



Good call.



Let's Talk!

Thanks for choosing Midcontinent Communications® and Digital Phone, the service that's got everyone talking!

Here at Midcontinent™ we consider each and every one of our customers to be family. And as with all our new family members, we'd just like to start things off by saying welcome.

This User Guide will provide information about all the great features available at your fingertips and give you helpful tips on how to get the most out of your new digital phone service. So go ahead: talk it up!

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About Your Phone Service

You asked for it, and we answered the call! Your digital phone line is set up and includes all the great features you requested with your order. And we've created your directory listing – we won't change or remove it, unless you ask us to.

If you've subscribed to our Digital Phone Package, we'll handle everything for you! Midcontinent will be your local and long distance service provider. If you choose a Local Digital Phone Line only, you may select both an in-state long distance carrier and an out-of-state long distance carrier (for 1+ dialing).

Telephone Relay Services provide support assistance to our hearing and speech impaired customers throughout the region. The service utilizes operators who facilitate the communication between the calling and receiving parties. We'll connect you – just dial 711.

For the latest road conditions – dial 511.

Dial 611

Option 1 – to access your voicemail box.

Option 2 – to connect with our Customer Care Team.

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In the event you feel your services have been taken by a telephone company without your authorization (otherwise known as “slamming”), you may contact your state's Public Utilities/ Service Commission:

SD Public Utilities Commission

500 East Capitol Street
Pierre, SD 57501
1.800.332.1782

ND Public Service Commission

600 E Broadway, Dept. 408
Bismarck, ND 58505-0480
1.701.328.2400

MN Public Utilities Commission, Consumer Affairs Office

121 7th Place East, Suite 350
Saint Paul, MN 55101-2147
1.651.296.0406 or 1.800.657.3782

Our friendly Customer Care Team is always just a phone call away – and we're here for you 24 hours a day / 7 days a week. 1.800.888.1300.

Our Terms and Conditions Agreement for Telephone Service can be found by visiting our website: midcocomm.com.

Again, we're thrilled you've chosen Midcontinent Communications to be your telephone service provider. Thanks, and here's to years of affordable calls and great conversation.

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Phone Provider Information

Local Phone Service

Most of our new customers keep their current phone number(s) when they switch their local telephone service to us. And we handle it all for you! Midcontinent will contact your current local service provider to transfer your existing numbers and to terminate your existing telephone service.

If you choose a new telephone number when you switch your local telephone service to us, you must notify your current carrier of the change once your new telephone number has been installed.

If you relocate to a different address, you must contact Midcontinent Communications to verify your new 911 address information. (Note: in the event of an extended power outage, 911 service may be limited or unavailable.)

Long Distance Phone Service*

If you are changing to Midcontinent's 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 with Unlimited[†] Long Distance.

Telephone Fraud is a Serious Problem

Telemarketing schemes. Bogus contests. Phone scams. Telephone fraud is a multi-billion dollar business for criminals. Don't be the next victim.

Depending on the type of scam, you can lose anywhere from a small amount of money to your entire life savings – and it can be difficult to get your money back. The voice certainly might sound friendly and trustworthy on the other end. But remember – it's always better to be safe than sorry when talking on the phone with someone you don't know.

We encourage you to keep the following Telephone Fraud* information handy at all times – preferably by your phone:

- If an unsolicited caller ever asks you to purchase something – or requests that you give out your credit card number, share bank information, or send a personal check for any reason at all – REFUSE! They may entice you by claiming you are eligible for a great offer. Don't fall for their tactics. Never provide your personal or financial information to an unsolicited caller.
- Check with your local consumer protection agency (Better Business Bureau, etc.) prior to doing business with any company you are unfamiliar with.
- You may be 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.

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- Con artists often lure victims by asking them to donate money to counterfeit charities. They may use names that sound like better-known, reputable organizations. Before you donate over the phone, ask the caller to send written information about their organization. Reputable charity groups are happy to do this for you.
- 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.

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- Caller Identification or “Caller ID”*** allows you to identify a caller before you answer your telephone. This service, however, is susceptible to fraud. Using a practice known as “Caller ID Spoofing,” disreputable parties can deliberately falsify the telephone number relayed as the Caller ID number to disguise the identity and originator of the call. For more information visit: fcc.gov/cgb/consumerfacts/callerid.

To obtain more information about telephone fraud, and the rules governing phone telemarketing, contact the Federal Trade Commission at 1.877.382.4357.

*Midcontinent reserves the right to terminate phone service due to fraudulent usage.

**Caller ID equipment not included.

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Phone the Way YOU Want It

Midcontinent's Digital Phone Package[‡]:

Congratulations! You've got the best Digital Phone Package available. It includes your local access line – and unlimited local and long distance calling as well!

Go ahead, call anywhere you want within the 50 United States – or Canada, Puerto Rico, the Virgin Islands, and Guam. Call anytime, day or night. It's hassle free with Midcontinent. No calling-plan minutes to manage, and no annual contract to sign!



Please note – several phone features are also available on a pay-per-use basis for Midcontinent telephone customers who are not subscribed to the Digital Phone Package. These features include 3-Way Calling, Continuous Redial, Call Trace, and Last Call Return. If you would like to have these features blocked from your service, please call our Customer Care Team at 1.800.888.1300.

[‡]Midcontinent Digital Phone Package is available to residential customers only and includes one phone line with direct dialed, unlimited local and long distance calling to the continental U.S., Alaska, Hawaii, Canada, U.S. Virgin Islands, Puerto Rico, and Guam. Other locations are considered International and charged at per minute calling rates (please check our website). Calling card calls, collect calls, 900 number calls, operator assisted calls and directory assistance are not included. Caller ID equipment not included. Not all services available in all areas. Digital Phone Service is subject to Terms and Conditions as outlined on our website at midcocomm.com.

Digital Phone Package Features

- Call Waiting ID
- 3-Way Calling
- Call Forwarding Universal
- Last Call Return
- Continuous Redial
- Speed Call 30
- Distinctive Ringing
- Caller ID Name & Number (includes Anonymous Call Rejection)

Caller ID equipment not included.

Phone Bill Information

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 the Federal Communications Commission (FCC) charge for providing access to (and maintenance of) the local network.

Local Number Portability Surcharge

This FCC-approved fee helps phone companies offset the associated with developing systems that allow consumers to keep their same telephone number when switching local providers.

Hearing & Speech Impaired Surcharge

A state government-imposed monthly charge, which helps to provide telephone services to the hearing and speech 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 the telecommunication needs of consumers in low-income households, rural healthcare providers, schools, and libraries.

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

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

Using Your Features

Call Waiting ID

Take a peek! With Call Waiting ID, not only do you hear a quick beep signaling that you have another call coming in, you also get a display that shows you who is calling. You can capture the call information on your display unit – even if you choose not to accept the incoming call. (Caller ID display unit must be purchased separately.)

How to use Call Waiting:

1. When you hear the tone, press and quickly release the receiver button on your phone – and greet your new caller.
2. To alternate between calls or return to your first caller, press and quickly 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, press and quickly release the receiver button on your phone. (If you do this while a call is coming in, 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. Press and quickly release the receiver button on your phone to return to your conversation.
4. Call Waiting is automatically restored when you hang up.

3-Way Calling

Do you need to talk to two people at the same time? With 3-Way Calling, you have the ability to add a second person to your call – or put one person on hold and make a second call. 3-Way Calling works with both local and long distance calls.

How to use 3-Way Calling:

1. Place your first caller on hold by pressing and quickly 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 quickly release the receiver button to connect all callers.
4. If the second caller does not answer (or you get a busy signal), press and quickly release the receiver button. This will return you 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

Leaving the house and don't want to miss that important call? Call Forwarding Universal allows you to forward calls temporarily to another number – even your cell phone! (Note: toll charges apply to calls forwarded outside of your local call area.)

How to use Call Forwarding Universal:

1. On your touch-tone phone, press *72.
2. When you hear the dial tone, dial the number you want your calls forwarded to. 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 Universal 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, Call Forwarding Universal is working. If not, repeat steps one and two.
5. To deactivate 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 forwarded.

E-Voice

Need the power to check voicemail via email? The power is yours! Your Midcontinent voicemail can be accessed through email as well as from a telephone. To activate this feature, call our Customer Care Team at 1.800.888.1300, and let us know the email address you'll be using to access your voicemail messages.

When you receive an email notifying you of a voicemail, you have the option of listening to it online or through your phone. You can delete the message from E-Voice – but by doing so you won't have the opportunity to retrieve it later via phone.



Continuous Redial

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

How to use Continuous Redial:

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're connected to the person you've been trying to reach.
4. To cancel, lift the receiver and press *86.

Information about the features on your phone is available on your monthly statement.

If you need further assistance, feel free to call our friendly Customer Care Team at 1.800.888.1300. Or visit our website: midcocomm.com.

Speed Call 30

Store up to 30 frequently called numbers – and dial them with two digits instead of the entire phone number.

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, 00-29).
4. Dial the phone number you want assigned to that speed code (for long distance numbers, include a "1" and the area code).
5. Press the # key. A fast busy signal indicates the number has been stored.

Changing a number in your Speed Call 30 list:

1. Lift the handset and dial *75.
2. Listen for the stutter dial tone, 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. Press the # key. 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 * followed by the desired two-digit speed code.

Distinctive Ringing

Do you want to know who's calling – just by a special ring tone? Distinctive Ringing lets you know – with just a ring!

How to use Distinctive Ringing:

1. To set up or turn Distinctive Ringing on or off for the most recent phone number that called you, pick up your phone after your call has ended and dial *61.
2. Follow the recorded instructions.

Call Trace

Call Trace helps stop threatening, obscene, or harassing calls.

How to use Call Trace: (If you receive a threatening call, hang up immediately.)

1. Directly after you have hung the phone up, lift the receiver and press *57.
2. Follow the recorded instructions.

Always dial 911 in an emergency situation. The caller's name and number will not be released to you under any circumstances. Normally, it takes three successful traces before any deterrent action will be taken by a law enforcement agency.

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 Last Call Return:

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.

Anonymous Call Rejection

Need to block pesky calls from numbers you don't recognize? Anonymous Call Rejection does it for you. Note: This service is included with Caller ID Name & Number. Not available by itself.

How to use Anonymous Call Rejection:

1. On your touch-tone phone, press *77.
2. Two fast busy signals confirm that the service has been activated.
3. To deactivate Anonymous Call Rejection, lift the handset and press *78. A stutter dial tone indicates the service has been cancelled.

Caller ID

Find out who is calling you – without having to pick up the phone! To use Caller ID, your phone must have a display unit that stores names and numbers of recent callers. If not, you may purchase Caller ID equipment separately.

How to use Caller ID:

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 digital telephone service, your name and number will not be blocked unless you have elected non-published service.

Caller ID Block

If you block your name and number, the receiving party's Caller ID equipment will not see this information. PRIVATE will be displayed instead. All outgoing call information will show on Caller ID unless you place a Caller ID Block on your line before dialing.

How to use Caller ID Block:

1. Dial *67 before you place a call.
2. When you hang up, your Caller ID feature is restored.

Unblocking your Caller ID Block (with Non-Published Service)

If you have Non-Published Service, you can still unblock the default Caller ID Block feature.

How to unblock Caller ID:

1. Dial *82 before you place a call.
2. When you hang up, Caller ID blocking will be restored.

Non-Published Service

Do you prefer privacy? With Non-Published Service, your number is not listed in the phone book – nor is it available from 411 information.

Non-Listed Service

Looking for a way to let people have access to your phone number – without being listed in the phone book? With Non-Listed Service, your number is not published in the phone book – but is available from 411 information.

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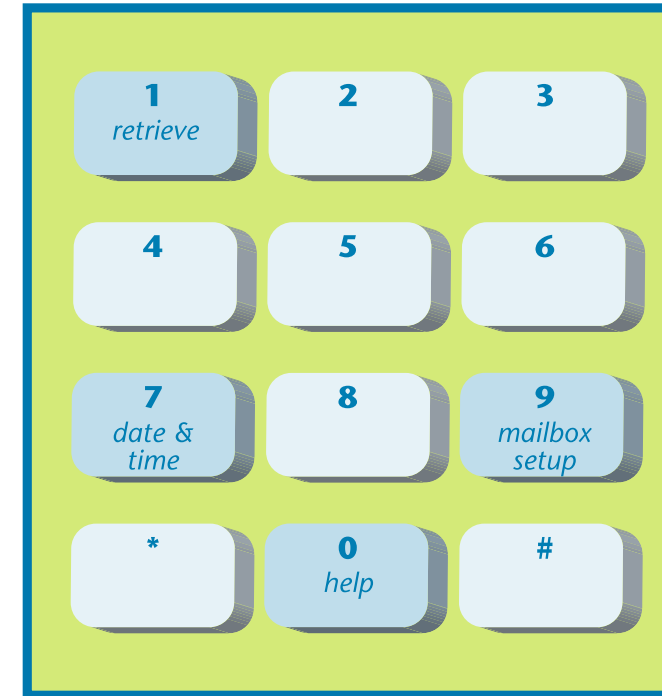
How To Use Your Voicemail

Accessing your Main Menu from your own phone

1. Dial 611 and follow the prompts. (Your 10-digit mailbox number is your area code + phone number.) If Auto Login is ON then you may skip steps 2 and 3.
2. Press #.
3. If requested, enter your password, then #. (Your default password is 0000.)

Accessing your Main Menu from another phone

1. Dial 1.877.700.2224 and follow the prompts. (Your 10-digit mailbox number is your area code + phone number.)
2. If requested, enter your password, then #. (Your default password is 0000.)



Main Menu options

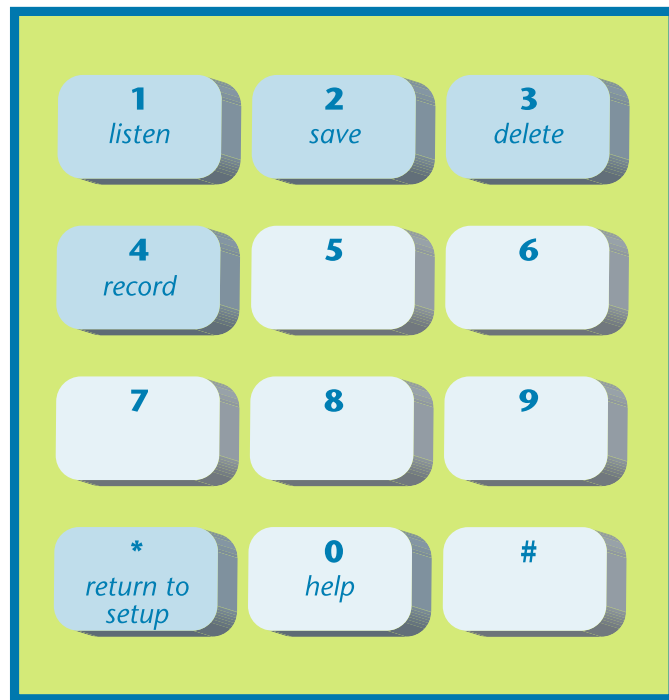
1.800.888.1300 | midcocomm.com

Main Menu options

- Press 1 to retrieve messages.
- Press 7 to hear current date and time.
- Press 9 for your mailbox setup menu.

Mailbox setup menu options available in the Setup Menu:

- Press 1 for greeting options (see page 25).
- Press 2 to change password (see page 25).
- Press 4 to enable/disable auto login.
- Press * to return to the main menu.



Greeting options

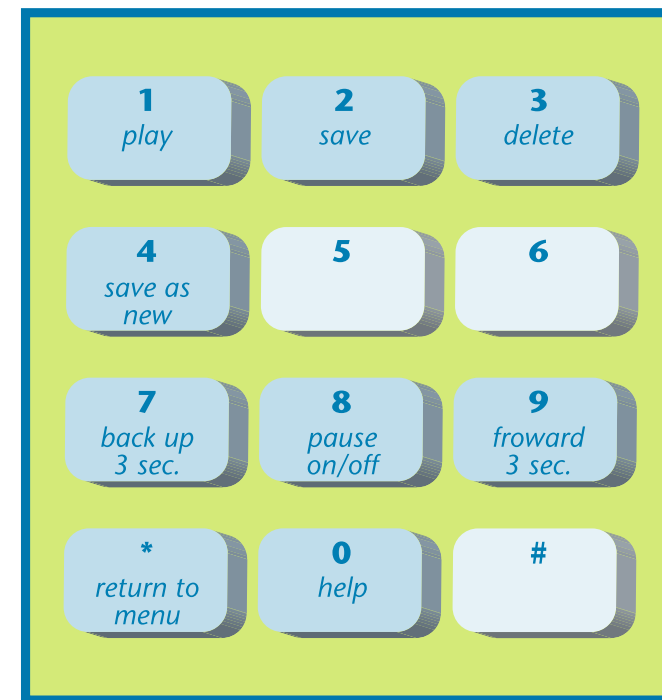
Greeting options (Pressing 1 from Setup Menu)

- Press 1 to listen to your greeting.
- Press 2 to save greeting.
(Must save to activate.)
- Press 3 to delete greeting.
- Press 4 to record greeting.
- Press * to return to the Setup Menu.

Changing your password (Pressing 2 from Setup Menu)

- Enter your NEW password, followed by #.
(Your password can be up to 16 digits long. Be sure to remember your new password for future reference.)
- Re-enter your NEW password to verify it.

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Listening to Messages

Retrieving messages*

Options available in the Retrieve Menu

- Press 1 to go to new messages.
- Press 2 to go to saved messages.
- Press * to return to the main menu.

While listening to messages you can:

- Press 1 to play message.
- Press 2 to save message and go to next one.
- Press 3 to delete message and go to next one.
- Press 4 to save message as new.
- Press 7 to back up 3 seconds.
- Press 8 to pause/continue message.
- Press 9 to go forward 3 seconds.
- Press * to return to the main menu.

*You may also listen to voicemail through your email.
See E-Voice on page 15 for more information.



You make the call

Do Not Call Registry Information

Do you get annoyed by unsolicited telemarketing calls? Prevent them by registering your home and cell phone numbers with national and state Do Not Call lists.

It's a free service. You should stop receiving unsolicited telemarketing calls roughly a month after registering. However, you may still rightfully receive calls from:

- Companies you have an existing business relationship with.
- Companies you owe money to.
- Companies you have previously granted calling permissions.

Businesses may also call you to set up a face-to-face meeting – but they must not attempt to sell you anything during the call. And even under these circumstances, you can request not to be called in the future. During the phone call, simply ask that you be placed on the company's Do Not Call list. By doing so, the company no longer has the right to contact you.

Scam artists have taken advantage of the popularity of Do Not Call lists. These callers claim they are a Do Not Call Registry representative, and need your personal information to verify or confirm that you want to be on the list. These scammers may attempt to trick you into giving up financial information – by saying that signing up on the list requires payment or a fee. Once again, NEVER provide your personal or financial information to an unsolicited caller – even if they sound friendly or legitimate over the phone.

Do Not Call Registry tips for consumers:

- Once you sign up for the Do Not Call Registry, you do not need to confirm your personal information.
- Never share your personal information with someone who calls you claiming to represent Do Not Call lists or organizations attempting to stop fraud.
- You will never receive a legitimate call asking if you want to be put on a Do Not Call list; you must proactively contact the state or national registry on your own.
- Most telemarketers must buy an updated copy of the state's Do Not Call list every 90 days.
- By law, telemarketers must identify themselves, the company they represent (they cannot block Caller ID), and the product they are selling.

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- Always keep your bank account, credit card, and Social Security numbers to yourself – unless you know exactly who you're dealing with. Fraudulent companies and scammers can electronically debit your account very quickly if you provide them with this information.
- If you gave your bank account number to a fraudulent telemarketer, contact your bank to stop payment. If the payment has already been taken out, you can still ask your bank to credit your checking or savings account – if you did not clearly authorize the debit.

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For more information – or to place your number on the Do Not Call list for free – contact:

National Registry:

Phone: 1.888.382.1222*

TTY: 1.866.290.4236

donotcall.gov

* You must call from your home phone and/or cell phone in order to register.

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To report or receive help with a suspicious call, contact:

Nationally:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries & Complaints Division
445 12th Street SW
Washington, DC 20554
Phone: 1.888.382.1222
TTY: 1.866.290.4236
donotcall.gov

In Minnesota:

Minnesota Department of Commerce
Market Assurance Division
85 7th Place East, Suite 500
St. Paul, MN 55101
Phone: 1.800.657.3602 or 1.651.282.5064
ftc.gov/donotcall

In North Dakota:

North Dakota Office of Attorney General
Consumer Protection Division
4205 State Street
Bismarck, ND 58502
Phone: 1.701.328.3404 or 1.800.472.2600
ag.nd.gov/nocall/nocall.htm

In South Dakota:

South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501-5070
Phone: 1.800.332.1782
sddonotcall.com



Safe calling



Assistance

Help For Low-Income Telephone Subscribers

For some people, especially the homebound, the telephone is a lifeline to the outside world. Low-income telephone subscribers can apply for aid to help with their phone bill through Link-Up America and Lifeline Assistance programs.

Link-Up America

Link-Up America provides eligible subscribers with up to a 50% connection charge reduction for basic home telephone service. Deferred payments of connection charges – without interest – can also be arranged.

Lifeline Assistance

Lifeline Assistance provides eligible subscribers a minimum amount per month toward basic home telephone service. Lifeline subscribers may receive long distance blocking on their telephone line at no charge.

How to apply

To apply for either of these programs, please click the APPLICATION HERE link at: midcocomm.com/digitalphone/lifelineassistanceprogram.

Or feel free to call our friendly Customer Care Team at 1.800.888.1300. We'll be happy to assist you.

Telephone Relay Services

Telephone Relay Services provide support assistance to our hearing and speech impaired customers throughout the region. The service utilizes operators, who facilitate the communication between the calling and receiving parties. These services are available 24 hours a day, 365 days a year. Please review the specific information that applies to your state of residence.

Minnesota Relay Calling

Dial 711 or
1.800.627.3529
1.877.627.5448 (SPANISH)
1.877.627.3024 Voice Carry Over
1.877.627.3848 Speech-to-Speech
1.877.243.2823 Captel

Minnesota Relay provides free and full telephone accessibility to anyone who is hard of hearing, deaf or speech disabled.

For information offered through Minnesota Relay, call 1.651.602.9005 or 1.800.657.3775 (TTY).

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The Telephone Equipment Distribution program (TED) provides specialized telephone equipment at no cost for income-eligible Minnesotans. For more information, please call 1.800.657.3663 (VOICE) or 1.888.260.6555 (TTY).

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North Dakota Relay Calling

Dial 711 or
1.800.366.6888 (TTY Users)
1.800.366.6889 (VOICE Users)
1.877.366.3709 (SPEECH IMPAIRED Users)
1.800.435.8590 (SPANISH)

There is no charge for using the relay service within your local calling area. Long distance calls made through the Relay Service Provider will be billed, but at a reduced rate. As a courtesy, this discount is given to compensate for the additional time needed to place a relay call.

For online information about Relay North Dakota, go to: relaynorthdakota.com

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South Dakota Relay Calling

Dial 711 or
1.800.877.1113
1.877.981.9743 (SPANISH)

To place your call once connected to the service, ask the communications assistant to dial the area code and telephone number you wish to call. The communications assistant will type spoken words to the TTY user – and speak the typed words to the standard phone user.

It is best to speak slowly and directly to the person you are calling. Say “go ahead” or type “GA” (on the TTY) each time you finish your part of the conversation.

South Dakota residents who are deaf, hard of hearing, deaf-blind or speech disabled are eligible to receive specialized telephone equipment (at minimal or no cost) through the Distribution Program at CSD.

For more information on how to obtain specialized telephone equipment in South Dakota, call 1.605.367.5759 or 1.866.246.5759 (VOICE/TTY).

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Frequently Asked Questions

Q. How does Midcontinent Digital Phone Service work?

A. Most Midcontinent Digital Phone telephone lines use Voice over Internet Protocol (VoIP) technology that sends your conversation over our private network in highly reliable digital packets. With Midcontinent Digital Phone, the quality and performance of each call is assured with advanced networking equipment and technology not available with regular Internet-based phone service.

Under no circumstances should you move or disconnect the power source of the Digital Phone equipment while your services are active. This will ensure that you have dial tone and access to 911. If you need to have your Digital Phone equipment moved, please contact us at 1.800.888.1300 and we will gladly assist you.

Q. What equipment is needed for Midcontinent Digital Phone Service?

A. Our qualified technicians will install Digital Phone Service equipment in your home, allowing you to use the telephones you currently have. There is no monthly service charge for this equipment.

Q. What should I do with the Midcontinent Digital Phone equipment if I move or disconnect my services?

A. If you are moving, please try to call us at least two weeks in advance so your services are not interrupted. When moving within a Digital Phone market, please take your Digital Phone equipment with you and have it available for the technician on the day and time of install. If you are disconnecting your telephone service or moving to a non-Digital Phone market, please return the Digital Phone equipment to Midcontinent Communications within five calendar days to avoid a \$175.00 - \$200.00 non-returned equipment charge to your account.

Q. Do I need to be home for the installation of Midcontinent Digital Phone Service?

A. Yes. The technician will need to enter your home to install the Digital Phone equipment. The average length of this install is approximately 90 minutes. During this time, the technician will also check other Midcontinent Communications' services to ensure that you are receiving the highest quality of service.

Q. Do I have to subscribe to the Digital Phone Package to have Midcontinent Digital Phone Service?

A. No. The Digital Phone Line, any of the great telephone features, or Unlimited Long Distance can be selected with A La Carte pricing.

Q. Can I keep my current telephone number?

A. Yes, in nearly all cases you can keep your current telephone number when switching to Midcontinent Communications Digital Phone Service.

Q. Can I choose my own long distance carrier?

A. Absolutely. However, to qualify for our Unlimited Long Distance, which is also included with our Digital Phone package, you must choose Midcontinent Communications as your local and long distance provider.

Q. Can I call 911 with Midcontinent Digital Phone Service?

A. Absolutely!

Q. What happens if power is lost? Will I lose my Digital Phone Service? What about 911?

A. It is important to us that your safety is guarded in the event of a power outage. Your Digital Phone Service equipment is backed up with constantly charging battery packs*. Should power be lost, the battery back-up will provide 8 hours of dial tone. It is recommended that during a power outage, phone usage be limited so that the dial tone is available for emergencies. In the event of a power outage, you should NOT touch the batteries, connections, or equipment as this can affect the battery life. If the batteries are removed during a power outage, dial tone will be lost until the power is restored, even if the batteries are replaced. Once power is restored, the batteries will begin charging again. As with all of Midcontinent Communications' services, we monitor the quality of our service 24/7. We respond immediately to any and all service interruptions.

*Not available in all areas.

Q. Will Midcontinent Digital Phone Service support my fax or answering machines?

A. Yes. Because Midcontinent Communications' Digital Phone Service is a true phone service, it works with your fax and answering machines.

Q. Will all the phones in my home be connected to Digital Phone Service?

A. Yes. If you've subscribed to our Digital Phone Service, then all of the telephones in your home will have access to Digital Phone Service.

Q. Can I make international phone calls with Midcontinent Digital Phone Service?

A. Yes, there is a per minute cost per country which can be found on our website: midcocomm.com.

- Click Digital Phone.
- Click International Phone Rates.
- Select the country.

Q. Can I use my calling card with unlimited long distance if I choose the Midcontinent Digital Phone Package?

A. At this time, Midcontinent Communications does not offer a calling card with unlimited long distance. To take advantage of unlimited long distance, the phone call must originate from the phone number that has the Digital Phone Package.

Q. Can I subscribe to Midcontinent Digital Phone Service for my business?

A. Digital Phone is available to businesses in some service areas. Call 1.800.888.1300, or check with your local sales representative.

Q. Do I need a special phone when subscribing to Midcontinent Digital Phone Service?

A. No. With just a few exceptions, any touch-tone or rotary phone will work with Digital Phone Service, including a cordless phone. Your answering machines and Caller ID will also work with Digital Phone Service.

Q. Will the equipment installed in my home ever need to be replaced?

A. In an effort to keep your equipment maintained and up-to-date with the latest technology, we may contact you in an effort to get into your home and swap out your equipment. The equipment remains the property of Midcontinent Communications, so if we do upgrade equipment, this would be done at no charge to you.

Q. Why should I switch my current service to Digital Phone Service?

A. Digital Phone is currently the most advanced phone technology available. In addition to receiving an impeccable quality connection, Digital Phone will enable you to take advantage of future advanced features as the technology develops.

Q. Why does my first bill seem to have more than a month's worth of service charges?

A. Midcontinent Communications' bills are generated once a month and charges are billed one month in advance. If you have recently installed or upgraded services, there may be a partial month billing for the current statement month plus one month in advance. In the event that you have downgraded or disconnected services, you will be credited for the days remaining in the current statement month.

Q. What should I do if I don't have a dial tone?

- A.**
- Check other phones – to see if the dial tone is lost only on one phone or all of them.
 - If you have a wireless phone, check the batteries and make sure it is plugged in.
 - If you have a wireless phone, try to use a corded phone in the phone jack to see if it works.
 - If there is still no dial tone, locate the telephone equipment from Midcontinent that was installed in your home and make sure the equipment is plugged in and/or powered up. If the issue cannot be resolved with the above troubleshooting steps, please contact Customer Care at 1.800.888.1300.





Need help?

Customer Care

Need help? Have a question? We're here for you 24 hours a day, 7 days a week. Call 1.800.888.1300 or visit midcocomm.com.

Of course, you're always welcome to visit us at a Customer Service Center near you. Stop by and set up services, get a personal demonstration, check out our other services, and more!

Ordering service and making payments has never been easier. Handle it all online at mymidco.com.

1.800.888.1300 | midcocomm.com

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 On/Off.....	*61
Last Call Return.....	*69

Anonymous Phone Rejection:

Turn on: Press *77.
Turn off: Press *78.

Caller ID Blocking:

Turn on: Press *67 before placing call.
Turn off: Press *82 before placing call.

Voicemail Quick Reference:

To access your voicemail from your home phone, dial 611.
If you have auto login enabled, select 1 for voicemail.
If you have auto login disabled, enter your 10-digit mailbox number and password when prompted and press #.
Access from another phone:
Dial 1.877.700.2224 and follow the prompts.
(Your 10-digit mailbox number is your area code + phone number.)

Retrieving Messages:

Access the voicemail system.
Press 1 for new messages.
Press 2 for saved messages.
Press * to return to the main menu.

While listening you can:

Press 1 to play message.
Press 2 to save message/go next.
Press 3 to delete message/go next.
Press 4 to save message as new.
Press 7 to back up 3 seconds.
Press 8 to pause/continue message.
Press 9 to go forward 3 seconds.
Press * to return to the main menu.

Mailbox setup:

Press 1 for greeting options.
Press 2 to change password.
Press 4 to enable/disable auto login.
Press * to return to the main menu.

Voicemail Password:

Midcontinent telephone service also includes valuable access to:

- 911 Emergency
 - 811 Call Before You Dig
 - 711 Telecommunications Relay for hearing and speech assistance
 - 611 Customer Service Department/Voicemail box
 - 511 Highway Information
 - 411 Local Directory Assistance*
- Link-Up America and Lifeline Assistance are available to customers who qualify.

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



1.800.888.1300 | midcocomm.com



DIGITAL PHONE USER GUIDE