FEATURES

Express Home Phone Service includes unlimited local and long distance calls, including Canada. It is available with or without voicemail.

ROBOCALL BLOCKER

Intercepts suspicious calls before they reach you, reducing the potential of being scammed! Buckeye's Robocall Blocker technology blocks those annoying automated calls from telemarketers, political calls, and ID spoofers, while allowing automated calls from schools, doctors' offices, and emergency numbers to ring through normally.

VOICEMAIL

Voicemail works like an answering machine, allowing you to receive and store messages when you are away from home or cannot answer the phone.

Features
- 1 voicemail box
- 15-minute storage capacity
- 3-minute message duration

Some phones have a voicemail indicator light, which will be on when you have a new message. If you do not have a voicemail light, you will hear several short dial tones, then a regular dial tone, when you first pick up the phone.

ACCESSING YOUR VOICEMAIL

From your home phone:

1. Press *⑨⑨

2. Enter your PIN, followed by #

   `The system responds with menu prompts`

**From another phone
(in or outside of your home):**

1. Call **419.724.9801**

   `The system asks you to enter your mailbox number`

2. Enter your 10-digit home phone number, followed by #

   `The system asks you to enter your PIN`

3. Enter your PIN, followed by #

   `The system responds with menu prompts`

CREATING A PERSONAL IDENTIFICATION NUMBER (PIN)

If you are calling into the system for the first time, your PIN has not yet been created. A temporary PIN is already in place and is one of the following numbers:

- The last four digits of your home phone number
- The last four digits of your Buckeye Broadband account number
- The 4-digit security code at the top of your Buckeye Broadband bill.

⚠ If none of the temporary PINs above give you access to your voicemail, please call **Customer Service** at **419.724.9800** (NW Ohio and SE Michigan) or **419.627.0800** (Erie County) to have your PIN reset.

FEATURES (CONTINUED)

After you have gained access to your voicemail for the first time, follow the prompts to set up a new PIN that you will use for all future voicemail access.

VOICEMAIL USER INTERFACE

Cancel/Exit	Press *
Complete/Skip	Press #

From the main menu:

Listen to Messages	Press ①
Send Messages	Press ④
Dial-by-Name Menu	Press ⑤
User Options/Preferences	Press ⑨

THIRD-PARTY CALL BLOCKING

Prevents a call from a phone other than your home line being billed to your account.

COLLECT CALL BLOCKING

Prevents inbound collect calls to your home line.

900 BLOCKING

Prevents anyone in your home from placing calls to 900 numbers. This can be added or removed from your account by calling **Customer Service** at **419.724.9800** (NW Ohio and SE Michigan) or **419.627.0800** (Erie County). **You can still place phone calls to area codes beginning with a 9.**

VACATION SERVICE

Allows you to keep your telephone number while you are gone for an extended period of time (at least one month).

NON-LISTED

Keeps your telephone number out of the phonebook, but it can be retrieved through telephone directories such as 411.

NON-PUBLISHED

Keeps your telephone number out of the phonebook and telephone directories such as 411.

ENHANCED FEATURES

The Enhanced Phone Features package bundles the most popular à la carte phone features for one low monthly price.

ANONYMOUS CALL REJECTION

Your phone will not ring if the caller is anonymous. The caller will hear an announcement,

```
"The party you are calling has declined
   to receive this call. Please try your
      call again with Caller ID enabled."
```

1. Dial *⑦⑦ to enable
2. Dial *⑧⑦ to disable

AUTOMATIC CALL BACK (*⑥⑨)

Allows you to automatically redial the last incoming call to your phone line.

1. Dial *⑥⑨

```
The system announces the phone number of
        the last person who called you.
```

2. After the announcement, press ① to return the call.

Note: Automatic Call Back may not function properly for cell phones or phone providers who do not allow this ability.

ENHANCED FEATURES (CONTINUED)

CALL FORWARDING

Automatically redirects incoming calls to another telephone number or device.

1. Press *⑦② to activate.
2. Enter the 10-digit telephone number where you would like to have the calls forwarded.

> The system will verify by reading back the "forward to" number.

3. Press *⑦③ to deactivate.

CALL FORWARDING WITH REMOTE ACTIVATION

Allows you to forward your home phone number from any phone line.

1. To use the remote access feature, call **419.754.9938** and listen for instructions.
2. Dial your own telephone number.
3. Then enter your assigned Personal Identification Number (PIN). Your PIN will be assigned when you call your Buckeye Broadband representative to establish this service.

Option 1: Call Forward Unconditional	Forwards all calls to a specified phone number.
Option 2: Call Forward When Busy	Forwards all calls to a specified phone number only when your phone is busy.
Option 3: Call Forward No Answer	Forwards all calls to a specified phone number only when your phone is not answered.
Option 4:	Modify PIN

❗ If you also have Voicemail, Buckeye Broadband strongly recommends that you do not modify the Call Forward Busy and No Answer options.

CALLER ID WITH NAME

Displays both the telephone number and name of an incoming caller.

> This feature requires a Caller ID box or telephone equipment that supports Caller ID with Name. Normally, incoming cellular calls will not display the name of the person calling, just the number.

Note: Due to network limitations, calls from some areas will not show a name. Although rare, some will not show a number or name.

CALL WAITING ID (*⑦⓪)

Alerts you that another caller is trying to reach you by displaying the Caller ID information of the incoming call on your Caller ID unit, while you're on the phone. You may answer that call without hanging up on the original call.

Call Waiting ID only works if you subscribe to Caller ID with Name.

> Certain telephones and Caller ID equipment do not support this feature.

> While on a call, you hear a tone signifying an incoming call

1. Press the hook/flash button if you want to answer the second call.
2. To return to the original call, press the hook/flash button again.

CALLER ID BLOCKING (*⑧②)

Blocks your Caller ID information from being displayed to the person you are calling.

> To override this feature on a per-call basis, press *⑧②.

CUSTOMER SERVICE 419.724.9800 (NW Ohio & SE Michigan) 419.627.0800 (Erie County)

ENHANCED FEATURES (CONTINUED)

CALL PRIVACY (*⑥⑦)

Blocks your Caller ID information from being displayed when making outgoing calls (on a per-call basis).

1. Dial *⑥⑦ prior to making your call to block your outgoing Caller ID.

   > Your number will be displayed to the receiving party as "Private Call."

   | Please keep in mind that some parties you call may block "Private Calls."

2. If your call does not go through, dial the number again without dialing *⑥⑦.

DO NOT DISTURB

Place your phone line in a busy state to all incoming calls. The calling party will hear a message stating the called party does not wish to be disturbed. If you have Voicemail, the call will automatically go to Voicemail. This feature does not affect outgoing calls on your line.

1. Press *⑦⑧ to activate this feature.
2. Press *⑦⑨ to deactivate

REPEAT DIALING (*⑥⑥)

Automatically continues to dial a busy number for up to 30 minutes. It will alert you with a unique ring tone once the call is connected.

1. After hanging up on the busy dialed number, pick up the receiver and press *⑥⑥.

   > The system will provide an automated confirmation of the feature activation.

   | When the called line becomes available, your phone will ring with a unique ring. When you pick up the phone, you will hear a dial tone, and the party you are trying to reach will be automatically dialed.

2. Dial *⑧⑥ to deactivate this feature within the 30-minute callback period.

Note: Due to other telephone company issues, this feature may not function when calling a non-Express Home Phone Service customer.

SPEED DIAL 8

Allows you to store up to 8 telephone numbers for quick dialing, using two keystrokes rather than 10 or more. Valid speed dial locations are 2–9 on your phone keypad.

To use Speed Dial, press the desired Speed Dial location (2–9) then press the # sign.

To add numbers to your speed dial

1. Dial *⑦④

   > System responds: "Your speed dialing service is on/off".

2. Press ① to turn the service on/off.
3. Press ② to add numbers to your list.

   > System responds…

4. Dial the speed dial number you want to assign (2–9).
5. Then dial the phone number to be added.
6. Then press the # sign.

To delete numbers from your speed dial

1. Press ③ to delete numbers from your list.

   > System responds…

2. Dial the one digit location number (2–9) to be removed.
3. Press ⑥ to exit.

At any time, press 0 to repeat instructions

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ENHANCED FEATURES (CONTINUED)

SELECTIVE CALL REJECTION
Allows you to block specific incoming callers from dialing your telephone number. A blocked caller is automatically disconnected after hearing an announcement stating,

> "The number you dialed is not accepting calls from this number."

1. Dial *⑥⓪ and wait for the menu

Enable/Disable	Press ①
Add numbers to list	Press ②
Delete numbers from list	Press ③
Exit	Press ⑥
Repeat the instructions	Press ⓪

THREE-WAY CALLING
Allows you to add a third party on the line of an existing two-party call. All three parties can then speak simultaneously.

1. To activate from an existing two-party call, press the hook/flash button.

> You will hear a dial tone.

2. Dial the number of the third party.
3. When the third party answers, press the hook/flash button to connect all parties.
4. If there is no answer from the third party, simply press the hook/flash button twice to return to your original call.
5. To disconnect the second or third parties from the call, that party can just hang up from the call and the remaining two parties can continue the call.

Note: If you have a three-way call in progress, the originator of the three-way call cannot hang up. If the originator hangs up all three parties will be disconnected.

TROUBLESHOOTING

If you experience any problems with your Express Home Phone Service or calling features, please call **Customer Service** at **419.724.9800** (NW Ohio and SE Michigan) or **419.627.0800** (Erie County) and one of our representatives will assist you.

❗ **IMPORTANT: DO NOT RESTART YOUR MODEM** or shut down any of the equipment unless you are instructed to do so by the Buckeye Broadband Customer Relations Representative.

Before calling, please be prepared to answer the following questions:

1. Is your cable television working properly?
2. If you have Buckeye Broadband Internet, can you still access the Internet?
3. Do any of your phones have a dial tone?
4. Are all phones plugged in properly?

Thank you for your cooperation. Having the answers to these questions prior to calling Customer Service will allow the representative to handle your call with greater speed and efficiency.

GENERAL FAQ

WHO IS ELIGIBLE FOR EXPRESS HOME PHONE SERVICE?

Eligibility includes anyone living in a Buckeye Broadband serviceable area in Michigan or Ohio.

DO I NEED TO DIAL ALL 10 DIGITS OF THE PHONE NUMBER FOR MY LOCAL CALLS? DO I NEED TO DIAL "1" BEFORE THE 10-DIGIT PHONE NUMBER?

Yes, Ohio and Michigan customers need to dial all 10 digits for all calls within their local calling areas. However, there are no more toll charges for these local calls, and no more dialing "1" before the 10-digit phone number.

CAN I KEEP MY NUMBER IF I MOVE?

Generally, you will be able to keep the same number if you are moving within the same county and the location is served by Buckeye Broadband.

WILL MY PHONE NUMBER BE IN THE LOCAL PHONEBOOK OR BE AVAILABLE TO PEOPLE THROUGH DIRECTORY ASSISTANCE?

Yes, unless you request not to be listed in the local phonebook or not to be included in Directory Assistance.

CAN I GET MORE THAN ONE (1) LINE WITH EXPRESS HOME PHONE SERVICE?

Yes.

HOW IS EXPRESS HOME PHONE SERVICE BILLED?

Charges for your Express Home Phone Service will appear on your monthly Buckeye Broadband bill. Visit your myBuckeye account page at **myBuckeye.BuckeyeBroadband.com** to see your billing details.

WILL MY EXPRESS HOME PHONE SERVICE WORK IF MY POWER GOES OUT?

No, you must purchase a battery backup.

Docsis 3.1 modems do not have batteries. Older models such as the 3.0 modems do have batteries but they aren't likely to last long. Because this is outdated technology, Buckeye Broadband no longer supports battery replacement.

If you would like to have a backup in place, Buckeye Broadband recommends purchasing an uninterruptible power supply (UPS), which will power the modem for phone calls anywhere from 29–60 minutes as long as nothing else is plugged into it. You can purchase a UPS at Best Buy and other similar retail stores.

Note: A UPS will not work with cordless phones.

WHAT TAXES OR ADDITIONAL CHARGES WILL APPEAR ON MY BILL?

Buckeye Broadband charges all required federal, state, county and city/local taxes, plus additional surcharges. Tax amounts vary depending on the package you've selected. Please visit our website (**BuckeyeBroadband.com**) for the most current line charges and other costs.

WHAT ARE SOME OF THE CITIES IN YOUR EXPANDED LOCAL CALLING AREA?

For customers in Ohio, our expanded local calling area includes most of the 419 and 567 area codes, as well as Erie, Temperance and Lambertville, Michigan. For customers in Michigan, our local calling area includes Erie, Lambertville, Lost Peninsula, North Sylvania, Temperance, Blissfield, Ida, and Petersburg, Michigan; plus Curtice-Oregon, Holland, Maumee, Perrysburg, Richfield-Berkey, Stony Ridge, Sylvania, Toledo, Waterville, Moline, Swanton, Whitehouse, Woodville, Genoa, Delta, Elmore, Metamora, Grand Rapids, Haskins/Tontogany and Luckey, Ohio.

CUSTOMER SERVICE   419.724.9800 (NW Ohio & SE Michigan)   419.627.0800 (Erie County)

GLOSSARY

ACCESS CHARGES
Fees paid by long distance carriers to local telephone companies for use of local facilities to originate or terminate calls.

EUCL
A federal fee that allows telephone companies to cover the cost of telephone wires, poles and local network facilities and recover part of the costs of completing long distance calls on their networks.

FEDERAL COMMUNICATIONS COMMISSION (FCC)
U.S. agency which regulates communication by wire and radio, including the licensing of radio and television stations.

TELECOMMUNICATIONS ACT OF 1996
Passed by the Federal Government and implemented by the FCC, this act deregulates the local telephone industry.

TOLL
Fee for calls that are not considered to be local calls.

TRS
"Telecommunications Relay Services" are telephone transmission services that provide the ability for an individual who has a hearing or speech impairment to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech impairment.

USF
The Federal Universal Service Fund (USF) is a fund developed by the Federal Communications Commission (FCC), as directed by Congress, to help promote telecommunications service nationwide for emergency services, government services, and surrounding communities. The USF provides support for low-income consumers, high-cost service areas, schools, libraries and rural health care.

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LEGACY FEATURES

PRIVACY MANAGEMENT (*⑨⑤)

Screens all anonymous[1] incoming calls. When this service is enabled, if the caller's ID is blocked, the caller will be prompted to provide PIN identification or to record a name.

When privacy management is enabled, the caller hears,

> "The person you are calling does not accept unidentified calls. Press ① to enter PIN or ② to record your name, otherwise hang up and try your call later".

Your phone will ring with a distinctive ring and when you answer, you'll hear a recording at which time you may:

- Review the incoming caller's name
- Accept the call.
- Send the incoming call to voicemail.
- Send call to a "not available" announcement.
- Hang up. If you simply hang up, the calling party will hear ringing as if you had not answered the call.

To disable/enable or manage, dial *⑨⑤.

> System confirms that the feature is on/off.

Turn PM on/off.	Press ①
PIN Management, (set or modify).	Press ②
Review menu.	Press ⑨
To hang up.	Press ⑥

---

1   An anonymous call is one which does not display a number. Most calls display a number unless the caller intentionally blocks his/her number. There are some locations that do not send a number due to technological limitations.

SELECTIVE CALL FORWARDING

Only calls that are received from numbers you specify will be forwarded to another phone number. When you receive a call from a telephone number on your Selective Call Forwarding list, your phone will only ring once to alert you that the call has been forwarded.

1.   Press *⑥③ and wait for the menu.

Enable/Disable	Press ①
Add numbers to list	Press ②
Delete numbers from list	Press ③
Specify the target number	Press ⑦
Exit	Press ⑥

SELECTIVE CALL ACCEPTANCE

Allows you to specify, in a call acceptance list, which numbers will ring through to your phone.

1.   **Dial 419.724.9800, then option ③**
2.   Verity your PIN with a Customer Relations Representative.
3.   The Customer Relations Representative will enter your requested numbers into the system.
4.   Repeat steps 1–3 any time you wish to make changes to your list.

Note: You will only receive calls from numbers on your Selective Call Acceptance list. All other calls will be blocked!

MOVERS VOICEMAIL

Allows you to tailor your own unique message to be announced when someone calls your disconnected phone number. The caller can then leave a voicemail message that you can retrieve. Movers Voicemail is available for a maximum of 90 days, and is only available for Express Home Phone Service customers who are receiving a new telephone number.

LEGACY FEATURES (CONTINUED)

DISTINCTIVE RING

Two telephone numbers are assigned to a single phone line, and each phone number will have a distinctive ring.

For example, if you have a fax machine, you can assign two telephone numbers (one for your fax and one for your telephone) to a single line. **This feature requires Call Waiting.**

RELOCATION RING

Enables you to keep your old phone number if you have moved to a location that requires a new phone number (for example, moving from a Perrysburg address to a Toledo address).

MULTI-RING

When you receive a call from one of up to five programmed numbers, you will hear a distinct ring. The person calling you will not know that a distinctive ring has been assigned to their call.

1. To enable, dial *⑥① and wait for the menu.

Turn multi-ring on/off	Press ①
Add phone numbers to your list	Press ②
Remove numbers from your list	Press ③
Exit	Press ⑥
Repeat instructions	Press ⓪

Available Ring Pattern Options

Standard ring pattern when no distinctive ring is assigned

Short ring, short pause, short ring, long pause. Sequence repeats.
• •   • •

Short ring, short pause, short ring, short pause, short ring long pause. Sequence repeats.
• • •   • • •

Short ring, short pause, medium ring, short pause, short ring, long pause. Sequence repeats.
• •• •   • •• •

Short ring, long pause. Sequence repeats.
•   •   •

2. Wait for confirmation tone.
3. Enter a number from 1–4 to assign one of the following call waiting beep tones.

Call Waiting Beep Pattern Options

Standard beep tone pattern when no distinctive beep is assigned

Two short beeps, 10-second pause. Sequence repeats.
• •   • •

Three short beeps, 10-second pause. Sequence repeats.
• • •   • • •

Two short beeps, one-second pause, short beep, ten second pause. Sequence repeats.
• • •   • • •

1. Wait for the confirmation announcement and hang up. Distinctive Ring and Call Waiting beep tones are now activated

VANITY TELEPHONE NUMBER

Enables you to choose a specific, easy-to-remember telephone number. For example, 419.725.OHIO.

LEGACY FEATURES (CONTINUED)

ADDITIONAL LISTING
A second listing in addition to your primary phonebook listing.

INFORMATION LISTING
Additional lines of information which may be included with primary or additional phonebook listings.

CUSTOMER SERVICE

BUCKEYE BROADBAND
If you have any questions or experience any problems with your Express Home Phone Service, please contact **Customer Service** at **419.724.9800** (NW Ohio and SE Michigan) or **419.627.0800** (Erie County)

PUCO
The Public Utilities Commission of Ohio (PUCO) is a state agency that has authority over many aspects of the telephone service provided, including rates and quality of service.

A "bill of rights" summarizes some of the PUCO's rules for telephone companies. For more detailed information, please contact Buckeye Broadband or the PUCO at **www.puco.ohio.gov** or any of the following phone numbers:

1-800.686.7826 (toll free) or **614.466.3292**

TDD/TTY at **1-800.686.1570** (toll free) or **614.466.8180** from 8 a.m. to 5 p.m. weekdays.

MPSC
The Michigan Public Service Commission's (MPSC) statutory responsibilities related to telecommunications services require that technical support be available to companies providing the services and customers using the services.

For reference to consumer options, statutes, rules and standards, please visit **www.michigan.gov/mpsc** or call **517.241.6180**.

DIGGING OR DRILLING?
Please call before digging or drilling on your property in Ohio and Michigan.

Ohio Utilities Protection Service (OUPS)
Call Before You Dig: **8-1-1** or **1-800.362.2764**

Michigan's One-Call Utility Notification Organization (MISS DIG)
1-800.482.7171