

USER GUIDE

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WELCOME



Buckeye TEL
Phone Service

Answering the call.



Call Waiting ID
Caller ID with Name
Call Forwarding
Three-Way Calling
Do Not Disturb
Call Privacy – *67
Repeat Dialing
Automatic Call Back
Inside Wire Maintenance
Voice Mail
Speed Dial 8

Answering the call.

Welcome! Buckeye CableSystem is pleased to provide you with Buckeye TEL Phone Service, featuring an expanded local calling area and excellent choices for long distance. Now you can get connected to friends near and far anytime, anywhere in the continental United States – and beyond – with unlimited local calling and options for unlimited calling to Canada and domestic long distance* (includes the 48 continental United States; excludes Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands).

We're confident Buckeye TEL will answer all your calling needs. To help you make the most of your Buckeye TEL service, please spend a few minutes reviewing this manual. Inside, you'll find fast reference for each of the features, along with answers to some frequently asked questions.

As a Buckeye CableSystem customer, you'll enjoy the same local service and quality many have come to appreciate with our cable television and/or high-speed Internet services.

If you have any questions, or if you would like to add more of the features shown in this manual, please call Customer Service at 419-724-9800 (NW Ohio and SE Michigan) or 419-627-0800 (Erie County).

As always, Buckeye CableSystem thanks you for your business. We look forward to providing you with the most advanced, most reliable phone service for many years to come.

Buckeye TEL is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service.

* Use of unlimited Long Distance for commercial, data/computer connections, and mass-solicitations (ex-auto dialing/faxing) is prohibited and will result in suspension/termination of service.



Buckeye TEL
Phone Service

CUSTOMER SERVICE NW Ohio & SE Mich: 419-724-9800
Erie County: 419-627-0800

General FAQs

Who is eligible for Buckeye TEL service?

Anyone living in a Buckeye CableSystem serviceable area in Michigan or Ohio.

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 CableSystem. If you are moving outside your current county, you have several options:

- A. Get a new number and have your old number sent to a "this number has been disconnected" message for a maximum of 3 months.
- B. Get a new number and have your old number forwarded to your new number. The forwarding is called "relocation ring" and is \$4.75 per month.
- C. Purchase Movers Voice Mail and tailor a message all callers will hear. With this service, you will never miss another call. See page 9 for more details.

Can I get more than one (1) line with Buckeye TEL?

Yes.

Can I surf the Internet with my Buckeye Express cable modem and talk on my phone at the same time?

Yes, and you will not see any decrease in Internet surfing speed.

Can I choose my own long distance carrier?

It depends on the package you selected. Long distance options are included in our top two packages. The Premium package has unlimited calls to Canada and domestic long distance* calling (includes calls to anywhere in the 48 continental United States; excluding Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands). The Essential package includes 150 minutes of Canadian/domestic long distance. If you do not want the 150 free minutes, you may request your own long distance carrier (however, price remains the same). Our Ground package allows you to get Buckeye long distance at the low rate of \$.06 per minute; or you may choose your own carrier.

Does Buckeye CableSystem offer calling cards and personal 800 toll-free numbers? What are the rates?

Yes, but you must request these services. There are no monthly charges, other than usage. Please call 1-800-866-3260 to request a card or visit our website for rate information.

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.

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buckeyecablesystem.com

Will my Buckeye TEL phone service work if my power goes out?

Yes. Unlike other telephone companies, Buckeye TEL phone service has a battery backup that enables your phone line to continue working several hours after a power outage. However, if you have phones that require power, such as cordless phones, the phones will not work during a power outage.

How is Buckeye TEL billed?

Charges for your Buckeye TEL service will appear on your monthly Buckeye CableSystem bill. Visit our website (buckeyecablesystem.com) and click on the BTEL link. Then click the link to view your detailed information and follow the instructions.

What taxes or additional charges will appear on my bill?

In general, our additional charges are about the same as or a little less than traditional phone companies. Buckeye CableSystem charges all required federal, state, county and city/local taxes. Depending on the package selected, taxes will be about \$3 to \$6 per month, plus additional surcharges. Please visit our website for the most current line charges and other costs. Some customers who have calling cards or personal 800 toll-free numbers may pay slightly more.

How can I prevent anyone in my home from placing calls to a 900 number?

As a Buckeye TEL customer, you have the right to request a 900 number block on your telephone line. This block prevents anyone from calling a 900 number from your phone line. This block can be removed at your request.

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.**

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 area code, 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 / Totogany and Luckey, Ohio.

CUSTOMER SERVICE NW Ohio & SE Mich: 419-724-9800
Erie County: 419-627-0800

FEATURES

Caller ID with Name

This feature displays both the telephone number and name of an incoming caller.

- If you select this feature, you will need 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

This feature notifies you of an incoming call, which is waiting to be answered by using a brief tone. You may answer another call with this feature without hanging up on the original call.

- When you hear the tone signifying the incoming call, press the hook/flash button if you want to answer the second call. To return to the original call, press the hook/flash button again.
- You can temporarily disable call waiting on a per call basis by dialing *70 before placing a call.

Call Waiting ID

This feature 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. Call waiting ID only works if you subscribe to Caller ID with Name. Certain telephones and Caller ID equipment do not support this feature.

- When you hear the tone signifying the incoming call, press the hook/flash button if you want to answer the second call. To return to the original call, press the hook/flash button again.
- You can temporarily disable call waiting on a per call basis by dialing *70 before placing a call.

Caller ID Blocking

This feature 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.

Three-Way Calling

This feature allows you to add a third party on the line of an existing two-party call. All three parties can then speak simultaneously.

- To activate from an existing two-party call, press the hook/flash button. You will hear dial tone, then dial the number of the third party. When the third party answers press the hook/flash button to connect all parties.
- If there is no answer from the third party, simply press the hook/flash button twice to return to your original call.
- 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.
- 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.

Call Forwarding

This feature allows your incoming calls to be automatically redirected to another telephone number or device.

- Press *72 to activate and enter the 10-digit telephone number where you would like the calls forwarded. The system will verify by reading back the "forward to" number.
- Press *73 to deactivate.

Call Forwarding with Remote Activation

This feature enables you to forward your home phone number from any phone line.

- To use the remote access feature, call 419-754-9938 and listen for instructions. Dial your own telephone number then enter your assigned Personal Identification Number (PIN). Your PIN will be assigned when you call your Buckeye CableSystem 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 Voice Mail, we strongly recommend that you do not modify the Call Forward Busy and No Answer options.

Call Privacy (*67)

This feature blocks your Caller ID information from being displayed when making any outgoing calls (on a per call basis).

- 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 are calling may block "Private Calls." If your call does not go through, dial the number again without dialing *67.

Repeat Dialing (*66)

This feature automatically continues to dial a busy number for you, for up to 30 minutes, and will alert you with a unique ring tone once the call is connected.

- 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.
- Once the called line is available, your phone will ring with a unique ring. Once you pick up the phone, you will hear a dial tone, and the party you are trying to reach will be automatically dialed.
- 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-Buckeye TEL customer.

Speed Dial 8

This feature allows you to store up to 8 telephone numbers for quick dialing, using two keystrokes rather than 10 or more. To program Speed Dial locations (valid speed dial locations are 2-9 on your phone keypad):

- Dial *74
System will respond "Your speed dialing service is on/off".
- Press 1 to turn the service on/off.
- Press 2 to add numbers to your list. System responds...
 - Dial the speed dial number you want to assign (2-9) then...
 - Dial the number to be added then press the number sign again.
- Press 3 to delete numbers from your list. System responds...
 - Dial the one digit location number to be removed.
- Press 6 to exit the call.

To hear these instructions repeated dial 0.

To use Speed Dial press the desired Speed Dial location (2-9) then press #.



Multi-Ring

This feature enables you to know who is calling before you answer the phone. You can program up to five telephone numbers. When one of the five people calls, you will hear a distinct ring. The person calling you will not know that a distinctive ring has been assigned to the call.

1. To enable, dial *61 and wait for the interactive menu.
 - Press 1 to turn multi-ring on/off
 - Press 2 to add phone numbers to your list
 - Press 3 to remove numbers from your list
 - Press 6 to exit
 - Press 0 to repeat instructions

Available Ring Pattern Options

- 1 - Standard ring pattern when no distinctive ring is assigned
 - 2 - Short ring, short pause, short ring, long pause. Sequence repeats.
 - 3 - Short ring, short pause, short ring, short pause, short ring long pause. Sequence repeats.
 - 4 - Short ring, short pause, medium ring, short pause, short ring, long pause. Sequence repeats.
 - 5 - Short ring, long pause. Sequence repeats.
2. Wait for another confirmation tone. Enter a number from 1 to 4 to assign one of the following call waiting beep tones. Wait for the confirmation announcement and hang up. Distinctive Ring and Call Waiting beep tones are now activated.

Call Waiting Beep Pattern Options

- 1 - Standard beep tone pattern when no distinctive beep is assigned
- 2 - Two short beeps, 10-second pause. Sequence repeats.
- 3 - Three short beeps, 10-second pause. Sequence repeats.
- 4 - Two short beeps, one-second pause, short beep, ten second pause. Sequence repeats.

Do Not Disturb

This feature enables you to 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 Voice Mail, the call will automatically go to Voice Mail. This feature does not affect outgoing calls on your line.

- Press *78 to activate this feature.
- Press *79 to deactivate

Privacy Management

This feature enables you to screen all anonymous* incoming calls. When the service is enabled, if the caller's ID is blocked, the caller will be prompted to provide PIN identification or to record a name.

- To enable or manage, dial *95. Wait for a confirmation announcement that the feature is on, then follow the menu.
Press 1 to turn PM on/off
Press 2 for PIN Management, (set or modify).
Press 9 to review menu.
Press 6 to hang up.

If a call is received with Caller ID blocked...

When 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:

1. Review the incoming caller's name
 2. Accept the call.
 3. Send the incoming call to voicemail.
 4. Send call to a "not available" announcement.
 5. Hang up. If you simply hang up, the calling party will hear ringing as if you had not answered the call.
- To disable, dial *95. Wait for a confirmation announcement that the feature is then disabled.

* 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.

Anonymous Call Rejection

Your phone will not ring if the caller is anonymous when this feature is enabled. 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."

- Dial *77 to enable
- Dial *87 to disable

* 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.

Movers Voice Mail

With this feature, you will never miss another call if your phone number is changed to another number. Movers Voice Mail will allow you to tailor your own unique message to be announced. When someone calls your disconnected phone number, the caller can then leave a voice mail message that you can retrieve. Movers Voice Mail is available for a maximum of 90 days, and is only available for Buckeye TEL customers who are receiving a new telephone number.

Third Party Calls

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 toll calls from being placed to 900 numbers. With this feature activated, you can still place phone calls to area codes beginning with a 9.

Automatic Call Back (*69)

This feature allows you to automatically redial the last incoming call to your phone line.

- Dial *69 and the system will announce the phone number of the last person who called you.
 - 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.

Selective Call Rejection

This feature 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."

- Dial *60 and wait for the Selective Call Rejection Management Menu
- Press 1 to turn service on/off
- Press 2 to add numbers to list
- Press 3 to delete numbers from list
- Press 6 to exit call
- Press 0 to repeat the instructions

Selective Call Acceptance

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

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

- Dial *64 and wait for the Selective Call Acceptance Management Menu
- Press 1 to turn service on/off
- Press 2 to add numbers to list
- Press 3 to delete numbers from list
- Press 6 to exit call
- Press 0 to repeat the instructions

Selective Call Forwarding

This feature is very similar to Call Forwarding. However, instead of forwarding all incoming calls, 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.

- Press *63 to access the Selective Call Forwarding menu
- Press 1 to enable or disable
- Press 2 to add numbers to your list
- Press 3 to delete numbers from your list
- Press 7 to specify the target number
- Press 6 to exit

Vacation Service

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

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

This 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).

Vanity Telephone Number

This enables you to choose a specific, easy-to-remember telephone number. For example, 419-725-OHIO.

Non-Listed

Non-Listed number keeps your telephone number out of the phonebook, but it can be retrieved through telephone directories such as 411.

Non-Published

Non-Published keeps your telephone number out of the phonebook and telephone directories such as 411.

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.

VOICE MAIL

The Power Of Messaging

Voice messaging lets you communicate using any touchtone phone 24-hours-a-day.

To Access Your Voice Mail:

From Home: Press *98 / From Any Other Phone: 419-754-9920

Voice Mail Basic:

This feature works like an answering machine, allowing you to receive and store messages when you are away from home or can not answer the phone, except there is no additional equipment! Even when your phone is busy, Voice Mail Basic will answer the call. You'll never have to worry about missing another important message again!

Enhanced Voice Mail:

This feature gives you all of the benefits of Voice Mail Basic, plus an additional 3 Voice Mail boxes. Now each member of the family can have their own, unique voice mail box. Enhanced Voice Mail also allows you to record a longer greeting or message.

**With Enhanced Voice Mail, all messages will not log a time /date stamp. Additionally, the voice mail indicator will not specify which mail box the message is stored.

Mailbox Setup

The first time you call, you'll need to establish a password and record your name and greeting for callers. Just follow the steps below. You'll hear helpful prompts to guide you through setting up your mailbox.

- A. If you are calling from your home phone, Dial *98 to setup your mailbox.
- B. If you are dialing in to setup your mailbox the first time from somewhere other than your home phone, dial 419-754-9920. Once you receive the system prompt, enter #. You will then be asked to enter your mailbox number, which is your 10-digit home phone number.
- C. Enter your password – The first time you call, enter the temporary password. Your temporary password is the last four digits of your home phone number. You will then be asked to establish a new password.
- D. Once you have created a password, you will be asked to select a greeting.
 1. Standard greeting with number only.
 2. Standard greeting with name only.
 3. Personal greeting. (Most users choose a personal greeting.)
- E. You will then be asked to record a standard greeting. This is the greeting you will hear when you call the system to check your messages. For this greeting, you will be asked to record your first and last name. Instead of first and last name, you can record a family name, such as "The Smiths."
- F. If you choose a standard greeting, you will not be asked to record a personal greeting.

These steps must be completed in one call, or you'll be asked to start over when you call again.

Enhanced Voice Mail Instructions

To set up additional extension boxes:

- A. Follow the instructions on the previous page for mailbox setup, press option 4 at the main menu
- B. Press option 9 to set up extension boxes
- C. Set up the extension box by pressing the corresponding box number (1, 2 or 3)
- D. The system will announce a default password
 1. To accept the default password, press 1
 2. To change the default password, press 2 and enter your new 4-digit password
- E. You will then be asked to record the extension name. (example: Billy's Mailbox)
- F. You will then be asked to record a greeting
 1. Press 1 for the standard greeting
 2. Press 2 to record a personal greeting

Quick Access Anytime

There are two ways to tell if you have a Voice Mail message. Some phones have a Voice Mail indicator light, which will be on when you have a new message. If you do not have a Voice Mail light, you will hear three short beeps, then a regular dial tone, when you first pick up the phone.

You can call your mailbox anytime, from anywhere, using these steps:

- A. Call your own phone number
- B. When your greeting begins playing, interrupt it by pressing #
- C. As prompted, enter your password

If calling your phone number is inconvenient because someone else may answer your phone, use the below instructions:

- A. Dial the Voice Mail Access Number (419-754-9920)
- B. Press #
- C. Enter your mailbox number (10-digit home telephone number)
- D. Enter your password and press #

VOICE MAIL Continued

Command Options

Use the numbers below on your telephone keypad to navigate the Voice Mail system.

Main Menu

Press 1 to listen to your old messages

Press 7 to erase

Press 8 to reply

- This option is only available when the message is from another Buckeye TEL customer with a Voice Mail box on our system. Reply enables you to reply back to the message you are listening to.

Press 9 to save

Press 2 to send

- This selection enables you to send a Voice Mail message from your Voice Mail box to a friend or family member who also has a Buckeye TEL Voice Mail box.

Press 4 for personal options

Press 2 to change administrative options

Press 1 to establish/change password

Press 4 to date and time stamp

Press 3 for greetings

Press 1 to change personal greeting

Press 1 for standard greeting with your telephone number

Press 2 for standard greeting with your name

Press 3 for personal greeting

Press 2 for extended absence greeting

At the tone, record your greeting; when you are finished, press #

Press 3 to change recorded name

At the tone, say only your first and last name; when you are finished, press #

Listening Controls

- Use your keypad's playback controls to rewind, pause, or fast forward, and to change the speed or volume when listening to your Voice Mail.
- Press 5 to hear a message's envelope (the sender, time, length, etc.)
- Press # to skip to the next message, or press # - # to skip to saved messages.

Playback Controls

Use these controls while your messages are playing.

- | | |
|------------------|---|
| 1 - Rewind | 5 - Envelope (date and time of Voice Mail) |
| 2 - Pause/Resume | 6 - Faster |
| 3 - Fast Forward | 8 - Normal Volume (only while message is playing) |
| 4 - Slower | 9 - Louder Volume |

Need Help?

If you're having trouble while using Voice Mail, press 0 for pre-recorded online help.

Helpful Tips

- To cancel a command, back up one menu, or exit the system, press *
- To bypass a greeting or interrupt a prompt, press #
- Press multiple-number commands quickly, or the system may misinterpret your input.

Access Charges

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

Broadband

Any data transmission with relative size equal to or greater than 256 kilobits per second.

bucketcablesystem.com

Buckeye CableSystem's website for viewing the latest information about new services and product updates.

Buckeye DGL (Digital Cable)

A service that provides more than 200 channels, plus the clearest digital picture and sound. Buckeye Digital is required to take advantage of Buckeye VOD (Video on Demand), Buckeye HD (High-Definition Television) and Buckeye DVR (Digital Video Recorder).

Buckeye DVR (Digital Video Recorder)

A service allowing Buckeye Digital Cable customers to record, stop, pause, rewind and replay LIVE television.

Buckeye Express (BEX)

A service that provides High-Speed Internet access via cable modem.

Buckeye HD (High Definition)

A service allowing Buckeye Digital Cable customers to experience ultra-clear, high-definition television.

Buckeye TEL Calling Card

A card for making local and long distance calls with rates for calls across the continental United States, Alaska, Hawaii, Canada, Puerto Rico and U.S. Virgin Islands. Order or replace cards at 1-800-866-3260.

Buckeye TEL Detailed Bill

A detailed version of your Buckeye TEL account activity showing itemized calls and charges. Viewing these detailed bills requires Internet access, a Login Name and Password, and a PDF reader application. Complete instructions can be found at bucketcablesystem.com.

Buckeye VOD (Video On Demand)

A service allowing Buckeye Digital Cable customers to use their remote control to access programming whenever they want, with VCR-functionality to stop, play, pause and rewind movies, BCSN sports, children's programs and other popular shows.

Bundle

The ability to combine Buckeye TEL with other Buckeye CableSystem services (cable television and/or High-Speed Internet), resulting in savings on your phone bill.

Cable Modem

A modem that uses coaxial cable to connect to the Internet rather than regular phone lines or ISDN lines.

Customer Service

Buckeye CableSystem's team of representatives who provide support and assistance 24/7 for Buckeye CableSystem cable television, High-Speed Internet and telephone services. We can be reached at 419-724-9800 (NW Ohio and SE Michigan) or 419-627-0800 (Erie County).

Domestic Long Distance

Calls placed to cities outside of the local calling area to Canada or the continental United States. Excludes Alaska, Hawaii and any other offshore location.

Essential Package

The mid-level Buckeye TEL package featuring unlimited local calls (including the expanded local calling area*) and 150 minutes of Canadian/domestic long distance calling, plus a variety of FREE features such as Call Waiting, Caller ID and more.

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.

Expanded Local Calling Area

A large local calling area that encompasses much of Northwest Ohio and Southeast Michigan eliminates the need to dial "1" before the 10-digit phone number.

Federal Communications Commission (FCC)

U.S. agency which regulates communication by wire and radio, including the licensing of radio and television stations.

Fiber Optics

A bundle of glass fibers used for high-speed transmission of voice, video and data.

Ground Package

The base level Buckeye TEL package featuring unlimited local calls* (including the expanded calling area) and domestic long distance calling at \$.06 per minute, Call Privacy *67, plus the option to choose your own long distance carrier.

Internet

A worldwide network of computers communicating in a common language. The Internet is home to the World Wide Web, where individuals, companies, and non-profit organizations may have a forum for their messages.

Long Distance Carrier

A provider of rates and services for placing calls to cities outside the local calling area.

Premium Package

The top-of-the-line Buckeye TEL package featuring unlimited local and unlimited calls to Canada and domestic long distance calling, plus a variety of FREE features such as Call Waiting, Caller ID, Call Forwarding and more.

Router

A software and hardware connection between two or more networks that permits traffic to be routed from one network to another.

TCP/IP (Transmission Control Protocol/Internet Protocol)

A series of numbers that creates an "address" to allow one computer to communicate and exchange information with another.

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.

Unlimited Domestic Long Distance*

A service provided as part of the Premium Buckeye TEL package that allows the customer to make an unlimited number of long distance calls to anywhere in Canada or the 48 continental United States (includes the 48 continental United States; excludes Alaska, Hawaii, Puerto Rico and U.S. Virgin Islands).

Unlimited Local*

A service provided as part of each of the three Buckeye TEL packages that allows the customer to make an unlimited number of calls within the expanded local calling area.

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.

Voice Over Internet Protocol

VoIP (voice over IP – that is, voice delivered using the Internet Protocol) is a term used to describe delivery of voice information over the same lines used for the Internet. Unlike VoIP services, Buckeye TEL uses a true voice network using actual phone lines.

Buckeye TEL is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service.

* Use of unlimited Long Distance for commercial, data/computer connections, and mass-solicitations (ex-auto dialing/faxing) is prohibited and will result in suspension/termination of service.

TROUBLESHOOTING

If you experience any problems with your Buckeye TEL 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 CableSystem 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 Express High-Speed 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.

HOW TO CONTACT US

Buckeye CableSystem values your business and looks forward to providing you with the same local service you've come to appreciate with our cable television and/or High-Speed Internet services.

If you have any questions or experience any problems with your Buckeye TEL phone service, please contact a Customer Relations Representative.

CALL: 419-724-9800 (NW Ohio & SE Michigan)
419-627-0800 (Erie County)

CUSTOMER SERVICE

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 your Buckeye CableSystem 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
 or for 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.

Consumers must carefully examine their options and take greater responsibility for their telecommunications choices. The MPSC website contains information to help provide a better understanding of the regulatory environment and consumer options.

For reference to 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: 1-800-362-2764

Michigan's One-Call Utility Notification Organization

MISS DIG: 1-800-482-7171