

Messaging Service Reseller Information Package

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WARNING

This package has been developed to provide resellers with the information necessary to order and support the resale of MemoryCall® service to the resellers' customers. Reasonable efforts have been made to provide accurate and detailed information regarding MemoryCall® service. However, deviations in feature operation, interaction or availability from those stated in this package may occur.

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1. Introduction

1.1 Purpose

The purpose of this document is provide companies reselling BellSouth's messaging services with information specific to MemoryCall® service. The book is designed to answer a number of reseller questions and to give resellers throughout the BellSouth region a better understanding of MemoryCall® service.

1.2 How is this book organized?

This Guide is divided into the following major sections:

- **General Service Description** - This chapter contains a high level overview of MemoryCall® service. It is designed to answer frequently asked questions concerning MemoryCall® service and sets the stage for more detailed information provided later in this package. *Everyone should read this section!*
- **Price List References** - Charts in this chapter list MemoryCall® services available for resale by state and their respective pricing.
- **Installation Intervals and Maintenance** - The chapter contains information about the time intervals associated with installation of MemoryCall® service and maintenance.
- **Service Inquiry and Ordering Guidelines** - Detailed flow charts are provided in this chapter which will help the reseller order MemoryCall® service. Also provided are Feature Codes and Feature Details required by the reseller when ordering MemoryCall® service mailboxes.
- **Customer Education and End User Terms and Conditions** - Information related to MemoryCall® service customer education for resellers is described in this chapter.
- **Mailbox Chapters** - These chapters provide detailed information about the various MemoryCall® services available for resale. Included are descriptions of mailbox features and operational instructions. This information can be used by the reseller to develop customer education material and to assist with trouble shooting.

1.3 Version – Changes

Issue N-2, April 2004 includes

- Trademark reference corrections

Issue N-1, December 2003 included

- voice mail vendor location information
- 10 digit numbers in service ordering FID examples

Issue M, November 2003 added the following information:

- Additional Information about use of EMS USOCs in Atlanta area.
- Additional Information about transfer mailboxes
- Removal of references to ECC systems.
- Modify vendor designations to Lucent and Comverse
- Remove references to SMDI, leaving only ISMDI.

2. General Service Description

2.1 Basic Service Features

MemoryCall® service is a family of voice messaging services offered by BellSouth, 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 <i>(for up to 4 users)</i>	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

WARNING

BellSouth currently provides MemoryCall® service mailboxes from voice messaging systems (VMS) provided by two different vendors. Feature availability, characteristics and operation may vary by vendor. Always refer to the mailbox chapters in this package to be sure a given feature or instruction is valid.

2.2 Brief Service Descriptions and Summaries

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

- lists of features provided with each mailbox;
- a list of features not included with the mailbox;
- comparison charts contrasting mailbox characteristics and menus by vms;
- general instructions for accessing and initializing a mailbox; and
- detailed instructions for operating each mailbox type.

2.2.1 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.

2.2.2 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.

2.2.3 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.

2.2.4 MemoryCall® Deluxe Voice Messaging Service - Business

USOC: VMZ1X, EMSBD

Provides the subscriber with all functions of MemoryCall® Answering Service Plus and additional features. The sSubscriber 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 (Lucent vms only), Extended Absence Greeting, Future Delivery and Distribution Lists. Auxiliary calling features are required. The MemoryCall® Deluxe Voice Messaging Service is usage sensitive.

2.2.5 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.

2.2.6 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.

2.2.7 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.

2.3 What Components Make Up MemoryCall® Service?

MemoryCall® service is an adjunct to BellSouth's 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.

2.3.1 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 BellSouth central office space. Several central office switch service areas may be served by a single MemoryCall® service vms.

2.3.2 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.

2.3.3 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.

The following diagram shows an ISMDI and multiline hunt group arrangement.

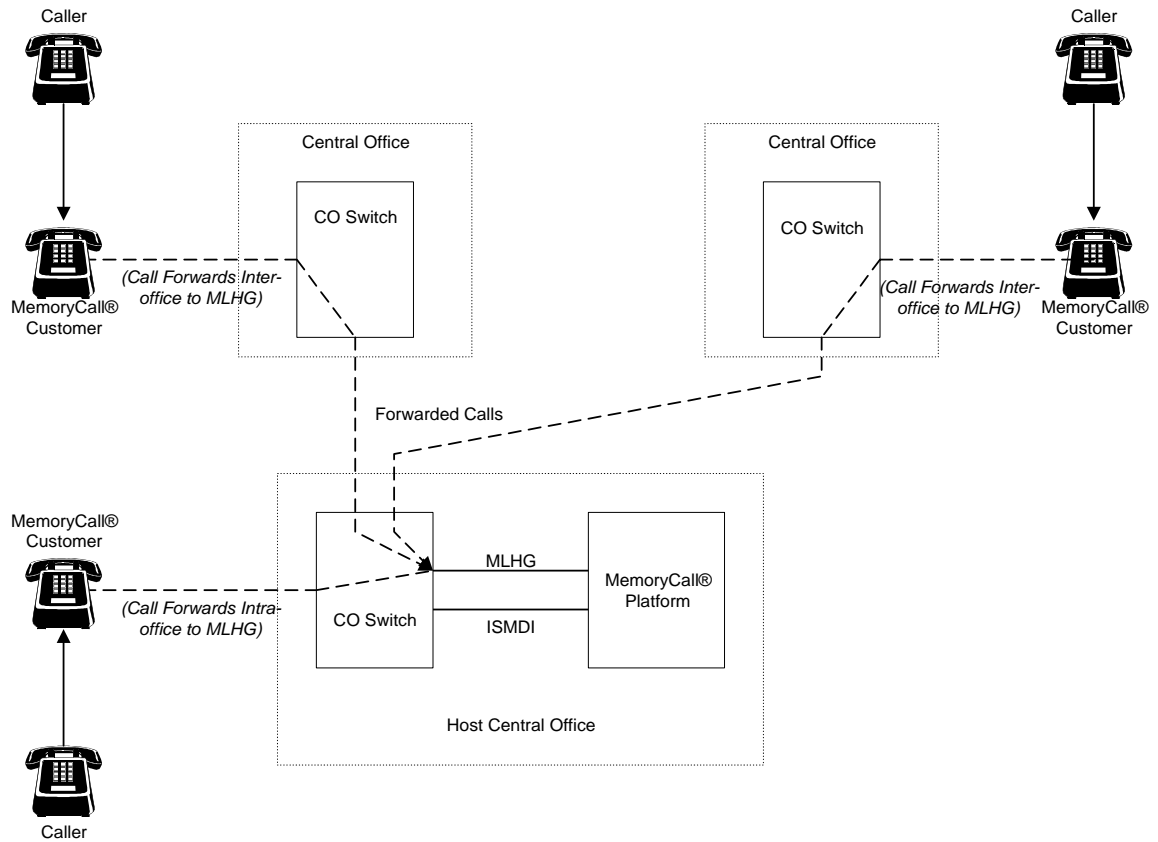


Figure 1 - Interswitch SMDI with Multiline Hunt Group

2.3.4 Customer Features

MemoryCall® service customers must also subscribe to special central office switch features in order for MemoryCall® service to answer their calls. These features include:

- Call Forwarding Features (e.g., Busy, Don't Answer, Variable) - Telephone answering applications use call forwarding features to send unanswered calls to the MemoryCall® service system.
- Ability to Generate Touch Tone Signals - Customers must be able to generate touch tone signals in order to provide MemoryCall® service with instructions and passwords when retrieving messages.

As an option, customers may also subscribe to Message Waiting Indication. This feature provides stutter dial tone and/or a visual lamp to tell the subscriber that he/she has new messages. Visual Message Waiting Indication requires special customer premises equipment (CPE) which must be purchased separately by the customer.

2.4 How does MemoryCall® service answer a call?

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

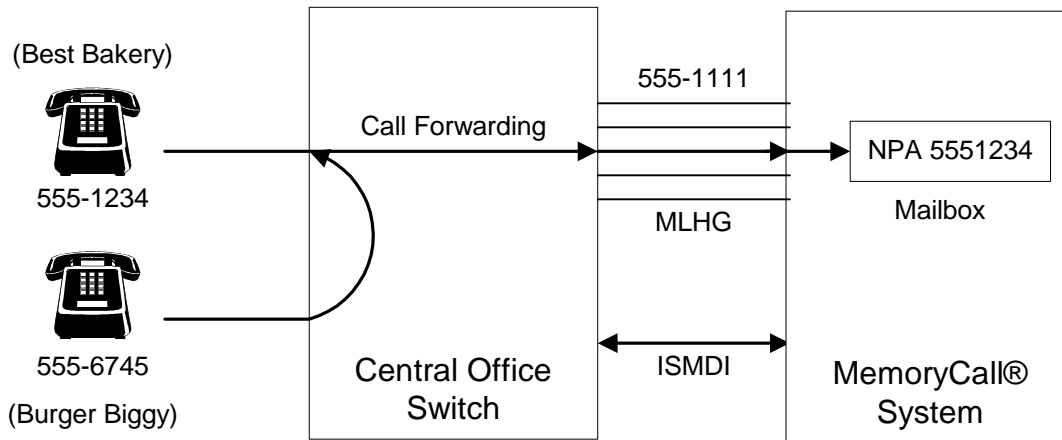


Figure 2 - MemoryCall® Service and Telephone Answering

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.

2.4.1 When ISMDI fails...

ISMDI is the "brains" behind MemoryCall® service. When an ISMDI data link fails, the MemoryCall® system no longer receives call information from the SS7 network. If the ISMDI link had failed, the call from Buddy Bazutto to Biff Bronson would have gone like this...

1. Buddy Bazutto (555-6745) places a call to Biff Bronson (555-1234) of Best Bakery.
2. Biff is already on the telephone and unable to answer the call from Buddy. The call forwards to the MemoryCall® service access number (555-1111.)
3. Unfortunately, the ISMDI link is down. No information about Buddy's forwarded call is sent from the central office to the MemoryCall® system.
4. The MemoryCall® system answers Buddy's call. However, no ISMDI information is available to tell MemoryCall® which mailbox to connect Buddy with. Therefore, MemoryCall® plays the standard system greeting: *"Welcome to MemoryCall® service. Please enter the seven digit number of the party you are trying to reach. If you are a MemoryCall® subscriber, press star to enter your mailbox number."*
5. Buddy must now enter 5551234 - Biff's mailbox number (same as Biff's telephone number.)
6. The MemoryCall® system connects Buddy to Biff's mailbox and plays Biff's 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."*
7. Buddy Bazutto leaves his message for Biff Bronson.
8. After Buddy hangs up, the MemoryCall® system tries to activate message waiting indication (stutter dial tone) on Biff's telephone line. However, stutter dial tone cannot be turned on because the ISMDI link is not operating. The ISMDI link carries message waiting activation requests from MemoryCall® to the switch.
9. Biff hangs up from his current call. He lifts the receiver to listen for stutter dial tone. No stutter dial tone is present so he doesn't call in to get Buddy Bazutto's message.

ISMDI failure prevents callers from connecting *automatically* with subscriber mailbox greetings and blocks activation of stutter dial tone.

2.5 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.

3. Price List References

3.1 Mailbox Prices And Availability

This chapter 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."
- **State Columns** - These columns show pricing for each mailbox type for the nine states in the BellSouth region. The first price figure represents the per-month recurring charge and includes the base usage. For usage sensitive mailboxes, the other number shown below the monthly price indicates the per minute price for mailbox usage over the base minutes. The symbol "n/a" indicates that a particular mailbox is not available in a given state.

Table B - MemoryCall® Service Residential Mailboxes

Feature Code ²	Mailbox Name	N/R	Required Quantity.	Base Usage	Monthly Charge Per Mailbox								
					AL	FL	GA	KY	LA	MS	NC	SC	TN
MBBRX EMSRX	MemoryCall® Answering Service	none	1	Flat Rate	\$7.50	\$7.50	\$5.75	\$7.50	\$7.50	\$7.50	\$7.50	\$5.75	\$7.50
MPMXX EMSRP	MemoryCall® Answering Service - Personal Mailbox	none	1	Flat Rate	\$7.50	\$7.50	\$5.75	\$7.50	\$7.50	\$7.50	\$7.50	\$5.75	\$7.50
TRMBX ³ EMSRT	Rated Transfer Mailbox (for use with additional non-hunting lines)	none	1	Flat Rate	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00	\$1.00
VMSAX ⁴ EMSTM	Non-Rated Transfer Mailbox (for use with additional hunting lines and Ringmaster in 5ESS or EWSD switches)	none	1	Flat Rate	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

² EMS USOCs are to be used in Atlanta metro area (area codes 404, 678 or 770)

³ Transfer mailbox must be on same account and same voicemail equipment as the mailbox it transfers to.

⁴ Transfer mailbox must be on same account and same voicemail equipment as the mailbox it transfers to.

Table C - MemoryCall® Service Business Mailboxes

Feature Code ⁵	Mailbox Name	N/R	Required Quantity.	Base Usage	Monthly Charge Per Mailbox Plus Additional Usage Charges								
					AL	FL	GA	KY	LA	MS	NC	SC	TN
MBB EMSBQ	MemoryCall® Answering Service Plus	\$15.00	1	90 Min.	\$9.95 8¢ min	\$9.95 8¢ min	\$9.95 8¢ min	\$7.95 8¢ min	\$9.50 8¢ min	\$9.95 8¢ min	\$9.95 8¢ min	\$9.95 8¢ min	\$9.95 8¢ min
MBBBF EMSBF	MemoryCall® Voice Messaging Service	\$15.00	1	Flat Rate	\$12.95	\$12.95	\$12.95	\$12.95	\$12.95	\$12.95	\$12.95	\$12.95	\$12.95
MPMXX EMSBE	MemoryCall® Answering Service - Extension Mailbox	\$15.00	1	Flat Rate	\$10.95	\$10.95	\$10.95	\$7.95	\$8.70	\$10.95	\$10.95	\$10.95	\$10.95
SMBBX EMSBX	MemoryCall® Answering Service	\$15.00	1	90 Min.	\$7.95 8¢ min	\$7.95 8¢ min	\$7.95 8¢ min	\$7.95 8¢ min	\$7.95 8¢ min	\$7.95 8¢ min	\$6.95 8¢ min	\$7.95 8¢ min	\$7.95 8¢ min
TRMBX ⁶ EMSBT	Rated Transfer Mailbox (for use with additional Non-hunting lines)	none	1-10	Flat Rate	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
			11-24	Flat Rate	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50
			25+	Flat Rate	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00
VMSAX ⁷ EMSTM	Non-Rated Transfer Mailbox (for use with additional hunting lines and RingMaster service in 5ESS or EWSD switches)	none	1	Flat Rate	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

⁵ EMS USOCs are to be used in Atlanta metro area (area codes 404, 678 or 770)

⁶ Transfer mailbox must be on same account and same voicemail equipment as the mailbox it transfers to.

⁷ Transfer mailbox must be on same account and same voicemail equipment as the mailbox it transfers to.

Feature Code ⁸	Mailbox Name	N/R	Required Quantity.	Base Usage	Monthly Charge Per Mailbox Plus Additional Usage Charges									
					AL	FL	GA	KY	LA	MS	NC	SC	TN	
VMZ1X EMSBD	MemoryCall® Deluxe Voice Messaging Service	\$15.00	1-24	200 Min.	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	\$15.00 8¢ min	
			25-49	200 Min.	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	\$13.50 8¢ min	
			50-99	200 Min.	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min	\$12.50 8¢ min
			100-499	200 Min.	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min	\$11.50 8¢ min
			500-999	200 Min.	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min	\$10.50 8¢ min
			1000 -1999	200 Min.	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min	\$10.00 8¢ min
			2000+	200 Min.	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min	\$9.50 8¢ min

⁸ EMS USOCs are to be used in Atlanta metro area (area codes 404, 678 or 770)

4. Installation Intervals and Maintenance

4.1 MemoryCall® Service Installation Intervals

Normal Installation Intervals - YES.

Project Coordination Required - NO.

4.2 Service Maintenance

Maintenance is routinely performed on MemoryCall® service vms's during a maintenance window from 12:00 midnight to 6:00 AM. When maintenance on a system is performed, all steps are taken to insure that the affected MemoryCall® service vms is returned to service no later than 6:00 AM.

5. Service Inquiry and Ordering Guidelines

5.1 Service Inquiry Guidelines

No Service Inquiry required for MemoryCall® service.

5.2 Ordering Guidelines

The following activities must be completed to obtain required information for ordering a MemoryCall® service mailbox:

- Determine availability of MemoryCall® service in customer's serving central office;
- Determine customer's serving central office switch type;
- Determine MemoryCall® service vms type serving customer's central office switch (if available, see below for overview); and
- Obtain MemoryCall® service access number;

The above information should be obtained from the ordering system.

The voice mail vendor type can be determined by the following geographical information, as of December 2003:

AL

Birmingham: LUCENT vms

Elsewhere: COMVERSE vms

FL

Ft. Lauderdale, Miami, KeyWest: COMVERSE vms

Elsewhere: LUCENT vms

GA

NPAs 404, 770, 678, use EMS USOC to ensure all new mailboxes are on COMVERSE vms in Atlanta metro area. (see tables in Section 3).

Elsewhere: COMVERSE vms (use standard USOC)

KY: LUCENT vms

LA: COMVERSE vms

MS: LUCENT vms

NC: COMVERSE vms

SC: COMVERSE vms

TN:

Knoxville, Chattanooga: COMVERSE vms

Elsewhere: LUCENT vms

Once this information is obtained, follow the flow charts in Section 5.3 *Ordering Guideline Flow Charts* to prepare the customer's MemoryCall® service mailbox order.

5.2.1 Atlanta Local Calling Area - Special Conditions

Please note that any orders in Atlanta require that a special USOC is used beginning with EMS. (Universal Service Order Code). Use of USOCs beginning with EMS will ensure that service goes on the Comverse vms, rather than older Lucent vmss that are being phased out so that Georgia will have one vendor type.

The flow charts in Section 5.3 *Ordering Guideline Flow Charts* indicate the respective USOC Feature Codes. Be sure that the order reflects the Feature Code for the vms you require for serving your customer.

5.2.2 Series Completion - Special Considerations

Series Completion is offered by BellSouth 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 BellSouth. 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.

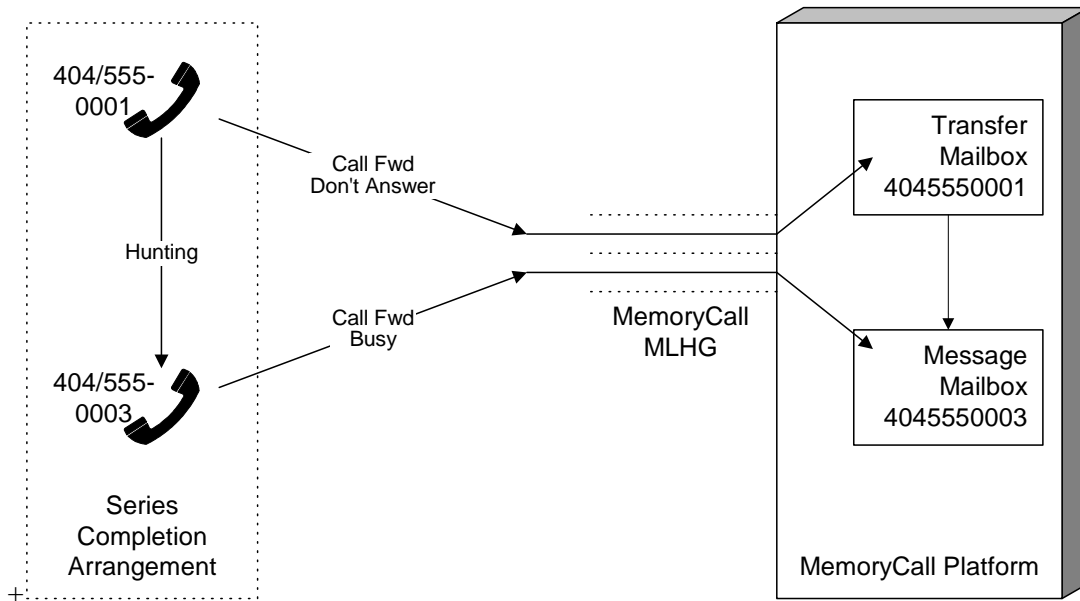


Figure 3 - Series Completion with MemoryCall® Service

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.

5.2.2.1 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.

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

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).

5.2.2.2 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.

5.2.2.3 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.

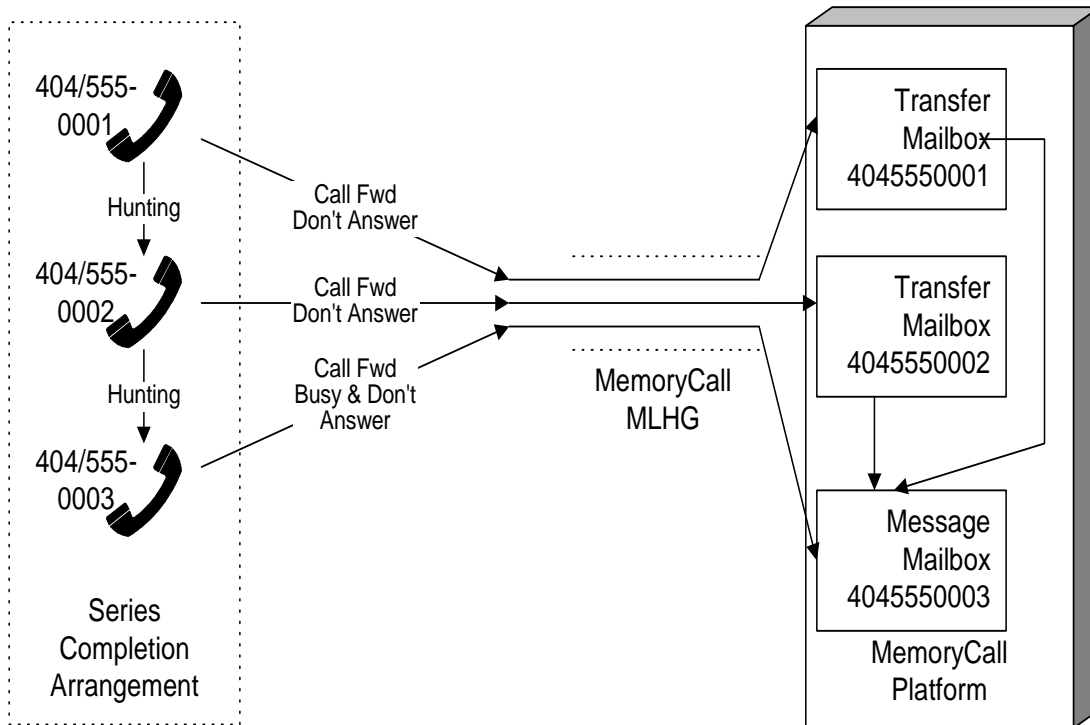


Figure 4 - Series Completion with Additional CFDA Lines

Transfer Mailboxes are required for each intermediate line that forwards to MemoryCall7 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.

5.3 Ordering Guideline Flow Charts

The flow charts in this section will assist you in ordering MemoryCall® service for new single line and series completion customers.

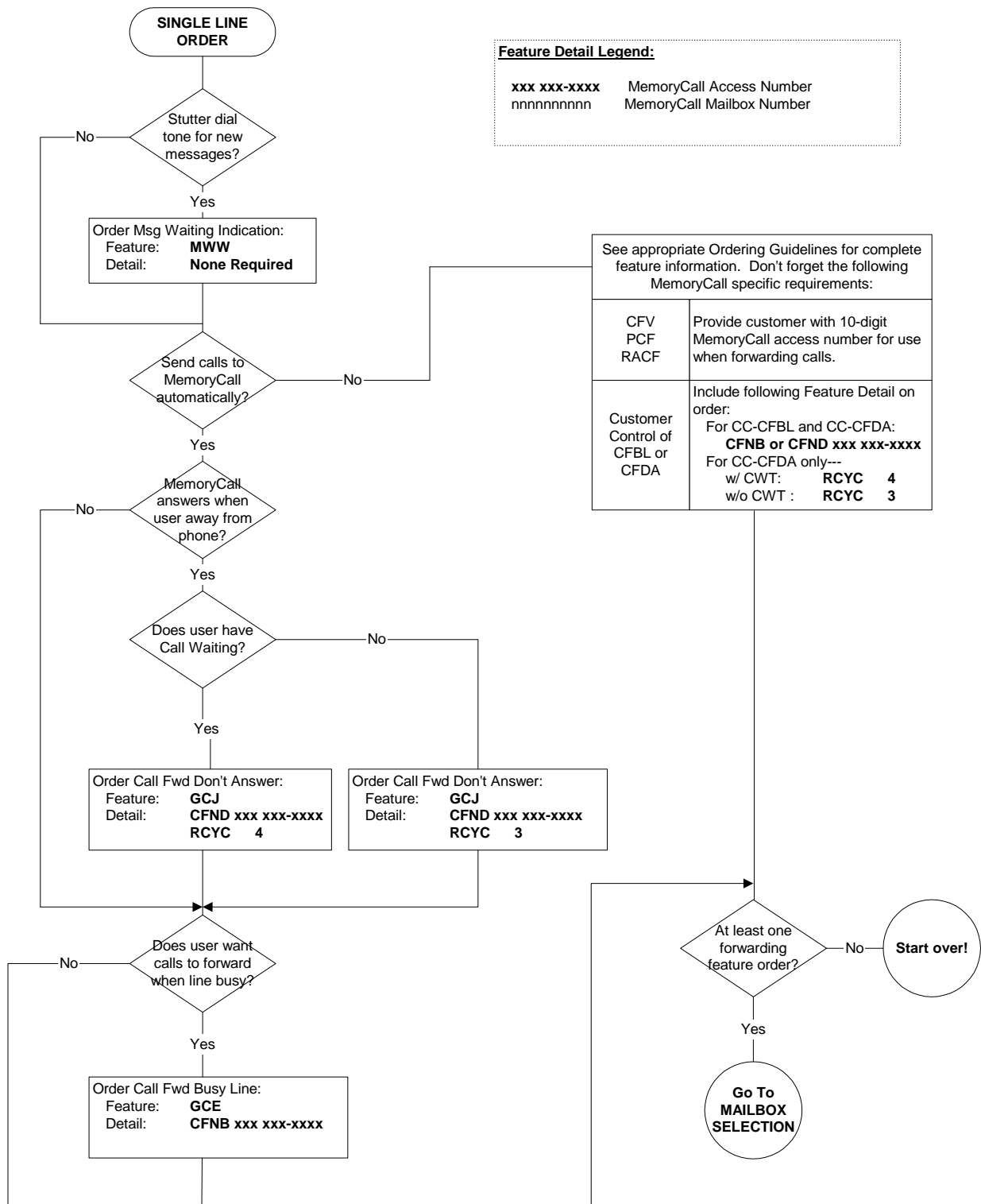


Figure 5 - Order Flow, Select Switch Features - Single Line

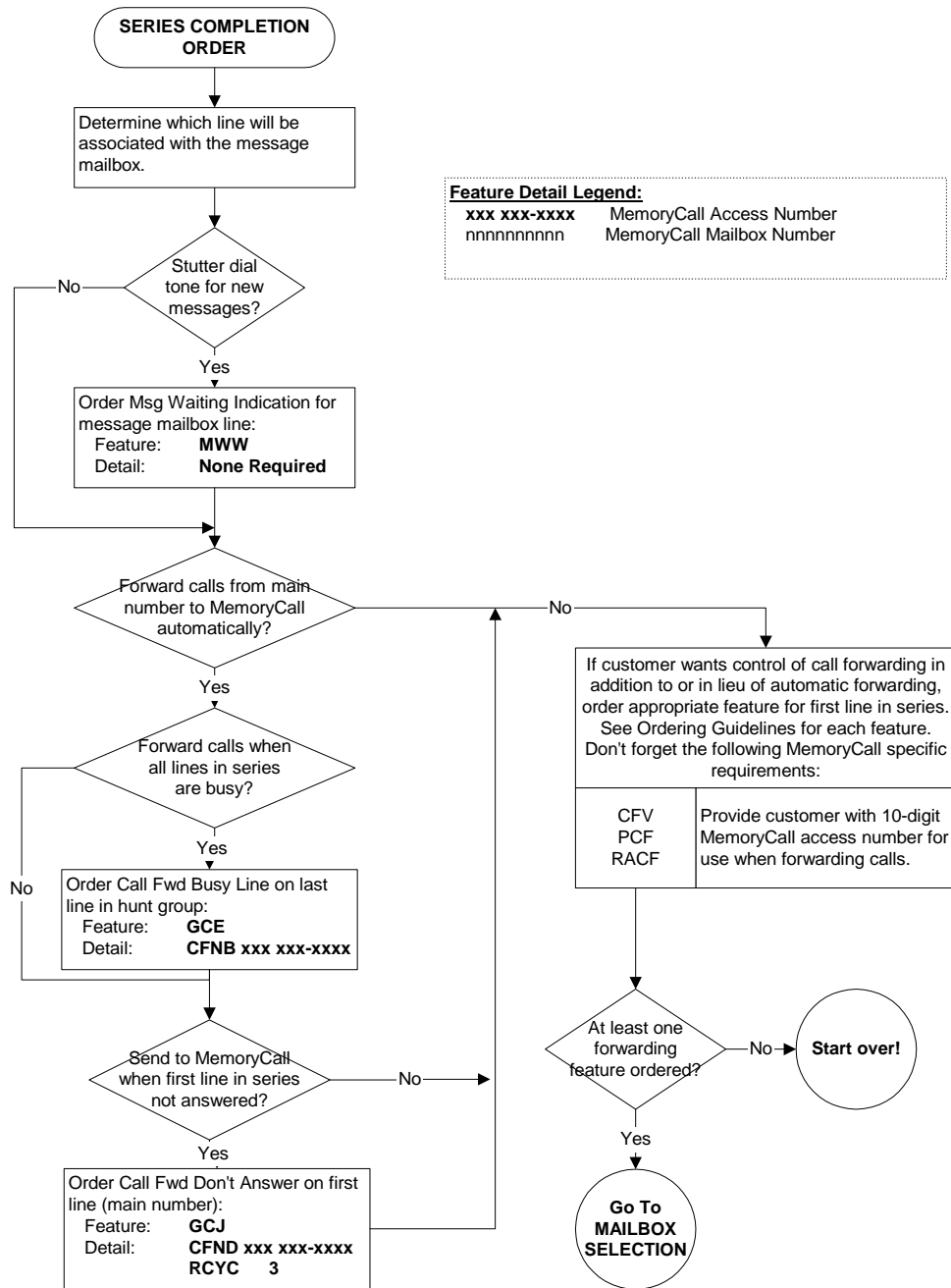


Figure 6 - Order Flow, Select Switch Features - Series Completion

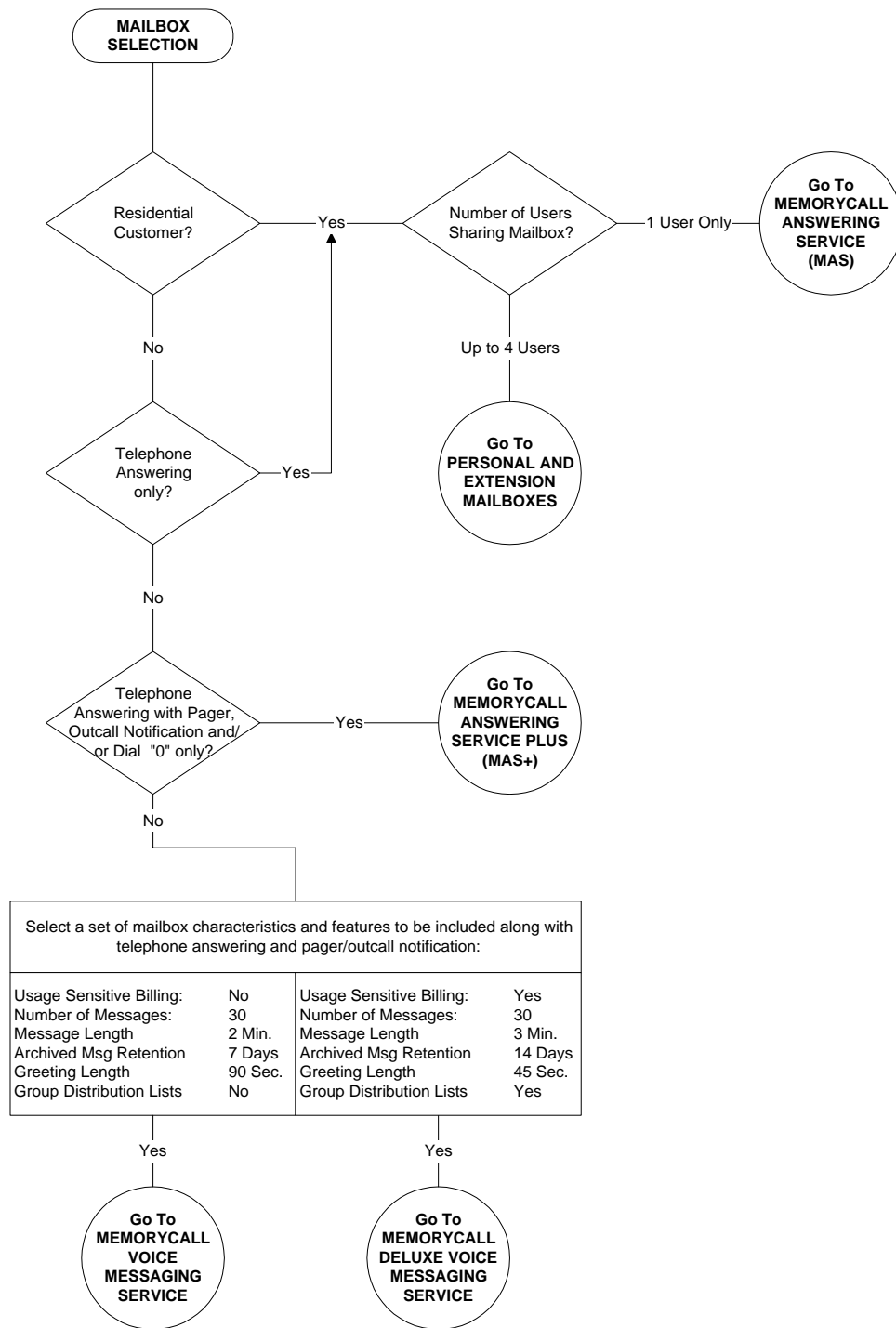


Figure 7 - Order Flow, Select Mailbox Type

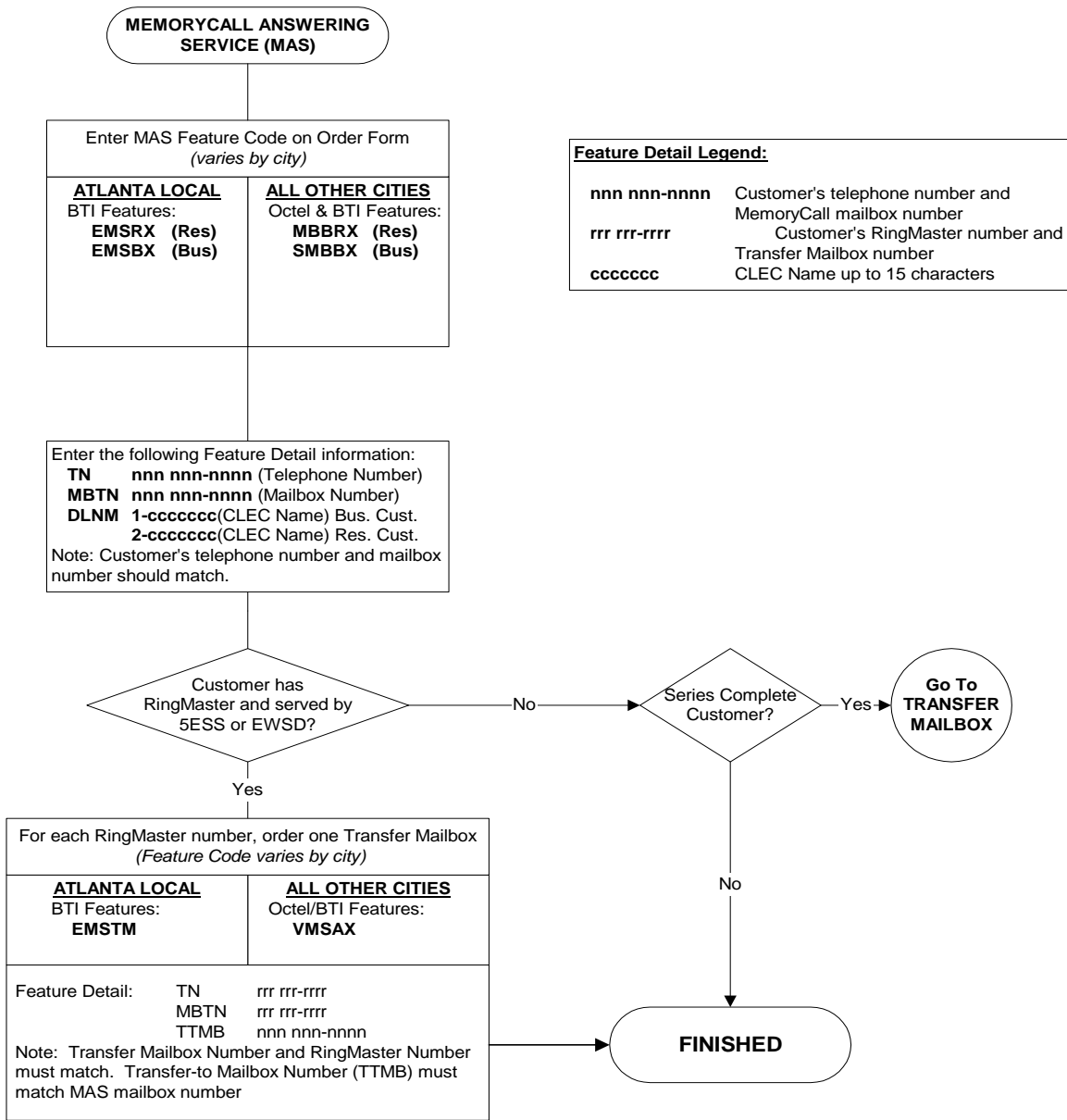


Figure 8 - Order Flow, MemoryCall® Answering Service Mailbox

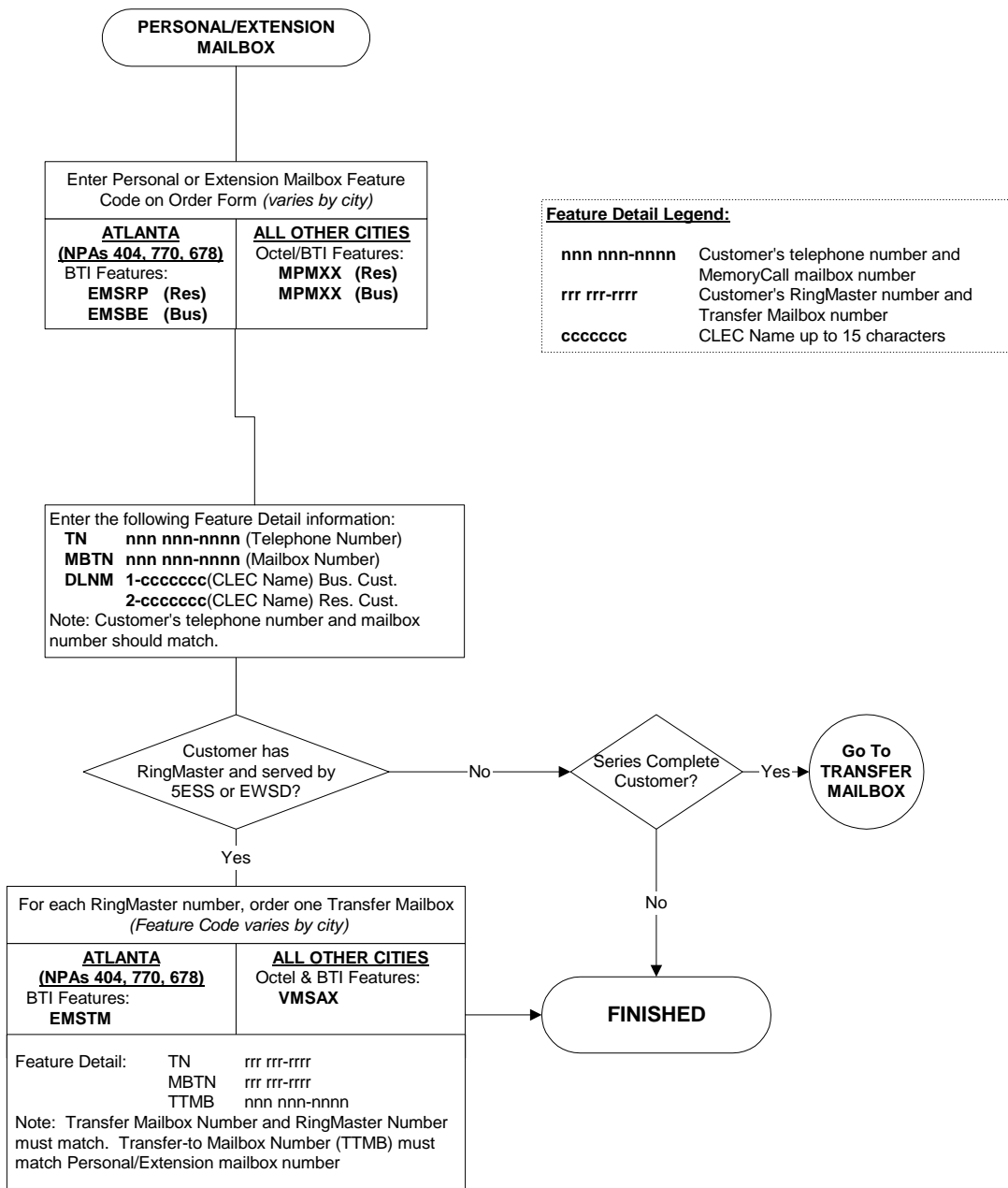


Figure 9 - Order Flow, MemoryCall® Answering Service: Personal/Extension Mailbox

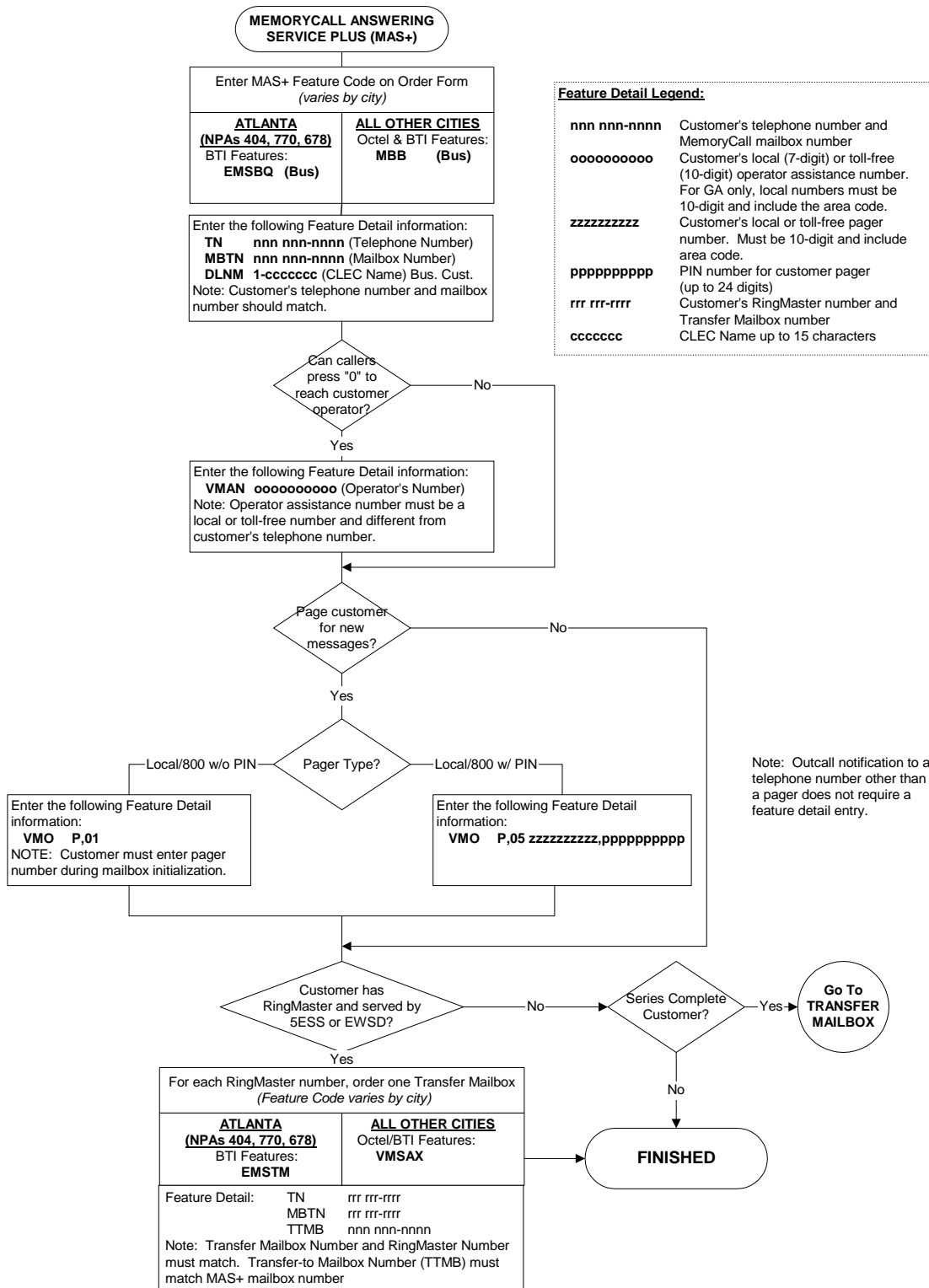


Figure 10 - Order Flow, MemoryCall® Answering Service Plus Mailbox

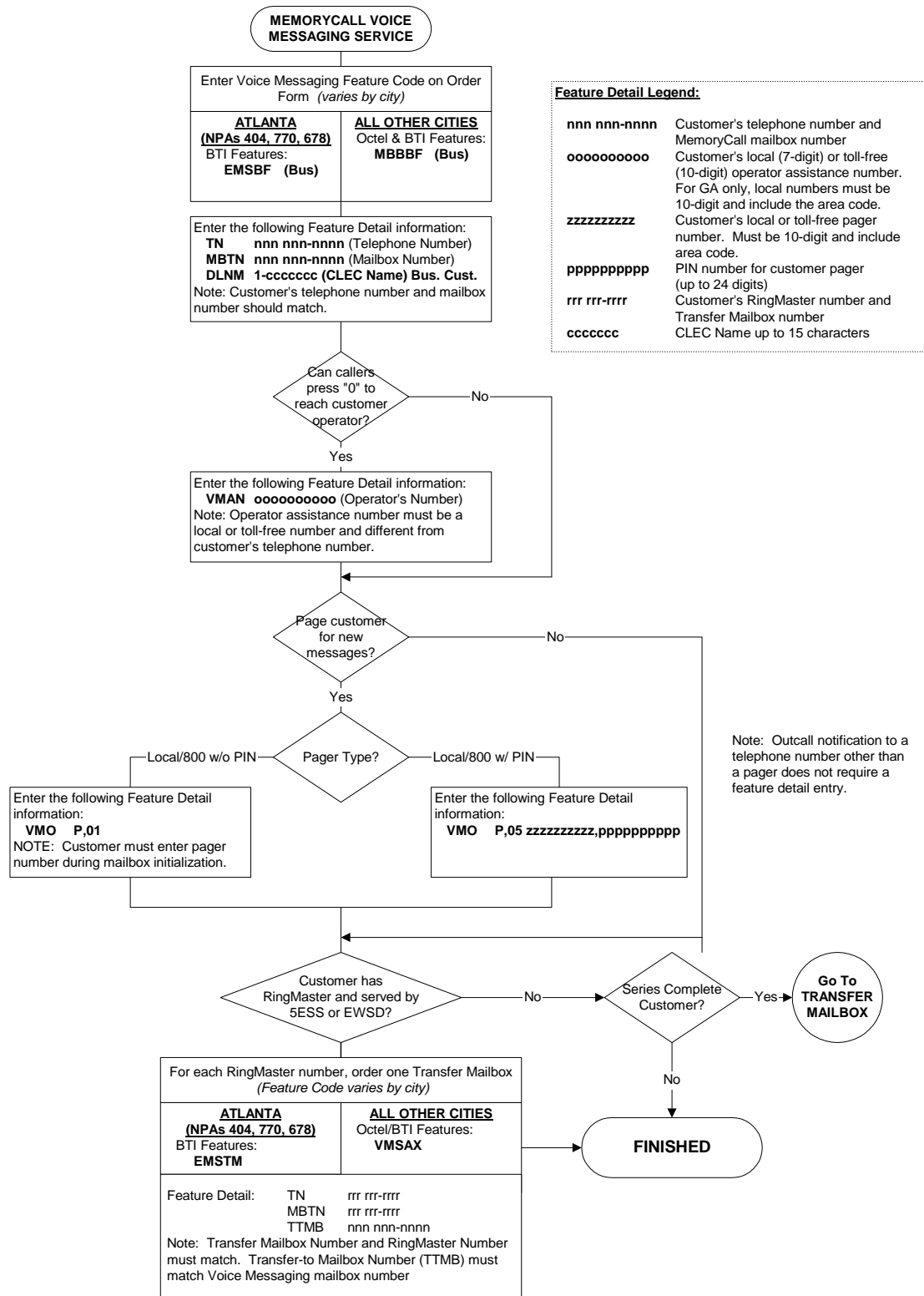


Figure 11 - Order Flow, MemoryCall® Voice Messaging Service Mailbox

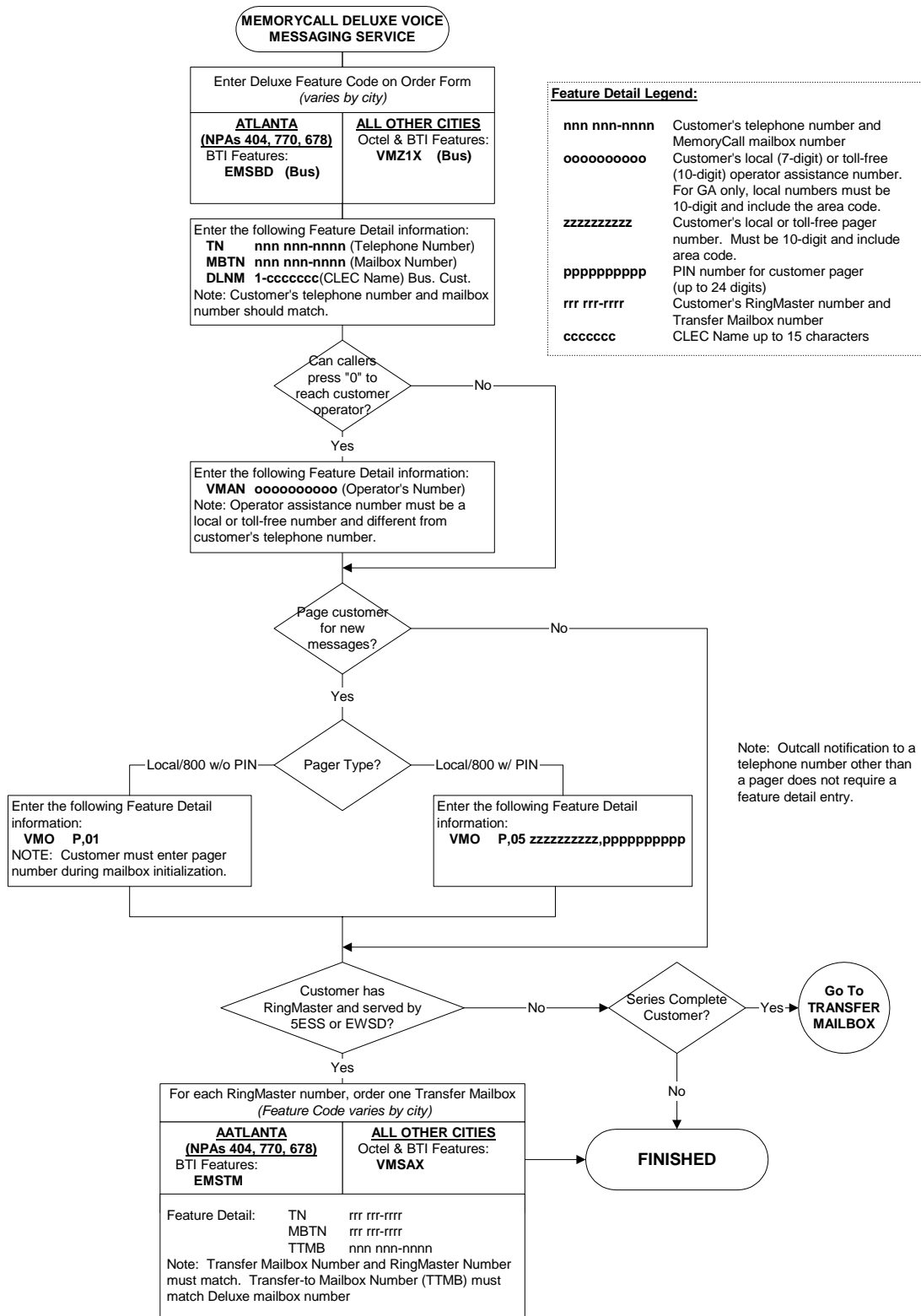
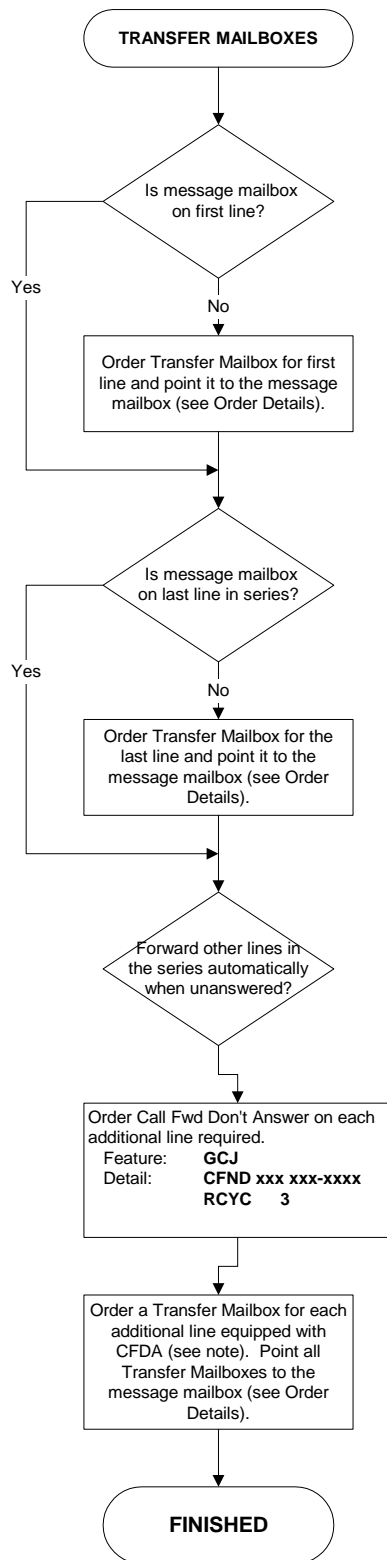


Figure 12 - Order Flow, MemoryCall® Deluxe Voice Messaging Service Mailbox



TRANSFER MAILBOX - ORDER DETAILS	
Order one Transfer Mailbox for each line not equipped with a message mailbox that is forwarded to MemoryCall (Feature Code varies by city).	
ATLANTA (NPAs 404, 770, 678) BTI Features: EMSTM	ALL OTHER CITIES Octel/BTI Features: VMSAX
Feature Detail:	TN rrr rrr-rrrr MBTN rrr rrr-rrrr TTMB nnn nnn-xxxx
Note: Transfer Mailbox Numbers and numbers for lines in a Series Complete arrangement must match. Transfer-to Mailbox Number (TTMB) is always the mailbox number for the message mailbox (e.g., MAS, Extension, Deluxe).	

Feature Detail Legend:	
nnn nnn-xxxx	Telephone number of line equipped with message mailbox. Also the MemoryCall message mailbox number.
rrr rrr-rrrr	Customer's Series Completion Line Number and Transfer Mailbox number
xxx xxx-xxxx	MemoryCall Access Number

Note: A transfer mailbox is not required on any line already equipped with a message mailbox. Ordering two mailboxes with the same MBTN will cause an error in order processing.

Figure 13 - Order Flow, Transfer Mailboxes - Series Completion

6. Customer Education and End User Terms and Conditions

6.1 MemoryCall® Service Customer Education

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

6.2 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.

7. MemoryCall® Answering Service Mailbox

7.1 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.

7.2 Feature Descriptions

MemoryCall® Answering Service is a basic mailbox service with telephone answering capability. The following features are included with most MAS mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to service vms (e.g., Lucent or Comverse).

- **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 (COMVERSE only)** - 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 (Lucent vms only)** - 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.

- **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 may 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.
- **Reminder Feature (Comverse vms only)** - 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 (Comverse vms)** - 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.

7.3 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;
- Prompt Level Control;
- Voice Mail/Messaging Capabilities Including
 - Delivery Options,
 - Future Delivery,
 - Group Distribution Lists, and
 - SEND COPY During Message Review/Retrieval.

7.4 Feature Summary Chart

The following chart compares features for MemoryCall® Answering Service (MAS) based on the vendor vms serving the customer.

Table D - MemoryCall® Answering Service Feature Matrix

FEATURE	Lucent vms	Comverse vms
Telephone Answering	YES	YES
Voice Mail/Messaging	NO	NO
Personal Greeting	YES	YES
Busy Greeting	NO	YES
Extended Absence Greeting	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds
Max. Number of Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES (not automatic)	NO
Caller Specified Urgent or Private Delivery	NO	NO
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	3 Days for Res. 5 Days for Bus.	3 Days for Res. 5 Days for Bus.
Digits in Password	4 to 15 Digits	4 to 10 Digits
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	NO	NO
Outcall/Pager Notification	NO	NO
Future Delivery	NO	NO

FEATURE	Lucent vms	Comverse vms
Group Distribution Lists	NO	NO
Dial "0" for Operator	NO	NO
Prompt Level Control	NO (1 level)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO
Reply to Message	YES	YES
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

7.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service mailbox and performing various administrative activities. Operating instructions for Lucent vms and Comverse vms may vary. Be sure you know which vendor vms serves the customer when answering questions or discussing a trouble report.

7.5.1 Accessing A MemoryCall® Service Mailbox

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® service mailbox.

To begin with, the user must dial the MemoryCall® service access number. This number is different from a mailbox number. The MemoryCall® service access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® service vms. The MemoryCall® service access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

7.5.1.1 Calling From A Line Equipped With a Mailbox

WARNING
<p>Customers should use the instructions in the following subsection, <i>Calling From A Line <u>NOT</u> Equipped With a Mailbox</i> in the following situations: 1) the customer's mailbox number and the telephone number from which they are calling do not match; 2) when an ISMDI link is under repair; or 3) when the customer blocks delivery of his/her number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® service access number. In these situations, customers will hear the standard system greeting rather than their own recorded name.</p>

When a customer calls in for messages, MemoryCall® service looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® service assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® service then prompts the caller for a password. Use the following steps to access MemoryCall® service when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from his home to retrieve messages:

- Ring...Ring..."John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

7.5.1.2 Calling From A Line NOT Equipped With a Mailbox

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting. To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® service speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from a pay telephone:

- Ring...Ring..."Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You."
- Customer enters "*" and hears "Mailbox number please."
- Customer enters seven digit mailbox number.
- Customer hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the vms accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach

7.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by a Comverse vms, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall® service, the customer can press the "*" key during the greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® service for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall® service. Listen To Personal or Busy (Comverse vms) Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall® service:

- Ring...Ring..."Hello, you've reached the Smith household....."
- Customer enters "*" and hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

7.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® service Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Personal Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Record A Busy Greeting (*optional for Comverse vms*).

7. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password

7.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Answering Service (MAS) based on the vendor vms serving the customer.

Table E - MemoryCall® Answering Service Main Menu

NUMBER ENTERED:	Lucent vms	Comverse vms
"1"	Listen to Messages	Listen to Messages
"2"	Mailbox Features	N/A
"3"	N/A	Reminder Feature
"4"	N/A	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
**"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

7.5.4 Lucent VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on a Lucent vms. Other options may be available. Refer to detailed instructions in this section for additional information.

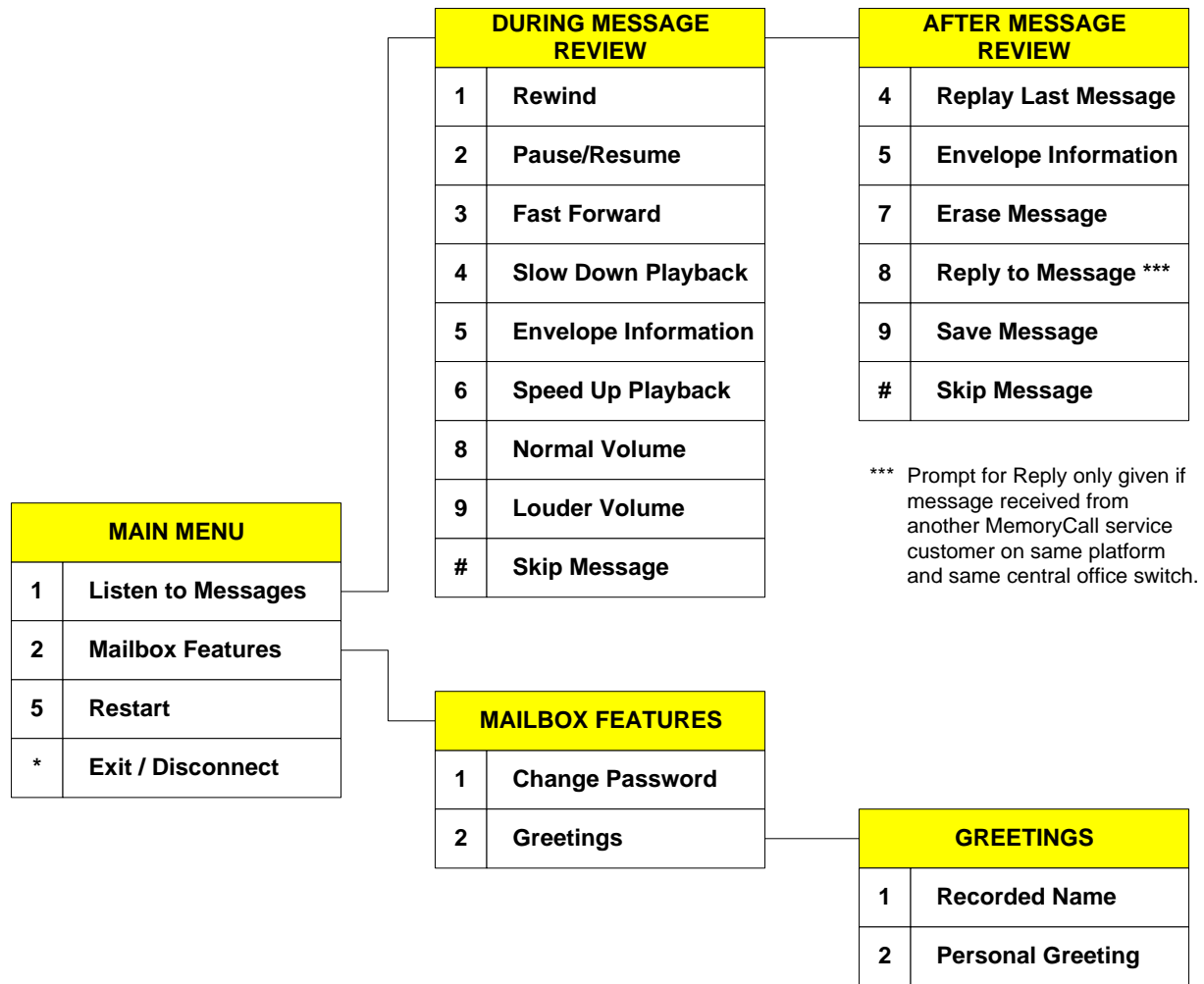


Figure 14 - Lucent VMS MAS Menus

7.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
 - "1" - If the caller is satisfied with his/her message. Selecting "1" causes the message to be saved. No further changes to the message can be made by the caller.
 - "2" - Listen to the message.
 - "3" - To erase and re-record the message.
 - "4" - To continue recording where the caller left off.
 - "*" - Cancel message and return to standard system greeting.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

7.5.4.2 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 on a Lucent vms:

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:
 - "1" - REWIND the current message back 10 seconds
 - "1-1" - Go to BEGINNING of current message
 - "2" - PAUSE/RESUME message review
 - "3" - FAST FORWARD 10 seconds through the message
 - "3-3" - Go to END of current message
 - "4" - SLOW DOWN message playback
 - "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
 - "6" - SPEED UP message playback
 - "7-7" - ERASE AND SKIP to the next message
 - "8" - Return to NORMAL VOLUME
 - "9" - LOUDER VOLUME during message playback
 - "#" - SKIP the current message
 - "#-#" - SKIP TO SAVED messages

- "*" - CANCEL message review and return to Main Menu
5. After Message Review Press:
- "4" - REPLAY last message
 - "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
 - "7" - ERASE message just heard
 - "8" - REPLY to message
 - "9" - SAVE message just heard
 - "#" - SKIP to the next message
 - "*" - CANCEL message review and return to Main Menu

Note: Erased messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® service session does not undelete messages.

7.5.4.3 To Change A Password:

MemoryCall® Answering Service customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Lucent vms mailbox user passwords can be from 4 to 15 digits in length. Use the following steps to change a password for a MAS mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For MAILBOX FEATURES.
3. Press "1" For PASSWORD.
4. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The RESELLER must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

7.5.4.4 To Change A Greeting or Recorded Name:

MAS customers can record their own personal greeting at any time. Customers served by a Lucent vms have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is

"At the tone, please record your message to [Recorded Name]. Beep." The Recorded Name is also heard by the customer when accessing his/her mailbox prior to the password prompt. To record a personal greeting or name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2" For MAILBOX FEATURES

3. Press "2" For GREETING/NAME. Then Enter One Of The Following:
 - "1" - NAME
 - "2" - PERSONAL GREETING. If "2" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
4. Follow Prompts To Record And Save The New Greeting Or Name.

7.5.4.5 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® service session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

7.5.5 Comverse VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service mailbox on a Comverse vms. Other options may be available. Refer to detailed instructions in this section for additional information.

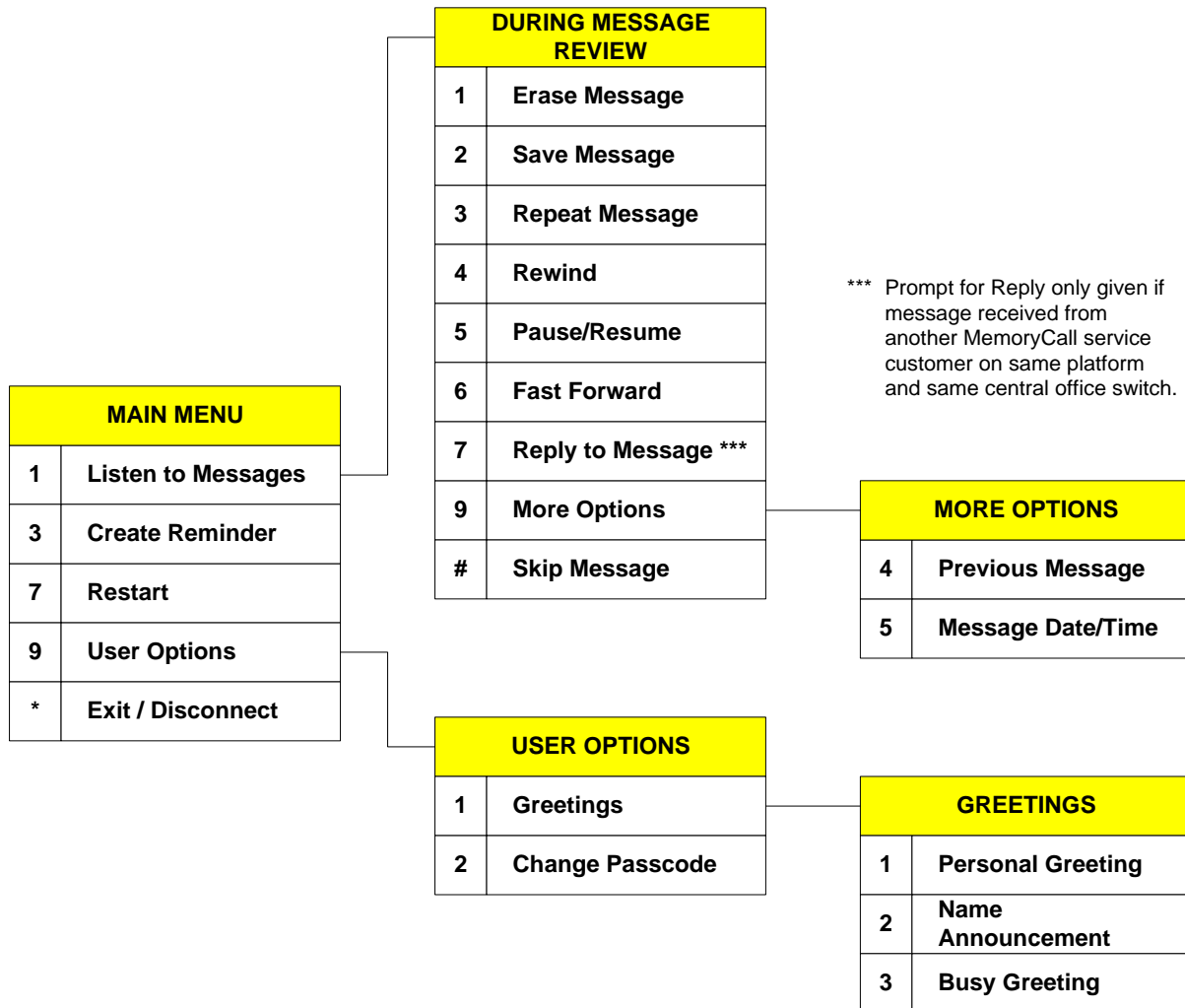


Figure 15 - Comverse VMS MAS Menus

7.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal or busy greeting. A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required for the caller to press the "#" key to skip the customer's greeting and begin recording. After a message is recorded, the caller can hang up or press "#" to save their message and disconnect. No other caller options are available with MAS on a Comverse vms.

7.5.5.2 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 on a Comverse vms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1."
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" - ERASE the current message
 - "2" - SAVE message just heard
 - "3" - REPEAT message
 - "4" - REWIND the current message back 5 seconds
 - "5" - PAUSE message review for 20 seconds or press any key to resume
 - "6" - FAST FORWARD 5 seconds through the message
 - "7" - REPLY to message
 - "9" - MORE OPTIONS including:
 - "9-4" - Listen to the PREVIOUS MESSAGE
 - "9-5" - Hear the DATE/TIME the current message was received
 - "0" for HELP
 - "#" to SKIP the current message
 - "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® service session will end the current session and delete all erased messages. Restart does not undelete messages.

7.5.5.3 To Change A Password:

MemoryCall® Answering Service customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. In Comverse vms prompts, passwords are referred to as passcodes. Comverse vms mailbox user Passwords/Passcodes can be from 4 to 10 digits in length. Use the following steps to change a password for a MAS mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 4-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

7.5.5.4 To Change A Greeting or Recorded Name:

MAS customers can record their own personal or busy greeting at any time. No standard personal greeting is available for customers served from a Comverse vms. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING
 - "2" - NAME ANNOUNCEMENT
 - "3" - BUSY GREETING
4. Follow Prompts To Record And Save The New Greeting Or Name.

7.5.5.5 To Create a Reminder Message:

MemoryCall® service customers served from a Comverse vms are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall® service's Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" - Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.
 - ◇ Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
 - ◇ Enter the date (1 through 31). Not required if "#" already entered.
 - ◇ Enter the time (e.g. 715 for 7:15).
 - ◇ Indicate AM (1) or PM (2) delivery.
 - Record message.
 - Press "#" to end recording.

- Reminder saved and scheduled. User returned to Main Menu.
- "2" - Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - MemoryCall® service states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - ◇ "1" - Listen to Reminder message.
 - ◇ "2" - Skip to next Reminder (if more than one scheduled).
 - ◇ "3" - Cancel/Delete Reminder.
 - ◇ "*" - Exit Reminder feature.
- "*" - To exit Reminder feature.

7.5.5.6 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® service will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® service will not call the customer if his/her telephone number does not match the mailbox number. Instead, messages will be automatically saved in the customer's mailbox

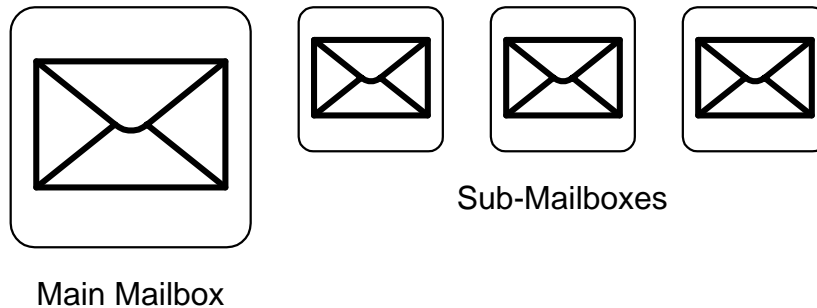
7.5.5.7 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® service session. MemoryCall® service will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

8. MemoryCall® Answering Service Personal/Extension Mailbox

8.1 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.



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.

8.1.1 Greetings and Leaving Messages

Greetings become very important with Personal or Extension mailboxes. When callers reach a Personal or Extension mailbox, the first greeting they hear is the personal or busy (Comverse vms only) greeting recorded by the main mailbox holder. Callers must be told in these greetings about the existence of any sub-mailboxes. A sample personal greeting recorded in the main mailbox might sound as follows:

“Hi, this is John Smith and you've reached the Smith household's MemoryCall® service family mailbox. If you wish to leave a message for Bobby, press 1 now. Press 2 for Karen. If you would like to leave a message for myself or Jane, please stay on the line and record your message at the beep. Thank you”.

No action is required by the caller to leave a message in the main mailbox. A "beep" is heard after the main greeting is played to prompt callers to record a message. It's a good idea to tell callers to stay on the line in order to leave a message in the main mailbox.

In the previous example, callers pressing 1 or 2 would go on to hear the personal greeting recorded by Bobby or Karen before leaving a message. A third menu choice could have been added if the Smith's had another child or as a separate mailbox for Jane.

8.1.2 Message Distribution

Each mailbox can have up to 40 total messages (new and saved) shared between the main and any active sub-mailboxes. However, messages are distributed among these partitioned mailboxes differently depending on the vms serving the customer. If customers call about an inability to leave messages, the reason may be due to message distribution as listed below:

- **For Comverse vms** - Up to 40 new and saved messages are stored in the main or any active sub-mailboxes on a first come first serve basis. As a result, a single user can tie up a Personal/Extension Mailbox's message capacity for other parties. For example, if the main mailbox received 20 messages during the day and already had 10 messages saved (total of 30 messages), only 10 more messages could be recorded between the three sub-mailboxes. Saving messages reduces the total number of new messages that can be saved for all users of the Personal or Extension Mailbox.
- **For Lucent vms** - Each mailbox is allowed a maximum of 10 new and saved messages. After the tenth message, the caller is notified that the user's individual mailbox is full. Other mailboxes remain available even if a sub-mailbox is full. If the main mailbox is full, the greeting will be played to direct the caller to the sub-mailboxes. However, the caller will be told after the greeting that "The mailbox belonging to <main mailbox recorded name> is full." Customers are not allowed to re-apportion messages between mailboxes. Therefore, a customer who only uses the main and two sub-mailboxes can only have 30 saved or recorded messages - 10 in each mailbox. The remaining 10 messages permitted for the last sub-mailbox will go unused until the third (last) sub-mailbox is activated.

8.1.3 Passwords

Separate passwords should be assigned to the main mailbox and each sub-mailbox by the customer. These passwords are designed to protect the privacy of messages left for each mailbox user. Customers should be encouraged to write down passwords and store them in a safe place. Lost passwords will result in lost messages as follows:

- **If User Loses Sub-Mailbox Password...** The main mailbox holder must delete the sub-mailbox and rebuild it. A new temporary password and greeting must be created. All messages and the personal greeting associated with the sub-mailbox are lost.
- **If Customer Loses Main Mailbox Password...** The Personal or Extension Mailbox must be re-established by BellSouth. The Reseller must place a service order to do so. When a mailbox is re-established, the main mailbox and all sub-mailboxes are deleted. All messages, greetings and passwords for the main mailbox and all sub-mailboxes are also lost. The customer must recreate all sub-mailboxes after re-initializing his/her main mailbox.

8.1.4 Message Waiting Indication

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.

WARNING

Message Waiting Indication does not identify which main or sub-mailbox received the new message. As a result a user hearing stutter dial tone or seeing a visual lamp indication on the line may not have any messages in his/her sub-mailbox. The message was left in the main or some other sub-mailbox. Retrieving messages from either the main or sub-mailboxes will turn off Message Waiting Indication. A single user retrieving messages will turn off this notification even though new messages remain in the main or other sub-mailboxes.

8.2 Feature Descriptions

The following features are included with most Personal or Extension Mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to vms vendor (e.g., Lucent or Comverse).

- **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 (Comverse vms only)** - 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 (Lucent vms only)** - 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 listening 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 may 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 (Comverse vms)** - 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 (Comverse vms)** - 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.

8.3 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.

8.4 Feature Summary Chart

The following chart compares features and menu choices for Personal or Extension Mailboxes based on the vendor vms serving the customer.

Table F - Personal or Extension Mailbox Feature Matrix

FEATURE	Lucent vms	Comverse vms
Telephone Answering	YES	YES
Voice Mail/Messaging	YES (within same mailbox only)	YES (within same mailbox only)
Personal Greeting	YES	YES
Busy Greeting	NO	YES
Extended Absence Greeting	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds
Max. Number of Messages	40 Messages (10 Per Mailbox)	40 Messages (First Come First Serve)
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES (not automatic)	NO
Caller Specified Urgent or Private	Urgent	NO
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	7 Days	7 Days
Digits in Password	4 to 15 Digits	4 to 10 Digits
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	YES	YES
Home/Guest Mailboxes	NO	NO
Outcall/Pager Notification	NO	NO
Future Delivery	NO	NO
Group Distribution Lists	NO	NO
Dial "0" for Operator	NO	NO
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO
Reply to Message	YES	YES
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

8.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® service Personal or Extension Mailbox and performing various administrative activities. Operating instructions for Lucent and Comverse vms mailboxes may vary. Be sure you know which vendor vms serves the customer when answering questions or discussing a trouble report.

8.5.1 Accessing A MemoryCall® Service Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox

will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® service mailbox.

To begin with, the user must dial the MemoryCall® service access number. This number is different from a mailbox number. The MemoryCall® service access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® service vms. The MemoryCall® service access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

8.5.1.1 Calling From A Line Equipped With a Mailbox:

WARNING

Customers should use the instructions in the following subsection, *Calling From A Line NOT Equipped With a Mailbox* in the following situations: 1) the customer's mailbox number and the telephone number from which they are calling do not match; 2) when an ISMDI link is under repair; or 3) when the customer blocks delivery of his/her number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® service access number. In these situations, customers will hear the standard system greeting rather than their own recorded name.

When a customer calls in for messages, MemoryCall® service looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® service assumes the caller is a customer and speaks the recorded name for the main mailbox. MemoryCall® service then prompts the caller for a password. Use the following steps to access MemoryCall® service when calling from a telephone line equipped with a mailbox (e.g., from home or office):

To Access A Mailbox:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Main Mailbox Recorded Name.
3. At The Prompt, Enter The Main Or Sub-Mailbox Password.
4. Listen To Sub-Mailbox Name (*Lucent vms Sub-Mailboxes Only*).
5. Listen To The Main Menu.

8.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear the recorded name for the main mailbox. Instead, these customers hear the standard system greeting. To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their main mailbox number.

MemoryCall® service speaks the recorded name for the main mailbox after a number has been entered and then asks for a password. The following steps apply to Personal or Extension Mailbox customers when calling from a telephone line not equipped with a mailbox.

To Access A Mailbox (either vendor):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Main Mailbox Recorded Name.
6. At The Prompt, Enter The Main Or Sub-Mailbox Password.
7. Listen To Sub-Mailbox Name (*Lucent vms Sub-Mailboxes Only*)
8. Listen to the Main Menu..

8.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by a Comverse vms, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall® service, the customer can press the "*" key during the greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® service for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

To Access A Mailbox On Comverse vms:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards To MemoryCall®.
3. Listen To Personal or Busy Greeting.
4. Press "*" During Greeting.
5. Listen To The Main Mailbox Recorded Name.
6. At The Prompt, Enter The Main Or Sub-Mailbox Password.
7. Listen To The Main Menu.

8.5.2 Initializing Main and Sub-Mailboxes:

As with other MemoryCall® service mailboxes, the Personal or Extension Mailbox customer must initialize his/her main mailbox once it is established by BellSouth. The customer sets up a personal password and records a personal greeting for the main mailbox during this initialization process. Once the main mailbox has been setup, callers will hear the personal greeting and can

leave a message in the main mailbox. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Service Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Personal Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Record A Busy Greeting (*Optional for Comverse vms*).
7. Listen To The Tutorial On Mailbox Operation.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

Sub-mailbox establishment and initialization:

- Sub-mailboxes are not automatically built when BellSouth initially programs the customer's Personal or Business Extension Mailbox. The customer or main mailbox holder must add each sub-mailbox individually. The actual number of sub-mailboxes active at any one time - either 1, 2, 3 or none - is up to the customer. The customer is free to add or delete sub-mailboxes as needed.
- Before using MemoryCall® service, each sub-mailbox user should initialize his/her mailbox. A temporary password, name and greeting are created by the main mailbox holder. The sub-mailbox user can change these attributes during sub-mailbox initialization.

8.5.3 Main Menu Choices

The following chart compares the main menu choices for Personal and Business Extension mailboxes based on the vendor vms serving the customer.

Table G - Personal/Extension Mailbox Main Menu

NUMBER ENTERED:	Lucent vms	Comverse vms
"1"	Listen to Messages	Listen to Messages
"2"	Send Message	Send Message
"3"	Check Receipt (Main Mailbox only)	Reminder Feature
"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	List Mailboxes w/ Messages
"9"	N/A	User Options
"0"	Message Inventory	Play Help Script
"**"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

8.5.4 Lucent VMS Mailbox Operating Instructions

Note: UNLESS OTHERWISE NOTED, THE INSTRUCTIONS IN THIS SECTION APPLY TO USER OPERATION OF BOTH MAIN AND SUB-MAILBOXES.

The following chart shows the most frequently used menu choices for a Personal or Business Extension mailbox on a Lucent vms. Other options may be available. Refer to detailed instructions in this section for additional information.

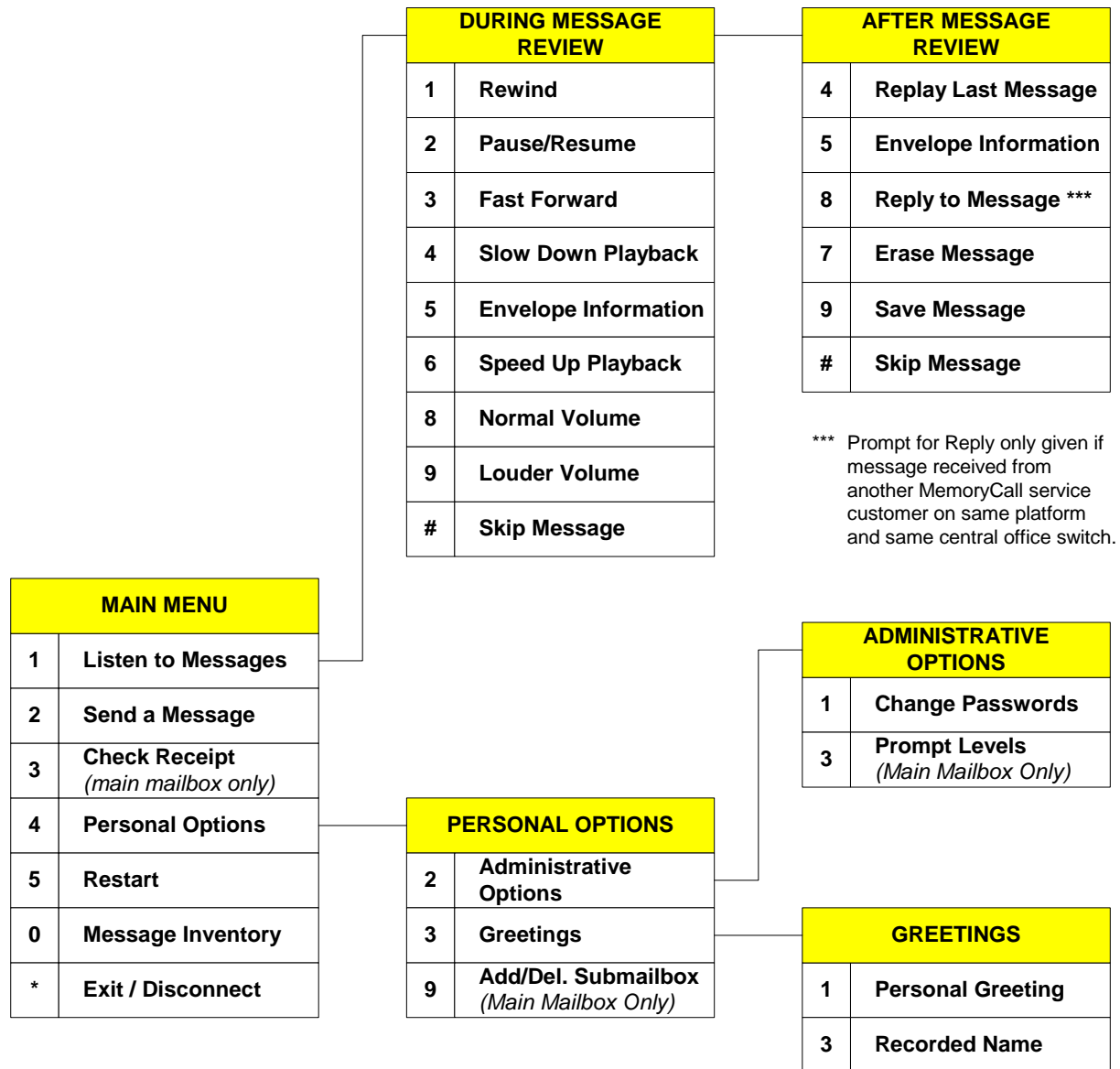


Figure 16 - Lucent VMS Personal/Extension Mailbox Menus

8.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. A message can be left by callers without having to press any touchtone buttons (e.g., calling from

a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
 - "1" - If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
 - Press "1" for NORMAL delivery
 - Press "2" for URGENT delivery
 - "2" - Listen to the message.
 - "3" - To erase and re-record the message.
 - "4" - To continue recording where the caller left off.
 - "*" - Cancel message and return to standard system greeting.

Note: Callers will not be aware of the above options unless told about them in the customer's personal greeting. If the customer wants callers to know about these other choices, his/her greeting should include a statement such as *"After leaving your message, hang up or press 1 for more options."*

8.5.4.2 To Hear Which Mailboxes Have Messages:

Main mailbox and sub-mailbox users can determine the number of new and saved messages in one another's mailboxes. This message inventory is obtained by pressing "0" at the Main Menu for either mailbox type. The inventory lists the number of messages but does not allow users to hear actual message content or identify the date, time, or sender of a message. To obtain a message inventory:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "0" For MESSAGE INVENTORY.
3. Listen To The Number Of New And Saved Messages In The Main And Each sub-mailbox.

8.5.4.3 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 Personal and Extension Mailboxes on a Lucent vms:

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

- "1" - REWIND the current message back 10 seconds
- "1-1" - Go to BEGINNING of current message
- "2" - PAUSE/RESUME message review
- "3" - FAST FORWARD 10 seconds through the message
- "3-3" - Go to END of current message
- "4" - SLOW DOWN message playback
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SPEED UP message playback
- "7-7" - ERASE AND SKIP to the next message
- "8" - Return to NORMAL VOLUME
- "9" - LOUDER VOLUME during message playback
- "#" - SKIP the current message
- "#-#" - SKIP TO SAVED messages
- "*" - CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" - REPLAY last message
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "7" - ERASE message just heard
- "8" - REPLY to message
- "9" - SAVE message just heard
- "#" - SKIP to the next message
- "*" - CANCEL message review and return to Main Menu

Note: Erased messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® service session does not undelete messages.

8.5.4.4 To Send a Message to Other Main or Sub-Mailbox Users:

MemoryCall® Personal and Extension Mailbox customers have the ability to 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.

To send a message to another user in the same Personal or Extension mailbox:

1. Access The MemoryCall® Main or Sub-Mailbox.
2. At Main Menu, Press "2".
3. Record Message. During Message Recording, The Following Options Are Available:
 - "1" - REWIND and replay what has been recorded
 - "1-1" - Rewind to the BEGINNING and replay what has been recorded
 - "2" - PAUSE ON/OFF
 - "3" - FAST FORWARD through what has been recorded
 - "3-3" - Fast forward to END of recording

- "*" - ERASE and rerecord entire message
4. Press "#" When Recording Complete.
 5. Enter Destination Mailbox Number. Use seven or ten-digit Mailbox Number to send to Main or 1, 2, or 3 to send to a Sub-Mailbox.
 6. Select A Delivery Option (*Sending From Main Mailbox Only*):
 - "1" - PRIVATE
 - "2" - URGENT
 - "3" - MESSAGE CONFIRMATION. For this option, select one of the following:
 - "1" for a confirmation receipt or
 - "2" for notification of non-receipt.
 7. Press "#" To Send Message.
 8. Enter The Next Destination Mailbox Number To Receive Message Or Press "*" To Return To Main Menu.

8.5.4.5 To Check Receipt of a Sent Message (*main mailbox only*):

Use this option to manually check on the status of a sent message. Automatic confirmation of sent messages can be requested by selecting the appropriate Delivery Option before the message is sent.

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "3".
3. Enter Sub-Mailbox Number (1, 2, or 3) Of Message Recipient.
4. Listen To Receipt Information. MemoryCall® service will tell the user if messages have been heard. Unheard (unreceived) messages are played back to the sender.

8.5.4.6 To Add or Delete A Sub-Mailbox (*main mailbox only*):

A temporary password, name and greeting must be created for each sub-mailbox activated. This information should be given to the sub-mailbox user. The sub-mailbox user can then call the MemoryCall® service access number, enter the temporary password, and make changes to the greeting or establish a new personal password.

Sub-mailboxes can only be deleted by the main mailbox holder. However, care should be taken when deleting sub-mailboxes. **All messages in a sub-mailbox are erased and cannot be retrieved if the sub-mailbox containing those messages is deleted by the customer.**

Use the following instructions to add or delete a sub-mailbox when service is provisioned from a Lucent vms:

1. Access The MemoryCall® Service Main Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "9" to ADD/DELETE SUB-MAILBOXES.
4. At The Prompt, Enter The Sub-Mailbox To Be Added/Deleted (e.g., 1, 2, or 3).
 - If the mailbox already exists, MemoryCall® service will ask if the mailbox should be deleted.

- If the mailbox does not exist, MemoryCall® service will create the sub-mailbox as follows:
 - Listen to four-digit Temporary Password provided by system.
 - ◇ Press "1" to keep password.
 - ◇ Press "2" to change to another password.
 - ◇ Final Temporary Password repeated by MemoryCall®. Customer should write this down and give to sub-mailbox user.
 - Record temporary name for sub-mailbox then press "#".
 - Select type of temporary personal greeting.
 - ◇ Press "1" to use a standard personal greeting.
 - ◇ Press "2" to record a temporary personal greeting.
 - Sub-mailbox created. The user is provided the following options:
 - ◇ "1" - Re-record main mailbox personal greeting now.
 - ◇ "2" - Add/Delete another sub-mailbox.
 - ◇ "*" - Exit and return to Personal Options menu.

8.5.4.7 To Change A Password:

Personal or Extension Mailbox customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Passwords are also used to uniquely identify the main and sub-mailboxes associated with a given telephone number. Therefore, customers must enter different passwords for the main and each sub-mailbox when service is provided from a Lucent vms.

Lucent vms Mailbox User passwords can be from 4 to 15 digits in length. Use the following steps to change a password for a Personal or Extension main or sub-mailbox:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORD.
5. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords can result in lost messages. See "Passwords" section at the beginning of this chapter for more details.

8.5.4.8 To Change Prompt Levels (*main mailbox only*):

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" - STANDARD prompts;
 - "2" - EXTENDED prompts; or
 - "3" - RAPID prompts.

Note: Setting prompt levels in the main mailbox also sets the prompt level for each sub-mailbox user. Prompt levels cannot be controlled by individual sub-mailboxes.

8.5.4.9 To Change A Greeting or Recorded Name:

Personal or Extension Mailbox customers can record their own personal greeting at any time. Customers served by a Lucent vms have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is:

"You have reached [Main Mailbox Name]. If you want [Sub-Mailbox 1 Name] press 1. If you want [Sub-Mailbox 2 Name] press 2. If you want [Sub-Mailbox 3 Name] press 3. If you want [Main Mailbox Name] just wait for the tone. Beep."

To change a greeting or recorded name:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "3" - NAME
4. Follow Prompts To Record And Save The New Greeting Or Name.

8.5.4.10 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® service session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" for HELP or additional assistance. Cannot be used from Main Menu where "0" starts Message Inventory.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

8.5.5 Converse VMS Mailbox Operating Instructions

Note: UNLESS OTHERWISE NOTED, THE INSTRUCTIONS IN THIS SECTION APPLY TO USER OPERATION OF BOTH MAIN AND SUB-MAILBOXES.

The following chart shows the most frequently used menu choices for a Personal or Extension Mailbox on a Comverse vms. Other options may be available. Refer to detailed instructions in this section for additional information.

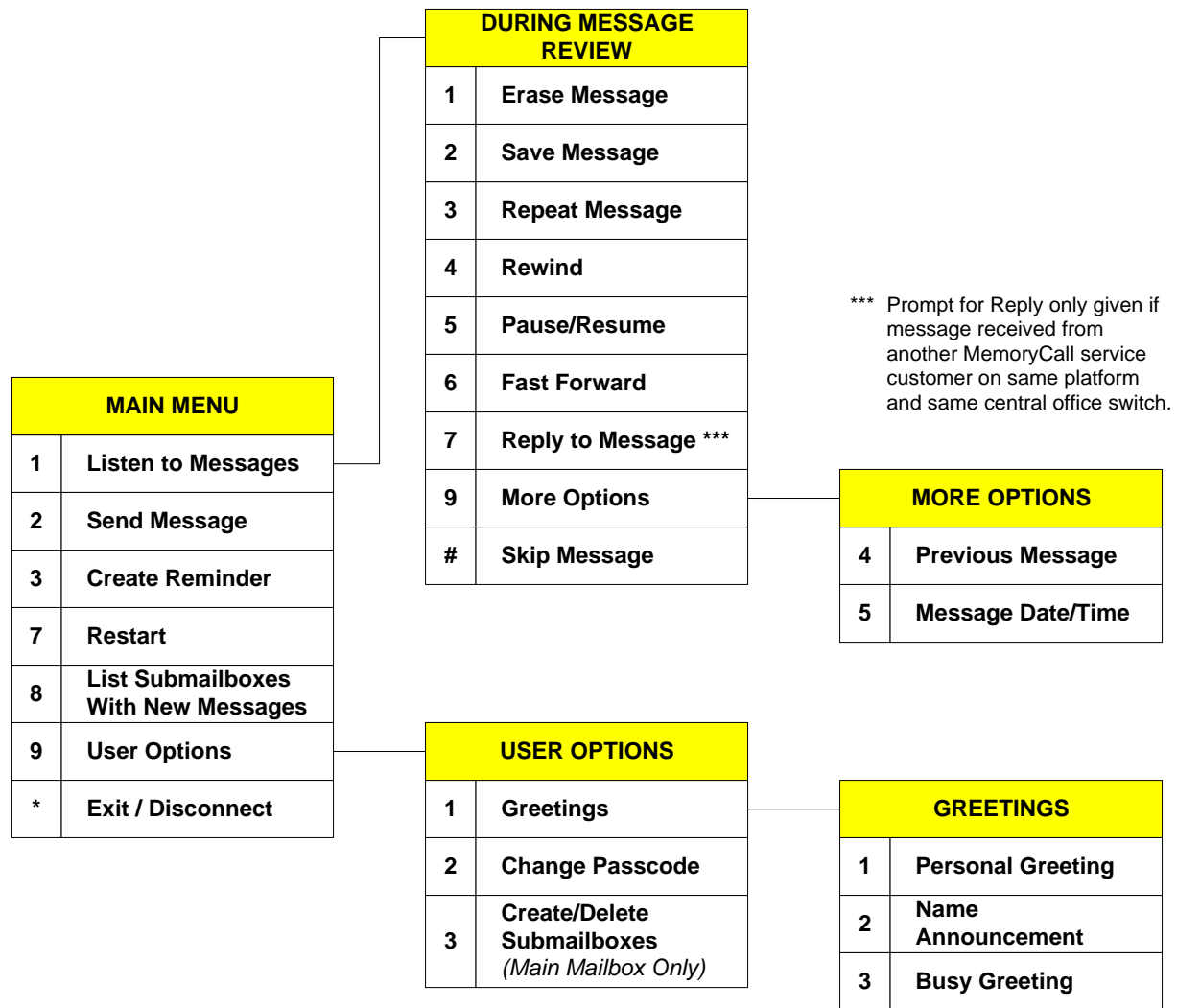


Figure 17 - Comverse VMS Personal/Extension Mailbox Menus

8.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal or busy greeting. A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required for the caller to press the "#" key to skip the customer's greeting and begin recording. After a message is recorded, the caller can hang up or press "#" to save their message and disconnect. No other caller options are available with Personal or Extension Mailboxes on a Comverse vms.

8.5.5.2 To Hear Which Mailboxes Have Messages:

Main mailbox and sub-mailbox users can determine the number of new messages in one another's mailboxes. This message count is obtained by pressing "8" at the Main Menu. The message count lists the number of new messages but does not allow users to hear actual message content or

identify the date, time, or sender of the message. To obtain a new message count for other users of the same Personal/Extension mailbox:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "8".
3. Listen To The Number Of New Messages In Other Mailboxes.

8.5.5.3 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 Personal or Extension Mailboxes on a Converse vms:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" - ERASE the current message
 - "2" - SAVE message just heard
 - "3" - REPEAT message
 - "4" - REWIND the current message back 5 seconds
 - "5" - PAUSE message review for 20 seconds or press any key to resume
 - "6" - FAST FORWARD 5 seconds through the message
 - "7" - REPLY to message
 - "9" - MORE OPTIONS including:
 - "9-4" - Listen to the PREVIOUS MESSAGE
 - "9-5" - Hear the DATE/TIME the current message was received
 - "0" for HELP
 - "#" to SKIP the current message
 - "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® service session will end the current session and delete all erased messages. Restart does not undelete messages.

8.5.5.4 To Send a Message to Other Main or Sub-Mailbox Users:

MemoryCall® Personal and Extension Mailbox customers have the ability to 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.

To send a message to another user in the same Personal or Extension mailbox:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "2".

3. Enter Destination Mailbox Number. Use a "9" for the Main Mailbox or "1", "2", or "3" to send to a Sub-Mailbox.
4. Record Message Then Press "#".
5. Choose From One Of The Following:
 - "1" - SEND the message
 - "2" - CHANGE the recorded message
 - "3" - REVIEW the message
 - "4" - SEND COPY to someone else
 - "9" - DELIVERY OPTIONS. Available options are:
 - "1" - URGENT delivery
 - "2" - PRIVATE delivery
 - "3" - Request RETURN RECEIPT

8.5.5.5 To Create or Delete A Sub-Mailbox (*main mailbox only*):

A temporary password, name and greeting must be created for each sub-mailbox activated. This information should be given to the sub-mailbox user. The sub-mailbox user can then call the MemoryCall® service access number, enter the temporary password, and make changes to the greeting or establish a new personal password.

Sub-mailboxes can only be deleted by the main mailbox holder. However, care should be taken when deleting sub-mailboxes. **All messages in a sub-mailbox are erased and cannot be retrieved if the sub-mailbox containing those messages is deleted by the customer.**

Use the following instructions to add or delete a sub-mailbox when service is provisioned from a Lucent vms:

1. Access The MemoryCall® Service Main Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "3" to CREATE OR DELETE SUB-MAILBOXES.
4. At The Prompt, Enter One Of The Following:
 - "1" - To CREATE a new sub-mailbox then perform the following:
 - Record temporary name for sub-mailbox then press "#".
 - Enter a temporary 4-10 digit passcode. No temporary passcode is created automatically.
 - User is prompted as follows to change their main mailbox personal greeting.
 - ◇ "1" - Review the main mailbox personal greeting.
 - ◇ "2" - Change the main mailbox personal greeting.
 - ◇ "3" - To hear a sample greeting.
 - ◇ "*" - Return to USER OPTIONS menu.
 - "2" - To DELETE a sub-mailbox then perform the following:
 - MemoryCall® service lists active sub-mailboxes sequentially and prompts the user to press "1" to keep the sub-mailbox or "2" to delete the sub-mailbox.

- After all sub-mailboxes are listed, the user is prompted as follows to change their main mailbox personal greeting:
 - ◇ "1" - Review the main mailbox personal greeting.
 - ◇ "2" - Change the main mailbox personal greeting.
 - ◇ "3" - To hear a sample greeting.
 - ◇ "*" - Return to USER OPTIONS menu.
- "*" - Return To The Main Menu.

8.5.5.6 To Change A Password:

Personal or Extension Mailbox customers served from a Comverse vms can change their personal password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailboxes. In addition, passwords are also used to uniquely identify the main and sub-mailboxes associated with a given telephone number. Therefore, customers must enter different passwords for the main and each sub-mailbox when service is provided from a Comverse vms.

In Comverse vms prompts, passwords are referred to as passcodes. Comverse vms mailbox user Passwords/Passcodes can be from 4 to 10 digits in length. Use the following steps to change a password for a Personal or Extension main or sub-mailbox:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter A 4-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords can result in lost messages. See "Passwords" section at the beginning of this chapter for more details.

8.5.5.7 To Change A Greeting or Recorded Name:

Personal or Extension Mailbox customers can record their own personal or busy greeting at any time. No standard personal greeting is available for customers served from a Comverse vms. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING
 - "2" - NAME ANNOUNCEMENT
 - "3" - BUSY GREETING
4. Follow Prompts To Record And Save The New Greeting Or Name.

8.5.5.8 To Create a Reminder Message:

MemoryCall® service customers served from a Comverse vms are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall® service's Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Main or Sub-Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" - Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.
 - ◇ Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
 - ◇ Enter the date (1 through 31). Not required if "#" already entered.
 - ◇ Enter the time (e.g. 715 for 7:15).
 - ◇ Indicate AM (1) or PM (2) delivery.
 - Record message.
 - Press "#" to end recording.
 - Reminder saved and scheduled. User returned to Main Menu.
 - "2" - Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - MemoryCall® service states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - ◇ "1" - Listen to Reminder message.
 - ◇ "2" - Skip to next Reminder (if more than one scheduled).
 - ◇ "3" - Cancel/Delete Reminder.
 - ◇ "*" - Exit Reminder feature.
 - "*" - To exit Reminder feature.

8.5.5.9 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® service will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® service will not call the customer if his/her telephone number does not match the mailbox number. Instead, messages will be automatically saved in the customer's mailbox.

8.5.5.10 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® service session. MemoryCall® service will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.
-

9. MemoryCall® Answering Service Plus Mailbox

9.1 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 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.

9.2 Feature Descriptions

The following features are included with most MemoryCall® Answering Service Plus (MAS+) mailboxes. Refer to the Feature Summary Chart in the next section for any variations due to vms vendor (Lucent or Comverse).

- **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 (Comverse vms only)** - 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 listening 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 may 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).
- **Prompt Level Control (Lucent vms only)** - Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted: Standard, Extended or Rapid.
- **Easy Access (Comverse vms only)** - 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 (Comverse vms only)** - 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.

9.3 Features Not Available With MemoryCall® Answering 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.

9.4 Feature Summary Chart

The following chart compares features for MemoryCall® Answering Service Plus (MAS+) based on the vendor vms serving the customer.

Table H - MemoryCall® Answering Service Plus Feature Matrix

FEATURE	Lucent vms	Comverse vms
Telephone Answering	YES	YES
Voice Mail/Messaging	NO	NO
Personal Greeting	YES	YES
Busy Greeting	NO	YES
Extended Absence Greeting	NO	NO
Max. Greeting Length	45 Seconds	45 Seconds
Max. Number of Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES	YES
Caller Specified Urgent or Private Delivery	Urgent	Urgent & Private
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	5 Days	5 Days
Digits in Password	4 to 15 Digits	4 to 10 Digits
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	NO	NO
Outcall/Pager Notification	YES, 3 Schedules	YES, 2 Schedules
Customer Control of Outcall Notification/Pager	Customer can 1) set up 3 schedules based on time of day, day of week, and type of message, 2) change pager/outcall notification numbers, 3) turn notification on or off.	Customer can 1) determine type of message that will cause notification, 2) change pager or special delivery notification number, 3) turn notification on or off.
Changing Pager Type or Outcall Numbers	Service order required to change pager type or PIN. Customer can change pager/outcall number.	Service order required to change pager type or PIN. Customer can change pager/special delivery number.
Number of Pager/Outcall Attempts	Up to three attempts per message.	Up to three attempts per message.
Future Delivery	NO	NO
Group Distribution Lists	NO	NO
Dial "0" for Operator	YES	YES
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO

FEATURE	Lucent vms	Comverse vms
Volume Control During Message Review	YES	NO
Reply to Message	YES	YES
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

9.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Answering Service Plus mailbox and performing various administrative activities. Operating instructions for Lucent or Comverse vms may vary. Be sure you know which vendor vms serves the customer when answering questions or discussing a trouble report.

9.5.1 Accessing A MemoryCall® Service Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® service mailbox.

To begin with, the user must dial the MemoryCall® service access number. This number is different from a mailbox number. The MemoryCall® service access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® service vms. The MemoryCall® service access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

9.5.1.1 Calling From A Line Equipped With a Mailbox:

<p style="text-align: center;">WARNING</p> <p>Customers should use the instructions in the following subsection, <i>Calling From A Line <u>NOT</u> Equipped With a Mailbox</i> in the following situations: 1) the customer's mailbox number and the telephone number from which they are calling do not match; 2) when an ISMDI link is under repair; or 3) when the customer blocks delivery of his/her number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® service access number. In these situations, customers will hear the standard system greeting rather than their own recorded name.</p>
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When a customer calls in for messages, MemoryCall® service looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® service assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall®

service then prompts the caller for a password. Use the following steps to access MemoryCall® service when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from his home to retrieve messages:

- Ring...Ring..."John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

9.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting.

To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® service speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox.

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from a pay telephone:

- Ring...Ring..."Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You."
- Customer enters "*" and hears "Mailbox number please."
- Customer enters seven digit mailbox number.
- Customer hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the vms accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a

mailbox on the system or 2) enter the number of the party they are trying to reach.

9.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by a Comverse vms, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall® service, the customer can press the "*" key during the personal or busy greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® service for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall®. Listen To Personal or Busy (Comverse vms) Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall® service:

- Ring...Ring..."Hello, you've reached the Smith household....."
- Customer enters "*" and hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

9.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Service Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Personal Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Record A Busy Greeting (*optional for Comverse vms*).
7. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

9.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Answering Service Plus (MAS+) based on the vendor vms serving the customer.

Table I - MemoryCall® Answering Service Plus Main Menu

NUMBER ENTERED:	Lucent vms	Converse vms
"1"	Listen to Messages	Listen to Messages
"2"	N/A	N/A
"3"	N/A	Reminder Feature
"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
**"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

9.5.4 Lucent VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service Plus mailbox on a Lucent vms. Other options may be available. Refer to detailed instructions in this section for additional information.

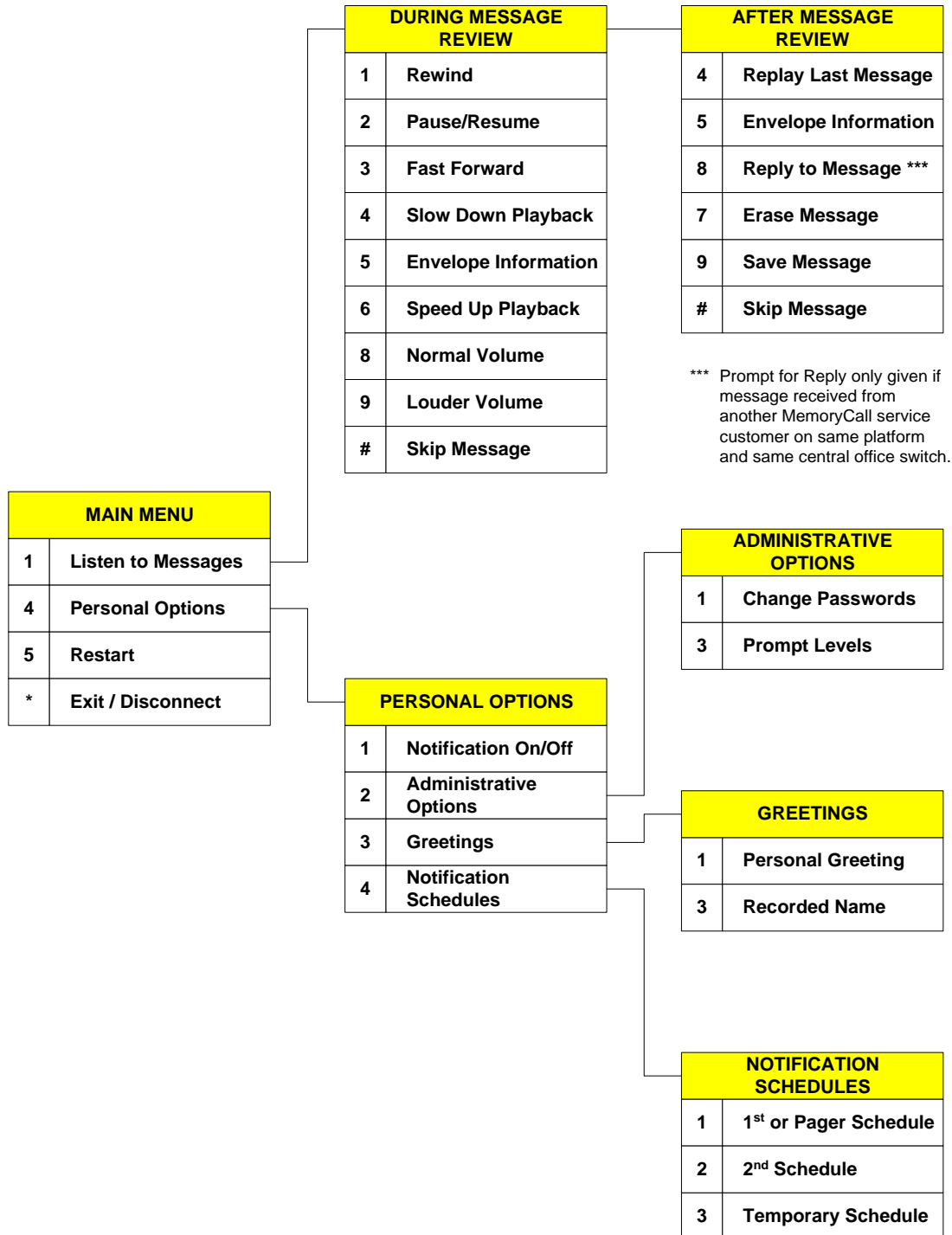


Figure 18 - Lucent VMS MAS+ Menus

9.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® service plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording;
- "0" to transfer to a customer-provided operator or attendant; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "0" to save message and then transfer to a customer-provided operator or attendant;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
 - "1" - If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
 - Press "1" for NORMAL DELIVERY
 - Press "2" for URGENT DELIVERY
 - "2" - Listen to the message.
 - "3" - To erase and re-record the message.
 - "4" - To continue recording where the caller left off.
 - "*" - Cancel message and return to standard system greeting.

9.5.4.2 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 Plus mailboxes on a Lucent vms:

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:
 - "1" - REWIND the current message back 10 seconds
 - "1-1" - Go to BEGINNING of current message
 - "2" - PAUSE/RESUME message review
 - "3" - FAST FORWARD 10 seconds through the message
 - "3-3" - Go to END of current message
 - "4" - SLOW DOWN message playback

- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SPEED UP message playback
- "8" - Return to NORMAL VOLUME
- "9" - LOUDER VOLUME during message playback
- "#" - SKIP the current message
- "#-#" - SKIP TO SAVED messages
- "*" - CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" - REPLAY last message
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "7" - ERASE message just heard
- "8" - REPLY to message
- "9" - SAVE message just heard
- "#" - SKIP to the next message
- "*" - CANCEL message review and return to Main Menu

Note: Erased messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® service session does not undelete messages.

9.5.4.3 To Change A Password:

MemoryCall® Answering Service Plus customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. Lucent vms mailbox user passwords can be from 4 to 15 digits in length. Use the following steps to change a password for a MAS+ mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORD.
5. Follow Prompts To Enter New Password.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

9.5.4.4 To Change Prompt Levels:

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" - STANDARD prompts;
 - "2" - EXTENDED prompts; or
 - "3" - RAPID prompts.

9.5.4.5 To Change A Greeting or Recorded Name:

MAS+ customers can record their own personal greeting at any time. Customers served by a Lucent vms have the option of recording their own greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."* The Recorded Name is also heard by the customer when accessing his/her mailbox prior to the password prompt. To record a personal greeting or name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "3" - NAME
4. Follow Prompts To Record and Save The New Greeting Or Name.

9.5.4.6 To Turn On/Off Notification Schedule(s)

MAS+ customers have the ability to control when MemoryCall® service notifies them of new messages. Notification schedules can contact the customer through a pager or some other telephone number. The following instructions are for turning on/off the notification feature. A separate menu (see following section) is required to set up a notification schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To The Current Notification Status.

5. Enter One Of The Following:
 - "1" - Turn NOTIFICATION ON
 - "2" - Turn NOTIFICATION OFF

9.5.4.7 To Modify Notification Schedule(s):

Mailbox customers served from a Lucent vms are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
 - Outcall to a Telephone Number - The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
 - Outcall to a Pager - Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Lucent vms to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.
- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
- **A Temporary Schedule** is available to override Pager/Schedule 1 and Schedule 2 and can be used for holidays or other special time periods. The Temporary Schedule supports calls to non-pager local and toll-free numbers only and cannot be used with a pager number. Pager/Schedule 1 and Schedule 2 automatically resume when the Temporary Schedule expires or is canceled by the user.

Schedules 1 and 2 can be active at the same time as long as the times do not overlap. The two schedules remain in effect unless 1) one or both schedules are canceled, 2) notification is turned off (see previous section), or 3) the Temporary Schedule is active. The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted,
- start and stop times for notification (when notification is permitted),
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages),
- how quickly the number or pager will be called after a message is received, and
- for Temporary Schedules only, the number of days the schedule will remain in effect. At the end of this time, Pager/Schedule 1 and/or Schedule 2 become active again.

MemoryCall® service attempts to contact the customer up to three times, 20 minutes apart when a new message is received. If a busy signal is encountered during the outcall/page, MemoryCall® service tries six more times every three (3) minutes. To establish a notification schedule, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "4" For NOTIFICATION SCHEDULE. Then Enter One Of The Following Schedules:
 - "1" - FIRST/PAGER SCHEDULE

Note: If MemoryCall® service prompts for "First" schedule, the mailbox has been built without pager support. The words "Pager Schedule" will be spoken by MemoryCall® service only if the mailbox has been programmed with pager capability.

- "2" - SECOND SCHEDULE
- "3" - TEMPORARY SCHEDULE
4. For existing schedules, MemoryCall® service will first ask if the user wishes to update (Press "1") or cancel/delete (Press "2") the selected schedule. If the schedule does not already exist, MemoryCall® service will begin prompting the caller to establish the schedule. The following prompts are heard when establishing or updating a schedule:
 - Enter number of days schedule to be in effect (*Temporary Schedule only.*)
 - Enter the number to be paged or called.
 - Enter the weekday start time then "1" for AM or "2" for PM. To indicate no weekday notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekday stop time then "1" for AM or "2" for PM.
 - Enter the weekend start time then "1" for AM or "2" for PM. To indicate no weekend notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekend stop time then "1" for AM or "2" for PM.
 - Enter the type of message to cause notification:
 - "1" for ALL messages or
 - "2" for URGENT ONLY.
 - Enter one of the following numbers to tell MemoryCall® service how soon after a message is received to place the outcall or page:
 - "1" - 1 Hour
 - "2" - 2 Hours
 - "3" - 4 Hours
 - "4" - After one day
 - "5" - Immediately after message received
 - "6" - Never notify the customer

Note: MemoryCall® service will prompt the customer for one of the above notification intervals for both urgent and non-urgent messages if the customer has requested to be notified of all messages. For example, a customer can be notified immediately of all urgent messages and after 2 hours for non-urgent messages.

9.5.4.8 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® service session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

9.5.5 Comverse VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Answering Service Plus mailbox on a Comverse vms. Other options may be available. Refer to detailed instructions in this section for additional information.

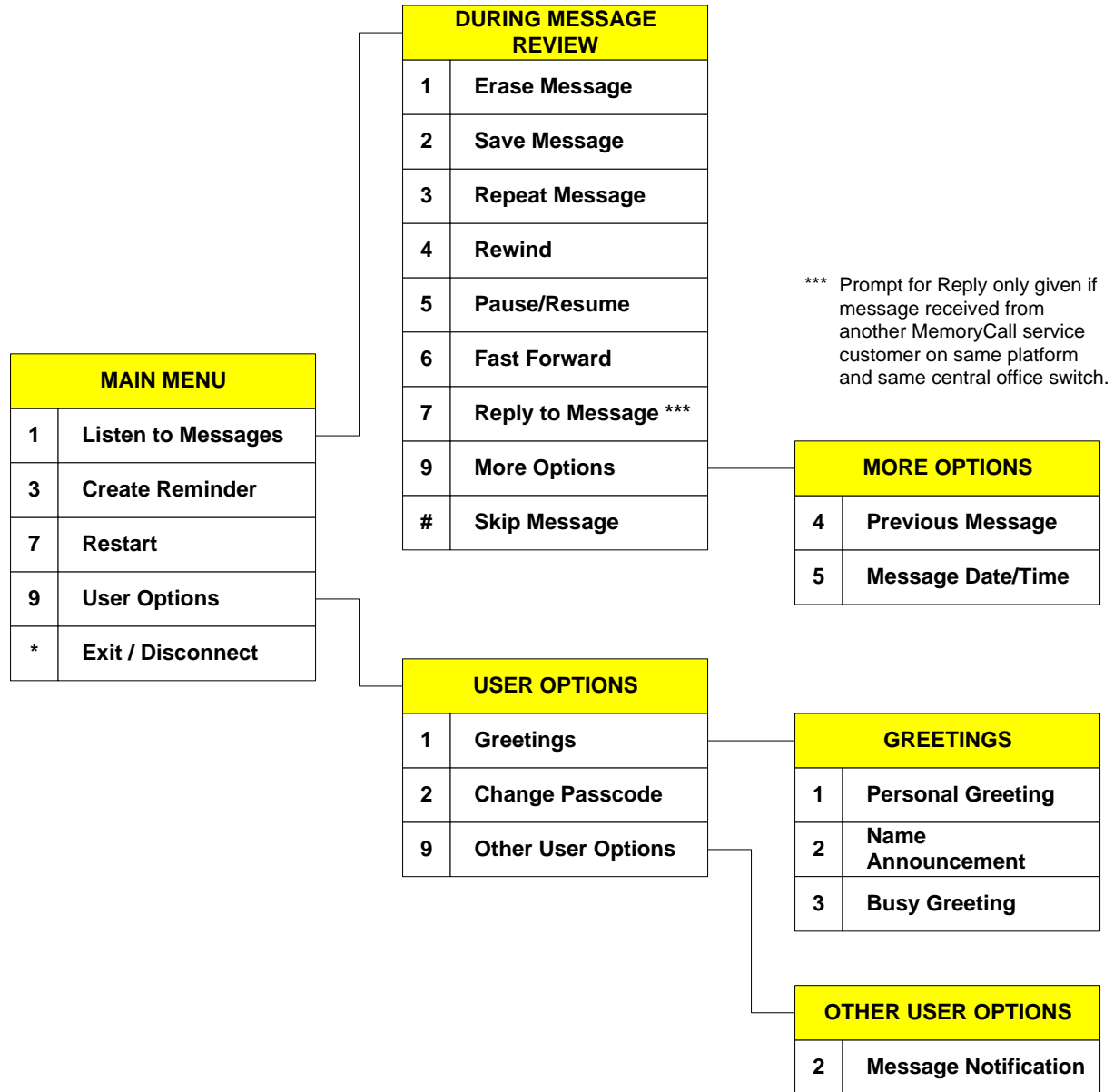


Figure 19 - Comverse VMS MAS+ Menus

9.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal or busy greeting. MemoryCall® service plays an announcement similar to the following after the customer's greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* A message can be left by callers

without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording or
- "0" to transfer to a customer-provided operator or attendant.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "*" to cancel message and disconnect; or
- Press "#" to end the recording and hear more options. Those options include:
 - "1" - To send the message and disconnect.
 - "2" - To erase and re-record the message.
 - "3" - Review the message.
 - "9" - To set delivery options. Those options are:
 - Press "1" for URGENT DELIVERY
 - Press "2" for PRIVATE DELIVERY
 - "0" - Cancel message and transfer to a customer-provided operator or attendant.
 - "*" - Cancel message and disconnect.

9.5.5.2 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 Plus mailboxes on a Comverse vms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" - ERASE the current message
 - "2" - SAVE message just heard
 - "3" - REPEAT message
 - "4" - REWIND the current message back 5 seconds
 - "5" - PAUSE message review for 20 seconds or press any key to resume
 - "6" - FAST FORWARD 5 seconds through the message
 - "7" - REPLY to message
 - "9" - MORE OPTIONS including:
 - "9-4" - Listen to the PREVIOUS MESSAGE
 - "9-5" - Hear the DATE/TIME the current message was received
 - "0" for HELP
 - "#" to SKIP the current message

- "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® service session will end the current session and delete all erased messages. Restart does not undelete messages.

9.5.5.3 To Change A Password:

MemoryCall® Answering Service Plus customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. In Comverse vms prompts, passwords are referred to as passcodes. Comverse vms mailbox user Passwords/Passcodes can be from 4 to 10 digits in length. Use the following steps to change a password for a MAS+ mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 4-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

9.5.5.4 To Change A Greeting or Recorded Name:

MAS+ customers can record their own personal or busy greeting at any time. No standard personal greeting is available for customers served from a Comverse vms. In addition to a greeting, customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING
 - "2" - NAME ANNOUNCEMENT
 - "3" - BUSY GREETING
4. Follow Prompts To Record And Save The New Greeting Or Name.

9.5.5.5 To Control Notification Schedule(s):

MAS+ customers served from a Comverse vms are allowed two different notification schedules: a Pager Schedule and a Special Delivery Schedule. Both may be active at the same time. When notification is turned on, it is active 24 hours a day, seven days a week, including holidays.

The first schedule is reserved for paging. It utilizes special dial strings programmed into the Comverse vms to work with tone, voice, digital or PIN driven pagers. The type of pager and dial string used is based on the VMO FID shown behind the MAS+ service order USOC.

The second or Special Delivery schedule is for outcall notification to non-pager local or toll-free numbers. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted; and
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages).

MemoryCall® service will attempt to contact the customer up to three times, 20 minutes apart of any messages received. To program and control notification schedules, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER USER OPTIONS.
4. Press "2" For MESSAGE NOTIFICATION.
5. Select The Schedule To Be Created, Changed Or Modified By Choosing From The Following:
 - "2" - PAGER SCHEDULE
 - "3" - SPECIAL DELIVERY SCHEDULE
6. Use The Following Menu Choices To Turn Notification On/Off Or Set Restrictions:
 - "1" - TURN ON/OFF schedule
 - "2" - REVIEW the number to be called
 - "3" - SET or CHANGE number to be called (or "3 - #" to delete a schedule)
 - "9" - RESTRICTION OPTIONS determine if the user is notified for all messages or only urgent messages. Once set, the type of restriction applies to both schedules.

9.5.5.6 To Create a Reminder Message:

MemoryCall® service customers served from a Comverse vms are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall® service's Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" - Create a Reminder message.

- Enter "2" to send the Reminder only once (required).
- Follow prompts to schedule date and time for message delivery.
 - ◇ Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
 - ◇ Enter the date (1 through 31). Not required if "#" already entered.
 - ◇ Enter the time (e.g. 715 for 7:15).
 - ◇ Indicate AM (1) or PM (2) delivery.
- Record message.
- Press "#" to end recording.
- Reminder saved and scheduled. User returned to Main Menu.
- "2" - Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - MemoryCall® service states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - ◇ "1" - Listen to Reminder message.
 - ◇ "2" - Skip to next Reminder (if more than one scheduled).
 - ◇ "3" - Cancel/Delete Reminder.
 - ◇ "*" - Exit Reminder feature.
- "*" - To exit Reminder feature.

9.5.5.7 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® service will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® service will not call the customer if his/her telephone number does not match the mailbox number. Instead, messages will be automatically saved in the customer's mailbox.

9.5.5.8 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® service session. MemoryCall® service will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.

- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

10. MemoryCall® Voice Messaging Service Mailbox

10.1 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,
- Control of Message Waiting Indication (Lucent vms only),
- Extended Absence Greetings, and
- Guest and Home Mailboxes (Lucent vms only.)

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

10.2 Feature Descriptions

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. Refer to the Feature Summary Chart in the next section for any variations due to vms vendor (e.g., Lucent, Comverse).

- **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 (Comverse only)** - 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 Comverse 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 may 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 (Lucent vms only)** - 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.

- **Prompt Level Control (Lucent vms only)** - Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted: Standard, Extended or Rapid.
- **Control of Message Waiting Indicator (Lucent vms only)** - Allows the customer to control when Message Waiting Indication (e.g., stutter dial tone and or visual lamp) is used to notify him/her of new messages.
- **Easy Access (Comverse vms only)** - 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 (Comverse vms only)** - 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.

10.3 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.

10.4 Feature Summary Chart

The following chart compares features for MemoryCall® Voice Messaging based on the vendor vms serving the customer.

Table J - MemoryCall® Voice Messaging Feature Matrix

FEATURE	Lucent vms	Comverse vms
Telephone Answering	YES	YES
Voice Mail/Messaging	YES	YES
Personal Greeting	YES	YES
Busy Greeting	NO	YES
Extended Absence Greeting	YES	YES
Max. Greeting Length	90 Seconds	90 Seconds
Max. Number of Messages	30 Messages	30 Messages
Max. Message Length	2 Minutes	2 Minutes
Caller Prompting	YES	YES
Caller Specified Urgent or Private Delivery	Urgent	Urgent & Private
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	7 Days	7 Days
Digits in Password	4 to 15 Digits	4 to 10 Digits

FEATURE	Lucent vms	Comverse vms
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	YES	NO
Outcall/Pager Notification	YES, 3 Schedules	YES, 2 Schedules
Customer Control of Outcall Notification/Pager	Customer can 1) set up 3 schedules based on time of day, day of week, and type of message, 2) change pager/outcall notification numbers, 3) turn notification on or off.	Customer can 1) determine type of message that will cause notification, 2) change pager or special delivery notification number, 3) turn notification on or off.
Changing Pager Type or Outcall Numbers	Service order required to change pager type or PIN. Customer can change pager/outcall number.	Service order required to change pager type or PIN. Customer can change pager/special delivery number.
Number of Pager/Outcall Attempts	Up to three attempts per message.	Up to three attempts per message.
Future Delivery	YES	YES
Max. Future Delivery Messages	5 Messages	5 Messages
Future Delivery Up To...	31 Days	365 Days
Group Distribution Lists	NO	NO
Dial "0" for Operator	YES	YES
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO
Reply to Message	YES	YES
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

10.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Voice Messaging mailbox and performing various administrative activities. Operating instructions for Lucent and Comverse vms may vary. Be sure you know which vendor vms serves the customer when answering questions or discussing a trouble report.

10.5.1 Accessing A MemoryCall® Service Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox

will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® service mailbox.

To begin with, the user must dial the MemoryCall® service access number. This number is different from a mailbox number. The MemoryCall® service access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® service vms. The MemoryCall® service access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

10.5.1.1 Calling From A Line Equipped With a Mailbox:

WARNING

Customers should use the instructions in the following subsection, *Calling From A Line NOT Equipped With a Mailbox* in the following situations: 1) the customer's mailbox number and the telephone number from which they are calling do not match; 2) when an ISMDI link is under repair; or 3) when the customer blocks delivery of his/her number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® service access number. In these situations, customers will hear the standard system greeting rather than their own recorded name.

When a customer calls in for messages, MemoryCall® service looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® service assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® service then prompts the caller for a password. Use the following steps to access MemoryCall® service when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from his home to retrieve messages:

- Ring...Ring..."John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

10.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting.

To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® service speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox.

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from a pay telephone:

- Ring...Ring..."Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You."
- Customer enters "*" and hears "Mailbox number please."
- Customer enters seven digit mailbox number.
- Customer hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the vms accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

10.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by a Comverse vms, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall® service, the customer can press the "*" key during the personal or busy greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® service for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.
2. Call Forwards to MemoryCall®. Listen To Personal or Busy (Comverse vms) Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.

5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall® service:

- Ring...Ring..."Hello, you've reached the Smith household.....
- Customer enters "*" and hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

10.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Service Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Personal Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Record A Busy Greeting (*optional for Comverse vms*).
7. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

10.5.3 Main Menu Choices

The following chart compares the main menu choices for MemoryCall® Voice Messaging based on the vendor vms serving the customer.

Table K - MemoryCall® Voice Messaging Main Menu

NUMBER ENTERED:	Lucent vms	Converse vms
"1"	Listen to Messages	Listen to Messages
"2"	Send a Message	Send a Message
"3"	Check Message Receipt	Reminder Feature
"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
**"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

10.5.4 Lucent VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Voice Messaging mailbox on a Lucent vms. Other options may be available. Refer to detailed instructions in this section for additional information.

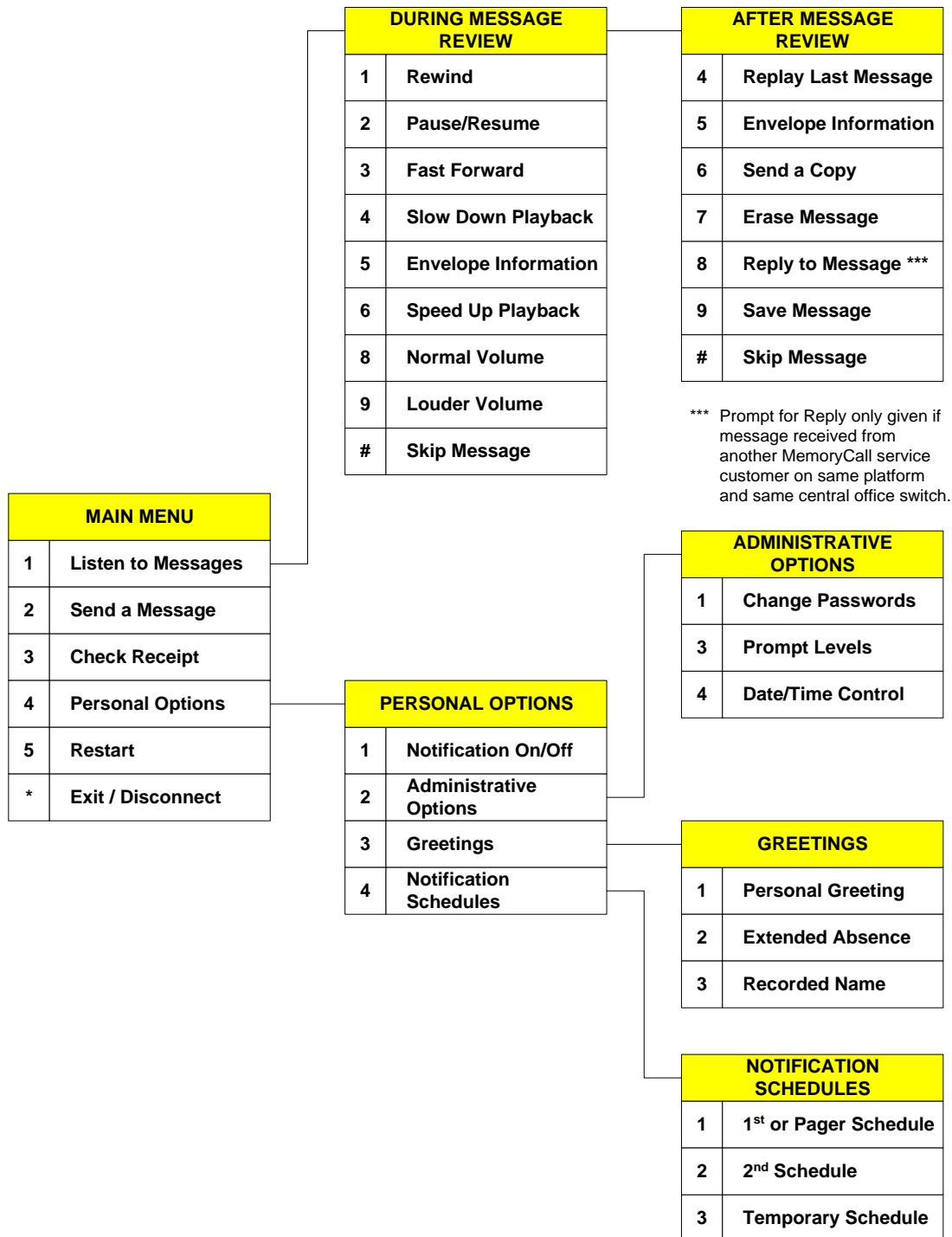


Figure 20 - Lucent VMS MemoryCall® Voice Messaging Menus

10.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® service plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording;
- "0" to transfer to a customer-provided operator or attendant; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "0" to save message and then transfer to a customer-provided operator or attendant;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
 - "1" - If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
 - Press "1" for NORMAL DELIVERY
 - Press "2" for URGENT DELIVERY
 - "2" - Listen to the message.
 - "3" - To erase and re-record the message.
 - "4" - To continue recording where the caller left off.
 - "*" - Cancel message and return to standard system greeting.

10.5.4.2 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® Voice Messaging mailboxes on a Lucent vms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded Or Last Saved (May vary if user has turned off Date/Time option).
4. During Message Review Press:
 - "1" - REWIND the current message back 10 seconds
 - "1-1" - Go to BEGINNING of current message
 - "2" - PAUSE/RESUME message review
 - "3" - FAST FORWARD 10 seconds through the message
 - "3-3" - Go to END of current message

- "4" - SLOW DOWN message playback
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SPEED UP message playback
- "8" - Return to NORMAL VOLUME
- "9" - LOUDER VOLUME during message playback
- "#" - SKIP the current message
- "#-#" - SKIP TO SAVED messages
- "*" - CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" - REPLAY last message
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SEND COPY to another mailbox customer. (For delivery options, see *"To Send a Message..."* in the next section)
- "7" - ERASE message just heard
- "8" - REPLY to message
- "9" - SAVE message just heard
- "#" - SKIP to the next message
- "*" - CANCEL message review and return to Main Menu

Note: Erased messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® service session does not undelete messages.

10.5.4.3 To Send a Message to Other MemoryCall® Service Customers:

MemoryCall® Voice Messaging customers have the ability to send messages to other MemoryCall® service customers residing on the same vms. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2".
3. Record Message. During Message Recording, The Following Options Are Available:
 - "1" - REWIND and replay what has been recorded
 - "1-1" - Rewind to the BEGINNING and replay what has been recorded
 - "2" - PAUSE ON/OFF
 - "3" - FAST FORWARD through what has been recorded
 - "3-3" - Fast forward to END of recording
 - "*" - ERASE and rerecord entire message
4. Press "#" When Recording Complete.
5. Enter Destination Mailbox Number.

Note: To send a message to a Home/Guest mailbox, enter "91" for Guest 1, "92" for Guest 2, or "93" for Home.

6. Select A Delivery Option:

- "1" - PRIVATE
- "2" - URGENT
- "3" - MESSAGE CONFIRMATION. For this option, select one of the following:
 - "1" for a confirmation receipt or
 - "2" for notification of non-receipt.
- "4" - FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time 31 days from the recording date.

7. Press "#" To Send Message.

8. Enter The Next Destination Mailbox Number To Receive Message Or Press "*" To Return To Main Menu.

10.5.4.4 To Check Receipt of a Sent Message:

Use this option to manually check on the status of a sent message. Automatic confirmation of sent messages can be requested by selecting the appropriate Delivery Option before the message is sent.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3".
3. Enter Mailbox Number Of Message Recipient Or "#" To Spell By Name.
4. Listen To Receipt Information. MemoryCall® service will tell the user if messages have been heard. Unheard (unreceived) messages are played back to the sender.

10.5.4.5 To Change A Password:

MemoryCall® Voice Messaging customers served from a Lucent vms are permitted to assign multiple passwords to their mailbox. Customers can give out Guest or Home passwords to parties with whom they communicate frequently. This enables the customer and the guest to send voice mail messages back and forth using a portion of the customer's mailbox. No other customer or guest can retrieve these messages. Messages sent between Guest/Home users and the customer are considered part of the total message count (30 messages) permitted for the mailbox.

However, unlike Personal or Extension Mailboxes, callers can only leave messages for the primary customer. No menu is given to callers allowing them to leave messages in Guest or Home mailboxes. The customer must use the Personal password whenever he/she wants to retrieve messages left by telephone callers.

A Secretary Password can be used by a person authorized by the customer to enter the mailbox and obtain envelope information for messages. However, the Secretary cannot actually hear a message left in the customer's mailbox. Nor can the Secretary reply to any messages left in the customer's mailbox.

Lucent vms mailbox user passwords can be from 4 to 15 digits in length. MemoryCall® Voice Messaging customers can change these passwords at any time using the following instructions:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORDS. Then Enter One Of The Following Based On The Password To Be Changed:
 - "1" - GUEST 1
 - "2" - GUEST 2
 - "3" - HOME (can also be used as a third Guest Mailbox.)
 - "4" - SECRETARY
 - "5" - PERSONAL (main password)
5. Follow Prompts To Enter New Passwords.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

10.5.4.6 To Change Prompt Levels:

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" - STANDARD prompts;
 - "2" - EXTENDED prompts; or
 - "3" - RAPID prompts.

10.5.4.7 To Control Date/Time Option:

MemoryCall® service automatically plays a message's date and time before the message is heard. MemoryCall® Voice Messaging customers can turn off automatic date and time playback if desired from the Administrative Options menu. Customers can still hear a message's date and time by requesting envelope information even when Date/Time Control is set to off.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.

3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "4" For DATE/TIME. Then Enter One Of The Following:
 - "1" - Date/Time turned ON
 - "2" - Date/Time turned OFF

Note: The date and time played by the Lucent vms indicates when the message was received (for new messages) or last saved (for archived messages). Once a message is saved, the recording date and time is lost.

10.5.4.8 To Change A Greeting or Recorded Name:

MemoryCall® Voice Messaging customers can have two different greetings. The Personal Greeting is the one used most frequently. Customers served by a Lucent vms have the option of recording their own personal greeting or selecting a standard personal greeting. The standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."*

The Recorded Name serves two other purposes. First, it is played to the customer when accessing his/her mailbox prior to the password prompt. Secondly, the Recorded Name is also played by MemoryCall® service to confirm a mailbox number whenever someone sends the customer a message.

An Extended Absence Greeting can be recorded and selected instead of the Personal Greeting when the customer is away from his/her home or office for long periods of time. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

To record a personal greeting, extended absence greeting or user name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "2" - EXTENDED ABSENCE GREETING
 - "3" - NAME
4. Follow Prompts To Record and Save The New Greeting Or Name.

10.5.4.9 To Turn On/Off Outcall Notification and Message Waiting:

MemoryCall® Voice Messaging customers have the ability to control when and how MemoryCall® service notifies them of new messages. Outcall Notification schedules can contact the customer through a pager or some other telephone number. Message Waiting Indication activates stutter dial tone and/or a visual lamp indicator on the customer's phone line.

Customers must have Message Waiting Indication on their line and service order for selections "3" and "4" to be available (see instructions below). Selecting "4" - Message Waiting Off does

not disable the MWI switch feature. Instead, it tells the Lucent vms not to send MWI activation requests to the switch when new messages are received. The Lucent vms will begin sending MWI requests to the switch again when "3" - Message Waiting On has been selected.

Outcall Notification and Message Waiting can be controlled by the customer using the following instructions. A separate menu (see following section) is required to set up an outcall notification or pager schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To Current Notification And Message Waiting Status.
5. Select One Of The Following:
 - "1" - Turn NOTIFICATION ON
 - "2" - Turn NOTIFICATION OFF
 - "3" - Turn MESSAGE WAITING ON
 - "4" - Turn MESSAGE WAITING OFF

10.5.4.10 To Modify Notification Schedule(s):

Mailbox customers served from a Lucent vms are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
 - Outcall to a Telephone Number - The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
 - Outcall to a Pager - Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Lucent vms to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.
- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
- **A Temporary Schedule** is available to override Pager/Schedule 1 and Schedule 2 and can be used for holidays or other special time periods. The Temporary Schedule supports calls to non-pager local and toll-free numbers only and cannot be used with a pager number. Pager/Schedule 1 and Schedule 2 automatically resume when the Temporary Schedule expires or is canceled by the user.

Schedules 1 and 2 can be active at the same time as long as the times do not overlap. The two schedules remain in effect unless 1) one or both schedules are canceled, 2) notification is turned off (see previous section), or 3) the Temporary Schedule is active. The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted,
- start and stop times for notification (when notification is permitted),
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages),
- how quickly the number or pager will be called after a message is received, and
- for Temporary Schedules only, the number of days the schedule will remain in effect. At the end of this time, Pager/Schedule 1 and/or Schedule 2 become active again.

MemoryCall® service attempts to contact the customer up to three times, 20 minutes apart when a new message is received. If a busy signal is encountered during the outcall/page, MemoryCall® service tries six more times every three (3) minutes. To establish a notification schedule, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "4" For NOTIFICATION SCHEDULE. Then Enter One Of The Following Schedules:
 - "1" - FIRST/PAGER SCHEDULE

Note: If MemoryCall® service prompts for "First" schedule, the mailbox has been built without pager support. The words "Pager Schedule" will be spoken by MemoryCall® service only if the mailbox has been programmed with pager capability.

 - "2" - SECOND SCHEDULE
 - "3" - TEMPORARY SCHEDULE
4. For existing schedules, MemoryCall® service will first ask if the user wishes to update (Press "1") or cancel/delete (Press "2") the selected schedule. If the schedule does not already exist, MemoryCall® service will begin prompting the caller to establish the schedule. The following prompts are heard when establishing or updating a schedule:
 - Enter number of days schedule to be in effect (*Temporary Schedule only.*)
 - Enter the number to be paged or called.
 - Enter the weekday start time then "1" for AM or "2" for PM. To indicate no weekday notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekday stop time then "1" for AM or "2" for PM.
 - Enter the weekend start time then "1" for AM or "2" for PM. To indicate no weekend notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekend stop time then "1" for AM or "2" for PM.
 - Enter the type of message to cause notification:
 - "1" for ALL messages or

- "2" for URGENT ONLY.
- Enter one of the following numbers to tell MemoryCall® service how soon after a message is received to place the outcall or page:
 - "1" - 1 Hour
 - "2" - 2 Hours
 - "3" - 4 Hours
 - "4" - After one day
 - "5" - Immediately after message received
 - "6" - Never notify the customer

Note: MemoryCall® service will prompt the customer for one of the above notification intervals for both urgent and non-urgent messages if the customer has requested to be notified of all messages. For example, a customer can be notified immediately of all urgent messages and after 2 hours for non-urgent messages.

10.5.4.11 **Miscellaneous Keys:**

- From the Main Menu, Press "5" to RESTART the MemoryCall® service session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

10.5.5 Comverse VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a MemoryCall® Voice Messaging mailbox on a Comverse vms. Other options may be available. Refer to detailed instructions in this section for additional information.

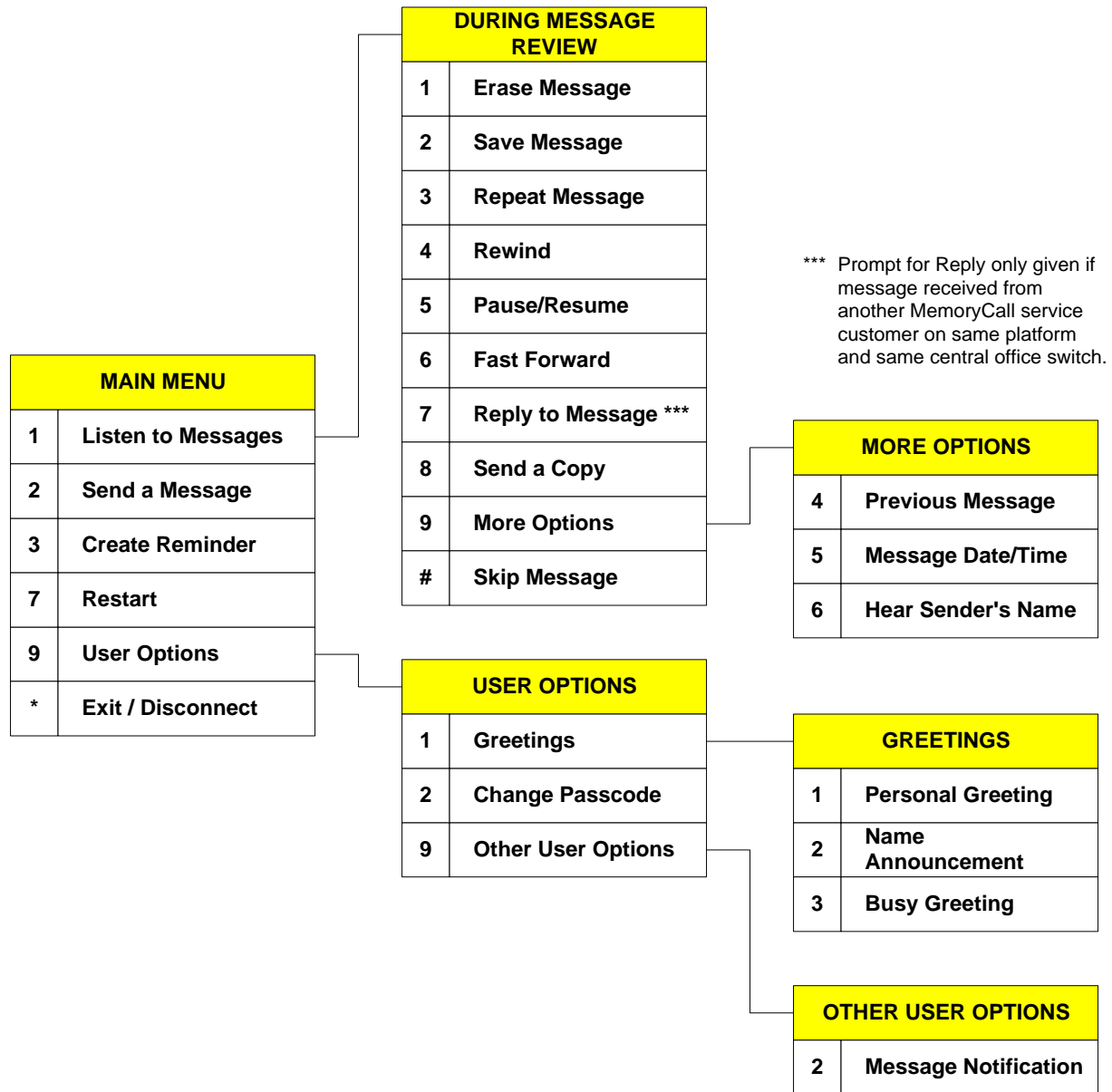


Figure 21 - Comverse VMS MemoryCall® Voice Messaging Menus

10.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal or busy greeting. MemoryCall® service plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* A message can be left by callers

without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording or
- "0" to transfer to a customer-provided operator or attendant.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "*" to cancel message and disconnect; or
- Press "#" to end the recording and hear more options. Those options include:
 - "1" - To send the message and disconnect.
 - "2" - To erase and re-record the message.
 - "3" - Review the message.
 - "9" - To set delivery options. Those options are:
 - Press "1" for URGENT DELIVERY
 - Press "2" for PRIVATE DELIVERY
 - "0" - Cancel message and transfer to a customer-provided operator or attendant.
 - "*" - Cancel message and disconnect.

10.5.5.2 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® Voice Messaging mailboxes on Comverse vmss:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" - ERASE the current message
 - "2" - SAVE message just heard
 - "3" - REPEAT message
 - "4" - REWIND the current message back 5 seconds
 - "5" - PAUSE message review for 20 seconds or press any key to resume
 - "6" - FAST FORWARD 5 seconds through the message
 - "7" - REPLY to message
 - "8" - SEND A COPY to another mailbox customer. (For delivery options, see *"To Send a Message..."* in the next section)
 - "9" - MORE OPTIONS including:
 - "9-4" - Listen to the PREVIOUS MESSAGE
 - "9-5" - Hear the DATE/TIME the current message was received

- "9-6" - Hear the SENDER'S NAME
- "0" for HELP
- "#" to SKIP the current message
- "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® service session will end the current session and delete all erased messages. Restart does not undelete messages.

10.5.5.3 To Send a Message to Other MemoryCall® Service Customers:

MemoryCall® Voice Messaging customers have the ability to send messages to other MemoryCall® service customers residing on the same vms. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2".
3. Enter Destination Mailbox Number.
4. Record Message Then Press "#".
5. Choose From One Of The Following:
 - "1" - SEND the message
 - "2" - CHANGE the recorded message
 - "3" - REVIEW the message
 - "4" - SEND COPY to someone else
 - "9" - DELIVERY OPTIONS. Available options are:
 - "1" - URGENT delivery
 - "2" - PRIVATE delivery
 - "3" - Request RETURN RECEIPT
 - "4" - FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time one year from the recording date.

10.5.5.4 To Change A Password:

MemoryCall® Voice Messaging customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. No Home/Guest mailboxes are provided for MemoryCall® Voice Messaging mailboxes on a Comverse vms.

In Comverse vms prompts, passwords are referred to as passcodes. Comverse vms mailbox user Passwords/Passcodes can be from 4 to 10 digits in length. Use the following steps to change a password for a MemoryCall® Voice Messaging mailbox:

1. Access The MemoryCall® Service Mailbox.

2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 4-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

10.5.5.5 To Change A Greeting or Recorded Name:

MemoryCall® Voice Messaging customers can record their own personal or busy greeting at any time. No standard personal greeting is available for customers served from a Comverse vms. Once recorded, customers can mark their personal greeting for Extended Absence.

A personal greeting marked for Extended Absence can be used when the customer is away from his/her home or office for long time periods. An Extended Absence greeting overrides the customer's busy greeting if active. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

In addition to a greeting, MemoryCall® Voice Messaging customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt. The Recorded Name is also played by MemoryCall® service to confirm a mailbox number whenever someone sends the customer a message.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. The following options are available:
 - "1" - Review the Personal Greeting. After the greeting is played, the user is allowed to:
 - ◇ "1" - Keep the existing greeting.
 - ◇ "2" - Change the existing greeting.
 - ◇ "3" - Mark/Unmark the existing greeting for EXTENDED ABSENCE.
 - "2" - Change the Personal Greeting. The user is prompted to record a greeting and press "#". The greeting is played back to the user and the following prompts are given:
 - ◇ "1" - Keep the new greeting.
 - ◇ "2" - Change the new greeting.
 - ◇ "3" - Keep the new greeting and mark it for EXTENDED ABSENCE.
 - "2" - RECORDED NAME

- “3” - BUSY GREETING

10.5.5.6 To Control Notification Schedule(s):

MemoryCall® Voice Messaging customers served from a Comverse vms are allowed two different notification schedules: a Pager Schedule and a Special Delivery Schedule. Both may be active at the same time. When notification is turned on, it is active 24 hours a day, seven days a week, including holidays.

The first schedule is reserved for paging. It utilizes special dial strings programmed into the Comverse vms to work with tone, voice, digital or PIN driven pagers. The type of pager and dial string used is based on the VMO FID shown behind the MemoryCall® Voice Messaging service order USOC.

The second or Special Delivery schedule is for outcall notification to non-pager local or toll-free numbers. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted;
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages); and
- whether messages from all parties will cause notification or only messages from a specific mailbox.

The last item on the above list allows the user to be notified only when messages are received from a single person (e.g., boss, client, or some other MemoryCall® service user.) When notification occurs, MemoryCall® service will attempt to contact the customer up to three times, 20 minutes apart for any messages which meet the restrictions set by the customer. To program and control notification schedules, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER USER OPTIONS.
4. Press "2" For MESSAGE NOTIFICATION.
5. Select The Schedule To Be Created, Changed Or Modified By Choosing One Of The Following:
 - "2" for PAGER NOTIFICATION
 - "3" for SPECIAL DELIVERY SCHEDULE
6. Use The Following Options To Control Either Notification Schedule:
 - "1" - TURN ON/OFF schedule
 - "2" - REVIEW the number to be called
 - "3" - SET or CHANGE number to be called (or "3 - #" to delete a schedule)

- "9" - RESTRICTION OPTIONS determine if the user is notified 1) for all messages or only urgent messages and 2) for messages from all parties or from a single sender. Once set, restrictions apply to both schedules.

10.5.5.7 To Create a Reminder Message:

MemoryCall® service customers served from a Comverse vms are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall® service's Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" - Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.
 - ◇ Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
 - ◇ Enter the date (1 through 31). Not required if "#" already entered.
 - ◇ Enter the time (e.g. 715 for 7:15).
 - ◇ Indicate AM (1) or PM (2) delivery.
 - Record message.
 - Press "#" to end recording.
 - Reminder saved and scheduled. User returned to Main Menu.
 - "2" - Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - MemoryCall® service states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - ◇ "1" - Listen to Reminder message.
 - ◇ "2" - Skip to next Reminder (if more than one scheduled).
 - ◇ "3" - Cancel/Delete Reminder.
 - ◇ "*" - Exit Reminder feature.
 - "*" - To exit Reminder feature.

10.5.5.8 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® service will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® service will not call the customer if his/her telephone number does not match the mailbox number. Instead, messages will be automatically saved in the customer's mailbox.

10.5.5.9 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® service session. MemoryCall® service will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

11. MemoryCall® Deluxe Voice Messaging Service Mailbox

11.1 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,
- Control of Message Waiting Indication (Lucent vms only),
- Extended Absence Greetings, and
- Guest and Home Mailboxes (Lucent vms only.)

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

11.2 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. Refer to the Feature Summary Chart in the next section for any variations due to vms vendor (e.g., Lucent, Comverse).

- **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 (Comverse vms only)** - 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 Comverse 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 listening 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 may 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 (Lucent vms only)** - 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.

- **Prompt Level Control (Lucent vms only)** - Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted: Standard, Extended or Rapid.
- **Control of Message Waiting Indicator (Lucent vms only)** - Allows the customer to control when Message Waiting Indication (e.g., stutter dial tone and/or visual lamp) is used to notify him/her of new messages.
- **Easy Access (Comverse vms only)** - 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 (Comverse vms only)** - 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.

11.3 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.

11.4 Feature Summary Chart

The following chart compares features for Deluxe Voice Messaging based on the vendor vms serving the customer.

Table L - Deluxe Voice Messaging Feature Matrix

FEATURE	Lucent vms	Comverse vms
Telephone Answering	YES	YES
Voice Mail/Messaging	YES	YES
Personal Greeting	YES	YES
Busy Greeting	NO	YES
Extended Absence Greeting	YES	YES
Max. Greeting Length	45 Seconds	45 Seconds
Max. Number of Messages	30 Messages	30 Messages
Max. Message Length	3 Minutes	3 Minutes
Caller Prompting	YES	YES

FEATURE	Lucent vms	Comverse vms
Caller Specified Urgent or Private Delivery	Urgent	Urgent & Private
Retention of New Messages	14 Days	14 Days
Retention of Saved Messages	14 Days	14 Days
Digits in Password	4 to 15 Digits	4 to 10 Digits
Temporary Password Required for Initialization	YES	YES
Sub/Extension Mailboxes	NO	NO
Home/Guest Mailboxes	YES	NO
Outcall/Pager Notification	YES, 3 Schedules	YES, 2 Schedules
Customer Control of Outcall Notification/Pager	Customer can 1) set up 3 schedules based on time of day, day of week, and type of message, 2) change pager/outcall notification numbers, 3) turn notification on or off.	Customer can 1) determine type of message that will cause notification, 2) change pager or special delivery notification number, 3) turn notification on or off.
Changing Pager Type or Outcall Numbers	Service order required to change pager type or PIN. Customer can change pager/outcall number.	Service order required to change pager type or PIN. Customer can change pager/special delivery number.
Number of Pager/Outcall Attempts	Up to three attempts per message.	Up to three attempts per message.
Future Delivery	YES	YES
Max. Future Delivery Messages	5 Messages	5 Messages
Future Delivery Up To...	31 Days	365 Days
Group Distribution Lists	YES	YES
Max. Number of Lists	10 Lists	10 Lists
Max. Mailboxes per List	25 Mailboxes	25 Mailboxes
Dial "0" for Operator	YES	YES
Prompt Level Control	YES (3 levels)	NO (1 Level)
Message Waiting Control	NO	NO
Speed Control During Message Review	YES	NO
Volume Control During Message Review	YES	NO
Reply to Message	YES	YES
Reminder Feature	NO	YES
Easy Access	NO	YES
AutoSave	NO	NO
AutoPlay	NO	NO

11.5 Operating Instructions

The following pages contain instructions for accessing a MemoryCall® Deluxe Voice Messaging mailbox and performing various administrative activities. Operating instructions for Lucent and Comverse vms may vary. Be sure you know which vendor vms serves the customer when answering questions or discussing a trouble report.

11.5.1 Accessing A MemoryCall® Service Mailbox:

Before listening to messages, recording a greeting or performing administrative tasks, a user must first access his/her MemoryCall® service mailbox. The way in which users connect to a mailbox will vary depending on the location from which they are calling. A touchtone-capable telephone is required in order to access and administer a MemoryCall® service mailbox.

To begin with, the user must dial the MemoryCall® service access number. This number is different from a mailbox number. The MemoryCall® service access number is the lead number of the multiline hunt group connecting a customer's central office switch to the MemoryCall® service vms. The MemoryCall® service access number is used in two ways:

- customer lines are forwarded to the access number in telephone answering applications, and
- customers dial the access number to get to their mailbox when retrieving messages, changing options or greetings, or performing other administrative tasks.

11.5.1.1 Calling From A Line Equipped With a Mailbox:

WARNING

Customers should use the instructions in the following subsection, *Calling From A Line NOT Equipped With a Mailbox* in the following situations: 1) the customer's mailbox number and the telephone number from which they are calling do not match; 2) when an ISMDI link is under repair; or 3) when the customer blocks delivery of his/her number (e.g., *67 per call or per line Calling Number Delivery Blocking) before calling the MemoryCall® service access number. In these situations, customers will hear the standard system greeting rather than their own recorded name.

When a customer calls in for messages, MemoryCall® service looks at the number from which the call is placed. If the calling number matches a mailbox number, MemoryCall® service assumes the caller is a customer and speaks the recorded name for the mailbox. MemoryCall® service then prompts the caller for a password. Use the following steps to access MemoryCall® service when calling from a telephone line equipped with a mailbox (e.g., from home or office):

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Recorded Name.
3. At The Prompt, Enter The Mailbox Password.
4. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from his home to retrieve messages:

- Ring...Ring..."John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

11.5.1.2 Calling From A Line NOT Equipped With a Mailbox:

Customers calling from a telephone line not equipped with a mailbox do not hear their recorded name. Instead, these customers will hear the standard system greeting.

To access a mailbox, the customer must press the star ("*") key after hearing the system greeting and then enter their mailbox number. MemoryCall® service speaks the customer's name after a mailbox number has been entered and then asks for a password.

The following steps apply to customers when calling from a telephone line not equipped with a mailbox:

1. Dial The MemoryCall® Service Access Number.
2. Listen To The Standard System Greeting.
3. Press "*".
4. Enter A Mailbox Number.
5. Listen To The Recorded Name.
6. At The Prompt, Enter The Mailbox Password.
7. Listen To The Main Menu.

Example: Customer dials the MemoryCall® service access number from a pay telephone:

- Ring...Ring..."Hello, you have reached BellSouth's MemoryCall® Service. To listen to your messages, press star "*" now. Or, to leave a message for the person you are calling, enter their telephone number now. Thank You."
- Customer enters "*" and hears "Mailbox number please."
- Customer enters seven digit mailbox number.
- Customer hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

Note: The actual text of the standard system greeting may be different depending on the vms accessed by the caller. However, the standard system greeting will always instruct callers to 1) press "*" if they have a mailbox on the system or 2) enter the number of the party they are trying to reach.

11.5.1.3 Easy Access...A Third Method

Customers don't always remember the MemoryCall® service access number. If these customers are served by a Converse vms, an "Easy Access" method is available.

With Easy Access, the customer merely dials his/her own telephone number. When the call forwards to MemoryCall® service, the customer can press the "*" key during the personal or busy greeting to be prompted for a password. Customers must have their line forwarded to MemoryCall® service for this access method to work. Call Forwarding Busy Line and Call Forwarding Don't Answer are both recommended for customers who use Easy Access.

The following steps apply to customers whose MemoryCall® service supports the Easy Access Feature:

1. Dial The Home/Office Number Equipped With A Mailbox.

2. Call Forwards to MemoryCall®. Listen To Personal or Busy (Comverse vms) Greeting.
3. Press "*" During Greeting.
4. Listen To The Recorded Name.
5. At The Prompt, Enter The Mailbox Password.
6. Listen To The Main Menu.

Example: Customer dials his home number. Call forwards to MemoryCall® service:

- Ring...Ring..."Hello, you've reached the Smith household.....
- Customer enters "*" and hears "John Doe. Please enter your password."
- John enters his password and hears the Main Menu.

11.5.2 Initializing a Mailbox:

Before using MemoryCall® service, each customer must initialize his/her mailbox. Messages will be recorded in a mailbox prior to initialization. However, callers will not hear a personal greeting or the customer's name when leaving a message if the mailbox has not been initialized. In addition, customers cannot listen to stored messages until they have completed this initialization step. In general, mailbox initialization requires the following steps:

1. Call The MemoryCall® Service Access Number From The Line Equipped With The Mailbox.
2. Enter The Temporary Password For The Mailbox.
3. Enter A New Personal Password.
4. Record A Name For The Mailbox.
5. Record A Personal Greeting.
6. Record A Busy Greeting (*optional for Comverse vms*).
7. Listen To The Tutorial On Mailbox Operation.

After initialization, the customer will hear the Main Menu and can listen to messages or perform other administrative tasks.

Note: Customers can initialize their mailbox when away from their home or office. However, they must press "*" and enter their mailbox number after calling the access number and before entering their temporary password.

11.5.3 Main Menu Choices

The following chart compares the main menu choices for Deluxe Voice Messaging based on the vendor vms serving the customer.

Table M - Deluxe Voice Messaging Main Menu

NUMBER ENTERED:	Lucent vms	Comverse vms
"1"	Listen to Messages	Listen to Messages
"2"	Send a Message	Send a Message
"3"	Check Message Receipt	Reminder Feature
"4"	Personal Options	N/A
"5"	Restart	N/A
"6"	N/A	N/A
"7"	N/A	Restart
"8"	N/A	N/A
"9"	N/A	User Options
"0"	Repeat Main Menu	Play Help Script
**"	Exit/Disconnect	Exit/Disconnect
"1-1"	Listen to Unheard Messages	N/A
"0-0"	N/A	N/A
"0-0-0"	N/A	N/A

11.5.4 Lucent VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a Deluxe Voice Messaging mailbox on a Lucent vms. Other options may be available. Refer to detailed instructions in this section for additional information.

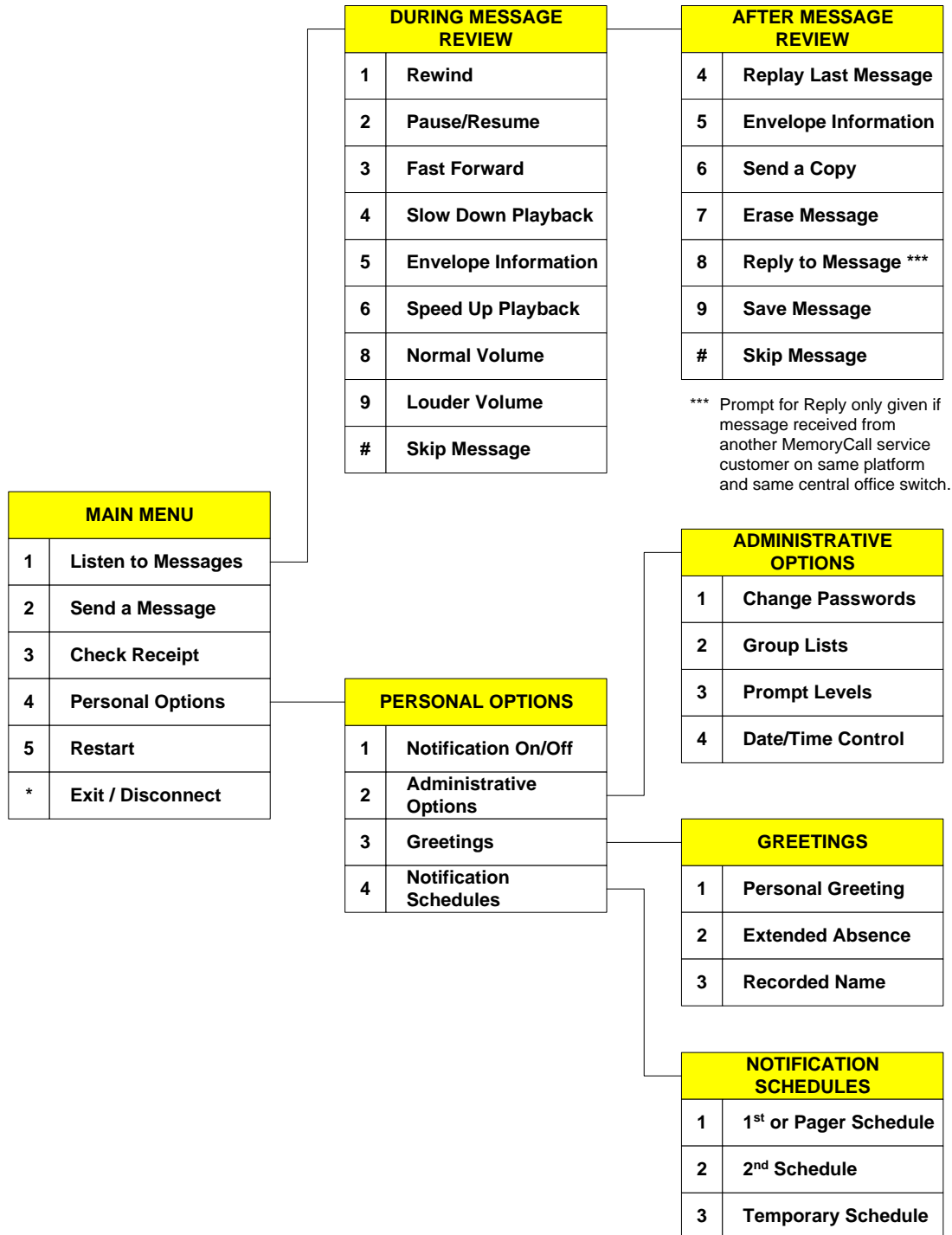


Figure 22 - Lucent VMS Deluxe Voice Messaging Menus

11.5.4.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal greeting. MemoryCall® service plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished recording, you may hang up or press one '1' for more options."* A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording;
- "0" to transfer to a customer-provided operator or attendant; or
- "*" to cancel the message and return to the standard system greeting.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "0" to save message and then transfer to a customer-provided operator or attendant;
- Press "*" to erase the message and re-record; or
- Press "#" or "1" to end the recording and hear more options. Those options include:
 - "1" - If the caller is satisfied with his/her message. Selecting "1" offers the following delivery options:
 - Press "1" for NORMAL DELIVERY
 - Press "2" for URGENT DELIVERY
 - "2" - Listen to the message.
 - "3" - To erase and re-record the message.
 - "4" - To continue recording where the caller left off.
 - "*" - Cancel message and return to standard system greeting.

11.5.4.2 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 Deluxe Voice Messaging mailboxes on a Lucent vms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded Or Last Saved (May vary if user has turned off Date/Time option).
4. During Message Review Press:
 - "1" - REWIND the current message back 10 seconds
 - "1-1" - Go to BEGINNING of current message
 - "2" - PAUSE/RESUME message review
 - "3" - FAST FORWARD 10 seconds through the message
 - "3-3" - Go to END of current message

- "4" - SLOW DOWN message playback
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SPEED UP message playback
- "8" - Return to NORMAL VOLUME
- "9" - LOUDER VOLUME during message playback
- "#" - SKIP the current message
- "#-#" - SKIP TO SAVED messages
- "*" - CANCEL message review and return to Main Menu

5. After Message Review Press:

- "4" - REPLAY last message
- "5" - ENVELOPE INFORMATION: message date and time (recorded or last saved) and length
- "6" - SEND COPY to another mailbox customer. (For delivery options, see *"To Send a Message..."* in the next section)
- "7" - ERASE message just heard
- "8" - REPLY to message
- "9" - SAVE message just heard
- "#" - SKIP to the next message
- "*" - CANCEL message review and return to Main Menu

Note: Erased messages cannot be un-erased or reheard. Pressing "5" at the Main Menu to restart the MemoryCall® service session does not undelete messages.

11.5.4.3 To Send a Message to Other MemoryCall® Service Customers:

Deluxe Voice Messaging customers have the ability to send messages to other MemoryCall® Deluxe or Voice Messaging customers residing on the same vms. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

Group Distribution Lists further enhance the value of this tool. Group Lists allow the customer to send the same message to multiple parties without entering the mailbox number for each recipient (see instructions later in this section for managing Group Lists.)

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2".
3. Record Message. During Message Recording, The Following Options Are Available:
 - "1" - REWIND and replay what has been recorded
 - "1-1" - Rewind to the BEGINNING and replay what has been recorded
 - "2" - PAUSE ON/OFF
 - "3" - FAST FORWARD through what has been recorded
 - "3-3" - Fast forward to END of recording
 - "*" - ERASE and rerecord entire message

4. Press "*" When Recording Complete.
5. Enter Destination Mailbox Number, Group List Number, Or "*" To Spell By Name

Note: To send a message to a Home/Guest mailbox, enter "91" for Guest 1, "92" for Guest 2, or "93" for Home.

6. Select A Delivery Option:
 - "1" - PRIVATE
 - "2" - URGENT
 - "3" - MESSAGE CONFIRMATION. For this option, select one of the following:
 - "1" for a confirmation receipt or
 - "2" for notification of non-receipt.
 - "4" - FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time 31 days from the recording date.
7. Press "*" To Send Message.
8. Enter The Next Destination Mailbox Number To Receive Message Or Press "*" To Return To Main Menu.

11.5.4.4 To Check Receipt of a Sent Message:

Use this option to manually check on the status of a sent message. Automatic confirmation of sent messages can be requested by selecting the appropriate Delivery Option before the message is sent.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3".
3. Enter Mailbox Number Of Message Recipient Or "*" To Spell By Name.
4. Listen To Receipt Information. MemoryCall® service will tell the user if messages have been heard. Unheard (unreceived) messages are played back to the sender.

11.5.4.5 To Manage Group Distribution Lists:

Group Distribution Lists allow a customer to send a message to multiple MemoryCall® service customers without entering each destination mailbox number. Once a list is built, the customer merely enters the number of the list to send a message to all mailboxes on the Group List. Each list is identified by a two-digit number (11 through 20) and a name recorded by the customer.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "2" For GROUP LISTS. Then Enter One Of The Following Based On The Change Required:
 - "1" - CREATE a new list
 - "2" - EDIT an existing list
 - "3" - DELETE an existing list
 - "4" - REVIEW or RENAME existing lists

5. Follow Prompts To Modify The Group Distribution List. When Creating A List:
 - Enter a list number from 11 to 20
 - Record a name for the list
 - Enter the mailbox number(s) to add/remove from the list
 - Press "1" to listen to the list.

11.5.4.6 To Change A Password:

MemoryCall® Deluxe Voice Messaging customers served from a Lucent vms are permitted to assign multiple passwords to their mailbox. Customers can give out Guest or Home passwords to parties with whom they communicate frequently. This enables the customer and the guest to send voice mail messages back and forth using a portion of the customer's mailbox. No other customer or guest can retrieve these messages. Messages sent between Guest/Home users and the customer are considered part of the total message count (30 messages) permitted for the mailbox.

However, unlike Personal or Extension Mailboxes, callers can only leave messages for the primary customer. No menu is given to callers allowing them to leave messages in Guest or Home mailboxes. The customer must use the Personal password whenever he/she wants to retrieve messages left by telephone callers.

A Secretary Password can be used by a person authorized by the customer to enter the mailbox and obtain envelope information for messages. However, the Secretary cannot actually hear a message left in the customer's mailbox. Nor can the Secretary reply to any messages left in the customer's mailbox.

Lucent vms mailbox user passwords can be from 4 to 15 digits in length. Deluxe Voice Messaging customers can change these passwords at any time using the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "1" For PASSWORDS. Then Enter One Of The Following Based On The Password To Be Changed:
 - "1" - GUEST 1
 - "2" - GUEST 2
 - "3" - HOME (can also be used as a third Guest Mailbox.)
 - "4" - SECRETARY
 - "5" - PERSONAL (main password)
5. Follow Prompts To Enter New Passwords.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

11.5.4.7 To Change Prompt Levels:

Audible prompts are provided by MemoryCall® service to tell a customer what choices are available from the Main or other menus. Three levels of prompting are permitted. The default is the Standard Prompt level. This prompt level lists those menu choices used most frequently by customers. Extended Prompts list all menu choices including more advanced features. Rapid Prompts also cover all features but are very brief. Use the following instructions to change prompt levels:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "3" For PROMPT LEVELS. Then Enter One Of The Following Based On The Desired Prompt Level:
 - "1" - STANDARD prompts;
 - "2" - EXTENDED prompts; or
 - "3" - RAPID prompts.

11.5.4.8 To Control Date/Time Option:

MemoryCall® service automatically plays a message's date and time before the message is heard. Deluxe customers can turn off automatic date and time playback if desired from the Administrative Options menu. Customers can still hear a message's date and time by requesting envelope information even when Date/Time Control is set to off.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "2" For ADMINISTRATIVE OPTIONS.
4. Press "4" For DATE/TIME. Then Enter One Of The Following:
 - "1" - Date/Time turned ON
 - "2" - Date/Time turned OFF

Note: The date and time played by the Lucent vms indicates when the message was received (for new messages) or last saved (for archived messages). Once a message is saved, the recording date and time is lost.

11.5.4.9 To Change A Greeting or Recorded Name:

MemoryCall® Deluxe Voice Messaging customers can have two different greetings. The personal greeting is the one used most frequently. Customers served by a Lucent vms have the option of recording their own personal greeting or selecting a standard personal greeting. The

standard personal greeting uses the Recorded Name to prompt callers to leave a message. The text of the standard personal greeting is *"At the tone, please record your message to [Recorded Name]. When you have finished recording you may hang up or press 1 for more options. Beep."*

The Recorded Name serves two other purposes. First, it is played to the customer when accessing his/her mailbox prior to the password prompt. Secondly, the Recorded Name is also played by MemoryCall® service to confirm a mailbox number whenever someone sends the customer a message.

An Extended Absence Greeting can be recorded and selected instead of the Personal Greeting when the customer is away from his/her home or office for long periods of time. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

To record a personal greeting, extended absence greeting or user name:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "3" For GREETINGS. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. If "1" is selected, the customer is prompted further as follows:
 - Press "1" to use the standard personal greeting or
 - Press "2" to record a personal greeting.
 - "2" - EXTENDED ABSENCE GREETING
 - "3" - NAME
4. Follow Prompts To Record and Save The New Greeting Or Name.

11.5.4.10 To Turn On/Off Outcall Notification and Message Waiting:

Deluxe Voice Messaging customers have the ability to control when and how MemoryCall® service notifies them of new messages. Outcall Notification schedules can contact the customer through a pager or some other telephone number. Message Waiting Indication activates stutter dial tone and/or a visual lamp indicator on the customer's phone line.

Customers must have Message Waiting Indication on their line and service order for selections "3" and "4" to be available (see instructions below). Selecting "4" - Message Waiting Off does not disable the MWI switch feature. Instead, it tells the Lucent vms not to send MWI activation requests to the switch when new messages are received. The Lucent vms will begin sending MWI requests to the switch again when "3" - Message Waiting On has been selected.

Outcall Notification and Message Waiting can be controlled by the customer using the following instructions. A separate menu (see following section) is required to set up an outcall notification or pager schedule.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "1" For NOTIFICATION ON/OFF.
4. Listen To Current Notification And Message Waiting Status.
5. Select One Of The Following:

- "1" - Turn NOTIFICATION ON
- "2" - Turn NOTIFICATION OFF
- "3" - Turn MESSAGE WAITING ON
- "4" - Turn MESSAGE WAITING OFF

11.5.4.11 To Modify Notification Schedule(s):

Mailbox customers served from a Lucent vms are allowed up to three different notification schedules:

- **Schedule 1 or Pager Schedule** can be used for outcall notification to a pager or a non-pager telephone number (e.g., local or toll-free) as follows:
 - Outcall to a Telephone Number - The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
 - Outcall to a Pager - Schedule 1 becomes a pager schedule if a pager type is specified on the service order using the VMO FID. The pager schedule cannot be used for outcall notification to a non-pager number. No verbal message or prompting is provided. The pager schedule utilizes special dial strings programmed into the Lucent vms to work with digital or PIN driven pagers. The dial string used is based on the pager type shown behind the VMO FID.
- **Schedule 2** is reserved for outcall notification to non-pager local or toll-free numbers only. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.
- **A Temporary Schedule** is available to override Pager/Schedule 1 and Schedule 2 and can be used for holidays or other special time periods. The Temporary Schedule supports calls to non-pager local and toll-free numbers only and cannot be used with a pager number. Pager/Schedule 1 and Schedule 2 automatically resume when the Temporary Schedule expires or is canceled by the user.

Schedules 1 and 2 can be active at the same time as long as the times do not overlap. The two schedules remain in effect unless 1) one or both schedules are canceled, 2) notification is turned off (see previous section), or 3) the Temporary Schedule is active. The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted,
- start and stop times for notification (when notification is permitted),
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages),
- how quickly the number or pager will be called after a message is received, and
- for Temporary Schedules only, the number of days the schedule will remain in effect. At the end of this time, Pager/Schedule 1 and/or Schedule 2 become active again.

MemoryCall® service attempts to contact the customer up to three times, 20 minutes apart when a new message is received. If a busy signal is encountered during the outcall/page, MemoryCall® service tries six more times every three (3) minutes. To establish a notification schedule, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "4" For PERSONAL OPTIONS.
3. Press "4" For NOTIFICATION SCHEDULE. Then Enter One Of The Following Schedules:
 - "1" - FIRST/PAGER SCHEDULE

Note: If MemoryCall® service prompts for "First" schedule, the mailbox has been built without pager support. The words "Pager Schedule" will be spoken by MemoryCall® service only if the mailbox has been programmed with pager capability.

- "2" - SECOND SCHEDULE
 - "3" - TEMPORARY SCHEDULE
4. For existing schedules, MemoryCall® service will first ask if the user wishes to update (Press "1") or cancel/delete (Press "2") the selected schedule. If the schedule does not already exist, MemoryCall® service will begin prompting the caller to establish the schedule. The following prompts are heard when establishing or updating a schedule:
 - Enter number of days schedule to be in effect (*Temporary Schedule only.*)
 - Enter the number to be paged or called.
 - Enter the weekday start time then "1" for AM or "2" for PM. To indicate no weekday notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekday stop time then "1" for AM or "2" for PM.
 - Enter the weekend start time then "1" for AM or "2" for PM. To indicate no weekend notification spell "NO" on the touchtone pad (same as "6-6").
 - Enter the weekend stop time then "1" for AM or "2" for PM.
 - Enter the type of message to cause notification:
 - "1" for ALL messages or
 - "2" for URGENT ONLY.
 - Enter one of the following numbers to tell MemoryCall® service how soon after a message is received to place the outcall or page:
 - "1" - 1 Hour
 - "2" - 2 Hours
 - "3" - 4 Hours
 - "4" - After one day
 - "5" - Immediately after message received
 - "6" - Never notify the customer

Note: MemoryCall® service will prompt the customer for one of the above notification intervals for both urgent and non-urgent messages if the customer has requested to be notified of all messages. For example, a customer can be notified immediately of all urgent messages and after 2 hours for non-urgent messages.

11.5.4.12 Miscellaneous Keys:

- From the Main Menu, Press "5" to RESTART the MemoryCall® service session. The standard system greeting is heard asking the user to enter a mailbox number.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

11.5.5 Comverse VMS Mailbox Operating Instructions

The following chart shows the most frequently used menu choices for a Deluxe Voice Messaging mailbox on a Comverse vms. Other options may be available. Refer to detailed instructions in this section for additional information.

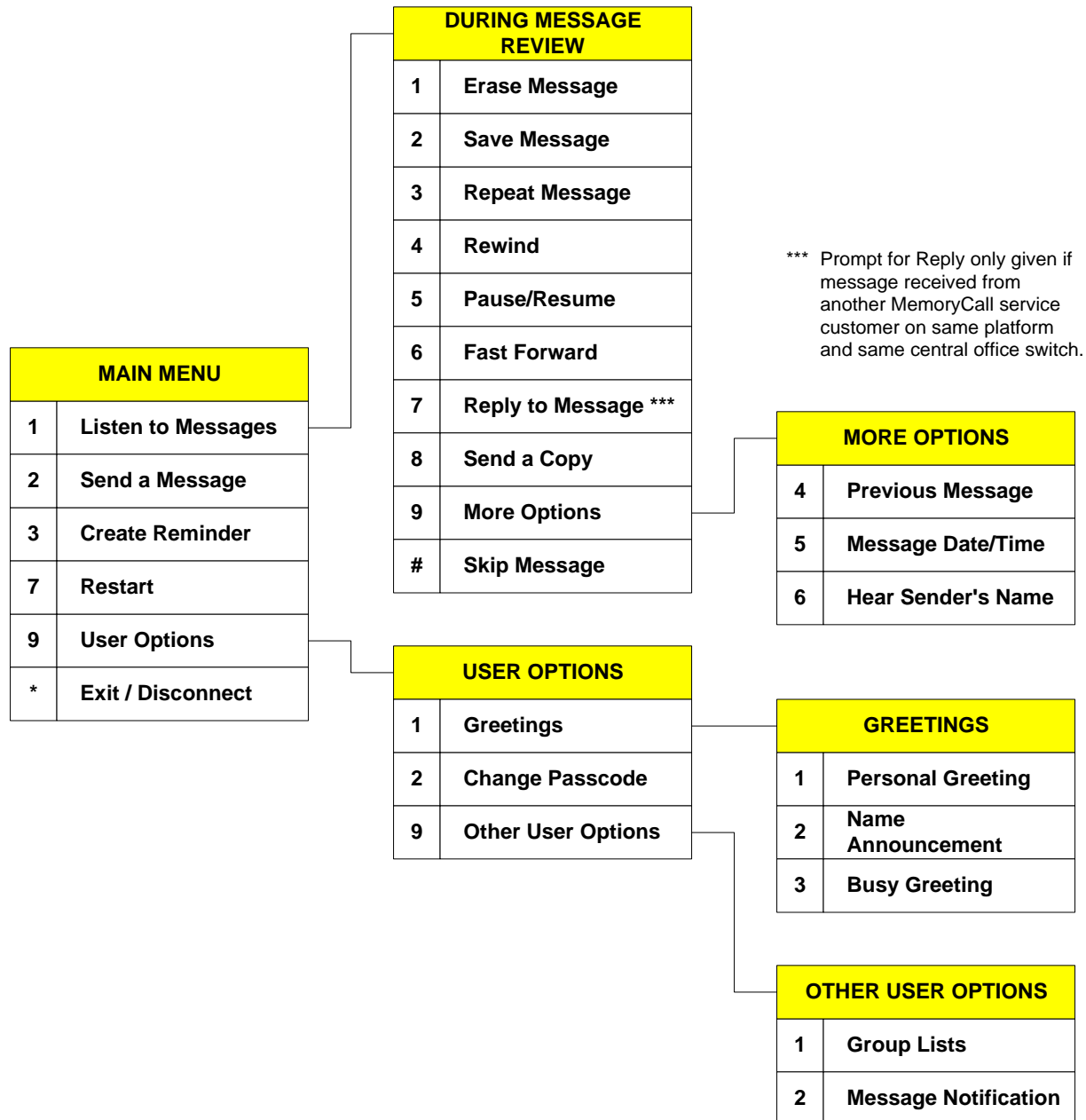


Figure 23 - Comverse VMS Deluxe Voice Messaging Menus

11.5.5.1 When Callers Record a Message:

Callers reaching the customer's mailbox can record a message after hearing the personal or busy greeting. MemoryCall® service plays an announcement similar to the following after the customer's personal greeting: *"At the tone, please record your message. When you have finished*

recording, you may hang up or press one '1' for more options." A message can be left by callers without having to press any touchtone buttons (e.g., calling from a rotary telephone). However, touchtone capability is required to use the following options when a caller leaves a message:

During the greeting the caller can press:

- "#" to skip the greeting and begin recording or
- "0" to transfer to a customer-provided operator or attendant.

While recording a message the caller can:

- Hang up to send the message as is and disconnect (*touchtone not required*);
- Press "*" to cancel message and disconnect; or
- Press "#" to end the recording and hear more options. Those options include:
 - "1" - To send the message and disconnect.
 - "2" - To erase and re-record the message.
 - "3" - Review the message.
 - "9" - To set delivery options. Those options are:
 - Press "1" for URGENT DELIVERY
 - Press "2" for PRIVATE DELIVERY
 - "0" - Cancel message and transfer to a customer-provided operator or attendant.
 - "*" - Cancel message and disconnect.

11.5.5.2 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 Deluxe Voice Messaging mailboxes on a Comverse vms:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "1".
3. Hear Date And Time When Message Recorded.
4. During Message Review Press:
 - "1" - ERASE the current message
 - "2" - SAVE message just heard
 - "3" - REPEAT message
 - "4" - REWIND the current message back 5 seconds
 - "5" - PAUSE message review for 20 seconds or press any key to resume
 - "6" - FAST FORWARD 5 seconds through the message
 - "7" - REPLY to message
 - "8" - SEND A COPY to another mailbox customer. (For delivery options, see *"To Send a Message..."* in the next section)
 - "9" - MORE OPTIONS including:
 - "9-4" - Listen to the PREVIOUS MESSAGE

- "9-5" - Hear the DATE/TIME the current message was received
- "9-6" - Hear the SENDER'S NAME
- "0" for HELP
- "#" to SKIP the current message
- "*" to CANCEL message review and return to Main Menu

Note: Messages are not truly deleted until the customer hangs up or disconnects from his/her mailbox. Deleted messages can still be heard or saved by returning to the Main Menu and listening to the message again. Pressing "7" at the Main Menu to restart the MemoryCall® service session will end the current session and delete all erased messages. Restart does not undelete messages.

11.5.5.3 To Send a Message to Other MemoryCall® Service Customers:

Deluxe Voice Messaging customers have the ability to send messages to other MemoryCall® Deluxe or Voice Messaging customers residing on the same vms. Usually, the recipient is an employee of or associated with the sender's business or organization. Messaging is a valuable tool for communicating with other parties without placing a phone call.

Group Distribution Lists further enhance the value of this tool. Group Lists allow the customer to send the same message to multiple parties without entering the mailbox number for each recipient (see instructions later in this section for managing Group Lists.)

To send a message to one or more parties, use the following instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "2".
3. Enter Destination Mailbox Number or Group List Number. Press "#" When Complete.
4. Record Message Then Press "#".
5. Choose From One Of The Following:
 - "1" - SEND the message
 - "2" - CHANGE the recorded message
 - "3" - REVIEW the message
 - "4" - SEND COPY to someone else
 - "9" - DELIVERY OPTIONS. Available options are:
 - "1" - URGENT delivery
 - "2" - PRIVATE delivery
 - "3" - Request RETURN RECEIPT
 - "4" - FUTURE DELIVERY. If this option is selected, user is prompted for a future delivery date and time one year from the recording date.

11.5.5.4 To Manage Group Distribution Lists:

Group Distribution Lists allow a customer to send a message to multiple MemoryCall® service customers without entering each destination mailbox number. Once a list is built, the customer merely enters the number of the list to send a message to all mailboxes on the Distribution List. Each list is identified by a two-digit number and a name recorded by the customer.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER OPTIONS.
4. Press "1" For GROUP LISTS. Then Enter One Of The Following Based On Type Of Change Required:
 - "1" - REVIEW a list
 - "2" - CHANGE an existing list
 - "3" - DELETE an existing list
 - "4" - CREATE a new list
5. Follow Prompts To Modify Group Distribution Lists

11.5.5.5 To Change A Password:

Deluxe Voice Messaging customers can change their password at any time. Passwords prevent other parties from retrieving messages and insures the security of the customer's mailbox. No Home/Guest mailboxes are provided for Deluxe Voice Messaging mailboxes on a Comverse vms.

In Comverse vms prompts, passwords are referred to as passcodes. Comverse vms mailbox user Passwords/Passcodes can be from 4 to 10 digits in length. Use the following steps to change a password for a Deluxe Voice Messaging mailbox:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "2" For PASSCODE.
4. Enter a 4-10 Digit Password. Then "1" To Keep Or "2" To Change.

WARNING

Customers should write down passwords and store them in a safe place. Lost passwords will result in lost messages. A customer's mailbox must be re-established by BellSouth if a password is lost. The Reseller must place a service order to do so. When a mailbox is re-established, the mailbox is deleted and all messages, greetings and passwords are lost. The customer is required to re-initialize the new mailbox.

11.5.5.6 To Change A Greeting or Recorded Name:

MemoryCall® Deluxe Voice Messaging customers can record their own personal or busy greeting at any time. No standard personal greeting is available for customers served from a Comverse vms. Once recorded, customers can mark their personal greeting for Extended Absence.

A personal greeting marked for Extended Absence can be used when the customer is away from his/her home or office for long time periods. An Extended Absence greeting overrides the customer's busy greeting if active. Callers cannot skip over an Extended Absence Greeting to leave a message. They must hear the entire greeting before recording their message. Extended Absence Greetings are useful when the customer is not able to check for messages for some time.

In addition to a greeting, Deluxe Voice Messaging customers must record a Name. The Recorded Name is heard by the customer when accessing his/her mailbox prior to the password prompt. The Recorded Name is also played by MemoryCall® service to confirm a mailbox number whenever someone sends the customer a message.

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "1" For GREETINGS/NAMES. Then Enter One Of The Following:
 - "1" - PERSONAL GREETING. The following options are available:
 - "1" - Review the Personal Greeting. After the greeting is played, the user is allowed to:
 - ◇ "1" - Keep the existing greeting.
 - ◇ "2" - Change the existing greeting.
 - ◇ "3" - Mark/Unmark the existing greeting for EXTENDED ABSENCE.
 - "2" - Change the Personal Greeting. The user is prompted to record a greeting and press "#". The greeting is played back to the user and the following prompts are given:
 - ◇ "1" - Keep the new greeting.
 - ◇ "2" - Change the new greeting.
 - ◇ "3" - Keep the new greeting and mark it for EXTENDED ABSENCE.
 - "2" - RECORDED NAME.
 - "3" - BUSY GREETING

11.5.5.7 To Control Notification Schedule(s):

Deluxe Voice Messaging customers served from a Comverse vms are allowed two different notification schedules: a Pager Schedule and a Special Delivery Schedule. Both may be active at the same time. When notification is turned on, it is active 24 hours a day, seven days a week, including holidays.

The first schedule is reserved for paging. It utilizes special dial strings programmed into the Comverse vms to work with tone, voice, digital or PIN driven pagers. The type of pager and dial string used is based on the VMO FID shown behind the Deluxe Voice Messaging service order USOC.

The second or Special Delivery schedule is for outcall notification to non-pager local or toll-free numbers. No special dial strings are outpulsed in conjunction with this number. The customer-specified telephone number is called by MemoryCall® service. A recorded message is heard by the answering party notifying them that a new message has been received in the customer's mailbox. The customer then follows the audio prompts to enter his/her password and listen to the message.

The following must be specified for each notification schedule:

- the telephone number or pager number to be contacted;
- the types of messages which will generate an outcall or page (e.g., Urgent or All messages); and

- whether messages from all parties will cause notification or only messages from a specific mailbox.

The last item on the above list allows the user to be notified only when messages are received from a single person (e.g., boss, client, or some other MemoryCall® service user.) When notification occurs, MemoryCall® service will attempt to contact the customer up to three times, 20 minutes apart for any messages which meet the restrictions set by the customer. To program and control notification schedules, follow the instructions listed below:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "9" For USER OPTIONS.
3. Press "9" For OTHER USER OPTIONS.
4. Press "2" For MESSAGE NOTIFICATION.
5. Select The Schedule To Be Created, Changed Or Modified By Choosing One Of The Following:
 - "2" for PAGER NOTIFICATION
 - "3" for SPECIAL DELIVERY SCHEDULE
6. Use The Following Options To Control Either Notification Schedule:
 - "1" - TURN ON/OFF schedule
 - "2" - REVIEW the number to be called
 - "3" - SET or CHANGE number to be called (or "3 - #" to delete a schedule)
 - "9" - RESTRICTION OPTIONS determine if the user is notified 1) for all messages or only urgent messages and 2) for messages from all parties or from a single sender. Once set, restrictions apply to both schedules.

11.5.5.8 To Create a Reminder Message:

MemoryCall® service customers served from a Comverse vms are allowed to record, schedule and send themselves a reminder message at any time during the next year. Up to three Reminder messages can be recorded, each up to 30 seconds in length. MemoryCall® service will call the customer's phone number and play back a Reminder message at the date and time scheduled. To use MemoryCall® service's Reminder feature, follow these instructions:

1. Access The MemoryCall® Service Mailbox.
2. At Main Menu, Press "3" For REMINDERS.
3. Select from either of the following:
 - "1" - Create a Reminder message.
 - Enter "2" to send the Reminder only once (required).
 - Follow prompts to schedule date and time for message delivery.
 - ◇ Enter the scheduled month (1 through 12) or press "#" for delivery within the next 24 hours.
 - ◇ Enter the date (1 through 31). Not required if "#" already entered.
 - ◇ Enter the time (e.g. 715 for 7:15).
 - ◇ Indicate AM (1) or PM (2) delivery.
 - Record message.

- Press "#" to end recording.
- Reminder saved and scheduled. User returned to Main Menu.
- "2" - Review or cancel an existing Reminder.
 - Listen to number of Reminders set.
 - Press "2" to continue or "*" to exit Reminder feature.
 - ◇ MemoryCall® service states the scheduled time for each Reminder. After each Reminder, the user is prompted for one of the following:
 - ◇ "1" - Listen to Reminder message.
 - ◇ "2" - Skip to next Reminder (if more than one scheduled).
 - ◇ "3" - Cancel/Delete Reminder.
 - ◇ "*" - Exit Reminder feature.
- "*" - To exit Reminder feature.

11.5.5.9 To Listen to a Reminder Message:

MemoryCall® service will contact the customer at his/her telephone number with a reminder message on the date and time scheduled for each message. A second attempt to contact the customer at his/her main number is made 10 minutes after the first attempt. If still no answer, the message is placed in the customer's mailbox for retrieval during message review.

The following announcement will be heard when the customer answers the telephone: *"This is your BellSouth MemoryCall® service with a reminder message for [Mailbox Recorded Name]. To listen to this reminder, press 1. To save the reminder in your mailbox, hang up."*

To listen to the message, the customer merely presses "1" on his/her touchtone key pad. After listening to the reminder message, the customer can have it sent again at a later date. To resend the reminder, the customer should press "4" and follow the prompts to reschedule the message.

If someone else answers the customer's reminder call and does not press "1," MemoryCall® service will automatically save the message as a new message in the customer's mailbox.

Note: MemoryCall® service will not call the customer if his/her telephone number does not match the mailbox number. Instead, messages will be automatically saved in the customer's mailbox.

11.5.5.10 Miscellaneous Keys:

- From the Main Menu, Press "7" to RESTART the MemoryCall® service session. MemoryCall® service will ask the customer to enter a new mailbox number and passcode.
- Press "0" at any time for HELP or additional assistance.
- Press "*" at any time to CANCEL a command or EXIT a menu.
- Press "#" to COMPLETE an operation or SKIP to another message/prompt.

Appendix A: Switch Features and MemoryCall® Service

1. About this Appendix

This appendix contains general information about switch features, sometimes referred to as Complementary Network Services (CNS), offered by BellSouth. 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.

2. 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.

3. 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.

¹⁰ 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.

4. 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 BellSouth's 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 Features	First Call <i>(customer not on the phone)</i>	Second Call <i>(customer on first call)</i>	Third+ Call <i>(two calls already active¹¹)</i>
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 <i>(CWT turned off)</i>	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 <i>(CWT turned off)</i>	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 <i>(CWT turned off)</i>	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

¹¹ Customers can have two calls active on their line due to either 1) Call Waiting (one call active, the other on hold) or 2) the customer has set up an existing Three-Way conference call.

Active Features	First Call <i>(customer not on the phone)</i>	Second Call <i>(customer on first call)</i>	Third+ Call <i>(two calls already active¹¹)</i>
CCW with CFBL and CFDA <i>(CWT turned off)</i>	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. Call forwards to MemoryCall® service. Caller hears busy greeting.	No Call Waiting tone. Call forwards to MemoryCall® service. Caller hears busy greeting.