the MemoryCall® service access number assigned to the large hunt group provisioned from the host office.

**How does MemoryCall® service answer a call?**

The following figure and the sample scenario illustrate how MemoryCall® service answers calls.

(Best Bakery)



555-1234



555-6745

(Burger Biggy)

Call Forwarding

Central Office Switch

555-1111

MLHG

ISMDI

NPA 5551234

Mailbox

MemoryCall® System

**Figure 2 - MemoryCall® Service and Telephone Answering**

Best Bakery bakes buns for burgers. Best Bakery subscribes to MemoryCall® service. Burger Biggy (a whopper of a fast food chain) is looking for a new bun supplier.

* + 1. Buddy Bazutto, (555-6745) procurement manager at Burger Biggy places a call to Biff Bronson (555-1234), sales manager for Best Bakery.
    2. Biff is already on the telephone and unable to answer the call from Buddy. However, Biff has Call Forward-Busy on his line.
    3. Call Forward-Busy takes effect, sending Buddy Bazutto's call to the MemoryCall® access number (555-1111.)
    4. When the call is forwarded, the central office switch sends via ISMDI the following information about the call to the MemoryCall® system:
       - the number dialed or forwarding the call (Biff Bronson, 555-1234),
       - the number of the calling party (Buddy Bazutto, 555-6745) for intra-office calls only,
       - the type of call (Call Forward-Busy Line), and
       - the termination number within the MemoryCall® multiline hunt group (MLHG) on which the call is ringing.
    5. The MemoryCall® system finds Biff's mailbox because his mailbox number (5551234) matches the forwarding telephone number (555-1234) sent over the ISMDI link.
    6. The ringing MLHG termination is answered and Buddy is connected to Biff's mailbox (5551234.)
    7. Buddy hears the following personalized greeting - *"Hello. This is Biff Bronson of Best Bakery. I'm unable to answer your call but if you leave your name, number and a message, I'll return your call as soon as possible. Thank you."*
    8. Buddy Bazutto leaves a message asking Biff Bronson to have his sales people contact Burger Biggy restaurants in the area.
    9. After Buddy hangs up, a message waiting request is sent from the MemoryCall® system to Biff's central office switch, via the ISMDI link. This request activates stutter dial tone on Biff Bronson's line, notifying Biff that a message has been left.

**How does MemoryCall® service voice mail work?**

With telephone answering, a caller is connected to the subscriber's mailbox and leaves a message. The caller does not have to be a MemoryCall® service subscriber. Telephone answering is essentially a caller-to-mailbox connection.

Voice mail, on the other hand, is best described as a caller-to-mailbox connection and

mailbox-to-mailbox communication service. In mailbox-to-mailbox communication, the sender of the message must subscribe to MemoryCall® Voice Messaging or Deluxe Voice Messaging services. The recipient must be a MemoryCall® service customer and reside on the same VMS as the sender’s mailbox.

Subscribers to MemoryCall® Voice Messaging or Deluxe Voice Messaging can:

* + - Record and send messages to other MemoryCall® service users on the same vms, or
    - Forward to another MemoryCall® service customer on the same vms, a voice mail or telephone answering message received from a third party.

Messages, whether original or forwarded, are sent by entering the destination mailbox number of the intended recipient or a group distribution list code. The message is placed in the appropriate subscriber mailbox(es). Message waiting indication will be activated.

## Series Completion Hunting- Special Considerations

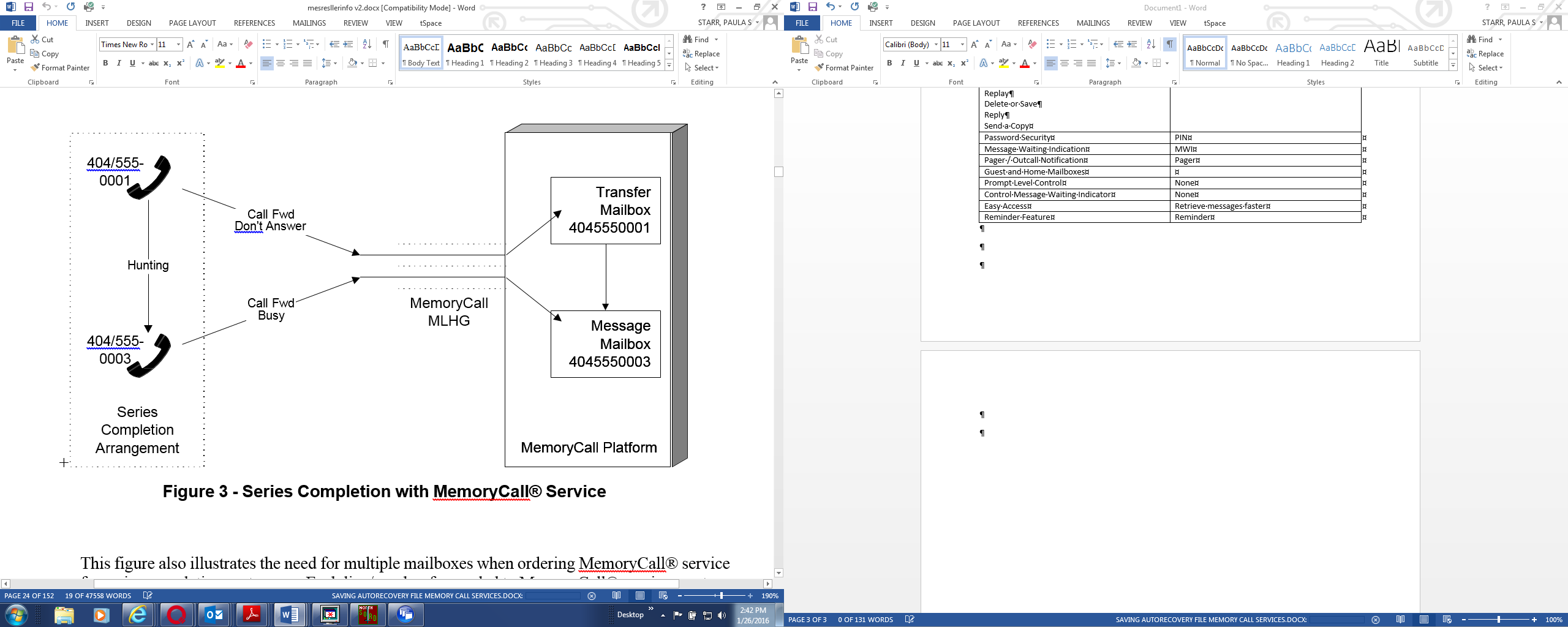
Series Completion is offered by AT&T Southeast region to multiline business and residential customers. An incoming call to a number in a series completion arrangement will search for the first available non-busy line in the series then ring on that non-busy line. With Series Completion, calls begin looking or “hunting” for an idle line starting at the line whose number was dialed by the caller.

**Note:** Other forms of hunting (e.g., circular hunting, multiline hunt group) are offered by AT&T Southeast region. However, this *Messaging Service Reseller Information Package* only provides information regarding the use of MemoryCall® service with terminal or series completion hunting. MemoryCall® service may be used with these other forms of hunting. However, the use of Call Forwarding Busy Line to automatically forward calls to MemoryCall® service is best implemented with series completion.

Call Forwarding features can be used to direct series completion calls to MemoryCall® service either automatically or when required by the customer (e.g., after hours only). The following limitations apply to the most popular forwarding features used with series completion:

* + - * CALL FORWARDING DON'T ANSWER (CFDA) applies only to the station on which the call is ringing. Each line in a series must be equipped with CFDA if the customer wants all possible unanswered calls to forward to MemoryCall® service. CFDA on the first line will only forward unanswered calls ringing on the first line. If a call hunts to another line not equipped with this forwarding feature, the caller will hear continuous ringing. The call will not forward.
      * CALL FORWARDING BUSY (CFBL) will only forward calls when all lines in the series are busy. Only one CFBL feature is required for each series completion arrangement. The feature is ordered on the last line in the series and forwards callers to MemoryCall® service when all lines are busy.
      * CALL FORWARDING VARIABLE (CFV) can also be used to forward callers to MemoryCall® service. The feature must be assigned to each line/number in the series which might be called by a customer. Usually, CFV is required on the first line only as this is the line/number in a series which most callers dial. Customers must activate this feature when they want all calls to forward to MemoryCall® service. For example, business customers often turn this feature on when their office is closed at the end of the day or on weekends.

The following figure illustrates a series completion arrangement configured for use with MemoryCall® service. Individuals calling the lead (first) number of the series are forwarded to MemoryCall® service if no one answers. Incoming calls are also routed to MemoryCall® service when all lines in the series are busy.



This figure also illustrates the need for multiple mailboxes when ordering MemoryCall® service for series completion customers. Each line/number forwarded to MemoryCall® service must have a mailbox. Customers have the option of ordering a message mailbox (e.g., MemoryCall® Answering Service, MemoryCall® Answering Service Plus, Deluxe) for each line. However, the customer will have to check all mailboxes for messages. A “Transfer Mailbox” is available with MemoryCall® service which eliminates this problem.

### **Transfer Mailboxes**

A Transfer Mailbox is similar to call forwarding except that the caller is redirected within the MemoryCall® service vms to another mailbox rather than to another telephone number. Transfer Mailboxes are completely transparent to the caller. Transfer Mailboxes have no greeting and route callers instantaneously to a mailbox capable of recording messages.9

In the previous figure, a Transfer Mailbox is used to route unanswered calls from the first line to a message mailbox assigned to the last line in the series. The message mailbox contains the greeting heard by callers and is capable of recording messages.

If all lines in the series are busy, a caller goes directly to the message mailbox (5550003). For unanswered calls forwarded from the first line, the following process takes place:

* + - * 1. Caller dials the lead number of the series completion arrangement (555-0001). No one answers the call.
        2. The incoming call is forwarded to MemoryCall® service by the CALL FORWARDING DON'T ANSWER feature.
        3. MemoryCall® service determines that the mailbox matching the forwarding number (555-0001) is a Transfer Mailbox. MemoryCall® service automatically transfers the caller to the message mailbox 5550003.
        4. The calling party hears the greeting played by mailbox 5550003 and leaves a message.

The Transfer Mailbox provides a convenient method for concentrating calls forwarded from more than one line into a single voice message mailbox. In addition, there is no charge for Transfer Mailboxes used with series completion arrangements (Feature Code = VMSAX or in Area codes 404, 770 or 678 = EMSTM).

9 Transfer mailbox must be on same account and same voicemail equipment as the mailbox it transfers to.

### **Message Waiting Indication**

Message Waiting Indication (“MWI”) is an optional central office feature which can be added to any line in the customer’s series completion arrangement. MemoryCall® service sends the central office information to turn on or off message waiting indication whenever messages are left in or retrieved from a voice message mailbox. Since messages cannot be left in a Transfer Mailbox, do not add the MWI feature to a line associated with a Transfer Mailbox.

In Figure 3 - Series Completion with MemoryCall® Service, messages are left in mailbox 5550003. Therefore any message waiting indication (e.g., stutter dial tone and/or visual lamp) will be heard only on line 555-0003 and MWI must be added to line 555-0003.

The last line in the series is the recommended location for assigning the message mailbox if stutter dial tone is used The first line in a series completion arrangement always receives the most calls. It is seldom idle and therefore less available for someone to pick up and listen for stutter dial tone. The last line is usually the least used line in a series (for incoming calls) and therefore most often idle and available to check for message waiting indication’s stutter dial tone.

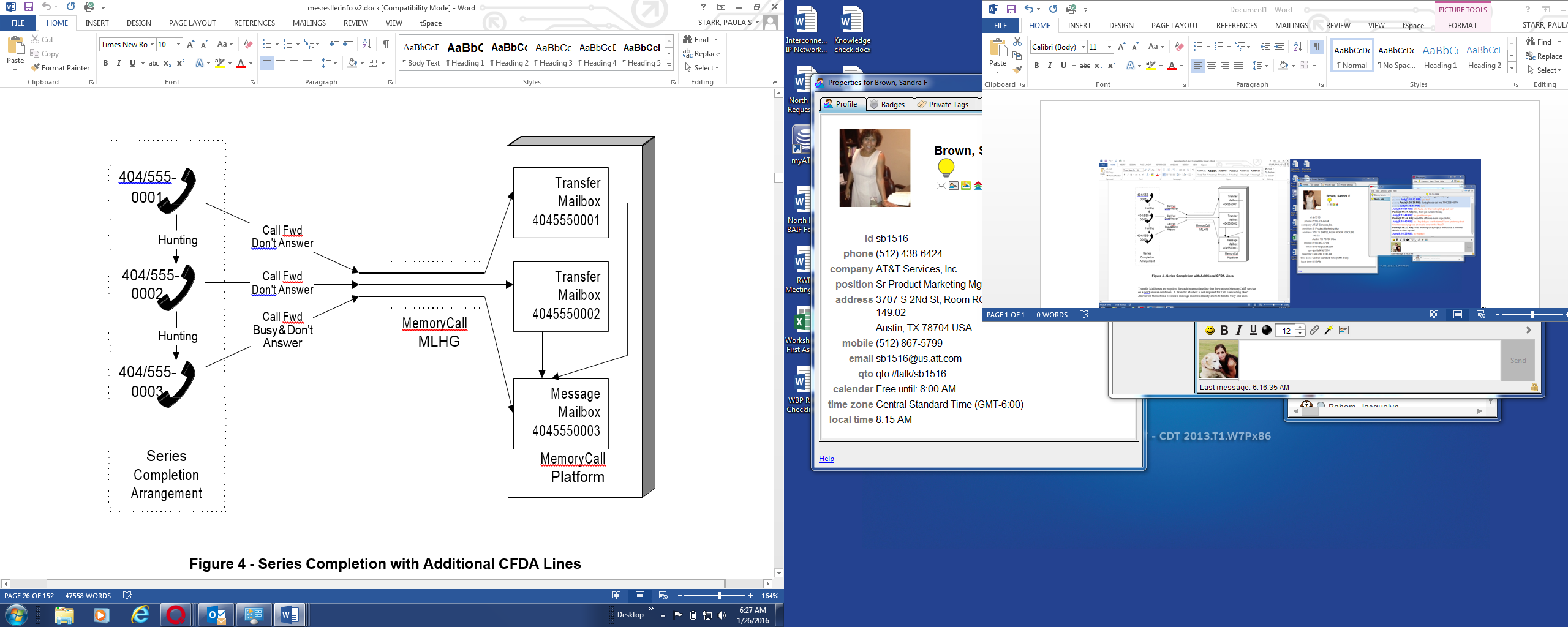
Remember, for MWI to work properly, the line selected must have both a message mailbox and MWI.

### **Additional Lines With Call Forwarding Don’t Answer**

A subscriber may also want to forward additional lines in a series completion arrangement to MemoryCall® service. The first line forwards to MemoryCall® service due to the Call Forwarding Don't Answer feature. While a call is ringing on the first line, a second incoming call will hunt to and ring on the second line in the arrangement. However, the second line will continue to ring unless Call Forwarding Don’t Answer is on the second line. Call Forwarding Don't Answer on the first line does not affect calls ringing on any other line in the series.

Call Forwarding Don't Answer can be added to each additional line in the arrangement to insure that all unanswered calls forward to MemoryCall® service. Whether or not the feature is added to additional lines is decided by the customer.

The following figure illustrates the use of Call Forwarding Don't Answer on additional lines in a series completion arrangement



Transfer Mailboxes are required for each intermediate line that forwards to MemoryCall service on a don't answer condition. A Transfer Mailbox is not required for Call Forwarding Don't Answer on the last line because a message mailbox already exists to handle busy line calls.

As an indirect benefit of this configuration, callers who dial numbers other than the lead number of the series completion arrangement will still forward on don't answer to the main mailbox as long as those lines forward calls to Transfer Mailboxes.

# MemoryCall® Answering Service Mailbox

**Mailbox Description**

MemoryCall® Answering Service (“MAS”) is the most common MemoryCall® service mailbox offering. It provides telephone answering and message recording service for the customer. With appropriate switch features, the service can answer a call when the customer is unable to take the call or already on the telephone. A greeting in the customer's own voice can be played to the calling party and a message recorded.

With an optional switch feature, the customer can be notified that a message is waiting via stutter dial tone when he/she picks up the telephone receiver. Using special customer premises equipment (“CPE”), customers can also obtain a visual or lamp indication that messages are waiting. Messages are replayed in the caller's own voice. MemoryCall® Answering Service notes the time and date when a message was recorded.

**Feature Descriptions**

(Some features are not available in all areas.)

MemoryCall® Answering Service is a basic mailbox service with telephone answering capability. The following features are included with most MAS mailboxes.

* + - **Telephone Answering** - Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
    - **Personalized Greeting** - Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. A typical personal greeting might include the phrase “*I’m currently on the phone or away from my office. Please leave a message and I’ll return your call as soon as possible.*” Callers can skip over a personal greeting if they wish.
    - **Message Recording** - Allows a caller to leave a message in his/her own voice for the customer. (MemoryCall Announcement Service)
    - **Message Review and Retrieval** - Allows the customer to retrieve and review telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
      * *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
      * *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
      * *Skip* - The customer my skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.
      * *Cancel* - The customer may cancel message review at any time while listening to messages.
      * *Replay* - At the end of a message, the customer can replay that message in its entirety.
      * *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
      * *Reply* - The customer can reply to messages left by other MemoryCall® subscribers. The reply is retrieved and reviewed by the recipient like any other message. In order for a customer to reply to a caller’s message, the caller must 1) have a MemoryCall® service mailbox on the same vms as the customer, 2) be served from the same central office switch as the customer, and 3) place the call from his/her telephone line equipped with a MemoryCall® service mailbox. Customers may also reply to voice mail messages sent by MemoryCall® Voice Messaging or Deluxe Voice Messaging users on the same MemoryCall® service vms.
    - **Password Security (PIN)**- Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
    - **Message Waiting Indication (optional feature)** - Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone and/or a visual lamp indication when messages have been left in the customer's mailbox. Stutter dial tone and/or lamp indication is turned off after the customer listens to all new messages in his/her mailbox.

**Features not available with MemoryCall® Answering Service**

The following features are not available with MAS mailbox offerings. The customer must change to a MAS+, Personal, Deluxe Voice Messaging, or Deluxe Voice Messaging mailbox to receive these benefits.

* + - Extended Absence Greeting;
    - Dial "0" For Operator (aka., Return to Attendant);
    - Pager/Outcall Notification (aka., Special Delivery);
    - Sub/Extension Mailboxes;
    - Guest and Home Mailboxes;
    - Voice Mail/Messaging Capabilities Including
      * Delivery Options,
      * Future Delivery,
      * Group Distribution Lists, and
      * SEND COPY During Message Review/Retrieval.

# MemoryCall ® Answering Service Personal / Extension Mailbox

**Mailbox Description**

MemoryCall®'s Personal Mailboxes (Consumer) and Extension Mailboxes (Business) are designed for customers who have a single telephone number but more than one potential user. These mailboxes offer the same features as MemoryCall® Answering Service (MAS) including telephone answering and message recording. Incoming calls can be answered when the called party is on the telephone or unable to answer the phone.

Sub-Mailboxes

Main Mailbox

However, unlike MAS, each Personal or Extension Mailbox can be partitioned into four different mailboxes: a main mailbox and up to three sub-mailboxes. The main mailbox and each sub- mailbox can have their own unique greeting recorded in the customer's own voice. Each sub- mailbox has its own password allowing privacy of messages between parties sharing the Personal or Extension Mailbox.

**Feature Descriptions**

(Some features are not available in all areas.)

The following features are included with most Personal or Extension Mailboxes.

* **Telephone Answering** - Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
* **Sub/Extension Mailboxes** - A mailbox can be partitioned into one main mailbox and up to three sub-mailboxes, each with its own greeting and password.
* **Personalized Greeting** - Customers can record a personal or company greeting which is heard each time a caller reaches a main or sub-mailbox. The greeting can be changed at any time by the main or sub-mailbox holder. A typical personal greeting might include the phrase “*We are currently on the phone or away from the office…*” Callers can skip over a personal greeting if they wish.
* **Busy Greeting -** Customers can record an optional secondary greeting for the main mailbox which is heard by callers only when the customer’s line is busy. A busy greeting lets customers provide more specific information about their status or location to callers. For example, a busy greeting might include the phrase “*You’ve reached the Jones residence. One of us is currently on the telephone right now…*” Callers will still hear the main mailbox’s personal greeting on unanswered calls forwarded to MemoryCall®. Busy greetings should include a list of sub-mailboxes just like the main mailbox’s personal greeting. Callers can skip over busy greetings as well as personal greetings.
* **Message Recording** - Allows a caller to leave a message in his/her own voice for the customer.
* **Caller Prompting** - At the end of a greeting, the caller can be prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message or cancel the message entirely. Prompting is not automatic and the caller must be told that options exist by the customer in his/her greeting.
* **Voice Mail; Sending Messages** - Users on the same Personal or Extension Mailbox can send messages between sub-mailboxes or between sub-mailboxes and the main mailbox. This capability allows members of the same family or business to easily exchange messages.
* **Message Review and Retrieval** - Allows the customer and sub-mailbox users to retrieve and review voice mail and telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
  + *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed (Lucent vms only) of message playback.
  + *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
  + *Skip* - The customer my skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.
  + *Cancel* - The customer may cancel message review at any time while listening to messages. Any message not completely reviewed will remain as a "new" message.
  + *Replay* - At the end of a message, the customer can replay that message in its entirety.
  + *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
  + *Reply* - The customer can reply to messages left by other MemoryCall® subscribers. The reply is retrieved and reviewed by the recipient like any other message. In order for a customer to reply to a caller’s message, the caller must 1) have a MemoryCall® service mailbox on the same vms as the customer, 2) be served from the same central office switch as the customer, and 3) place the call from his/her telephone line equipped with a MemoryCall® service mailbox. Customers may also reply to voice mail messages sent by MemoryCall® Voice Messaging or Deluxe Voice Messaging users on the same MemoryCall® service vms.

**NOTE**:Replies sent to a caller with a Personal or Extension Mailbox will be left in the main mailbox only. Customer’s cannot send replies to individual sub-mailboxes.

* **Send Messages** - Users on the same Personal or Extension Mailbox can send messages among themselves. This capability allows members of the same family or business to easily exchange messages.
* **Password Security** - Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish. A separate password is required for a main mailbox and each sub-mailbox.
* **Message Waiting Indication (optional feature)** - Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone and/or a visual lamp indication when messages have been left in the customer's mailbox. Stutter dial tone and/or lamp indication is turned off after the customer listens to all new messages in his/her mailbox.
* **Reminder Feature** - Helps customers remember special events or appointments. Customers can program MemoryCall® service to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® service dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.
* **Easy Access** - Simplifies message retrieval. Customers who can't remember the MemoryCall® service access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal or busy greeting is heard. To enter the mailbox, the customer just presses "\*" during either greeting and enters his/her password.

**Features not available with Personal or Extension Mailboxes**

The following features are not available with Personal or Extension mailbox offerings. The customer must change to a MAS+, Voice Messaging, or Deluxe Voice Messaging to receive these benefits.

* Extended Absence Greeting;
* Dial "0" For Operator (aka., Return to Attendant);
* Pager/Outcall Notification (aka., Special Delivery);
* Guest and Home Mailboxes;
* Control of Message Waiting Indication; and
* Voice Mail/Messaging Capabilities to other MemoryCall® service subscribers. Personal and Extension mailboxes do permit voice messaging or sending messages between main and sub-mailboxes.

# MemoryCall® Answering Service Plus Mailbox

**Mailbox Description**

MemoryCall® Answering Service Plus (MAS+) provides telephone answering and message recording service for the customer. With the appropriate switch features, the service allows a call to be answered when the customer is already on the line or unable to answer the phone. A greeting in the customer's own voice can be played to the calling party and a message recorded.

With an optional switch feature, the customer can be notified that a message is waiting via stutter dial tone when he/she picks up the telephone receiver. Using special customer premises equipment (“CPE”), customers can also obtain a visual or lamp indication that messages are waiting. MemoryCall® Answering Service Plus notes the time and date when a message was recorded.

MemoryCall® Answering Service Plus provides a more sophisticated set of telephone answering and message recording features than that offer by MemoryCall® Answering Service (MAS).

MemoryCall® Answering Service Plus includes the following additional features not available with MAS:

* + - **Dial "0" for Operator** - Callers needing additional assistance can be transferred by to a customer-provided secretary or attendant by pressing "0" from a

touchtone-capable telephone.

* + - **Pager/Outcall Notification** - MemoryCall® Answering Service Plus can activate a pager to notify the customer that new messages have been received. Customers must obtain the paging service from another vendor. MAS+ can also be programmed to dial other telephone numbers when messages are received.
    - **Caller Prompting** - At the end of a greeting, the caller is prompted to hang up or press a certain key for more options. These options give the caller additional control over message recording including the ability to specify urgent delivery of their message.

**Feature Descriptions**

(Some features are not available in all areas.)

The following features are included with most MemoryCall® Answering Service Plus (MAS+) mailboxes.

* + - **Telephone Answering** - Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
    - **Personalized Greeting** - Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. A typical personal greeting might include the phrase “*I’m currently on the phone or away from my office. Please leave a message and I’ll return your call as soon as possible.*” Callers can skip over a personal greeting if they wish.
    - **Busy Greeting -** Customers can record an optional secondary greeting only heard by callers when the customer’s line is busy. A busy greeting lets customers provide more specific information about their status or location to callers.

For example, a busy greeting might include the phrase “*I’m currently on the telephone right now…*” Callers still hear the customer’s personal greeting on unanswered calls forwarded to MemoryCall®. A typical personal greeting used in conjunction with a busy greeting might be “*I’m sorry I’m away from my office…*” or “*I’m sorry I am unable to answer your call…*” Callers can skip over busy greetings as well as personal greetings.

* + - **Message Recording** - Allows a caller to leave a message in his/her own voice for the customer.
    - **Caller Prompting** - At the end of a greeting, the caller is automatically prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely.
    - **Caller Specified Urgent Delivery** - During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded.
    - **Message Review and Retrieval** - Allows the customer to retrieve and review telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
      * *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
      * *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
      * *Skip* - The customer my skip to the next message at any time by pressing one key. Any messages that are skipped remain for review later.
      * *Cancel* - The customer may cancel message review at any time while listening to messages.
      * *Replay* - At the end of a message, the customer can replay that message in its entirety.
      * *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
      * *Reply* - The customer can reply to messages left by other MemoryCall® subscribers. The reply is retrieved and reviewed by the recipient like any other message. In order for a customer to reply to a caller’s message, the caller must 1) have a MemoryCall® service mailbox on the same vms as the customer, 2) be served from the same central office switch as the customer, and 3) place the call from his/her telephone line equipped with a MemoryCall® service mailbox. Customers may also reply to voice mail messages sent by MemoryCall® Voice Messaging or Deluxe Voice Messaging users on the same MemoryCall® service vms.
    - **Password Security** - Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
    - **Message Waiting Indication (optional feature)** - Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone and/or a visual lamp indication when messages have been left in the customer's mailbox. Stutter dial tone and/or lamp indication is turned off after the customer listens to all new messages in his/her mailbox.
    - **Dial "0" for Operator** - Callers may press "0" to transfer to the customer's clerk, secretary, operator, or other customer-specified attendant telephone number at any time while connected to the customer's mailbox.
    - **Pager/Outcall Notification** - A customer can personalize his/her mailbox so that MemoryCall® service will activate a pager when a message is received. Customers may also program the mailbox to call a local number to deliver the message (Outcall Notification/Special Delivery).
    - **Easy Access** - Simplifies message retrieval. Customers who can't remember the MemoryCall® service access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal or busy greeting is heard. To enter the mailbox, the customer just presses "\*" during either greeting and enters his/her password.
    - **Reminder Feature** - Helps customers remember special events or appointments. Customers can program MemoryCall® service to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® service dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

**Features Not Available with MemoryCall Answeing Service Plus**

The following features are not available with MAS+ mailbox offerings. The customer must upgrade to a Personal or Deluxe Voice Messaging mailbox to receive these benefits.

* + - Extended Absence Greeting;
    - Sub/Extension Mailboxes;
    - Guest and Home Mailboxes;
    - Control of Message Waiting Indication; and
    - Voice Mail/Messaging Capabilities Including:
      * Delivery Options,
      * Future Delivery,
      * Group Distribution Lists, and
      * SEND COPY During Message Review/Retrieval.

# MemoryCall Voice Messaging Service Mailbox

**Mailbox Description**

MemoryCall® Voice Messaging provides the customer the same features as those offered with MemoryCall® Answering Service Plus. In addition the customer is provided with voice mail capability. Voice mail allows customers to send messages to other MemoryCall® service users residing on the same vms without dialing their telephone number. The following features are also included with MemoryCall® Voice Messaging mailboxes:

* + - Future Delivery of Messages,
    - Extended Absence Greetings, and
    - Guest and Home Mailboxes

MemoryCall® Voice Messaging is offered as a flat rate, non-usage sensitive service.

**Feature Description**

MemoryCall® Voice Messaging is the most feature-rich of MemoryCall® service's mailbox types. As such, it lacks few features when compared to other mailboxes offered by MemoryCall® service. The following features are included with most MemoryCall® Voice Messaging mailboxes

* + - **Telephone Answering** - Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
    - **Personalized Greeting** - Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. A typical personal greeting might include the phrase “*I’m currently on the phone or away from my office. Please leave a message and I’ll return your call as soon as possible.*” Callers can skip over a personal greeting if they wish.
    - **Busy Greeting -** Customers can record an optional secondary greeting only heard by callers when the customer’s line is busy. A busy greeting lets customers provide more specific information about their status or location to callers. For example, a busy greeting might include the phrase “*I’m currently on the telephone right now…*” Callers still hear the customer’s personal greeting on unanswered calls forwarded to MemoryCall®. A typical personal greeting used in conjunction with a busy greeting might be “*I’m sorry I’m away from my office…*” or “*I’m sorry I am unable to answer your call…*” Callers can skip over busy greetings as well as personal greetings.
    - **Extended Absence Greeting** - An extended absence greeting can be recorded by the customer instead of the normal personal greeting. Callers cannot skip over an extended absence greeting. This ensures that callers know that the customer will be away for an extended period of time and may not be checking for messages.
    - **Message Recording** - Allows a caller to leave a message in his/her own voice for the customer.
    - **Caller Prompting** - At the end of a greeting, the caller is automatically prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely.
    - **Caller Specified Urgent or Private Delivery** - During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded. On vms, callers also have the option of specifying a message as "Private." Private messages can only be heard by the customer and cannot be sent to other MemoryCall® service customers via voice mail.
    - **Dial "0" for Operator** - Callers may press "0" to transfer to the customer's clerk, secretary, operator, or other customer-specified attendant telephone number at any time while connected to the customer's mailbox.
    - **Voice Mail; Sending Messages** - Allows the customer to send messages to another user on the same MemoryCall® service vms. The customer records a message and enters the destination mailbox number(s). The message is automatically sent to all specified mailboxes.
    - **Voice Mail; Delivery Options** - Messages sent by the customer can be marked as one of the following:
      * *Normal Delivery* - Messages are delivered without priority or confirmation. Normal messages are heard in the order received.
      * *Private* - Prevents the recipient from sending copies of the message to other MemoryCall® service customers.
      * *Urgent* - These messages are available for review by the recipient before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were received.
      * *Confirmation Requested* - The customer can request to be notified by MemoryCall® service when a message is received. The customer can also request confirmation for non-received messages.
      * *Future Delivery* - Customers can request that messages be delivered to other users at a specific time in the future. The customer records the message and enters the date and time when the message should be delivered.
    - **Voice Mail; Receiving Messages** - Customers can receive messages sent from other MemoryCall® Voice Messaging and Deluxe Voice Messaging users residing on the same MemoryCall® Service vms.
    - **Message Review and Retrieval** - Allows the customer to retrieve and review voice mail and telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
    - *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
      * *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
      * *Skip* - The customer my skip to the next message at any time by pressing one key.
      * *Cancel* - The customer may cancel message review at any time while listening to messages.
      * *Replay* - At the end of a message, the customer can replay that message in its entirety.
      * *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
      * *Reply* - The customer can reply to messages left by other MemoryCall® subscribers. The reply is retrieved and reviewed by the recipient like any other message. In order for a customer to reply to a caller’s message, the caller must 1) have a MemoryCall® service mailbox on the same vms as the customer, 2) be served from the same central office switch as the customer, and 3) place the call from his/her telephone line equipped with a MemoryCall® service mailbox. Customers may also reply to voice mail messages sent by MemoryCall® Voice Messaging or Deluxe Voice Messaging users on the same MemoryCall® service vms.
      * *Send a Copy* - The customer can send a copy of a message he/she has received to another customer on the same MemoryCall® service vms unless the message was sent using the "private" delivery option.
    - **Password Security** - Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
    - **Message Waiting Indication (optional feature)** - Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone and/or a visual lamp indication when messages have been left in the customer's mailbox. Stutter dial tone and/or lamp indication is turned off after the customer listens to all new messages in his/her mailbox.
    - **Pager/Outcall Notification** - A customer can personalize his/her mailbox so that MemoryCall® service will activate a pager when a message is received. Customers may also program the mailbox to call a local number to deliver the message (Outcall Notification/Special Delivery).
    - **Guest and Home Mailboxes** - A customer can establish multiple passwords which make use of the customer's existing mailbox capacity. These passwords can be used to simulate up to three additional voice messaging mailboxes. Two of these passwords create "guest mailboxes". The third password is labeled as a "home mailbox". The customer creates these passwords and provides them to special callers - either family or business associates. Special callers can dial into the customer's mailbox and send/receive messages to/from the customer via their guest or home mailbox. Messages sent to the customer from the home mailbox are automatically sent with an urgent priority. The total number of messages in the customer's personal mailbox, and home/guest mailboxes may not exceed thirty (30) messages at any one time.
    - **Easy Access** - Simplifies message retrieval. Customers who can't remember the MemoryCall® service access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal or busy greeting is heard. To enter the mailbox, the customer just presses "\*" during either greeting and enters his/her password.
    - **Reminder Feature** - Helps customers remember special events or appointments. Customers can program MemoryCall® service to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® service dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

**Features Not Available with MemoryCall Voice Messaging**

Sub/Extension mailboxes and Group Distribution Lists are not available with MemoryCall® Voice Messaging. The customer must change to a Personal/Extension or Deluxe Voice Messaging mailbox to receive these features.

# MemoryCall Deluxe Voice Messaging Service Mailbox

**Mailbox Description**

Deluxe Voice Messaging provides the customer with a full range of voice mail features in addition to telephone answering functionality. Voice mail allows customers to send messages to other MemoryCall® service customers without dialing their telephone number. Deluxe Voice Messaging customers also receive the following features:

* + - Group Distribution Lists,
    - Future Delivery of Messages,
    - Extended Absence Greetings, and
    - Guest and Home Mailboxes

MemoryCall® Deluxe Voice Messaging Service is offered on a usage sensitive basis.

**Feature Descriptions**

Deluxe Voice Messaging is the most feature-rich of MemoryCall® service's mailbox types. As such, it lacks few features when compared to other mailboxes offered by MemoryCall® service. The following features are included with most Deluxe Voice Messaging mailboxes.

* + - **Telephone Answering** - Answers incoming calls forwarded from customer lines. Calls may be forwarded because the customer is unavailable, on the telephone, or the customer has temporarily forwarded all calls to MemoryCall® service.
    - **Personalized Greeting** - Customers can record a personal or company greeting which is heard each time a caller reaches the mailbox. The greeting can be changed at any time by the customer. A typical personal greeting might include the phrase “*I’m currently on the phone or away from my office. Please leave a message and I’ll return your call as soon as possible.*” Callers can skip over a personal greeting if they wish.
    - **Busy Greeting -** Customers can record an optional secondary greeting only heard by callers when the customer’s line is busy. A busy greeting lets customers provide more specific information about their status or location to callers. For example, a busy greeting might include the phrase “*I’m currently on the telephone right now…*” Callers still hear the customer’s personal greeting on unanswered calls forwarded to MemoryCall®. A typical personal greeting used in conjunction with a busy greeting might be “*I’m sorry I’m away from my office…*” or “*I’m sorry I am unable to answer your call…*” Callers can skip over busy greetings as well as personal greetings.
    - **Extended Absence Greeting** - An extended absence greeting can be recorded by the customer instead of the normal personal greeting. Callers cannot skip over an extended absence greeting. This ensures that callers know that the customer will be away for an extended period of time and may not be checking for messages.
    - **Message Recording** - Allows a caller to leave a message in his/her own voice for the customer.
    - **Caller Prompting** - At the end of a greeting, the caller is automatically prompted to hang up or press a "#" or "1" for more options. These options give the caller additional control over message recording including the ability to listen to their message, erase and rerecord their message, or cancel the message entirely.
    - **Caller Specified Urgent or Private Delivery** - During Caller Prompting, a caller can specify Normal or Urgent delivery of their message. Urgent messages are available for review by the customer before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were recorded. On a vms, callers also have the option of specifying a message as "Private." Private messages can only be heard by the customer and cannot be sent to other MemoryCall® service customers via voice mail.
    - **Dial "0" for Operator** - Callers may press "0" to transfer to the customer's clerk, secretary, operator, or other customer-specified attendant telephone number at any time while connected to the customer's mailbox.
    - **Voice Mail; Sending Messages** - Allows the customer to send messages to another user or to a group distribution list. Voice Mail recipients must reside on the same MemoryCall® service vms as the sender. The customer records a message and enters the destination mailbox number(s) or the distribution list number. The message is automatically sent to all specified mailboxes.
    - **Voice Mail; Group Distribution Lists** - Group distribution lists are programmed by the customer and contain mailbox numbers for sending messages. Distribution lists can be edited or changed by the customer at any time. Once a group distribution list is built, the customer can send a message simultaneously to all users on the list without re-entering each mailbox number.
    - **Voice Mail; Delivery Options** - Messages sent by the customer can be marked as one of the following:
      * *Normal Delivery* - Messages are delivered without priority or confirmation. Normal messages are heard in the order received.
      * *Private* - Prevents the recipient from sending copies of the message to other MemoryCall® service customers.
      * *Urgent* - These messages are available for review by the recipient before normal delivery messages. Messages not marked urgent are reviewed in the order in which they were received.
      * *Confirmation Requested* - The customer can request to be notified by MemoryCall® service when a message is received. The customer can also request confirmation for non-received messages.
      * *Future Delivery* - Customers can request that messages be delivered to other users at a specific time in the future. The customer records the message and enters the date and time when the message should be delivered.
    - **Voice Mail; Receiving Messages** - Customers can receive messages sent from other Deluxe Voice Messaging or MemoryCall® Voice Messaging users residing on the same MemoryCall® service vms.
    - **Message Review and Retrieval** - Allows the customer to retrieve and review voice mail and telephone answering messages at any time from any touchtone-capable phone. Retrieval and review options are:
      * *Playback* - While listing to a message, the customer, by using the appropriate keys, may rewind to the beginning of a message; forward to the end of a message; pause or resume playback; or increase the volume or speed of message playback.
      * *Envelope Information* - Allows the customer to hear the date and time a message was recorded and how long it is.
      * *Skip* - The customer my skip to the next message at any time by pressing one key.
      * *Cancel* - The customer may cancel message review at any time while listening to messages.
      * *Replay* - At the end of a message, the customer can replay that message in its entirety.
      * *Delete or Save* - When the customer has listened to a message, he/she may erase it or save it for a predetermined number of days. Saved messages can be reviewed and deleted or re-saved anytime during the archive period.
      * *Reply* - The customer can reply to messages left by other MemoryCall® subscribers. The reply is retrieved and reviewed by the recipient like any other message. In order for a customer to reply to a caller’s message, the caller must 1) have a MemoryCall® service mailbox on the same vms as the customer, 2) be served from the same central office switch as the customer, and 3) place the call from his/her telephone line equipped with a MemoryCall® service mailbox. Customers may also reply to voice mail messages sent by MemoryCall® Voice Messaging or Deluxe Voice Messaging users on the same MemoryCall® service vms.
      * *Send a Copy* - The customer can send a copy of a message he/she has received to another customer on the same MemoryCall® service vms unless the message was sent using the "private" delivery option.
    - **Password Security** - Requires the customer to enter a password to retrieve messages. Customers can change passwords whenever they wish.
    - **Message Waiting Indication (optional feature)** - Message Waiting Indication (MWI) can be put on the customer's line. This feature provides stutter dial tone and/or a visual lamp indication when messages have been left in the customer's mailbox. Stutter dial tone and/or lamp indication is turned off after the customer listens to all new messages in his/her mailbox.
    - **Pager/Outcall Notification** - A customer can personalize his/her mailbox so that MemoryCall® service will activate a pager when a message is received. Customers may also program the mailbox to call a local number to deliver the message (Outcall Notification/Special Delivery).
    - **Guest and Home Mailboxes** - A customer can establish multiple passwords which make use of the customer's existing mailbox capacity. These passwords can be used to simulate up to three additional voice messaging mailboxes. Two of these passwords create "guest mailboxes". The third password is labeled as a "home mailbox". The customer creates these passwords and provides them to special callers - either family or business associates. Special callers can dial into the customer's mailbox and send/receive messages to/from the customer via their guest or home mailbox. Messages sent to the customer from the home mailbox are automatically sent with an urgent priority. The total number of messages in the customer's personal mailbox, and home/guest mailboxes may not exceed thirty (30) messages at any one time.
    - **Easy Access** - Simplifies message retrieval. Customers who can't remember the MemoryCall® service access number can retrieve messages by calling their home or business number when no one is there to answer the phone. The customer's call forwards to MemoryCall® service and the personal or busy greeting is heard. To enter the mailbox, the customer just presses "\*" during either greeting and enters his/her password.
    - **Reminder Feature** - Helps customers remember special events or appointments. Customers can program MemoryCall® service to contact them with a self-recorded message at a specific date and time in the future. At the time specified, MemoryCall® service dials the customer's telephone number and plays the special message to the answering party. If no one is available to answer the call, the message is placed in the customer's mailbox for retrieval later.

**Features Not Available with Deluxe Voice Messaging**

Sub/Extension mailboxes are not available with Deluxe Voice Messaging. The customer must change to a Personal mailbox to receive this feature. All other capabilities provided by MemoryCall® service are included in the Deluxe Voice Messaging mailbox offering.

# USOCS Table

This section contains tables listing current MemoryCall® service mailboxes available for resale on a month to month pricing plan. Feature Codes (a.k.a. USOCs) are organized in tables by service category: Residential and Business mailboxes. Tables contain the following columns:

* + - **Feature Code** - The Feature Code required to identify and order a particular mailbox type. Also referred to as a Universal Service Order Code or USOC. The USOCs beginning with EMS (see price list) are to be used in Atlanta (area codes 404, 678, 770)
    - **Mailbox Name** - The MemoryCall® service name associated with the Feature Code or a description of the mailbox.
    - **N/R** - This column shows the non-recurring charges associated with the installation of each mailbox type. The same non-recurring charge shown for a given mailbox type applies in all states.
    - **Required Quantity** - Quantity aggregation shall be limited to mailboxes associated with an individual end user account associated with a given mailbox Feature Code. A "1" indicates that no volume commitment is required and a single (1) mailbox can be ordered.
    - **Base Usage** - For usage sensitive mailboxes, a usage allowance is provided to each individual mailbox. Customers are charged a per minute fee for usage over this base allowance. Non-usage sensitive mailboxes are indicated with the words "Flat Rate."

## MemoryCall® Service Residential Mailboxes

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Feature Code** | **Mailbox Name** | **N/R** | **Required Quantity** | **Base Usage** |
| MBBRX EMSRX | MemoryCall® Answering Service | None | 1 | Flat Rate |
| MPMXX EMSRP | MemoryCall® Answering Service - | None | 1 | Flat Rate |
| TRMBX  EMSRT | Rated Transfer Mailbox (for use with additional non-hunting lines) | None | 1 | Flat Rate |
| VMSAX4  EMSTM | Non-Rated Transfer Mailbox (for use with additional hunting lines and Ringmaster in 5ESS or | None | 1 | Flat Rate |

## MemoryCall® Service Business Mailboxes

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Feature Code** | **Mailbox Name** | **N/R** | **Required Quantity** | **Base Usage** |
| MBB  EMSBQ | MemoryCall® Answering Service Plus | $15.00 | 1 | 90 Min. |
| MBBF  EMSBF | MemoryCall® Voice Messaging Service | $15.00 | 1 | Flat Rate |
| MPMXX EMSBE | MemoryCall® Answering Service - Extension Mailbox | $15.00 | 1 | Flat Rate |
| SMBBX EMSBX | MemoryCall® Answering Service | $15.00 | 1 | 90 Min. |
| TRMBX6  EMSBT | Rated Transfer Mailbox (for use with additional Non-hunting lines) | none | 1-10 | Flat Rate |
| 11-24 |
| 25+ |
| VMSAX7  EMSTM | Non-Rated Transfer Mailbox (for use with additional hunting lines and RingMaster service in 5ESS or EWSD switches) | none | 1 | Flat Rate |
| VMZ1X EMSBD | MemoryCall® Deluxe Voice Messaging Service | $15.00 | 1-24 | 200 Min. |
| 25-49 |
| 50-99 |
| 100 - 499 |
| 500 - 999 |
| 1000 - 1999 |
| 2000+ |

# Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service mailbox and performing various administrative activities.

## Setting Up Your Mailbox

You have to complete mailbox setup before you can start using your voice mailbox!

**Things you’ll need before you start**

1. Your **Mailbox Number** (telephone number that is connected to voicemail).
2. Your **Access Number.**
3. Your **Temporary PIN** (your 10-digit telephone number) 1.

**Note:** The temporary PIN is not required for residential customers calling from the telephone number connected to their voicemail.

### **Voicemail Conversion**

Effective February 10, 2016 subscribers must complete setup of the *updated* mailboxes now in order to use voicemail on and after their conversion date. The conversion process will begin February 2016 and will continue through June 2016. Listed below are the steps required to set up the mailbox prior to the conversion.

#### **Setting Up Your Mailbox** (Effective during conversion from 02/16 thru 06/16)

**Things you’ll need before you start**

1. Your **Mailbox Number** (telephone number that is connected to voicemail).
2. Your **Temporary Access Number .**
3. Your **Temporary PIN** (your 10-digit telephone number) 1.

**To set up your voice mailbox using the telephone connected to your Voicemail (such as your home or office number), follow these steps:**

Residential Customers

1. Dial **\*98** (if available in your area) 2.

Or: Dial your **Access Number.**

1. Follow the prompts to set up your mailbox.

Business Customers

1. Dial your **Access Number.**
2. Follow the prompts to set up your mailbox.

**To set up your mailbox using a telephone number NOT connected to your Voicemail, follow these steps:**

Residential or Business Customers

1. Dial your **Access Number.**
2. Enter your **Temporary PIN** (your 10-digit telephone number).
3. Follow the prompts to set up your mailbox.

Once you’ve recorded your personal greeting or selected a pre-recorded greeting, basic Mailbox Setup is complete and your Voicemail is ready to use. For additional set-up instructions, follow the prompts.

## Accessing Your Mailbox

Now that you’ve set up your Voicemail, you can access it anytime. The various features of your mailbox and how to use them are explained in the following sections of this User Guide.

**To access your voice mailbox using the telephone connected to your Voicemail:**

Residential Customers

1. Dial **\*98** (if available in your area)\* Or: Dial your **Access Number.**
2. Enter your **PIN\*\***.

Business Customers

1. Dial your **Access Number.**
2. Enter your **PIN\*\***.

**To access your mailbox using a telephone NOT connected to your Voicemail:**

Residential or Business Customers

1. Dial your **Access Number.**
2. Enter your 10-digit telephone number (mailbox number).
3. Enter your **PIN.**

Or:

1. Dial your Telephone Number (mailbox number).
2. Once you hear the system greeting, **press \*.**
3. Enter your **PIN.**

## Setting Up Your Mailbox Greetings

With Voicemail, you have a choice of several types of mailbox greetings:

### **Name Announcement**

Your recorded Name Announcement is what other Voicemail users hear when they send you a message or when you send them a voice message. It is also heard when using the Pre-recorded Greeting that includes your name.

A sample Recorded Name: “Jack Smith.”

### **Pre-Recorded Greeting**

The Pre-recorded Greeting is a default greeting provided by your Voicemail service. If you don’t record and activate your personal greeting, callers will hear one of three pre-recorded greetings. You have a choice of a pre-recorded greeting that includes your name (Recorded Name), a pre-recorded greeting that includes your telephone number or just a generic pre-recorded greeting that does not include your name or your phone number.

Sample Pre-recorded Greetings:

1. “<Your Recorded Name> can’t take your call now…”
2. “<Telephone Number xxx-xxx-xxxx> can’t take your call now…”
3. “The person you have dialed can’t take your call now. At the tone, please record your message. When you have finished recording, simply hang up…”

### **Personal Greeting**

Your Personal Greeting is for everyday use. It is the main greeting your callers hear when they call and you don’t answer the telephone. If you record and activate your personal greeting, it will replace the pre-recorded greeting. You can change your personal greeting or use a pre-recorded greeting at any time.

A sample Personal Greeting: “Hello, you’ve reached Larry’s mailbox. Please leave a message.”

### **Same As Primary Greeting**

This greeting allows callers to hear the same greeting that they hear when they call your primary line. This is used with wireless numbers and secondary telephone lines associated with your Voicemail. (See Definition of Terms.)

### **Extended Absence Greeting**

This greeting can be used as a temporary greeting to be played for special occasions. An example of when you would use your Extended Absence Greeting would be when you go on vacation or are out of the office for a period of time. In addition, if your extended absence greeting is playing, you can always go back to your personal greeting without having to re-record your personal greeting. You also have the option of receiving or not receiving messages when this greeting is active.

A sample Extended Absence Greeting: “This is Marilyn with an out-of-the-office announcement. I am currently out on vacation for the next 2 weeks. This mailbox will not accept any messages in my absence. Please call back after the 15th. Thank you.”

If this greeting is active, you will be notified upon logging in to your mailbox that the Extended Absence Greeting is on and whether messages are being received or not. Instructions for setting up an Extended Absence Greeting are listed below.

### **Group or Family Greeting**

The primary mailbox, or main mailbox, is also considered mailbox **number 1**. All subsequent sub-mailboxes/ extension mailboxes are given their own number — **mailbox 2, mailbox 3, mailbox 4** and **mailbox 5**.

**Note:** It is not required that sub-mailboxes/extension mailboxes be placed in numerical order.

The main mailbox owner records the Greeting, referenced as Group Greeting (for Business customers) or Family Greeting (for Residence customers) and assigns the appropriate keys that callers would press to leave a message for various members of the company/household.

A sample Family Greeting: “You have reached the Smith home. To leave a message for Jack [main mailbox owner], press 1 and wait for the tone; for Kim, press 2; to leave a general message for the family, please press 3.”

In the Family Greeting example above, the primary mailbox belongs to Jack. When Jack’s callers press 1 and wait for the tone, they will hear Jack’s personal greeting, specific to Jack’s mailbox. He took the primary account so that he would not have to give the primary account passcode to his kids, therefore preventing them from altering the settings of the primary mailbox and all sub-mailboxes. He created a sub-mailbox for the general group or family mailbox (“…to leave a message for the family, please press 3.”). He can give the passcode for this sub-mailbox to the whole family, but if changes are made to this mailbox (mailbox 3), the changes only affect this sub-mailbox.

Sub-mailboxes will not have the option of changing the Group or Family Greeting that callers hear when the primary telephone number is called. Each sub-mailbox holder can, however, create a personalized greeting the caller hears once the caller selects the number associated with the holder’s sub-mailbox.

(Note: There is an option to select a greeting for your wireless phone or secondary telephone line that is the same as the primary greeting. If this option is chosen when a Group or Family Greeting is used, that Greeting will be played for callers who call the wireless phone or secondary wireline phone for which the greeting was chosen to be the same as the primary.)

You can only use one Group or Family Greeting at a time. If you’re using the Greeting on the primary line, you have to use the same greeting for your wireless phone (if you want a Greeting on your wireless phone). You cannot create a separate Group or Family Greeting for your wireless phone.

### **Options for Callers**

You can also leave additional instructions for callers in your personal greeting, which allows them to mark their messages as urgent. If you choose this option, inform callers in your personal greeting to follow these steps:

**After callers press#, they’ll be prompted to do one of the following:**

1. Press **1** to review the message.
2. Press **2** to mark the message “Urgent”.
3. Press **3** to mark the message “Private”.
4. Press **#** to send the message.

### **Steps To Set Up Your Mailbox Greetings:**

|  |  |
| --- | --- |
| Step | Action |
| 1 | Access your mailbox |
| 2 | From the Main Menu [press] **4** for Mailbox Settings |
| 3 | For Greetings [press] **3** |
| 4 | Choose the greeting you want to change:   |  |  | | --- | --- | | **Key** | **Description** | | **1** | Personal Greeting | | **2** | Extended Absence Greeting | | **3** | Name | | **4** | Group or Family Greeting (if applicable) | | **6** | Additional Lines, press | | **7** | If greeting used for additional numbers (see note below) | | **8** | If you need more time, to pause up to 20 seconds. To resume, press any key to continue. | | **\*** | To cancel and return to the Greetings menu | |

**Note:**

Pressing the **6** key allows you to review and change greetings for all telephone numbers connected to your mailbox. When calling from your primary telephone number, pressing the **7** key allows you to set the greetings for all telephone numbers connected to your mailbox to be the same greeting as your primary number (“same as primary”). If all telephone numbers are already set to “same as primary,” **7** is not an option. When calling from any additional telephone number that is connected to your mailbox, pressing **7** allows you to create a personal greeting or turn on/off the “same as primary” greeting.

## Managing Your Authentication Code/Resetting Your PIN

Setting up an Authentication Code will allow you to reset your PIN in the event it is lost or forgotten. If you enter your PIN incorrectly, the system will prompt you for your Authentication Code. Once you have entered your Authentication Code, follow the voice prompts to reset your PIN and access your mailbox.

#### **Steps To Create or Change your Authentication Code/PIN:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| **1** | Access your mailbox |
| **2** | From the Main Menu [press] **4** for Mailbox Settings |
| **3** | for Administrative Options [press] **2** |
| **4** | Security [press] **1** |
| **5** | Authentication Code [press] **4** |
| **6** | Press **1**to Create or Change the eight-digit date of birth (MMDDYYYY):   |  |  | | --- | --- | | **Key** | **Description** | | **1** | Mother’s Date of Birth | | **2** | Father’s Date of Birth | | **3** | Spouse’s Date of Birth | | **4** | Child’s Date of Birth | |

## Getting Your Messages

When accessing your mailbox, you’ll be presented with several options. Checking for messages is the option you’ll choose most often.

**To Listen to Your Messages:**

1. Press **1** to Get your Messages.
2. Press **1** for Voice Messages.
3. Press **3** for Fax Messages.

## Listening Options

**To Listen to Messages:**

Customers can call into MemoryCall® service from any touchtone-capable telephone to retrieve messages. The following instructions apply to message retrieval for MemoryCall® Answering Service mailboxes

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1."
3. Hear Date And Time When Message Recorded Or Last Saved.
4. During Message Review Press:

**Listening Options**

|  |  |
| --- | --- |
| **Key** | **Action** |
| **1** | Rewind |
| **1 + 1** | Play previous message |
| **2** | Pause |
| **3** | Fast forward |
| **4** | Slow down / Replay |
| **5** | Date / Time received |
| **6** | Speed up / Forward a copy |
| **6 + 6** | Volume control |
| **7** | Delete |
| **8** | Reply |
| **9** | Save |
| **9 + 9** | Marks message new |
| **0** | Helpful hints |
| **#** | Skip |
| **\*** | Return to Main Menu |

## Erased Message Retrieval

When a message is erased, you have up to 48 hours to access this message before it is permanently deleted from your mailbox.

**Steps to Retrieve Erased Messages:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **\*** if Autoplay is on to access the Main Menu |
| 3 | Press **6** for Deleted Messages  Note: All messages erased during the past 48 hours will being playing |
| 4 | Press **9** after hearing the message you want to save |
| 5 | Press **7** to permanently delete / erase the message from the Deleted Message menu |

## Storage Capacity (Full Mailbox)

Voicemail comes with storage capacity of 50MB for residential customers (with an additional 30MB for each sub-mailbox/extension mailbox) and 100MB for business customers. If your AT&T Voice mailbox becomes full, you need to delete messages from your mailbox in order to free up storage capacity.

## Sending a Voice Message

Your new service makes it easy to leave voice messages for other Voicemail users without calling them. You can send messages to other mailboxes, groups or sub-mailboxes/extension mailboxes.

**To Send a Voice Message:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **\*** If **Autoplay** is on to access the Main Menu |
| 3 | Press **2** to send a voice message. |
| 4 | Record your message after the tone |
| 5 | Press **#** when completed |
| 6 | Address the message by entering the 10-digit telephone number or the one or two digit Distribution List code.  Note: the telephone number or distribution list code must be for other Voicemail customers or the message will not be delivered. |
| 7 | Press **#**, if correct.  Press \*, if incorrect and re-enter |

**Note:** You won’t incur long distance charges for sending a voicemail outside of your local calling area from your AT&T Voice mailbox.

Next, you’ll hear the recipient’s name or telephone number read back to you. You’ll then be asked if you want to add additional numbers. If you have additional numbers to enter, follow the prompts.

* Once you’ve finished entering telephone or Distribution List numbers, press **#** to confirm you’re done.

|  |  |
| --- | --- |
| **Key** | **Action** |
| **1** | To hear delivery options |
| **1 + 1** | To review the message |
| **2** | To mark the message Urgent |
| **3** | To mark the message Private |
| **4** | To re-record the message |
| **5** | To request delivery report   * Confirms message was delivered |
| **6** | To request read report   * Confirms the message was opened |
| **7** | To mark the message for Future Delivery |
| **#** | To send AS IS |

## Future Delivery of a Voice Message

You can schedule Future Delivery voice messages to be delivered up to 365 days in advance. Voice messages need to be scheduled at least 16 minutes into the future. Multiple Future Delivery messages can be sent for the same delivery time. The maximum number of Future Delivery messages that can be scheduled is 50. When there are Future Delivery messages scheduled, option No. 9 will be enabled from the Main Menu providing the ability to edit scheduled messages. (See Quick Reference Guide on Page 27).

**To Schedule a Message for Future Delivery:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **\*** If **Autoplay** is on to access the Main Menu |
| 3 | Press **2** to send a voice message. |
| 4 | Record your message after the tone |
| 5 | Press **#** when completed |
| 6 | Address the message by entering the 10-digit telephone number or the one or two digit Distribution List code.  Note: the telephone number or distribution list code must be for other Voicemail customers or the message will not be delivered. |
| 7 | Press **#**, if correct.  Press \*, if incorrect and re-enter |
| 8 | Press **7** for Future Delivery |
| 9 | Specify a date and time for delivery |
| 10 | Press **1**, if correct.  Press **2**, if incorrect and re-enter |
| 11 | Specify the time for delivery |
| 12 | Press **1**, if correct.  Press **2**, if incorrect and re-enter |
| 13 | Press **#** to schedule future delivery. |

**Note:** You won’t incur long distance charges for sending a voicemail outside of your local calling area from your AT&T Voice mailbox.

**Additional Options**

1. Press **1** - To cancel Future Delivery and mark this message for immediate delivery.
2. Press **2** - To edit the requested delivery time.
3. Press **#** - To continue.

## Your message has been successfully scheduled for future delivery.

## Managing Your Faxed Messages

A fax can be received in your voice mailbox. Your voicemail service allows you to hear how many New faxes and how many Saved faxes are in your mailbox. The contents of faxes are not read. You will then hear information about each of your faxes. You will hear the fax origination telephone number and the date and time it arrived. Follow the prompts to manage your faxes just like you manage your voice messages.

**To Listen to How Many Faxes are in Your Mailbox:**

1. Access your mailbox.
2. From the Main Menu, press **1** to get your Messages.
3. Press **3** for Faxes.

**Note:** Do not answer the phone during an inbound fax or the fax will not be received.

**Fax Number Setup For Printing**

This feature allows you to print your fax to any fax machine with a 10-digit fax number.1 In addition, you have the option to turn on and off the ability to receive faxes in your mailbox from the Message Settings Menu. To set up a 10-digit fax number to print your fax, you must first enter a default 10-digit fax machine number. This will be your default fax number. If at any time you do not want to send the fax to your default fax machine, you have the option of sending it to any 10-digit number.

**Steps To Set Up Fax Number:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **4** for Messaging Settings |
| 5 | Press **3** for Fax |
| 6 | Press **1** to add or change default fax machine number |
| 7 | Enter a 10-digit fax machine number   * Press **1** if correct * Press **2** to re-enter |

**Steps To Forward and Print Fax:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **1** from the Main Menu to get all your messages |
| 3 | Press **3** for Fax Messages   * Press **6** to forward a copy * Press **1** to send a copy to another voicemail subscribers * Press **2** to print and send to a fax machine   + Enter the 10-digit number of a fax machine |

**Note:** You can print and send a fax to additional fax numbers by pressing # again when you are done entering the fax number(s). Or, To use default fax number just press #.

## Setting up Distribution/Group Lists

When creating a Distribution/Group List, you can only enter telephone numbers of other Voicemail service users.

**To Create a Distribution/Group List:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **2** again for Group Distribution Lists |
| 5 | Press **1** to add a new distribution list |
| 6 | Choose a code for your list by entering a on or two digit code for identifying the list. |
| 7 | Record a name to describe the distribution list. |
| 8 | Enter telephone numbers of the Voicemail users you want on the list |
| 9 | Press **#** when finish adding telephone numbers. |

## Changing Your PIN/Login Settings

**To Change Your PIN:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **1** for Security. |
| 5 | Press 1 for Change PIN |
| 6 | Enter your new PIN, which must be at least six (6) digits |
| 7 | Re-enter your new PIN. |

**Note:** If you’ve forgotten your PIN and enter it incorrectly, the system will prompt you for your Authentication Code. Once you’ve entered your Authentication Code, follow the voice prompts to reset your PIN and access your mailbox. (See Page 8 for Managing Your Authentication Code/Resetting Your PIN.)

Adding a Secondary Telephone Line **- Transfer Mailbox (MBX)/Alternate Identification (ID) to Your Service**

If you have more than one telephone number in your home or office, your Voicemail can direct messages from several telephone lines into a single mailbox. The number of Transfer MBX/Alternate IDs available to you varies by region and whether you are a residential or business customer. (See Definition of Terms on Page **45**.) Transfer MBX/Alternate IDs must be in the same local service area. There are also some limitations regarding toll-free numbers.

Most of your mailbox settings will be the same for both telephone lines. For example, you only need one PIN to access messages from both lines. However, some settings can differ from line to line according to your preferences. You can customize these settings per telephone line:

* **Fast Login** and **PIN Skip** settings.
* **Greatings**, including personal, extended absence, pre-recorded greetings and recorded name Announcement.
* **Message Notification** settings.

To customize the greeting on your secondary and subsequent telephone lines:

* Log in to your mailbox,
* Press **7** at the Main Menu and
* Enter the **Transfer MBX/Alternate ID number** (your other telephone number) and your **PIN**.
* Then follow the prompts.

This saves you from having to hang up and log in again.

**To Record a Secondary Line Greeting:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **3 for Greetings**. |
| 4 | Press **6** for Additional Lines and to hear the greetings menu. |
| 5 | Choose which Transfer MBX / Alternate ID number you want to change the greetings |
| 6 | Follow the prompts |

## Sub-mailboxes/Extension Mailboxes: Sharing Your Mailbox

Sub-mailboxes/Extension mailboxes allow various people within a business or household to manage their messages separately. Each sub-mailbox/extension mailbox can have its own PIN, greetings and settings.

The primary mailbox activates or deactivates sub-mailboxes. The main mailbox also controls the Group/ Family Greeting and the routing of calls to each sub-mailbox and can also include the sub-mailboxes’ new message count within the primary mailbox’s new message playback.

If you use the sub-mailbox/extension mailbox feature, you’ll need to record a Group/Family Greeting that callers will hear if their call goes unanswered. Your greeting should tell callers which keys to press to leave a message in either the primary mailbox or one of the sub-mailboxes. For example, a group greeting could say, “Hi, you’ve reached the Smith family (or hello, you’ve reached Smith Landscaping). No one is available to take your call. To leave a message for Larry, press **1**. To leave a message for Rhonda, press **2**. To leave a message for Stacy, press **3**. To leave a message for Wendy, press **4**. Or to leave a message for the Smith family (or in Smith Landscaping’s general mailbox), press **5**.”

**Note:** In this example, Larry is the primary mailbox owner (mailbox 1) and designates the key presses. Also, all users would need the PIN for mailbox 5 (since it has been set up as the “group” mailbox).

To set up your Group/Family Greeting, you first need to create at least one sub-mailbox. You can create sub-mailboxes and also activate/deactivate mailboxes depending on your personal or business needs.

**To Create and Set Up Sub-mailboxes/Extension Mailboxes:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **5** for Group Mailbox. |
| 5 | Press **3** to create a new sub-mailbox/extension mailbox. |

After you add a new sub-mailbox/extension mailbox, the following is what you will hear when the system provides you with the information for that sub-mailbox:

1. The sub-mailbox/extension mailbox number.
2. The telephone PIN (same as 7-digit main telephone number).

Provide this information to the individuals so they can log into their accounts and record their own greetings.

**Note:** Once sub-mailboxes are set up, individuals — including the primary account holder — should record the personal greeting callers hear when they select a sub-mailbox/extension mailbox number. Until this is done, callers will only hear the pre-recorded greeting when they reach your individual mailbox.

To begin using your **Group/Family Greeting**, you’ll first need to turn on this feature and then record your greeting. **Note:** Turning on your **Group/Family Greeting** allows routing to designated mailboxes.

**To Turn On/Off Group/Family Greeting:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **5** for Group Mailbox. |
| 5 | Press **1** to Turn On Group Mailbox. |
| 6 | Press **2** to Turn Off Group Mailbox. |

**To Record Group/Family Greeting:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **3** for Greetings. |
| 4 | Press **4** for Group/Family Mailbox Greeting. |

**Note:** Messages left in Sub-mailboxes/Extension Mailboxes will not activate the Message Waiting Indicator (MWI).

**Primary Mailbox and Sub-Mailbox/Extension Mailbox New Message Summary**

When you access your main mailbox, you will hear the New Message Summary for both the primary and sub-mailboxes/extension mailboxes. You can choose to include or exclude the sub-mailboxes/extension mailboxes. An example of the Message Summary is: “You have 1 new voice message. You have 3 new Faxes”.

**To Exclude Sub-mailboxes/Extension Mailboxes in the Message Summary:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **5** for Group Mailbox. |
| 5 | Press **4** to include/exclude Sub-Mailboxes in New Message Summary. |

# Additional Features of Your Voicemail

## Reminders

(This feature is not available in all areas.)

The reminder message is a message you record to be delivered to your own number at a scheduled time. You can schedule a reminder to be delivered one time only, Monday through Friday or every day of the week. A reminder can be set one year (365 days) in advance. The reminder message will be delivered to the telephone number from which the reminder was set. You will first hear the header for the reminder message: “I have a message for <Primary Account Holder’s recorded name>. To listen to this reminder message, press 1 or press \*9 to hang up.” If you do not answer, the call will be repeated every five minutes, up to three more times.

There are three types of reminder messages that can be set up:

1. a one-time reminder
2. a weekday daily reminder (Monday-Friday)
3. an everyday reminder

Depending on the type of reminder, you may be prompted to enter the month, date and time of day of delivery. Once you record a new reminder message, you will be prompted to select what type of reminder it is. You may have a maximum of five one-time reminder messages and another maximum of five daily reminders (weekday and everyday combined) active at one time. Each reminder can be up to 1 minute in length.

**Note:** All unanswered reminder messages will be deposited into your mailbox for you to review. The subject line will read “Missed reminder message; originally scheduled for (phone number) on (date and time).”

**To Set Up a Reminder Message:**

1. Access your mailbox.
2. Press **5** for Reminder Messages from the Main Menu.

**If no Reminders are set:**

1. Press **1** to turn on/off Reminders.
   * 1. Press **2** to add a new Reminder. Record your Reminder and press **#**.
     2. Your reminder will be played back to you.
     3. Press **1** if okay.
     4. Press **2** to re-record.

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox. |
| 2 | Press **1** to turn on / off Reminders |
| 3 | Press **2** to add a new Reminder |
| 4 | Record your Reminder |
| 5 | Press **#** |
|  | Your reminder will be played back to you |
|  | Press **1** if okay  Press **2** to re-record |

**If you have reminders set already, the system will tell you how many reminders you have set:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox. |
| 2 | Press **1** to turn on / off Reminders |
| 3 | Press **2** to add a new Reminder |
| 4 | Record your Reminder |
| 5 | Press **#** |
| 6 | Your reminder will be played back to you |
| 7 | Press **1** if okay  Press **2** to re-record |
| 8 | Press **3** for **existing** recurring reminders (if recorded)  Press **2** to change / delete |
| 9 | Press **4** for existing one time reminders (f recorded.  Press **2** to change / delete |

**Once your reminder is recorded, you will be prompted to select what type of reminder it is:**

* Press **1** for One-Time Reminder.
* Press **2** for Weekday Recurring Reminder (Monday-Friday).
* Press **3** for Everyday Recurring Reminder.

## Call Back Now

(This feature is not available in all areas or on all calls.)

This feature allows you to place a call directly to a person who left a message in your mailbox. If Caller ID information is not passed (i.e. Unavailable, Private, Blocked, etc.), this feature will not be able to place a call to the person who left the message.

**Note**: Call Back Now is not available if the caller’s number you are responding to is a long distance call.

**To Call Back Person Who Left a Message in Your Mailbox:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox. |
| 2 | Press **1** to Get Messages |
| 3 | Press **1 again** to listen to Voice Messages |
| 4 | Press **8** to Reply, After listening to your voice messages |
| 5 | Press **1** to Call the Sender (you will only hear this option if the calling number wasn’t blocked) |
| 6 | Your reminder will be played back to you |

## Spanish Language Preference

You can choose to hear either English or Spanish Language prompts when calling in to access your voicemail.

**To Set English or Spanish Language:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox. |
| 2 | Press **4** for Mailbox Settings from Main Menu |
| 3 | Press **2 for Administrative Options** |
| 4 | Press **8** for Language Settings   * Press **1** for English * Press **2** for Spanish |

## Call Transfer to Attendant

(For business customers only)

Call Transfer to Attendant is a feature for business customers that gives callers the option to be transferred to a designated person (attendant) if the individual they are calling is unavailable. Callers will Press 0 to reach the attendant. This feature is not available in all areas and the selected attendant number cannot be a long distance call.

**To Set Up Attendant Number:**

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Access your mailbox |
| 2 | Press **4** for Mailbox Settings from the Main Menu |
| 3 | Press **2** for Administrative Options. |
| 4 | Press **6** for Additional Options. |
| 5 | Press **2** for Attendant. |
| 6 | Press **1** to enter an attendant number or change an existing number |
| 7 | Enter the 10-digit number to which you want the call transferred when customers dial **0** |
| 8 | Press **2** to turn off your transfer attendant. |

**Reminder:** You will need to include the directions for the Call Transfer to Attendant feature in your personal greeting. For example, “Hi, this is Nicole. I’m either away from my desk or on another line. If you need to speak with someone immediately, please Press **0** to be transferred to our receptionist. Otherwise, leave a message after the tone.”

## MemoryCall® Announcement Service

(For business customers only)

MemoryCall® Announcement Service allows you to greet customers with a recorded message that provides correct and consistent answers to their most frequently asked questions. For example, the announcement can provide the times during which your business is open and information about where your business is located. Your announcement is available to callers any time of day or night, even outside normal business hours. You can change your announcement at any time.

**MemoryCall**® **Announcement Service is available with the following options:**

Three announcement lengths:

One minute,

Three minutes,

Six minutes.

The length of your announcement depends on which option you ordered.

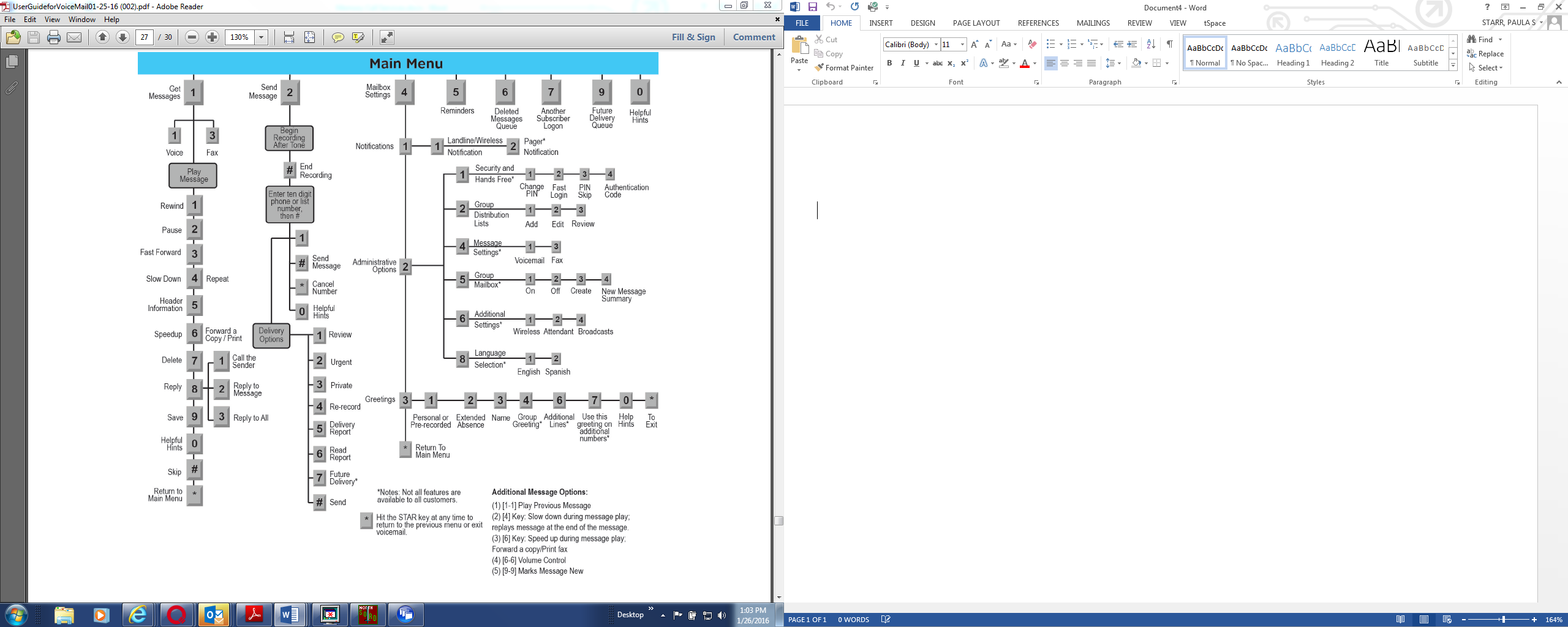
A “zero-out” option that allows callers to Press **0** to speak with an attendant. (See Call Transfer to Attendant instructions.)

**To Setup Your Announcement Mailbox:**

1. See Setting Up Your Mailbox and Accessing Your Mailbox instructions.
2. For instructions on recording your announcement, see Setting Up Your Mailbox Greetings instructions.

**Note:** Each time you access your mailbox, the service tells you that “there are no messages in your mailbox.” Since you are using only the greeting option of this service, your mailbox cannot receive messages, so ignore this message.

# Quick Reference Guide



# Definition of Terms

|  |  |
| --- | --- |
| **Term** | **Definition** |
| Access Number | The telephone number you were given to access your messages using a telephone. |
| “Beeping” Dial Tone | A special-sounding dial tone when you pick up the telephone that plays intermittently and alerts you to new messages in your AT&T Voice mailbox. |
| Distribution / Group List | A list of other subscriber telephone numbers that you can use to send messages. You can use a distribution list to send the same message to a group of people at the same time. |
| Fast Login | This feature enables your system to recognize if you’re calling from the telephone associated with your mailbox. When this feature is turned on, you don’t have to press # when logging in to your mailbox. The system automatically recognizes your telephone number (Mailbox Number). This feature can also be used in combination with the PIN Skip feature so neither a telephone number nor PIN is required for you to log in to your mailbox over the phone. |
| Mailbox Number | The telephone number associated with your service. |
| MWI | Message Waiting Indicator |
| PIN Skip | The feature that works with Fast Login and allows you to access your mailbox without entering your PIN if you’re calling from your own telephone. |
| Secondary Telephone Line/Transfer Mailbox (MBX) / Alternate Identification (ID) | The Transfer MBX/Alternate ID feature allows calls to your other existing wireline telephone number(s) to forward into the same mailbox as calls to your primary wireline telephone number. A Transfer MBX/Alternate ID shares the same mailbox as the primary telephone line. Each number has access to the same mailbox and messages. However, each number can have a separate set of greetings and notification settings as well as other features. An example of why one would have a Secondary Telephone Line would be an office or home with two lines. Callers dialing either number would leave a message in the same mailbox. |
| Subscriber | This term refers to an Voicemail service customer. |
| Sub-Mailboxes / Extension Mailboxes | This is a mailbox that has a group of other mailboxes linked to it (also known as a Group or a Shared Mailbox). The primary purpose of a sub-mailbox/extension mailbox is to enable callers to call one number but be able to leave messages in any of the mailboxes (by pressing a defined key). Each sub-mailbox has a separate set of greetings and settings for notification options. The main mailbox activates or deactivates sub-mailboxes. The main mailbox also controls the group/family greeting and the routing of calls to each sub-mailbox/extension mailbox by designating which key to press to reach the sub-mailbox. |
| Wireline Telephone | This term refers to a telephone that requires a telephone jack. |

# Appendix A: Switch Features and MemoryCall Service

This appendix contains general information about switch features, sometimes referred to as Complementary Network Services (CNS), offered by AT&T Southeast region. Included is a chart which lists the interactions of these features with MemoryCall ® service.

For detailed information about an individual feature, including ordering instructions, refer to the Reseller Information Packages provided for each feature or feature family.

## Originating vs. Terminating Features

One way to classify features is whether they affect the placing or receiving of calls. Features which affect how a call is placed are often referred to as "originating" features. These features change the characteristics of a normal telephone call or enhance it in some way. For example, Speed Calling allows the user to place calls by dialing special 1 or 2 digit codes rather than an entire telephone number.

Terminating features affect how a call will be received by the customer. Terminating features may provide information about the incoming call through a display (Caller ID) or via special ringing (e.g., RingMaster® or Call Selector service). Other terminating features redirect or forward a call when the user is away from home or on his/her telephone. Terminating features are most likely to affect calls placed to MemoryCall® service customers.

Of course, not all features fit neatly into these two categories. Some features offer additional functionality and are not specifically related to placing or receiving telephone calls. Examples of these features include Call Tracing, MemoryCall® Service or Message Waiting Indication.

## Features Affecting MemoryCall® Service

The following chart lists many switch features and whether they can potentially impact a call placed to a MemoryCall® service customer. The table assumes that the features are added to the MemoryCall® service customer’s telephone line rather than the calling party

##### Table N - Switch Feature Interactions with MemoryCall® Service

*(NOTE: This table assumes the customer has recorded both a personal and busy greeting. If a busy greeting has not been recorded, callers will always hear the customer’s personal greeting when forwarded to MemoryCall® service.)*

|  |  |  |
| --- | --- | --- |
| **Switch Feature** | **Type** | **MemoryCall® Service Interaction** |
| Anonymous Call Rejection | Terminating | Callers who block delivery of their number will hear a central office rejection announcement. The central office will not forward rejected calls to MemoryCall® service when this feature is active on the MemoryCall® service customer’s line. |
| Call Block | Terminating | Callers whose telephone number appears on the customer’s active Call Block list will hear the Call Block announcement and are not forwarded to MemoryCall® service. |
| Call Forwarding Busy Line (CFBL) | Terminating | Automatically forwards callers to MemoryCall® service when the customer is on his/her line. Caller hears busy greeting. |
| Call Forwarding Don't Answer (CFDA) | Terminating | Automatically forwards callers to MemoryCall® service when the customer cannot answer his/her telephone.  Caller hears personal greeting. |
| Call Forwarding Variable | Terminating | Can be used to forward callers to MemoryCall® service. Calls forward regardless of the busy or idle condition of the customer’s line (overrides CFBL and CFDA). Caller hears personal greeting. The customer must enter the MemoryCall® service access number when turning on the feature. |
| Call Return | Originating | No effect when added to the customer’s line. |
| Call Selector | Terminating | No effect when added to the customer’s line. |
| Call Tracing | Other | No effect when added to the customer’s line. |
| Call Waiting | Terminating | See Sub-Section 0 of this appendix for more information. |
| Call Waiting Deluxe | Terminating | Customer has the option of answering the call, asking the caller to hold, conferencing the caller in with an existing call, or forwarding the caller to MemoryCall® service (caller hears personal greeting). |
| Caller ID Features | Terminating | No effect when added to the customer’s line. |
| Calling Number Delivery Blocking | Originating | No effect on calls placed to a MemoryCall® service customer. However, MemoryCall® service customers with this feature active are affected when they call the MemoryCall® service access number to retrieve messages. Customers who block delivery of their number will hear the generic system greeting and must enter “\*” and their mailbox number before being prompted for a password. |

|  |  |  |
| --- | --- | --- |
| **Switch Feature** | **Type** | **MemoryCall® Service Interaction** |
| Customer Control Of Call Forwarding Busy Line | Terminating | Can be used to forward callers to MemoryCall® service when the customer is on his/her line. Caller hears busy greeting. Customers can control when this feature is on or off. |
| Customer Control Of Call Forwarding Don't Answer | Terminating | Can be used to forward callers to MemoryCall® service when the customer cannot answer his/her telephone.  Caller hears personal greeting. Customers can control when this feature is on or off. |
| Flexible Call Forwarding (FCF) | Terminating | Can be used to forward callers directly to MemoryCall® service. In addition, MemoryCall® service can be configured as the customer’s FCF Call Rescue location. FCF overrides all other forwarding features. Caller always hears personal greeting when sent to MemoryCall® service by FCF. |
| Message Waiting Indication | Other | Required on the customer’s line if notification of new messages (e.g., stutter dial tone/visual lamp) is desired. MemoryCall® service activates this feature - turning MWI on when new messages are received and off when messages have been retrieved. |
| Preferred Call Forwarding | Terminating | Can be used to forward calls from numbers on the active screening list to MemoryCall® service. Caller hears personal greeting. All other callers will not be forwarded to MemoryCall® service. |
| Remote Access To Call Forwarding Variable | Terminating | Can be used to forward callers to MemoryCall® service. Calls forward regardless of the busy or idle condition of the customer’s line (overrides CFBL and CFDA). Caller hears personal greeting. The customer must enter the MemoryCall® service access number when turning on the feature. |
| Repeat Dialing | Originating | No effect when added to the customer’s line. |
| RingMaster® Service | Terminating | No effect on calls to the customer’s main number. Calls to RingMaster® service numbers can also be forwarded to MemoryCall® service. Number and type of mailboxes required depends on the quantity of RingMaster® service numbers and the customer’s serving central office switch.10 |
| Speed Calling 8/30 | Originating | No effect when added to the customer’s line. However, the Customer can program his/her MemoryCall® service access number as a Speed Calling number if desired.  Passwords or passcodes cannot be programmed as Speed Calling numbers. |
| Three-Way Calling | Originating | Calls can forward to MemoryCall® service when a three- way call is in progress if customer also subscribes to Call Forwarding Busy Line or Call Forwarding Variable. |

Customers served by a 5ESS or EWSD switch can have multiple message mailboxes - one matching their main number and one matching each RingMaster® service number. If the customer prefers all messages to be recorded in a single mailbox, then a transfer mailbox must be ordered for each RingMaster® service number.

## Interaction of Call Forwarding Features and Call Waiting

Call Waiting affects if/and when calls are forwarded to MemoryCall® service due to a busy or don't answer condition. Assuming an incoming call is not blocked or forwarded by some other feature (e.g., Call Forwarding Variable, Call Block), the call becomes subject to:

* + Call Waiting (CWT)/Cancel Call Waiting (CCW);
  + Call Forwarding Busy (CFBL); and/or
  + Call Forwarding Don't Answer (CFDA).

All three features can be assigned to the customer’s line at the same time. Cancel Call Waiting (CCW) turns off the Call Waiting feature for the duration of a single call and may be invoked by the customer on a per call basis. CCW is provided to all customers who subscribe to AT&T Southeast’s Region Call Waiting feature.

Both Call Forwarding Don't Answer and Call Forwarding Busy remain in effect even when Call Waiting is active. A second call to a busy line generates a call waiting tone then forwards to another number (e.g., MemoryCall® service) if not answered within a predetermined time interval. If the customer answers the second call, any additional callers are forwarded by Call Forwarding Busy.

The following table may be helpful in understanding the forwarding treatment received by an incoming call based on the mix of features (i.e., CWT/CCW, CFDA, CFBL) active on a customer’s line. This table assumes that features listed in the first column are active on the called customer's line. Column 2 (First Call) shows treatment given to calls placed to an idle line.

Column 3 (Second Call) indicates the effect of a second caller assuming the customer has answered the first call and is already on his/her line. Finally, the fourth column (Third Call) shows the effect of a third incoming call assuming the customer has answered both the first and second calls.

##### Table O - Feature Interactions: CWT, CCW, CFBL And CFDA

*(****NOTE:*** *This table assumes the customer has recorded both a personal and busy greeting. If a busy greeting has not been recorded, callers will always hear the customer’s personal greeting when forwarded to MemoryCall® service.)*

|  |  |  |  |
| --- | --- | --- | --- |
| **Active Featureees** | **First Call**  *(customer not on the phone)* | **Second Call**  *(customer on first call)* | **Third+ Call**  *(two calls already active11)* |
| CWT only | Rings until:   1. Call is answered or 2. Caller hangs up. | Call Waiting tone applied. Caller hears ringing until:   1. Call is answered or 2. Caller hangs up. | No Call Waiting tone. Caller hears busy signal. |
| CCW Only *(CWT turned off)* | Rings until:   1. Call is answered or 2. Caller hangs up. | No Call Waiting tone. Caller hears busy signal. | No Call Waiting tone. Caller hears busy signal. |
| CWT with CFDA | Rings until:   1. Call is answered, 2. Caller hangs up or 3. Call forwards to MemoryCall® service after specified # of rings. Caller hears personal greeting. | Call Waiting tone applied. Caller hears ringing until:   1. Call is answered, 2. Caller hangs up, or 3. Call forwards to voice messaging after specified # of rings. Caller hears personal greeting | No Call Waiting tone. Caller hears busy signal. |
| CCW with CFDA  *(CWT turned off)* | Rings until:   1. Call is answered, 2. Caller hangs up, or 3. Call forwards to MemoryCall® service after specified # of rings. Caller hears personal greeting | No Call Waiting tone. Caller hears busy signal. | No Call Waiting tone. Caller hears busy signal. |
| CWT with CFBL | Rings until:   1. Call is answered or 2. Caller hangs up. | Call Waiting tone applied. Caller hears ringing until:   1. Call is answered or 2. Caller hangs up. | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting. |
| CCW with CFBL  *(CWT turned off)* | Rings until:   1. Call is answered or 2. Caller hangs up. | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting. | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting. |
| CWT with CFBL and CFDA | Rings until:   1. Call is answered, 2. Caller hangs up or 3. Call forwards to MemoryCall® service after specified # of rings. Caller hears personal greeting | Call Waiting tone applied. Caller hears ringing until:   1. Call is answered, 2. Caller hangs up, or 3. Call forwards to MemoryCall® service after specified # of rings. Caller hears personal greeting | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting |
| CCW with CFBL and CFDA  *(CWT turned off)* | Rings until:   1. Call is answered, 2. Caller hangs up or   3) MemoryCall® service after specified # of rings. Caller hears personal greeting | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting. | No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting. |

# Customer Education and End User Terms and Conditions

## MemoryCall® Service Customer Education

Customer Education and Training Material for MemoryCall® services are not available.

## End User Terms and Conditions

* + - MemoryCall® service and features of MemoryCall® service may be offered where facilities and technology permit.
    - The Company will furnish and provide MemoryCall® service on a month-to-month basis. The service may be terminated at any time, for any reason, by the customer.
    - Customer agrees to pay the Company its charges for establishment of service and a monthly charge for service which will be placed on customer’s monthly BellSouth Telecommunications, Inc. bill.
    - The Company may modify the charges for the month-to-month agreement period on thirty (30) days written notice to the customer. The Company further reserves the right to modify the terms of this Agreement at any time. If the customer does not accept modified charges or terms of the Agreement, as modified, the customer may immediately terminate the service.
    - LIMITATION OF LIABILITY: The Company’s liability for any negligence, error, mistake, or omission affecting the operation of MemoryCall® service is limited to a pro rata refund of charges paid by customer for MemoryCall® service during the period of time the service was affected. Any refund must be requested by the customer. The Company is not responsible for the content of messages or messages lost due to equipment failure or customer error. BELLSOUTH TELECOMMUNICATIONS, INC. WILL IN NO EVENT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED TO THE PROVISION OF MEMORYCALL® SERVICE AND CAUSED BY NEGLIGENCE, ERROR, MISTAKE OR OMISSION ON THE PART OF BELLSOUTH TELECOMMUNICATIONS, INC. OR ITS EMPLOYEES OR AGENTS.
    - The Company shall not be held responsible for any delay or failure in performance of any part of this Agreement to the extent that such delay or failure is caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement, civil or military authority, act of God, or other similar causes beyond the Company’s control (“condition”). If any such condition occurs, the company may elect to terminate this Agreement.
    - These terms and conditions do not apply to customers who have entered a separate contract for MemoryCall® service for a specified time period or to the extent such contract contains separate terms and conditions.
    - Nonpayment of the MemoryCall® service charges shall not be cause for denial or termination of exchange telephone service.
    - MemoryCall® service is for customer’s use only and may not be assigned.
    - MemoryCall® service can be suspended as specified in A2.3.16 of the General Subscriber Service Tariff. During the period of suspension, no recurring charge applies.