

# Quick Reference Guide

## Feature Quick Reference:

- Call Forwarding Universal . . . \*72
- Call Waiting Cancel . . . . . \*70  
(single call only)
- Continuous Redial . . . . . \*66  
Continuous Redial Cancel \*86
- Distinctive Ringing . . . . . \*61
- Last Call Return . . . . . \*69

### Caller ID Blocking:

- 1. Turn on: Press \*67 before placing call
- 2. Turn off: Press \*82 before placing call

### Anonymous Phone Rejection:

- 1. Turn on: Press \*77
- 2. Turn off: Press \*87

Midcontinent telephone service also includes valuable access to 911 Emergency, 811 One Call Dig Locates (where available), 711 Telecommunications Relay for hearing and speech assistance, 511 Highway Information and 411 Local Directory Assistance\*. Link-Up America and Lifeline Assistance are available for customers who qualify for those programs.

\*411 Directory Assistance fee applies per each use of the service.

## Voicemail Quick Reference:

To access your voicemail from your home phone dial your retrieval number. To access from another phone, dial your home phone number and press 7 as soon as the message begins.

### Checking Messages:

- 1. Log in to Voicemail
- 2. Press 1 to Listen
- 3. After listening, choose:
  - 9 to save the message
  - 4 to replay the message
  - 7 to erase the message

### While listening you can:

- Press 1 to back up 10 seconds
- Press 11 to back up to the beginning
- Press 3 to move forward 10 seconds
- Press 33 to skip to the end

Retrieval Number:

Voicemail Security Code:

### Other User-Friendly Keys:

- Press 0 for help at any time
- Press # to skip to the next message
- Press ## to skip to saved message
- Press \* to exit or back up
- Press 2 to pause or resume the current action



# Telephone User's Guide



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# Welcome To Midcontinent Communications!



Thank you for choosing Midcontinent Communications as your telephone service provider. Providing you with the best possible service is our top priority.

Please review this welcome booklet carefully. In it you will find:

- A features guide outlining a variety of available features and instructions for their use.
- A Voicemail guide containing set-up and utilization instructions.

We have set up your digital phone line to provide the features that you requested on your order. Your directory listing will be as you requested and will remain the same unless you direct us to change it. To subscribe to our Digital Phone Package, you must choose Midcontinent as your local and long distance service provider. If you choose a Local Digital Service Line only, you may select both an in-state long distance carrier and an out-of-state long distance carrier for 1+ dialing. Should you wish to change long distance providers in the future, you will be billed \$5.00 per change.

With Midcontinent Telephone service, you have easy access to Telephone Relay Services by dialing 711. For the latest Road Conditions simply dial 511.

In the event you feel your services have been “slammed,” or taken by a telephone company without your authorization, you may contact your state Public Utilities/Service Commission. In South Dakota call 1-800-332-1782, in North Dakota call 701-328-2400 and in Minnesota call 1-800-657-3728.

Please remember that customer service is just a phone call away, 24 hours a day, 7 days a week, at **1-800-888-1300**. We welcome your comments and questions.

Midcontinent Communications’ Terms and Conditions Agreement for Telephone Service can be found on our website at [www.midcocomm.com](http://www.midcocomm.com).

Again, thank you for choosing Midcontinent Communications. We look forward to providing your telephone services.

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## Rights & Responsibilities

### Local Phone Service

If you switch your local telephone service to Midcontinent Communications and choose to keep your existing telephone number(s), Midcontinent Communications will contact your current local service provider to transfer your existing numbers and terminate your existing service.

If you switch your local telephone service to Midcontinent Communications and choose a new Midcontinent Communications telephone number, you must notify your current carrier of the change after your new telephone number has been installed.

### Long Distance Phone Service

If you are changing to Midcontinent Communications long distance service, you must notify your current carrier that you want to terminate your long distance service with them. Some carriers will require written authorization.

If you choose to keep your current long distance carrier, you must notify them that Midcontinent Communications is now your local telephone service provider.

*\* Midcontinent Communications must be designated as your long distance carrier in order to take advantage of our Digital Phone Package.*



## Consumer Tips

- Be aware that charges are always incurred when you listen to or participate in a program offered over a 900 number, even if you are calling to claim a “free” prize. Listen to the introductory message and hang up promptly if you decide you are not interested in the program or do not wish to pay the charges given.
- Be aware that information services are rarely completely free if they are provided over toll-free numbers. If it sounds too good to be true, it probably is.
- Be careful in making all long distance calls, accepting collect calls, or accepting unsolicited offers from information providers.
- Be aware that not all advertisements for information services disclose the charges you will be assessed.
- Caution children or other individuals who make phone calls from your telephone line about the charges associated with calls to information services.
- Caller ID information is passed through the phone line when you make a call unless you have it blocked. (see page 12)

## Telephone Fraud Is A Serious Problem

Today, telemarketing fraud is a multi-billion dollar business in this country. Every year, thousands of people lose anywhere from a small amount to their life savings, and it is very difficult to get your money back if you’ve been cheated. Please keep the following information by your phone to help you determine if a call is legitimate:

- If you have to purchase something, give out your credit card number, bank information, or send a personal check to be eligible for the “great offer,” refuse it. Check with your local consumer protection agency (Better Business Bureau, etc.) prior to doing business with an unfamiliar company.
- If you are promised free gifts, prizes, or vacations if you “act right now,” consider this a warning. Take your time. Legitimate companies won’t pressure you into making a snap decision.
- Con artists often label phony charities with names that sound like better-known, reputable organizations. Ask the caller to send written information on their organization. Reputable charity groups are happy to do this.

The Federal Trade Commission (FTC) requires telemarketers to make certain disclosures and prohibits certain misrepresentations. It also gives you the power to stop unwanted telemarketing calls and provides state law enforcement officers the authority to prosecute fraudulent telemarketers operating across state lines.

The FTC’s Telemarketing Sales Rule covers most types of telemarketing calls to consumers, including calls to pitch goods, services, “sweepstakes,” prize promotions, and investment opportunities.

For more information about telephone fraud and the rules governing phone telemarketing, contact the Federal Trade Commission at **1-877-382-4357**.

# Feature Packages & Phone Bill Information

## Midcontinent's Digital Phone Package<sup>†</sup>:

The Digital Phone Package includes your local access line AND unlimited local and long distance phone calls to all 50 United States, Canada, Puerto Rico, the Virgin Islands and Guam\*. Call anytime, day or night, with no calling plan minutes to manage.

### CALLING FEATURE OPTIONS\*\*

- Speed Call 8
- Speed Call 30
- Distinctive Ringing
- Non-Listed Service
- Non-Published Service
- Call Waiting
- Call Waiting ID
- Continuous Redial
- 3-Way Calling
- Call Forwarding Universal
- Last Call Return
- Call Forward Busy Don't Answer

*\*\*All features not available in all areas.*

Several features are also available on most Midcontinent lines on a pay-per-use basis for customers who have not selected the Digital Phone Package. These include 3-Way Calling, Continuous Redial, Call Trace and Last Call Return. These features function as described in the following pages and incur a per use charge. If you would like to have these features blocked from service, please call 1-800-888-1300.



\* Locations other than those listed above are considered International and charged per minute calling rates. Some restrictions apply. Customer minutes used may be monitored and if in excess of 5,000 minutes of toll usage per month, a residential customer will be presumed to be in violation of the applicable restrictions of the service agreement. To review the customer service agreement or see international calling rates, visit our website at [www.midcocomm.com](http://www.midcocomm.com).

<sup>†</sup> Available in Midcontinent serviceable areas only. Calling card calls, 900 number calls, operator assisted calls, and Directory Assistance are not included in the Digital Phone Package and may incur additional charges. Deposit may be required.

## Understanding Your Telephone Bill

Your Midcontinent Communications telephone bill includes taxes and fees mandated by law that include the following:

- Residential Access Line Charge. This is a charge proposed and authorized by the Federal Communications Commission (FCC), for providing access to, and maintenance of, the local network.
- Local Number Portability Surcharge. The FCC allows telephone companies to add this charge to all telephone lines. This fee compensates the companies for their work in creating systems in which people who change local telephone companies can take their telephone number with them.
- Hearing Impaired Surcharge. State government imposes this monthly charge, which helps to provide telephone services to the hearing impaired.
- County Government 911 Surcharge. This fee helps pay for the emergency 911 calling system.
- State and Federal Taxes. The amount of your State and Federal taxes varies with your location. All telephone companies assess the same percentages.
- Federal Universal Service Fund. The Federal Universal Service Fund (FUSF) supports telecommunication needs of consumers in low-income households, schools, libraries, and rural healthcare providers.

Depending upon your location, other taxes and fees may apply.

**Midcontinent Communications bills for recurring services (line, features and options/packages) one month in advance. Your first bill will include your regular monthly charges in addition to any installation fees and partial month charges incurred since installation.**

# Using the Features of Your Service

For more information about the features on your line, consult your monthly statement, or call **1-800-888-1300**. Or, visit the Midcontinent website at: [www.midcocomm.com](http://www.midcocomm.com).

## Speed Call 8 and 30

You can store 8 or 30 frequently called numbers by dialing just one or two digits instead of the entire phone number.

### Programming Speed Call 8:

1. Lift the handset and dial **\*74**.
2. Listen for a stutter dial tone.
3. Choose a one-digit speed code (choose any number, 2-9).
4. Dial the phone number you want assigned to that speed code (for long distance numbers, include a "1" and the area code).
5. You'll hear a tone confirming the number is programmed. (Repeat steps as needed.)

### To Change Your Speed Call 8 List:

1. Lift the handset and dial **\*74**.
2. Listen for the stutter dial tone, and then enter the one-digit code you wish to change.
3. Enter the new telephone number (for long distance numbers, include a "1" and the area code).
4. A fast busy signal indicates the number has been stored.

### Using Speed Call 8:

1. Lift the handset and listen for a dial tone.
2. Dial the desired one-digit speed code followed by #.

### Programming Speed Call 30:

1. Lift the handset and dial **\*75**.
2. Listen for a stutter dial tone.
3. Choose a two-digit speed code (choose any number, 20-49).
4. Dial the phone number you want assigned to that speed code (for long distance numbers, include a "1" and the area code).
5. You'll hear a tone confirming the number is programmed. (Repeat steps as needed.)

### To Change Your Speed Call 30 List:

1. Lift the handset and dial **\*75**.
2. Listen for the stutter dial tone, and then enter the two-digit code you wish to change.
3. Enter the new telephone number (for long distance numbers, include a "1" and the area code).
4. A fast busy signal indicates the number has been stored.

### Using Speed Call 30:

1. Lift the handset and listen for a dial tone.
2. Dial the desired two-digit speed code followed by #.

## Distinctive Ringing

Do you want to know when priority people are calling? Distinctive Ringing will let you know when designated people are calling with a special ring. You can store up to 15 different priority numbers.

### How To Use:

1. To set up or change your Distinctive Ringing options, pick up your phone, dial **\*61**, and follow the recorded instructions.
2. To cancel Distinctive Ringing, pick up your phone, dial **\*81**, and follow the recorded instructions.



## Non-Listed and Non-Published Services

Your directory listing will be as you requested and will remain the same unless you direct us to change it. You will be published in the directory and your phone number will be available from directory assistance. As a feature option, you may select that your listing be Non-Listed (not printed in the directory, but available in directory assistance) or Non-Published (not printed in the directory, and not available in directory assistance).

For additional privacy, Caller ID Blocking is automatically added to your phone line when adding the non-published option to your phone service (with or without signing up for a telephone package that includes Caller ID.) Blocking instructions are noted within the Caller ID section on page 12.

## Call Waiting

A quick beep signals that you have another call when you are on the phone. You can put the original caller on hold while taking the second call, or flip between the two.

### How To Use:

1. When you hear the tone, quickly press and release the receiver button on your phone, and greet your new caller.
2. To alternate between calls or return to your first caller, quickly press and release the receiver button on your phone.
3. To end either conversation, simply hang up.
4. If one of your callers is still on the line, your phone will ring. When you pick up the call, you will be connected to the caller.

### To Turn Off Call Waiting Before a Call:

1. Push **\*70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
2. Place your call.
3. Call Waiting is automatically restored when you hang up.

### To Turn Off Call Waiting During a Call:

1. During your conversation, quickly press and release the receiver button on your phone. (If you do this at a Call Waiting indication you will answer the incoming call.)
2. Push **\*70** on your touch-tone phone. You will hear three short tones followed by a dial tone.
3. Quickly press and release the receiver button on your phone to return to your conversation.
4. Call Waiting is automatically restored when you hang up.

## Caller ID

Find out who is calling you before you pick up the phone. To use Caller ID, your phone must have, or you may purchase separately, a display unit that stores names and numbers of recent callers.

### How To Use:

1. When your Caller ID service is activated, follow the directions with your display unit.
2. "PRIVATE" or "ANONYMOUS" calls come from callers who have their names and numbers blocked.

### Options To Block/Unblock Your Caller ID:

Upon initial installation of your telephone service your name and number will not be blocked unless you have elected Non-Published Service.

#### *Blocking Your Caller ID*

You can block your name and number so when you place an outgoing call parties using Caller ID equipment will not see this information. "Private" will be displayed instead. Dial **\*67** before you place a call. When you hang up your Caller ID feature will be restored.

#### *Unblocking Your Caller ID Block (Non-Published Service)*

You can unblock your Caller ID block feature that is provided with Non-Published Service. Dial **\*82** before you place a call. When you hang up your Caller ID blocking feature will be restored.

## Anonymous Phone Rejection

As a service for customers choosing a telephone package with Caller ID, Anonymous Phone Rejection is added and allows you to block all anonymous calls coming into your phone.

### *To "Turn On" Anonymous Phone Rejection*

Lift the handset and press **\*77**. Two fast busy signals confirm that the service has been activated.

### *To "Turn Off" Anonymous Phone Rejection*

Lift the handset and press **\*87**. A stutter dial tone indicates the service has been cancelled.

## Call Waiting ID

With Call Waiting ID, you hear a tone when you are on the line indicating another call is coming to you. You also get a display that shows you who is calling. You can capture the call information on your display unit even if you chose to not accept the incoming call. (Caller ID display unit must be purchased separately.)

## Continuous Redial

Did you get a busy signal? Continuous Redial can let your phone redial those busy numbers while you make and receive other calls.

### How To Use:

1. When you get a busy signal, hang up, pick up the receiver again, and press **\*66**.
2. Your phone will continue to redial that number for up to 30 minutes.
3. A special callback ring notifies you when the call connects. Just pick up the phone, and you are connected to the person that you're trying to call.
4. To cancel, lift the receiver and press **\*86**.



## 3-Way Calling

Do you need to talk to two people at the same time? With 3-Way Calling, you will be able to add a second person to your call or put one person on hold and make a second call. You can use 3-Way Calling for both Local and Long Distance Calls.

### How To Use:

1. Place your first caller on hold by quickly pressing and releasing the receiver button on your phone.
2. You will hear a brief stutter tone. When you hear the normal dial tone, you can make your second call.
3. When the second caller answers, press and release the receiver button to connect all callers.
4. If the second caller does not answer or you reach a busy signal, press and quickly release the receiver button to return to the first caller.
5. If either party disconnects, you can continue talking with the remaining party.
6. To end the call completely, simply hang up.

## Call Forwarding Universal

Are you leaving the house and don't want to miss that important call? Call Forwarding Universal allows you to forward calls temporarily to another number you select.

Toll charges will apply to your bill for calls forwarded outside of your local call area.

### How To Use:

1. On your touch-tone phone, press **\*72**.
2. When you hear the dial tone, dial the number to which you want your calls forwarded. Wait for the person to answer.
3. If no one answers the phone, or the line is busy, hang up and repeat steps one and two. When Call Forwarding has been activated, you will hear a fast busy signal.
4. To verify your calls are being forwarded, press **\*72** on your touch-tone phone. If you hear a busy signal, your Call Forwarding is working. If not, repeat steps one and two.
5. To de-activate call forwarding, press **\*73** on your touch-tone phone. The stutter tone followed by dial tone indicates to you that your calls are no longer being transferred.

## Last Call Return

Did they hang up before you picked up? With **\*69**, you'll be able to return most of those calls.

### How To Use:

1. Lift the handset and dial **\*69**.
2. A recorded voice will give you the number of the call you missed and ask if you would like to return the call.
3. Press 1 to connect to that call.

Please note that not all numbers will be provided. Last Call Return does not work on 800 or 900 numbers, numbers outside the specified service area, and lines where Call Forwarding and some other call services have been activated.

## Voicemail Service

- To access the Voice Messaging Service from your home phone, call the retrieval number given to you by our customer service representative.
- To access the Voice Messaging Service from another phone, call your own phone number and press **7** as soon as the greeting starts.

Your mailbox number is your seven-digit phone number, and your temporary password is **1234**.

### Personalizing Voicemail

The first time you call your Voicemail Service retrieval number, follow these easy setup steps. Voice instructions will guide you through each step.

1. Call the Voicemail Service retrieval number provided by your Customer Service Representative.
2. Enter your temporary Security Code **1234**.
3. Then enter a permanent Security Code of your choice. It can be any number 4 to 15 digits long that doesn't begin or end with a zero.
4. Record a name to identify your mailbox.
5. Choose a greeting.

### Changing Your Security Code:

1. Call the Midcontinent Communications' Voice Messaging Service and log in.
2. Press **4** for personal options.
3. Press **2** for Administrative options.
4. Press **1** for Security Code.
5. Press **1** to change your password.

### Listening to Messages:

If you pick up your phone and hear a stutter dial tone for 2 seconds and then hear a regular dial tone, you have at least one message in your voice mailbox. Listen to your Voicemail using the following steps.

1. Call the Voicemail Service and log in.
2. Press **1** to listen to messages.
3. After listening to the message you can choose from the following options:
  - **9** to save the message
  - **4** to replay the message
  - **7** to erase the message

*Note to computer users:* The stutter dial tone may not be recognized as a dial tone by some dial-up modems. If your modem does not connect, first check to see if you have Voicemail waiting. If so, retrieve your messages to clear the stutter dial tone.

### While listening to a message you can:

- Press **1** to back up 10 seconds.
- Press **11** to back up to the beginning of the message.
- Press **3** to forward the message 10 seconds.
- Press **33** to skip to the end of the message.

To exit Voicemail, hang up.

### Other User Friendly Keys:

- Press **0** at any time if you need help.
- Press **#** to skip to the next message.
- Press **##** to skip to saved message.
- Press **\*** to exit or back up.
- Press **2** to pause or resume the current action.