



# Midcontinent Telephone

User's Guide



1.800.888.1300 • [www.midcocomm.com](http://www.midcocomm.com)

# 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. Plus, dialing 611 will connect you to our Customer Service Department.

In the event you feel your services have been “slammed,” or taken by a telephone company without your authorization, you may contact the South Dakota Public Utilities Commission by writing them at 500 East Capitol Street, Pierre, SD, 57501, or by calling them toll-free at **1-800-332-1782**.

Please remember that customer service is just a phone call away, 24 hours a day, 7 days a week, at **1-800-888-1300**, or **611**. 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 14)

## 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**.

# Features, Packages & Phone Bill Information

## Midcontinent's Digital Phone Package†:

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\*\*

- Call Waiting
  - Call Waiting ID
  - Call Forwarding Universal
  - Speed Call 8 & 30
  - Distinctive Ringing
  - Non-Published Service
  - Non-Listed Service
  - 3-Way Calling
  - Last Call Return
  - Continuous Redial
  - Caller ID Name & Number (includes Anonymous Call Rejection)
- \*\*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).

† 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

## 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, 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 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. 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.

## 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.)

## 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. When you hear the stutter dial tone, dial the number to which you want your calls forwarded again. 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.

## Speed Call 8 & 30

You can use your phone to dial frequently called numbers by pressing just one digit (Speed Call 8) or two digits (Speed Call 30) instead of the entire phone number.

### Programming Speed Call 8:

1. Lift your 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. Press the # key. A fast busy signal indicates the number has been stored.

### 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. Press the # key. 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 # followed by the desired one-digit speed code.

### Programming Speed Call 30:

1. Lift your 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. Press the # key. A fast busy signal indicates the number has been stored.

### 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. 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 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 Ring options, pick up your phone, dial **\*61**, and follow the recorded instructions.
2. To cancel Distinctive Ring, pick up your phone, dial **\*81**, and follow the recorded instructions.

## Non-Published Service

Means your number is not published in the phone book, nor is it available from 411 information.

## Non-Listed Service

Means your number is not published in the phone book, but is available from 411 information.

## 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 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 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.

## 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.

## 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**.

## Call Trace

Call Trace helps stop threatening, obscene or harassing calls. If you receive a threatening call: Hang up immediately. Lift the receiver, press **\*57** and 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.

## Anonymous Call Rejection

A service to Caller ID customers, this allows you to block all anonymous calls.

### To "Turn On" Anonymous Call Rejection

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

### To "Turn Off" Anonymous Call Rejection

Lift the handset and press **\*78**. A stutter dial tone indicates the service has been cancelled.



# How To Use Your Voicemail

## 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

(with 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.

## E-Voice

To set your Midcontinent voicemail for access through email as well as from a telephone, call our Customer Service Department at 1-800-888-1300 to let us know the email address you want to use to access your voicemail messages. When you receive an email stating you have a voicemail message, you have the option of listening to it online or through your phone. You can also click to delete the message from voicemail access if you know you do not want to keep it for later retrieval from a phone.

## Accessing Your Main Menu

### From Your Own Phone

1. Dial one of the following access numbers depending upon where you live:

Aberdeen	262-0015
Redfield	302-0015
Waubay	435-0015
Webster	588-0015

(if Auto Login is ON then you may skip steps 2 & 3)

2. Press #
3. If requested, Enter your **password** then # (your default password is **0000**)

### From Another Phone

1. Dial your **phone number**
2. Press \* while your greeting is playing
3. If requested, Enter your **password** then # (your default password is **0000**)

### Main Menu Options



Press **1** to **retrieve** messages (see page 17)

Press **7** to hear current **date and time**

Press **9** for your **mailbox setup** menu (see page 16)

## Mailbox Setup Menu

### Four Options Available in the Setup Menu

- Press **1** for **greetings options** (see below)
- Press **2** to **change password** (see below)
- Press **4** to **enable/disable auto login**
- Press **\*** to **return to the main menu**

### Greetings Options (Pressing **1** from 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 **mailbox setup menu**

### Changing Your Password (Pressing **2** from menu)

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

## Retrieving Messages

### Three 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**



# Quick Reference Guide

## Feature Quick Reference:

- Call Waiting Cancel .....\*70  
(single call only)
- Call Forwarding Universal .....\*72
- Distinctive Ringing On .....\*61
  - Distinctive Ringing Cancel ... \*81
- Last Call Return .....\*69
- Continuous Redial .....\*66
  - Continuous Redial Cancel .....\*86

### Anonymous Phone Rejection:

1. Turn on: Press \*77
2. Turn off: Press \*78

### Caller ID Blocking:

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

*Midcontinent telephone service also includes valuable access to 911 Emergency, 811 One Call Dig Locates (coming soon), 711 Telecommunications Relay for hearing and speech assistance, 611 Customer Service Department, 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 the access number for your area  
*(see page 15 then record here)*

Enter your password when prompted and press #.

Access from another phone: dial your phone number, press \* while your greeting is playing, enter your password then #.

### Retrieving Messages:

Access the voicemail system  
Press **1** to for **new messages**  
Press **2** to for **saved messages**  
Press \* to **return to main menu**  
*(or check messages via email—see E-voice on page 14)*

### 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 **greetings options**  
Press **2** to **change password**  
Press **4** to enable/disable **auto login**  
Press \* to return to the **main menu**

Voicemail Password:



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