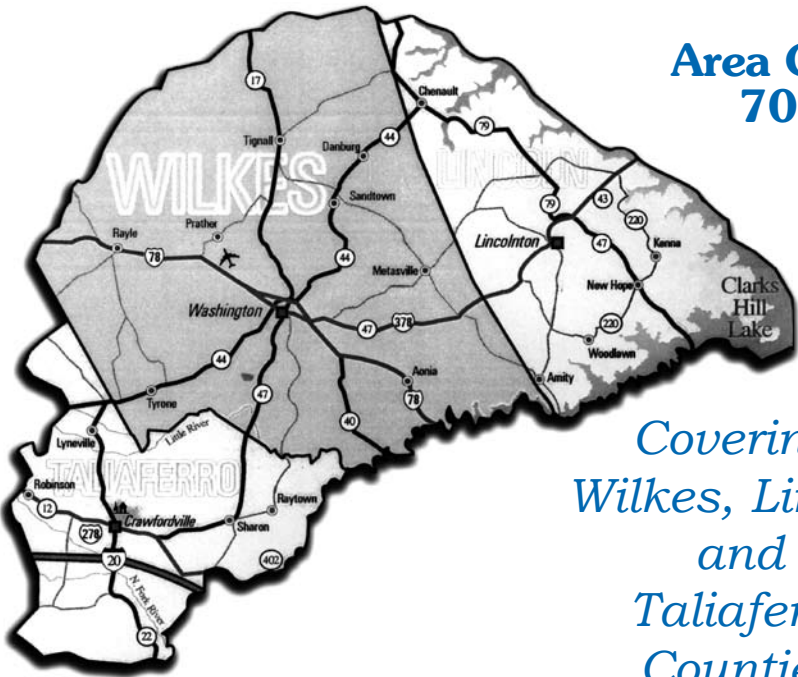


Table of Contents

Wire Maintenance.....	2	Privacy Notice	15
Telephone Troubleshooting Instructions.....	2-3	Do Not Call Registries.....	16-17
International Dialing	5	Call Before You Dig	18
ETC Information.....	6	Pay By Phone	20
Spoofing/Robocalls.....	7-9	Smart Hub	21
Business with the Company	11	Voicemail Instructions.....	22-24
Non Discrimination Notice.....	12	Calling Features.....	25-32
Lifeline.....	14	Extended Area Calling.....	Back Section of Book



P.O. Box 277 • Washington, Georgia 30673



Area Code
706

Covering:
Wilkes, Lincoln
and
Taliaferro
Counties

Listings For and Distributions to:

- | | |
|---------------|------------|
| CRAWFORDVILLE | RAYLE |
| LINCOLNTON | TIGNALL |
| METASVILLE | WASHINGTON |

Repair Service

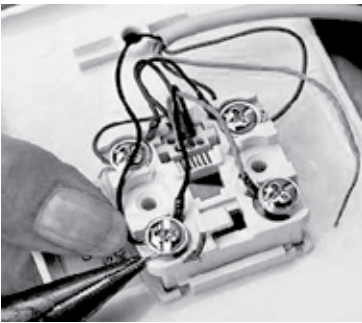
Dial 611 – From your local telephone.

Dial 706-678-0611 – From a cell phone or outside the Relyant Communications Service Area.

To determine whether the problem is in your telephone set or in your line:

Plug-in phone – If you have more than one phone, unplug the one not working and plug another phone in that outlet. If the second phone works, that means the first phone is probably defective.

Wire Maintenance Plan



The installation and maintenance of jacks and inside wiring for all Relyant Communications services is the responsibility of the customer. To aid in this responsibility, Relyant offers a wire maintenance plan for residential and business customers. This plan provides protection coverage from the telephone office to the customer premise interior wiring and jacks. For a small monthly fee, the wire maintenance plan covers the cost of a service

call and repair of inside wiring and jacks. You can subscribe to this plan at any time by calling 706-678-2121.

CUSTOMER MAINTAINED WIRING AND EQUIPMENT

A non-recurring service charge is applicable to on-premises testing to isolate trouble to inside wiring or equipment that is customer owned and maintained. Any repairs to customer owned and maintained wiring and jacks will be charged on a time and material basis. To avoid these charges, a NID protector will be provided to customers to help them determine if the problem is inside their premises. This will avoid unnecessary calls to our repair department which would result in a charge to the customer. If a Service Technician is dispatched on a repair call and it is found that customer provided equipment is causing a problem with the line, a service charge will apply.

TELEPHONE TROUBLESHOOTING

Should you experience problems with your telephone line or equipment (such as no dial tone, static or other noise), there are several troubleshooting steps we recommend that you take first before calling us to request a service repair. Locating the problem yourself could save you the cost of a trouble isolation charge.*

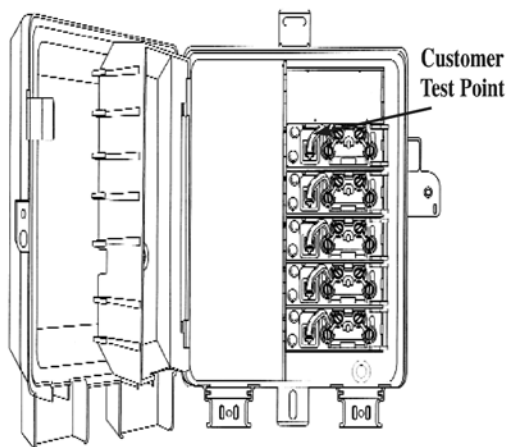
■ How to Test Your Line

The outside of your premise is equipped with a **Network Interface Device** (see diagram below), which is normally located near the electric meter or mounted on a stake near mobile homes. This device will enable you to determine whether the problem is inside wiring or the wiring outside of your home or business. To test your line, take a standard blade screwdriver and open the cover. Located inside you will see a modular plug. Remove the existing plug from the jack (**Customer Test Point** as indicated in the diagram) by pressing the retaining clip and gently pulling forward on the plug. Then plug a working phone (not a cordless) directly into the jack of the Network Interface Device. If the phone operates, then the problem is your inside wiring. If the phone does not operate, then your telephone company's outside wiring may need repair.

CAUTION: Disconnect plug from Network Interface during installation/repair of wiring.

FOR ASSISTANCE: Call Repair Service at 706-678-0611 or 611, 24-hours a day, 7 days per week.

NETWORK INTERFACE DEVICE†



INSIDE WIRE MAINTENANCE PROTECTION

is available for a low monthly fee. For more information, call us at 706-678-2121.

■ How to Test Your Equipment

If you own your telephone or other related equipment and experience trouble with your telephone service, follow the steps shown here to try to isolate the difficulty before you call us to report trouble. Locating the problem yourself could save you the cost of a trouble isolation charge.*

Firmly plug in cords.

See that handsets are in place.

COMMON PROBLEMS

Can't Make Outgoing Calls

If you cannot make outgoing calls, unplug all of your phones, answering machines, etc. At various jacks, plug in each phone individually and make a test call. Continue until you find the phone that doesn't work. You may also try to use your phone(s) at a friend or neighbor's house. If an individual phone does not work at any jack including your neighbor's jacks, then the trouble is probably in the phone. If all phones work at your neighbor's jack but not your own, the trouble is probably in your inside wiring or outside cable.

Can't Receive Calls

If you have difficulty receiving calls, follow the steps above, but have someone try to call you. Make certain your phone(s) are not off the hook and that your ringer switch is in the on position. If you can dial out but can't receive calls, chances are the problem is with the phone.

Lightning

If you suspect lightning may have hit your line, test your phone at the **Network Interface Device** first. If you have dial tone, begin by unplugging your phone equipment. Examine the jacks and plugs as you do. You may see where the modular plug or jack has been burnt. Sometimes replacing the jack or cord can remedy the problem; other times the phone may be shorted and needs to be replaced. Try the phone at a neighbor's before replacing it.

*If you ask Relyant Communications to make a service repair visit to your premises, there may be a charge for a visit. A trouble isolation charge is \$75.00. Relyant is responsible for repairs to your outside wiring only. The cost of repairs to your inside wiring will be covered by Relyant only if you subscribe to our Inside Wire Maintenance Service; otherwise, the cost of repairs to inside wiring is the responsibility of the customer. Relyant is not responsible for the cost of repairs to customer-owned equipment.



Relyant
COMMUNICATIONS

VOICE • INTERNET • SKITTER TV
SECURITY • BUSINESS SERVICES

**107 E. LIBERTY STREET
WASHINGTON, GA 30673**

**165 S. PEACHTREE STREET
LINCOLNTON, GA 30817**

CALL US SO WE CAN CONNECT YOU

706.678.2121

RELYANTCOMMUNICATIONS.COM



How to Dial International Calls

Station-To-Station Calls

To dial international calls, dial in sequence:

- 1. The International Access Code: 011.
- 2. The Country Code:
a two-digit or three-digit number.
- 3. The City Routing Code:
a one-digit to five-digit number.
- 4. The local telephone number:
a six-digit to nine-digit number.*

For Example:

To place an International call to Frankfurt, Germany, to telephone number 123456, you would dial:

1. Access Code 011	2. Country Code 49	3. Routing Code 69	4. Local Number 123456	5. If using touch tone phone** #
-----------------------------	-----------------------------	-----------------------------	---------------------------------	--

Operator-Assisted Calls

To dial person-to-person, collect, credit card and billed to a third number international calls, follow the instructions given above but use "01" for the International Access Code. After the call is dialed, the Operator will come on the line to ask for information such as the number of the person you are calling or your calling card number.

Additional Assistance,
Information and Long Distance
Dialing Instructions

DIAL "0" (OPERATOR)

IF YOU NEED ASSISTANCE:

To obtain City Routing Codes.
For help in completing a call.
For credit on a call on which you had difficulty, e.g., reached a wrong number.
Dial "00" for your long distance operator.

To Place A Call To The Bahamas,
Bermuda, Canada, Mexico, Puerto
Rico and The Virgin Islands

Calls to these points can be dialed in the same manner as long distance calls within the United States. Simply dial "1" + area code + local number.

**Touch calling saves additional time by using this step. After dialing any international call, allow at least 45 seconds for the ring to start.



NOTICE

Relyant Communications is the designated "Eligible Telecommunications Carrier" for its service area for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Relyant provides voice grade single party residence (with unlimited local usage) and business service at the following rates:

Exchange	Residential	Business
Crawfordville	\$21.86	\$21.86
Lincolnton	\$21.86	\$21.86
Metasville	\$21.86	\$21.86
Rayle	\$21.86	\$21.86
Tignall	\$21.86	\$21.86
Washington	\$21.86	\$21.86

This includes access to:

- Voice grade access to the public switched telephone network
- Local usage
- Dual tone multi-frequency signaling or its functional equivalent
- Single-party service or its functional equivalent
- Access to emergency services
- Access to operator services
- Access to inter-exchange service
- Access to directory assistance
- Toll limitation for qualifying low-income consumers

Use of these services may result in additional charges. In addition, Relyant provides one copy of its annual telephone directory at no charge. We are available to discuss your telecommunications needs and provide rates upon your request. We also offer qualified customers Lifeline Services. If you are a low-income customer, you may qualify for the Lifeline program. This means you may receive a monthly discount for your basic telephone or Broadband charges.

Please call us to discuss these services or with any questions that you may have.

Washington
Lincolnton

706-678-2121
706-678-2121

107 East Liberty Street
165 South Peachtree Street

DON'T GET SPOOFED

DON'T GET SPOOFED



Recognize and Avoid

SPOOFED CALLS

WHAT IS SPOOFING?

Spoofing occurs when someone fakes Caller ID details that appear on your phone to trick you into revealing personal information.

HOW DOES IT WORK?

Caller ID displays your caller's name and number. But it can be manipulated to make it seem someone else is calling.

THINK YOU ARE BEING SPOOFED?

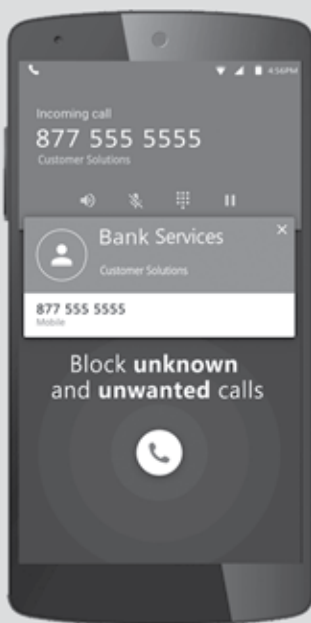
Here are some things you can do:

Personal Information

Never give account numbers, Social Security numbers, passwords or other personal information to unexpected callers.

Inquiries

If a caller claiming to be from a government agency or business seeks personal information, hang up and call the agency or business to confirm the request.



Use Caution

Be careful if you are being pressured for information immediately.

Set A Password

Make sure your voice mail account has a password so spoofers cannot access it.

How do I report suspected spoofing?

If you receive a call and you suspect caller ID information has been falsified, or you think the rules for protecting the privacy of your telephone number have been violated, you can file a complaint with the FCC.

Visit us today for more tips and advice!



Federal Communications Commission

www.fcc.gov/spoofing



twitter.com/fcc



[instagram.com/fcc](https://www.instagram.com/fcc)



FCC | CONSUMER CONNECTIONS

Avoid Spoofing Scams

Phone scammers often disguise their identity by using illegal spoofing techniques to send false information to your caller ID display. To trick you into answering, spoofers may use local area codes and numbers that look familiar. Or they may impersonate a company you do business with, such as a local utility, or even a government agency.

Here are some good ways to avoid being spoofed:

- ☞ Don't answer calls from unknown numbers.
 - ☞ If you answer and it's not who you expected, don't hang on, hang up.
 - ☞ If a caller asks you to hit a button to stop getting calls, just hang up.
 - ☞ Never assume an unexpected call is legitimate. Hang up and call back using a number you can verify on a bill, a statement, or an official website.
 - ☞ Be suspicious. Con artists can be very convincing:
- They may ask innocuous questions, or sound threatening, or sometimes seem too good to be true.
 - ☞ Don't give out personal information—account numbers, Social Security numbers or passwords—or answer security questions.
 - ☞ Use extreme caution if you are being pressured for immediate payment.
 - ☞ Ask your phone company about call blocking tools for landlines or apps for mobile devices.
 - ☞ Report spoofing scams to law enforcement, the FCC and the FTC.

Federal
Communications
CommissionLearn more at fcc.gov/spoofing

FCC | CONSUMER CONNECTIONS

ROBOCALLS, TEXTS AND SPOOFING

ROBOCALLS AND TEXTS CAN BE ANNOYING, FRUSTRATING AND – EVEN WORSE – FRAUDULENT.

The FCC is committed to protecting you from illegal robocalls, texts and caller ID spoofing.

WHAT CAN YOU DO?

- Put your mobile and landline numbers on the national Do Not Call Registry. Visit **donotcall.gov** or 1-888-382-1222 from the number you want to register.
- Research apps, services or devices that help block unwanted calls.
- Don't answer calls from unknown callers. That could verify you have an active line. Never call back an unfamiliar number—it may lead to a scam.
- Spoofed caller ID numbers may trick you into answering. If you answer a spoofed call, hang up immediately. Do not respond to even simple questions or requests.
- Scam callers may pretend to represent an organization, business or even a government agency. Never reveal any personal or financial information unless you can independently verify the caller.
- FCC rules offer protection against unwanted calls and texts. File a complaint with the FCC to help us determine where to take action. Visit **consumercomplaints.fcc.gov**





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LINCOLNTON, GA 30817**

CALL US SO WE CAN CONNECT YOU

706.678.2121

RELYANTCOMMUNICATIONS.COM



RELYANT COMMUNICATIONS

Telephone Directory for the exchanges of
**CRAWFORDVILLE - LINCOLNTON - METASVILLE - RAYLE -
TIGNALL AND WASHINGTON**

Business Office, Application for Service, Information Regarding Bills, etc.

All Exchanges Dial: 706-678-2121

Bills and Payments

Bills are rendered monthly and are due when rendered. They cover local service charges in advance for a one-month period from the date of the bill and long distance charges. Bills are payable by the 10th of the current month. We ask your cooperation in the prompt payment of all amounts due.

Pay in Person:

You can stop by any of our business offices and pay in person.

Pay Via US Mail:

PO Box 277, Washington, GA 30673

Online Bill Pay:

Visit us online at www.relyantcommunications.com and click on the link to Pay Your Bill Online. There you can review, print and pay your bill from anywhere.

Automatic Draft:

You can sign up to have your monthly bill drafted directly from your bank account. You'll never have to worry about being late or forgetting to pay your bill again.



Errors in this Directory

Every effort is made to prevent errors in this directory. However, the Company cannot and does not assume any liability for any errors or omissions in the compiling, printing or distributing of its directory. Sometimes, in spite of care and attention, errors will be made. Please check your listing in the directory. If it is not correct, please call the Business Office so that it may be corrected in the next issue.

Statement of Nondiscrimination

Relyant Communications is the recipient of Federal financial assistance from the Rural Electrification Administration, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 508 of the Rehabilitation Act and with all applicable civil rights law, regulation, Executive Orders and policies.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Any individual, or specific class of individuals, who feel that this organization has subjected them to discrimination, may file a complaint by completing the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call 1-866-632-9992. Submit your completed form or letter to USDA by mail to: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C., 20250-9410. Or by email to: program.intake@usda.gov.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202)720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800)877-8339.

Relyant Communications is an equal opportunity provider and employer.

Business Telecommunications Systems

Hosted PBX Business Systems by Relyant Communications delivers a best-in-class phone system with the latest technological advances including VOIP, automated attendant, and up to 1G internet service.

Relyant's friendly, local staff allows your company to focus on its business while providing a seamless transition from an antiquated PBX or key system. If you are a new business customer, Relyant's professional team can have you online and connected to the world quickly to minimize stress for you and your staff.

With ongoing maintenance and support, Relyant will help your company present a more professional image in today's competitive business environment.

Call **706-678-2121** to inquire about Hosted PBX and to find out how Relyant can solve all your business needs.

Security Systems

Relyant Communications' goal is to provide security solutions for your peace of mind. We offer the latest in state-of-the-art theft deterrent equipment and 24/7/365 monitoring. We also offer a free on-site security analysis.

Please call our friendly, local staff at **706-678-2121** for all your security needs.

Lifeline

National Verifier

Qualify For Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.



Steps for Using the National Verifier System to apply for Lifeline Discounts for Landline Voice or Broadband Internet Service with Relyant Communications

- 1) Visit lifelinesupport.org for more information about the Lifeline Program.
- 2) Qualify.
- 3) Use the Lifeline National Verifier to enter your information, create an account, and see if you qualify.
- 4) Choose a phone or internet company.
If you qualify, you will have 90 days to choose a phone or internet company and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting.
- 5) Sign Up.

You may need to show other documents.

If the Lifeline National Verifier is not able to prove that you qualify with only the information you give us, we may ask you to show official documents as proof. If we ask you for official documents, you will be able to upload the documents right away or save it and come back later.

You have 45 days after you start the application to finish it.

Lifeline Program Rules

Your household can only get one Lifeline benefit. You are only allowed to get one Lifeline benefit per household, **not per person**. If you qualify, your household can get one Lifeline benefit **for phone or internet service, but not both**. Your household **cannot get Lifeline from more than one company**. **Be honest on this form. You must give accurate and true information on this form** and on all Lifeline related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.*

Do not give your Lifeline benefit to another person. Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

IMPORTANT CUSTOMER NOTICE REGARDING YOUR PRIVACY



The Federal Communications Commission (FCC) recently issued new regulations intended to protect the privacy of your call detail information on file with Relyant Communications. This information includes specific telephone call data, such as the number called, time, location, or call duration. The rules prohibit Relyant from releasing *any* call detail information during customer-initiated telephone contact without first verifying that the identity of the calling party is that of the account applicant who is deemed to be the responsible party (is) listed on the account... Furthermore there will be no changes made to the account without proper identification (in the form of government issued identification) either in person and/or by calling party providing the correct *pin code currently on file with the company, (Relyant)*. Please be aware that Relyant always takes great care in the way that we handle all sensitive information that pertains to your account, which is known as Customer Proprietary Network Information or CPNI.

The FCC has expressed concern that individuals “pretending” to be customers are attempting to obtain call detail information from telecommunications companies by calling to discuss “billing questions.” Consequently, the new rules allow Relyant to share call detail information only with you, our customer, under two circumstances: You may come into our office to ask questions and present a valid government issued photo ID matching the name on the account (account holder/ applicant / responsible party for the account) ; or, you can call us with your billing questions with a copy of your bill in front of you and tell us the call detail information on your bill that you are questioning, such as telephone number called and time of call.

If you decide to call us with a billing question but do not have a copy of your bill, the FCC’s new rules provide three alternatives:

(1) You can ask us to call you back to discuss your billing questions, but we can only call you at the telephone number that is associated with your account (which may not necessarily be the same number as the contact phone number);

(2) You can request that a copy of your bill be sent to you at the billing address of record listed in our account records. When you receive it, you can call us and provide the call detail information when you ask your question; or,

(3) You can provide us with the *pin code* which we have previously provided to you and then we can discuss your billing questions. If you do not have access to the pin code which we previously provided to you and wish to establish a new pin code for your account, please come into our office and one will be provided to you upon presentation of a valid government issued photo ID matching the name listed as the current account holder/applicant/ responsible party for the account.

In addition, if you wish to add an individual as an authorized user of your account, and enable that individual to obtain call detail information as well as make changes on your behalf, please contact us for instructions for this addition. This user will also be a responsible party to the account, thus potentially responsible for payment of the account. For this reason, this party must accept this responsibility in writing and be found to be in good standing with the company, at which time assignment of a pin code and addition to the account will take place... If you wish to rely on someone else to inquire only to discuss account changes, or any call detail information, you must *add* that person’s name to your account, as they too must be assigned a pin code to access the account information. Any contact(s) that you authorize for inquiry only will not be responsible for payment of this account. If you have any questions concerning this matter, please call us at: **706-678-2121**

Relyant Communications
Attn: CPNI Compliance Officer
P.O. Box 277 - Washington, GA 30673

National Do Not Call Registry

The National Do Not Call Registry was created to stop unwanted **sales calls**. It's free to register your home or mobile phone number.

- **Adding Your Number to the Registry**
- **Report Unwanted Calls**

Adding Your Number to the Registry

Go to donotcall.gov or call 1-888-382-1222 (TTY: 1-866-290-4236) from the phone you want to register. It's free.

If you register your number at donotcall.gov, you'll get an email with a link you need to click on within 72 hours to complete your registration.

How long will it take for sales calls to stop?

Your phone number should show up on the Registry the next day, but it can take **up to 31 days** for sales

calls to stop. You can check whether your number is on the Registry at donotcall.gov or by calling 1-888-382-1222 from the number you want to verify.

What should I do if I still receive calls after I register my number?

If you've already added your phone number to the Do Not Call Registry and are still getting a lot of unwanted calls, odds are the calls are from scammers.

If you answer one of these calls, hang up and report the call to the FTC @

<https://complaints.donotcall.gov/complaint/complaintcheck.aspx>.

Will my registration expire?

No, your registration will never expire. The FTC will only remove your number from the Registry if it's disconnected and reassigned, or if you ask to remove it.



GEORGIA RESIDENTS

GETTING ON THE DO NOT CALL REGISTRY

Georgia residential consumers who want to reduce the number of unwanted telemarketing calls from telephone solicitors trying to get you to purchase, rent or invest in property, goods or services are encouraged to register with the free Federal Do Not Call Registry.

Consumers are placed on the Georgia Do Not Call List free of charge simply by registering their phone numbers with the Federal Registry. You may register your phone number with the federal list online at www.donotcall.gov or by calling toll-free, 1-888-382-1222, TTY 1-866-290-4236 from the number you wish to register.

While being on the Do Not Call Registry may significantly reduce the number of unwanted solicitations you receive, it will not prevent you from receiving calls from:

- 1) Businesses that have an established relationship with you. An established relationship exists if you have purchased, leased or rented goods or services from the business within 18 months preceding the call, or if you have submitted an application or made an inquiry to the business within the three months preceding the call;
- 2) Recognized charitable or religious organizations; or
- 3) Political pollsters or candidates for public office.

Federal law requires telemarketers to search the Registry every 31 days and synchronize their call lists with the phone numbers that are on the Registry. If you receive telemarketing calls after you have registered your telephone number and it has been in the Registry for 31 days, you can file a complaint at DONOTCALL.GOV or by calling 1-888-382-1222, TTY 1-866-290-4236. You will have to know the company's name or phone number to file a "do not call" complaint.

SOLICITORS

DO NOT CALL REGISTRY NOTIFICATION Georgia Do Not Call List / Federal Do Not Call Registry

The State of Georgia, the Federal Communications Commission (FCC) and the Federal Trade Commission (FTC) have established a state and national Do Not Call Registry. The FCC requires us to notify businesses that use our service to make telephone solicitations (telemarketing calls) about the Do Not Call Registry rules and regulations. We are providing this notification to all new and existing business customers because we have no way of determining which ones may use our services to make telephone solicitations.

If you are a business, individual or other entity that makes telephone solicitations, it is very important that you familiarize yourself with the rules and regulations for compliance with the Do Not Call Registry. Unless you are covered by one of the exemptions established in the FCC/FTC rules, you may not make calls to numbers included in the Do Not Call Registry. Before you rely on one of the exceptions, you should consult the rules. For information concerning the rules and regulations, you may visit the Do Not Call Registry at www.donotcall.gov. You can find the FCC and FTC rules governing telemarketing and telephone solicitation at 47 C.F.R Section 64.1200 and 16 C.F.R. Part 310, respectively.



WWW.DONOTCALL.GOV
1-888-382-1222



Contact 811 before you dig.

Key points

- 811 Before You Dig. Every project. Every time. Call 811, or visit Georgia811.com, at least two business days before digging to ensure member utility companies are aware of your intent to dig.
- Wait the required amount of time for lines to be marked.
- Dig safely by respecting the flags and paint used to mark utility lines.
- April is Safe Digging Month – a month set aside for recognizing the importance of calling before all outdoor digging projects.

What is 811?

- 811 is the national phone number and service designated by the Federal Communications Commission to prevent the unintentional strike of underground utility lines while digging.

Who should contact 811?

- Everyone who digs! Do-it-yourselfers, landscapers and contractors need to notify 811 by visiting Georgia811.com or dialing the number prior to all digging projects – large or small. In Georgia it is the law.

Why should people contact 811?

- The biggest reason is safety. 811 ensures that member utility companies mark the location of underground utility lines. Clearly marking these areas reduces the risk of striking a line and causing serious injuries, disrupted service to an entire community and potential liability for fines and repair costs.

How does contacting 811 work?

- You can inform 811 of your intent to dig online or by phone.
- Visit Georgia811.com and click "eRequest" from the home page. You will then be prompted to fill out and submit a brief online form.
- You can also dial 811 from anywhere in the country. When calling in Georgia, one of the 811 customer services reps will answer the call to find out the location and description of the digging site.
- After using either method, 811 will then notify the affected member utility companies of the intent to dig.

CONTACT GEORGIA 811 BEFORE YOU DIG 811 TALKING POINTS & FAQ

- Once this happens, the companies will send a professional locator to the digging site to identify and mark the approximate location of the underground lines.

When should someone contact 811?

- Lines need to be marked for each separate project, such as installing a mailbox, putting up a fence, planting trees, building a deck or cleaning up after a natural disaster or major storm.
- Notify 811 at least 2 business days prior to digging to allow time for professional locators to mark the utility lines.
- Even if you've hired a contractor, make sure the contractor contacts 811 to have lines marked.

What happens if you don't contact 811?

- Failure to call or notify online before digging results in more than 200,000 unintentional utility line hits nationwide annually.
- Hitting an underground utility line while digging can disrupt service to entire neighborhoods and even cause serious injuries.
- An unintentional hit could additionally result in potential fines and repair costs.

Why is April Safe Digging Month?

- According to consumer behavior trends, April marks the beginning of the peak period for outdoor digging projects in Georgia and nationwide.
- 811 wants the safe digging message to be at the forefront of consumers' minds during this time.

Where can you learn more about Georgia 811?

- To learn more about Georgia 811, visit Georgia811.com.



Start connecting today— with Georgia Relay

The convenient, easy-to-use telecommunications system for Georgians who are deaf, hard of hearing, deaf-blind or have difficulty speaking!

Available 24 hours a day, seven days a week, Georgia Relay is a FREE public service that connects people who are deaf, hard of hearing, deaf-blind or have difficulty speaking, who may use a TTY (text telephone) or other assistive phone device, with people who use standard telephones, relaying the conversation between both parties. Users pay no setup charges or fees for local calls, and there's no limit on the length or number of calls you may place or receive.

Anyone may initiate a Georgia Relay call, simply by dialing 7-1-1.

Georgia Relay features:

- **TTY** – allows people who are deaf or hard of hearing to type their messages and read the other person's responses
- **Voice Carry-Over** – for people who are hard of hearing and speak clearly
- **Hearing Carry-Over** – for people who can hear and have difficulty speaking
- **Speech-To-Speech** – for people who have difficulty speaking or being understood on the phone
- **Captioned Telephone (CapTel®)** – for people who have difficulty hearing; allows users to listen while reading captions of what is said to them throughout their conversation
- **Voice** – allows standard phone users to communicate with people who are deaf, hard of hearing, deaf-blind or have difficulty speaking
- **Spanish Relay** – all services are available in Spanish



To make a Georgia Relay call, dial 7-1-1 or...

TTY:

1-800-255-0056

Voice:

1-800-255-0135

Spanish:

1-888-202-3972 (TTY)

Speech-To-Speech:

1-888-202-4082

Customer Service:

1-866-694-5824 (Voice/TTY)

Email: garelay@hamiltonrelay.com

Web: www.GeorgiaRelay.org

FREE EQUIPMENT!

For people who qualify medically and financially, free equipment is available through the Georgia Telecommunications Equipment Distribution Program. To learn more, call 1-888-297-9461 (Voice/TTY) or visit www.gachi.org.

PAY-BY-PHONE



Relyant
COMMUNICATIONS

Secure Pay
Call Capture
Fast-Secure-Easy

PAY-BY-PHONE

Local:

706-678-9827

Toll Free: 844-829-1958

Dial the appropriate number above to make a secure payment on your bill using a credit/debit card or check.

The system is automated. All of your personal information, such as card number and payment amount, is entered by YOU! *Safe, Confidential and Secure.*



Relyant
COMMUNICATIONS

**107 E. LIBERTY STREET
WASHINGTON, GA 30673**

**165 S. PEACHTREE STREET
LINCOLNTON, GA 30817**

VOICE • INTERNET • SKITTER TV • SECURITY • BUSINESS SERVICES

CALL US SO WE CAN CONNECT YOU

706.678.2121

RELYANTCOMMUNICATIONS.COM

How To Register Your SmartHub Account (Web)

Step 1: From the SmartHub login screen, click on “Sign up to access our Self Service site”.

<https://nuz.smarthub.coop/Login.html#registration:>



New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Step 2: Enter the following information:

- Your 5 digit account number (found on your bill)
- Your last name or business name as it appears on your bill
- The email you want to use for your SmartHub account

Then click Submit

New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Step 3: Enter the requested account information in order to verify your identity. Answers must match account info exactly.

Then click Submit

New User Registration

To register as a new user, please enter the following information.

Billing Account Number

Last Name or Business

E-mail Address

Confirm E-mail Address

Please answer the following about the account that you are trying to register in order to protect you against identity theft. Last 4 Digits Of SSN Or Federal Tax ID (For Businesses):

Mailing ZIP Code:

Please select a Secret Hint Question to answer. We may ask you to answer this, if you forget your login credentials.

Security Question 1

In what city were you born?

☐ I'm not a robot

☐ I accept the [Terms and Conditions](#)

NOTE: Security questions may vary from provider to provider.

Step 4: If successful, you'll get a notification like this.

Congratulations!

Your registration is complete. You will receive an e-mail with a temporary password. Use it to login and change your password.

Step 5: Check your inbox for an email that will contain your temporary password you need to first login to your account.

Your temporary password is:

Step 6: Back on the login page, enter email and temporary password and click login.

<https://nuz.smarthub.coop/Login.html>

Relyant Communications

Enter e-mail address & password to login

E-Mail Address

Password

☐ Remember Me

Can't access your account? New User? Sign up to access our Self Service site.

Powered by smart hub

Step 7: The first time you login, you'll be asked to change your password.

Please change your password

E-Mail Address

New Password

Confirm Password

Password Strength:

4-character minimum; 10-character maximum

Step 8: Congratulations! You are now logged into SmartHub.

Log Out | New | Help | Contact Us | Account History

Home | My Services | Billing & Payments | My Profile | My Usage | Notifications | Contact Us | Have a Question? Get Help >

Quick Links

- Sign Up
- Pay My Bill
- Manage My Registered Accounts
- Account Details
- Edit My Service
- View My Usage
- View My History
- Report an Issue/Problem
- Call 711 Emergency
- Get Help

Company News

- Company News
- Company Listing

Download on the App Store

Get it on Google Play

Feedback

Find us on Facebook | Twitter | LinkedIn | YouTube

Communication / Alerts

Filter (Significant Costing Alert)

We will be reporting on network outages and service outages, which will allow us to respond to service outages. Visit our website to learn more.

Cable TV - 1 Month Free!

Receive a free month of TV service when you sign in 1 year contract. Call us today at 1-800-888-8888 to see details.

Account Overview

Pay all outstanding balances >

Account	Test Due	Amount	Total Due
0000000000	Open Recount	\$91.83	\$91.83
0000000000	Open Recount	\$91.83	\$91.83

• See more

Voicemail Service

Please review the instructions below, and if you have any questions, please call customer service at 706-678-2121.

To start the voicemail tutorial, dial 706-678-1124. It will take you through the necessary steps to set up your new pin code, record your name and choose and/or record your greeting.

In order to set up your account for the first time, you must call into voicemail from the telephone line that has voicemail service. If you fail to enter the correct PIN after 10 attempts, you will be locked out of your account and will have to call customer service to have the lock removed.

1. Establishing Your PIN

First, to secure your account, you must set up a new PIN. A prompt asks you to enter a new PIN and explains the length of PIN allowed. PIN number must be 6 - 20 digits and can't be sequential in sequence.

- After dialing into the system (706-678-1124), you will immediately be asked to enter a new PIN, and press # when finished.
- Confirm the new PIN by re-entering it and pressing # when finished.

2. Recording Your Name

Next, you are prompted to record your name. This is used by voicemail for some system-generated announcements. Examples of this include greeting your callers or when you leave messages for others. (Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version).

- Record your name, and press # when finished.
- An announcement will play your recording back to you.
 1. If you want to re-record it, press 1.
 2. If you want to keep it, press #.

3. Choosing A Greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use several different types of greetings.

- To record your own personal greeting, press 1.
Record your personal greeting and press # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

An announcement will play back your selected greeting.

- To record or select a different greeting, press 1.
- To save it and use it as your greeting press #.

Voicemail Service

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the main menu.

3. Logging in to Your Account to Retrieve Messages (from touch-tone telephone only)

Dial 706-678-1124 to access the voice mail system. If dialing from another location or telephone line, you may dial your own telephone number. You will need to enter your PIN when requested, unless you have enabled PIN skipping located in the Mailbox Settings Menu.

1. If You Are Calling From Your Home or Business Telephone Line That Has Voice Mail Service. *After dialing into the system, you will hear your recorded name and immediately be asked to enter your PIN and press #. When you sign into your mailbox, you are directed to one of two places:*

- If you have activated the Autoplay feature from your Mailbox Settings Menu, you go straight to your messages.
- Otherwise, you go to the Main Menu.

2. If You Are Calling From A Telephone Number Other Than Your Own That Also Subscribes To Relyant Communications Voice Mail Service

If you call from a telephone line that has voicemail service, the system will automatically connect you to the mailbox for the telephone number you are calling from. If you wish to obtain messages for a mailbox other than the telephone number that you are calling from, you will need to enter a () after entering the system.*

- Simply dial into the system (706-678-1124). You will immediately hear: "Please enter your area code and telephone number followed by #." You will enter the telephone number of the voicemail box that you are calling.
- You then hear your recorded name and the instructions. Enter your PIN followed by #.
- After you enter your PIN, you will either go to the Main Menu, or if you have activated the Autoplay feature from your Mailbox Settings Menu, you go straight to your messages.

**ALWAYS PRESS THE (*) KEY TO EXIT
THE VOICE MAIL SYSTEM**

Voicemail Service

Main Menu

1

Review Messages

Review Messages Menu

- 1** Voicemail
- 3** Faxes
- 9** Future Delivery Messages

N

Listen to Message

Hear message

- 1** Repeat
- 2** Save
- 3** Erase
- 4** Reply
- 5** Send a Copy
- 2 2** Mark Saved Message as New

2

Send Message

Enter phone or GL number, then

- 1** Review Message
- 2** Mark as Urgent
- 3** Mark as Private
- 4** Re-Record Message
- 5** Report on Send
- 6** Report on Read
- 7** Add Recipient
- 9** Schedule for Future Delivery
- #** Send as is

3

Work with Greetings Menu

Greeting Options Menu

- 1** Personal Greeting
- 2** Extended Absence
- 3** Sys-Gen Greetings and Name Recording
- 4** Group Mailbox Greetings
- 5** Busy Greeting
- 6** Out-of-office hours greeting
- 7** Shared Greetings
- 9** Forward all Calls to Voicemail Greeting
- *** Exit Menu

4

Mailbox Settings

Mailbox Settings Menu

- 1** Group Lists
- 2** Handsfree and Time Saver Options
- 3** Security Options
- 4** Group Mailbox Settings
- 5** Notification Settings
- 6** Additional Settings
- 7** Advanced Call Features Settings
- 9** Live Message Screening Settings
- *** Exit Menu

5

Reminders

Reminders Menu

- 1** Reminders Settings
- 2** Add New Reminder
- 3** Recurring Reminders Settings
- 4** One-Off Reminders Settings

7

Switch Account

Enter Phone Number, then #, or* if error

6

Review Erased Messages

Select Message Type

- 1** Voicemail
- 3** Faxes

0

Help

Helpful Hints

- #** Next Hint
- A** Return to Main Menu
- 1** Replay from Start of Menu

N

Erased Messages

Hear Message

- 1** Repeat
- 2** Restore
- 3** Permanently Erase
- 4** Reply
- 5** Send a Copy
- #** Next Message

Exit

Goodbye and Exit TUI

Common Keys

- *** Cancel input or move up a level
- 0** Helpful Hints
- #** End input or move forward in a list
- 3** Pause / Resume

Unconditional Call Forwarding ***(Call Forwarding)***

How to Activate Unconditional Call Forwarding:

1. Press *72 followed by the number to which your calls are to be forwarded to so that the access code and the number are a single string of digits. There is no confirmation tone after dialing the access code. Call Forwarding works with either local or long distance calls.
2. Wait for the confirmation tones (2 beeps) and hang up. From that moment on, all calls will go to that number until you change the number or cancel Call Forwarding.

How to Cancel Call Forwarding:

1. Press *73, and you will hear the confirmation tones (2 beeps). This informs you that Call Forwarding is no longer activated, and calls to your number will ring at your telephone normally.

Notes:

- If you forward your calls outside of your local calling area, you will be charged for any calls forwarded from your number to the long distance number.
- While calls are being forwarded, you can still make outgoing calls.

Remote Access to Call Forwarding ***(Remote Activation of Call Forwarding)***

How to use Remote Access to Call Forwarding:

1. From a remote touchtone telephone line, enter your exchange access number: 706-678-9862.
2. Listen for the announcement: "Please enter your own telephone number followed by the # sign key." Then you will hear: "Please enter your current PIN (XXXX) followed by the # sign key." The pin was established by you at the time of placing the order for this feature with the business office. If you do not know your PIN, please contact the business office at 706-678-2121.
3. Voice instructions will ask you to enter the access code.

Example:

- For Call Forwarding, press *72 (turn on) or *73 (turn off).
 - Follow the steps for the call forwarding feature in which you are using.
4. Listen for the confirmation tone (2 beeps).
 5. Enter the number to which your calls are to be forwarded.

How to Deactivate Remote Access to Call Forwarding:

1. Follow steps 1 through 3 of "How to Use."
2. Press the deactivation instruction that corresponds to the forward feature you want to deactivate.

Note:

- The Call Forward feature is required.

Busy Call Forwarding ***(Call Forward – Busy)***

How to use Busy Call Forwarding:

1. Press *90 followed by the number to which your calls are to be forwarded to so that the access code and the number are a single string of digits. There is no confirmation tone after dialing the access code.
2. Wait for the confirmation tone (2 beeps) to confirm activation, and then hang up. From that moment on, all calls will go to that number when your phone is busy or until you change the number or end Call Forward – Busy.

To end Busy Call Forwarding:

1. Press *91
2. Listen for confirmation tones (2 beeps), and then hang up.

Delayed Call Forwarding ***(Call Forward – No Answer)***

How to use Delayed Call Forwarding:

1. Press *92 followed by the number to which your calls are to be forwarded to so that the access code and the number are a single string of digits. There is no confirmation tone after dialing the access code.
2. Wait for the confirmation tone (2 beeps) to confirm activation, and then hang up. From that moment on, all calls will go to that number when there is no answer or until you change the number or end Call Forward – No Answer.

To end Delayed Call Forwarding:

1. Press *93
2. Listen for 2 short beeps, and then hang up.

Selective Call Forwarding ***(Preferred Call Forwarding)***

How to use Selective Call Forwarding:

1. Press *63 to activate or deactivate.
Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your forward list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:

Press #01#.

To enter your "forward-to" number:

The first time you turn on the service, you'll be asked to enter the number to which you'd like your special calls forwarded. From then on, the system will simply remind you of the current "forward-to" number.

1. If the current number is correct, press 1.
2. If you wish to change the current "forward-to" number, press 0, and then follow the voice instructions.

To add a number to your list:

Press #.

Follow the voice instructions. You can store up to 6 numbers in your Preferred Call Forwarding list.

To remove a number from your list:

Press *.

Follow the voice instructions to remove any or all of the numbers from your list.

To hear the phone numbers on your list:

Press 1.

After the list is read, voice instructions will follow.

To hear instructions again:

Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Special Call Acceptance, Selective Call Rejection and similar features.
- This service can work with Call Forwarding (all calls). Numbers on your preferred list will follow to your Preferred Call Forwarding number. All other calls will be routed to your regular Call Forward number.

Automatic Recall (Call Return)

How to use Automatic Recall:

- Press *69.
- A recorded voice will give you the phone number of the last incoming call you missed, the date and time.
- To return the call, follow the voice instructions.

Do Not Disturb

How to use Do Not Disturb:

Press *78 to activate the feature.

A prerecorded voice will tell you that the feature is active.

To turn the feature off:

Press *79.

A prerecorded voice will tell you that the feature is inactive.

3-Way Calling

To add a third party to your call:

1. Press and release your telephone's switchhook to place the first caller on hold and listen for confirmation tones (2 beeps).
2. After dial tone, enter the number of the third person.
3. When the third party answers, press and release the telephone's switchhook to add them to your three-way call.

How to end 3-Way Calling:

Press and release the telephone's switchhook to disconnect the last party added. If either party hangs up, you can continue to speak with the remaining party, or you may call another third party. If you hang up, all parties are disconnected.

Speed Calling

How to Program Speed Calling:

To enter a Speed Calling list of 8 or 30 numbers:

1. Select a one-digit code (numbers 2 through 9) for Speed Calling 8. Select a two-digit code (numbers 20-49) for Speed Calling 30 for each phone number you enter.
2. Use access code *74 for Speed Calling 8 and access code *75 for Speed Calling 30.
3. To add a short code (speed dial):
 - Dial the one- or two-digit access code (*74 and *75 respectively).
 - No confirmation tone should be heard. Continue entering the short code (numbers 2 through 9) for Speed Calling 8 and (numbers 20-49) for Speed Calling 30.
 - No confirmation tone should be heard. Immediately after you enter the short code, enter the telephone number to which the short code will map (dial).
 - A confirmation tone (2 beeps) is heard when complete.
 - Hang up.
4. To change a number stored in memory: Repeat steps 1, 2 and 3. The old number will be automatically replaced with the new number.

How to use Speed Calling 8 or 30:

Simply press the Speed Calling digits that correspond to the number you want to reach. Then press the "#" key or just wait, and it will dial automatically.

Call Transfer

How to use Call Transfer:

1. After the calling party or called party is on the line, press and release the switchhook. Listen for dial tone. (The present call is placed on hold).
2. Enter the destination number to which the call is to be transferred.
3. When the line begins to ring, you may hang up and the other parties will be connected, or when the third party answers the phone, you may press the switchhook to allow all three parties to speak together.

Notes:

- If you want to notify the third party of the call transfer, you can keep the first party on hold until after you speak with the third party. When you hang up, both parties will be connected.
- Once you hang up, you cannot be reconnected to the call.
- Toll charges apply to calls transferred to a long distance number.

Call Waiting

How to use Call Waiting:

1. A short "beep" in your earpiece while you are in the middle of a call means that someone else is trying to reach your number.
2. Press and release the switchhook. The first caller will be put on hold, and you will automatically be connected to the second caller.
3. Pressing and releasing the switchhook for about one second will let you alternate between parties. Each conversation is absolutely private.

Priority Call (Priority Ringing)

How to use Priority Call:

1. Press *61.
Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your Priority Ringing list.
2. Follow the voice instructions and press 3 to turn the feature OFF (if it is currently on) or turn the feature ON (if it is currently off).

To add the last caller to your list:

Press #01#.

To add a number to your list:

Press #.

Follow the voice instructions. You can store up to 10 numbers on your Priority Ringing list.

To remove a number from your list:

Press *.

Follow the voice instructions to remove any or all of the numbers from the list.

To hear the phone numbers on your list:

Press 1.

After the list is read, voice instructions will follow.

To hear the instructions again:

Press 0.

Automatic Callback (Repeat Dialing)

How to use Automatic Callback:

1. When you hear a busy signal, hang up. Lift the handset and listen for a normal dial tone.
2. Press *66.

If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.

3. A special callback ring alerts you if the line becomes free (some phones ring normally). Once the callback ring plays, lift the handset to automatically place the call.

To cancel your Automatic Callback request:

1. Lift the handset and listen for a normal dial tone.
2. Press *86 and listen for the confirmation announcement. Hang up.

Notes:

- To start the 30-minute clock, repeat steps 1-3 under "How to use."
- You can program multiple numbers, but you will not know which call is ringing you back unless you have a Caller ID feature.
- If you cancel a Repeat Dialing request, it will cancel all the Repeat Dialing numbers programmed.

Calling Number Delivery & Calling Name Delivery (Caller ID)

How to use Caller ID:

1. When you receive a call, wait until your telephone completes the first ringing signal. The calling telephone name* and number will automatically appear on your display screen.
2. If you choose to answer the call, the name and number will remain on the screen until you or the caller hang up.

Notes:

- If the letter "P," PRIVATE, ANONYMOUS or BLOCKED appears on your screen, the caller may have blocked the display of his or her number. You can choose whether to answer the call.
- If OUT OF AREA, UNAVAILABLE or UNKNOWN NUMBER appears, the caller is calling from an area or equipment where the information is not available.

* The caller's name will appear as the name associated with the calling number in the telephone company records. Not all phone companies will display a name. This feature will not work with calls originating from an area or long distance carrier not providing Caller Identification service, toll free prefix numbers, 900 and 976 prefix numbers, international calls, some cellular calls, or from blocked numbers.

** Directory Name and Directory Number will be displayed except for numbers subject to calling number and name delivery blocking and numbers and names not in the network database.

Caller Waiting With Caller ID (Caller ID On Call Waiting)

This feature enables you to view on a display unit the calling party Directory Name and Directory Number on incoming telephone calls, both when your phone line is in use and when it is not in use. When the Caller ID on Call Waiting line is in use (on another call), the Directory Name and Directory Number of the line that originated the incoming call will be displayed on the display unit following the call waiting alert tone.

The called party has the following options for disposition of the incoming call:

- Answer the waiting call while placing the original call on hold.
- Alternate between the waiting call and the original call.
- Ignore the call.

Caller ID Blocking

How to use Caller ID Blocking Per-Call:

1. Press *67.
Listen for three beeps and a dial tone.
2. Dial the number you are calling as usual. The person you have called will not be able to see your name and/or number displayed on their telephone display screen. Instead a "P," PRIVATE or ANONYMOUS will be displayed.

Note:

- Press *67 before each call you place. Otherwise, your name and/or phone number will be released to the person receiving your call.

How to use Caller ID Blocking Per-Line:

If you have requested Per-line Blocking from your telephone company, you do not need to dial a code to block your number each time. Your number will always appear as "P," PRIVATE or ANONYMOUS.

To turn off Per-line Blocking:

(Allows your name and/or number to be displayed on an individual call) Press *82 before placing the call. Listen for the confirmation tone (2 beeps) and a dial tone. Per-line Blocking will be automatically activated when you hang up from the call.

Selective Call Rejection

To "turn on" Selective Call Rejection:

1. Press *60.
Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
2. Follow the voice instructions, and press 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on).

To add the last caller to your list:

Press #01#.

To add a number to your list:

Press #.

Then follow the voice instructions. You can store up to 6 numbers in your Selective Call Rejection list.

To remove a number from your list:

Press *.

Follow the voice instructions to remove any or all of the numbers from the list.

To hear the phone numbers on your list:

Press 1.

After the list is read, voice instructions will follow.

To hear the instructions again:

Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Preferred Call Forwarding, and similar services.

Selective Call Acceptance

To access Selective Call Acceptance:

1. Press *64.

Listen for an announcement telling you whether the feature is currently on or off. A prerecorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.

2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on).

To add the last caller to your list:

Press #01#.

To add a number to your list:

Press #.

Then follow the voice instructions. You can store up to 6 numbers in your Special Call Acceptance list.

To remove a number from your list:

Press *.

Follow the voice instructions to remove any or all of the numbers from the list.

To hear the instructions again:

Press 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Priority Ringing, Preferred Call Forwarding, and similar services.

Anonymous Call Rejection

How to use Anonymous Call Rejection:

1. Press *77.
2. Listen for announcement confirming that Anonymous Call Rejection is activated. After you hear the announcement, hang up.

How to cancel Anonymous Call Rejection:

1. Press *87.
2. Listen for announcement confirming that Anonymous Call Rejection is turned off. Then hang up.

Note:

- Callers who have blocked the display of their name and/or number will hear an announcement stating you do not accept calls from private numbers, and they should remove blocking and call again. All other calls will ring through as usual.

Mandatory Account Codes (Toll Control With Pin)

You cannot originate calls beginning with 1 or 0 unless you have an Account Code. Calls can be made to directory assistance, repair service, time and temperature, and universal emergency service (911). 1 and 0 calls can be made only when using your unique Account Code, with the exception of toll free numbers.

How to use Mandatory Account Codes:

1. After you dial a telephone number that requires an account code, immediately enter your unique account code to complete the call.
2. If you do not immediately enter an account code, there will be a short delay you will hear 2 beeps and an announcement to enter a valid account code.

If a code is not entered or if a code is incorrect, an announcement will play stating that an invalid code has been entered, and the call will not be completed. If the maximum number of attempts per call are reached, an announcement is played, and the call is not completed.

Call Trace (Call Tracing)

How to use Customer Originated Call Trace:

1. When you get a nuisance call, hang up. Lift handset again, and listen for normal dial tone.
2. Press *57.
3. Listen for the announcement: "to trace the last call received dial 1, otherwise hang up."
4. Press 1. An announcement confirms the call has been traced. Hang up.
5. The number you traced will be recorded at the phone company.

Notes:

- Call Tracing must be used immediately after you hang up on the call you want traced. If you get another call or hear a Call Waiting tone first, you will trace the wrong call.
- You should contact the local law enforcement authority within 72 hours after completing a trace to ensure the information is kept on file. If you decide to follow-up the matter, the traced information will be provided to them.

Fixed Call Forwarding

Fixed Call Forwarding is ideal for the person or business that has moved to another location. This feature lets you keep your established number while forwarding calls to your new location.

*Programming changes are made through your local phone company.

Teen (SIRA) Service

Teen Service allows you to have up to three phone numbers on a single phone line. When called, each number has its own unique ring. It is great for teenagers, roommates, or home-based businesses. Teen Service can help you create an individual identity. The unique ring can also help you identify incoming calls as to the type of call or who it is for before you answer. Teen Service gives you some of the benefits of a second line at a fraction of the cost. Even works with Call Waiting** and Caller ID features.

Additional Services

- ***Additional Line***
- ***Additional Listings***
- ***Non-Published Number***
- ***Guaranteed Phone***
- ***Touchtone Dialing***
- ***Inside Wire Protection***
- ***Toll Restriction***

Cannot originate calls starting with 1 or 0. Calls can be made to directory assistance, repair service, and universal emergency number service.

Call Blocks

900 & 976 Call Block:

Calls cannot be made to 900 and 976 numbers from your phone.

800, 877, 866 and 888 Call Block:

Calls cannot be made to 800, 877, 866 and 888 number calls.

800, 877, 866 and 888 Access:

Blocks all long distance calls placed from your phone except 800, 866, 877, 888 and other toll free numbers.

Directory Assistance Block:

Calls cannot be made to Directory Assistance (411).