



BendBroadband

access : everything

**BendBroadband Phone
Welcome Kit**

July 16, 2007



Welcome! Thank you for choosing BendBroadband Phone.

My BendBroadband Phone Number: (____) _____ - _____

To view your account details visit My Account at
<http://www.bendbroadband.com/myphoneaccount.cfm>

For technical support regarding BendBroadband Phone dial 611 from your home phone or call 382-5551.

BendBroadband is unable to guarantee directory listing information if you transfer your telephone number to BendBroadband from another provider. Please verify your directory listing preferences with Directory Assistance and/or check www.dexonline.com two weeks after your telephone number transfer.

To request changes to your directory listing information, please submit a BendBroadband support request from our Contact Us page on www.bendbroadband.com or visit www.bendbroadband.com/contactinfo.cfm.

To Activate Your Voice Mailbox

To complete the setup process you must be calling from the home phone that is authorized for voice mail. Do not use cell phones or other local telephone lines for this initial setup.

Begin by dialing your BendBroadband phone number – including area code. Your initial pass code will be the last four digits of your BendBroadband phone number.

The first time you access your voice mail you need to create a pass code (4 to 7 digits in length) that allows you to retrieve messages from your voice mailbox.

- Simply follow the instructions you hear to record a personal greeting for your voice mailbox, to change your greeting, to change your pass code, or to perform other voice mailbox functions.

- When you complete these steps your voice mailbox will be set up and ready to use.

- Your voice mail will pick up after 4 unanswered rings. To change the number of rings, contact BendBroadband at 611 or 382-5551.

Voice Mailbox

- Stores up to 30 messages
- Each message may be up to 5 minutes long
- Message greeting length up to 1.5 minutes
- Message retention up to 90 days

To Listen To Your Messages

1. Dial your home phone number, including area code or dial *55 for quick voicemail access from your home phone.
2. You will hear your personal greeting or be asked to enter your pass code.
3. If you are not calling from your home phone, press the * while your greeting is playing. Note: If you press * after the beep at the end of your greeting you will have to start over.
4. Enter your pass code followed by the # key.
5. Then follow the instructions and voice prompts

Using Voice Mail

When you dial into your voice mail you will reach the Main Menu if there are no messages. Voice Mail menu options may vary slightly from those listed below.

Main Menu Options:

- To listen to your new messages press 1
- To listen to your old messages press 3
- To change your personal options press 4
- To exit press *

Listening to your messages

When you pick up the phone a special dial tone (message waiting indicator) will tell you if there are new messages in your mailbox. Normal dial tone indicates there are no new messages.

Access your voice mail using the steps previously outlined. If you have any new or saved messages you will be greeted with the following menu of options:

Note: Some menu options are available only by listening to the message options menu twice.

- To listen to your new messages press 1
- To listen to your old messages press 3
- To change your personal options press 4
- To go back to the main menu or exit press *

Message Options

- To save this message press 9
- To delete this message press 7
- To skip this message press #
- To forward this message press 6
- To skip back press 1
- To replay this message press 11
- For envelope information press 8
- To go back to the main menu or exit press *

Personal Options Menu

From the Main Menu press 4 for Personal Options.

Then choose your option:

- To manage your personal greeting press 1
- To change your password press 2
- To record your name press 4

Changing your greeting

From the Main Menu press 4 for Personal Options. From the Personal Options menu, press 1 to manage your personal greeting.

Then choose your option:

- To listen to your greeting press 1
- To rerecord your personal greeting press 2
- To delete your personal greeting press 3
- To return to the previous menu press *

Plan Details

PRICING		
Unlimited	Unlimited local and long-distance calling in the continental U.S. with 15 calling features.	\$38.95 per month.
Basic Plus	Unlimited local calling with 6 calling features and 5 cents per minute long-distance in the continental U.S.	\$29.95 per month.
Basic	Unlimited local calling and 5 cents per minute long-distance in the continental U.S.	\$18.95 per month.
Additional Line	Add any second phone line and save 20% off the lowest priced phone line. Mix and match plans to fit your needs.	\$15.16 to \$31.16

Note: If you do not subscribe to any other BendBroadband service, add \$10 per month to the above rates. Multimedia Modem rental or purchase is required and is additional. All taxes and fees are included in phone prices above except for E911 and USF (approximately \$2 per month, per line). Taxes and fees may vary and are subject to change.

UNLIMITED CALLING FEATURES		
Enhanced Voice Mail with Email Access Caller ID 3-Way Calling Call Waiting Call Forwarding	Call Screening Anonymous Call Block Cancel Call Waiting Caller ID Block Per Call Selective Call Forwarding	Distinctive Ringing Repeat Dialing Speed Dial <i>Coming Soon:</i> Remote Access Call Forwarding

BASIC PLUS CALLING FEATURES		
Voice Mail Caller ID	Call Waiting Cancel Call Waiting	Caller ID Block Per Call Last Call Return

INCLUDED WITH ALL PHONE PLANS
Directory Listing—Published, Directory Listing—Unpublished, Enhanced 911 Service (911), Block 900/976, Technical Assistance (611), Road Report (511), and Underground Locates (811)

PHONE/INTERNET EQUIPMENT

Multimedia Modem supports Internet and Phone service in one device.

Multimedia Modem Rental	\$5 per month
Multimedia Modem Purchase	\$85

If you already own a high-speed Internet modem ask us if you qualify for our modem buyback program.

OTHER CALLING RATES

HAWAII, ALASKA, CANADA & MEXICO
 \$0.05/min to Hawaii
 \$0.09/min to Alaska
 \$0.02/min to Canada
 \$0.05/min to Mexico

Visit www.bendbroadband.com for U.S. Territories and International rates.

Operator Assisted Calls

Operator Assisted: \$.99 per call + .10 per minute.
 Person to Person: \$3.49 per call
 3rd Party, Calling Card calls: \$3.49 per call

Directory Assistance Calls

Directory Assistance (no completion): \$0.99 per call
 Directory Assistance (includes call completion): \$1.49 per call

Note: Calling Block/Unblock: Restrict the ability to make Long-Distance, International, 411 and/or Operator Assisted calls. A one-time \$5 charge applies to block or unblock any or all of these types of calls.

Local Calling Areas

Bend* to	Redmond to	Sisters to
Camp Sherman-Black Butte (595)	Bend*	Bend*
Culver (546)	Culver (546)	Camp Sherman-Black Butte (595)
La Pine (536)	Madras (325, 475, 553)	Redmond (504, 526, 548, 923)
Madras (325, 475, 553)	Sisters (549, 588)	
Prineville (416, 447)		
Redmond (504, 526, 548, 923)		
Sisters (549, 588)		

* Bend prefixes: 306, 312, 316, 317, 318, 322, 330, 382, 383, 385, 388, 389, 550, 593, 598, 617, 633, 678

Feature Instructions:

Enhanced Voice Mail with Email Access

Now you can check your messages easily with a phone or computer! With our Enhanced Voice Mail you can access voice messages using your phone number and pin and you can listen to messages automatically forwarded to your email account.

Voice Mail

Access your voice messages from any phone using your phone number and pin.

Call Waiting

Talk as much as you want and never miss a call. Call Waiting enables you to receive important incoming calls while you are already on the phone. When you are on the phone a tone lets you know another person is calling. You can accept the second call without disconnecting the first.

To Use: To accept your second call, press the switch hook/ flash or talk button. Or, you can hang up the phone to end the current call and the incoming call will ring immediately.

Cancel Call Waiting

If you don't want to be interrupted on a call you can turn the call waiting feature off on a per call basis.

To Deactivate: Lift the handset, listen for dial tone, press *70, wait for dial tone then dial the phone number you wish to call. Call waiting is re-activated automatically once your call is completed.

Note: You cannot cancel call waiting on a per call basis for incoming calls. You can permanently remove call waiting by calling 611 or 382-5551.

Caller ID

Know who is calling before you pick up the phone. With Caller ID the phone number of incoming callers is identified and displayed after just one ring.

Caller ID Block Per Call

Maintain your privacy while using Caller ID. This feature prevents the party you are calling from seeing your number on their caller ID.

To Use: For each call you want to remain anonymous, lift the handset, listen for dial tone, then press *67 before you dial the number.

Note: You can permanently activate this feature by calling 611 or 382-5551. When permanently activated, you can deactivate on a per call basis by dialing *82 prior to making a call.

Last Call Return

Easily find out who called you and return missed calls. With Last Call Return, a recording gives you the number of the last caller and the option to automatically call back.

To Use: Lift the handset, listen for dial tone, then press *69 and you will be automatically connected. This feature does not work for calls that have been forwarded or calls from 800 or 900 numbers.

3-Way Calling

Connect easily with friends and family without leaving home. 3-Way calling allows you to talk to two different people in separate locations at the same time. And local and long distance calls within the 48 states are included so it is that much easier to keep in touch with friends and family.

To Use: Place a call to the first party. Once that person is on the line, press the switch hook/ flash or talk button. The first party is then placed on hold and you will receive a dial tone so you can dial the second number. If the second party answers, you can speak privately to them, or press the switch hook once to create a 3-way connection. If the second party does not answer, press the switch hook twice to return to the first party. To disconnect the second party, press the switch hook once (the first party will stay on the line). To disconnect all parties, hang up the phone.

Note: Call waiting will not operate when a three way call is in progress.

Anonymous Call Block

Block "mystery" calls from anyone whose Caller ID information is blocked. The caller will automatically receive a message that you are not accepting Caller ID blocked calls and will be advised to unblock their number and try their call again.

To Activate: Lift the handset, listen for dial tone, then press *77.

To Deactivate: Lift the handset, listen for dial tone, then press *87.

Call Screening

Protect your time and privacy by screening unwanted callers. Call Screening automatically sends up to 12 different incoming callers to a message that says calls are not being accepted at this time.

To Activate: Lift the handset, listen for dial tone, then press *60. A menu of options will guide you to activate Call Screening.

To Deactivate: Lift the handset, listen for dial tone, then press *80. A menu of options will guide you to deactivate Call Screening. Call Screening cannot reject: phone numbers that display as "Out of Area" or "Private" on Caller ID.

Menu of Options:

Press 3 to activate/ deactivate

Press # to add phone numbers

Press #01# to add the last incoming number

Press * to delete stored numbers

Distinctive Ringing

Personalize and prioritize special callers so you don't miss an important call. With Distinctive Ringing, you can assign a different tone and ring that will let you know when any one of your important callers from your priority list is trying to reach you.

To Activate: Lift the handset, listen for dial tone, then press *61. A menu of options guides you to add, delete, or review the up to 12 numbers on your list. The same tone and ring will be assigned to all the numbers on the list.

To Deactivate: Lift the handset, listen for dial tone, then press *81. A menu of options guides you to deactivate the service or remove numbers on your list.

Note: The distinctive ring when you are on the phone will be three short tones instead of one call waiting tone. When you are not on the phone and a member from your priority list is calling, you will hear two short rings instead of one ring.

Call Forwarding

Get important calls to follow you while you are away from home. Call Forwarding automatically sends all incoming calls to any number you choose, such as your cell phone.

To Activate: Lift the handset, listen for dial tone, press *72, then listen again for dial tone. Next, dial the number for the forwarding location. Call Forwarding is activated as soon as someone answers. If no one answers the other line, repeat the above steps and the feature will be activated (a tone confirms activation).

To Deactivate: Lift the handset, listen for dial tone, then press *73 (a tone confirms deactivation). If you leave Call Forwarding on and receive a call after returning home, you will hear a short ring indicating that the call is being forwarded. You cannot answer a call from your home phone until you deactivate the Call Forwarding feature.

Selective Call Forwarding

Select which callers can reach you while you are away from home. This feature enables you to forward incoming calls from up to 12 selected phone numbers to the location of your choice.

To Activate: Lift the handset, listen for dial tone, then press *63. A menu of options will guide you to add, delete or review the numbers on your list.

To Deactivate: Lift the handset, listen for dial tone, then press *83. Your selected numbers are retained for future reactivation. A menu of options will guide you to deactivate this feature.

Menu of Options:

Press 3 to activate/ deactivate

Press # to add phone numbers

Press #01# to add the last incoming number

Press * to delete stored numbers

Repeat Dialing

Call back with the touch of a button. Repeat dialing automatically redials a busy number for you and notifies you when the number is no longer busy.

To Activate: Lift the handset, listen for dial tone, then press *66. This feature will continuously call back the last number you dialed.

To Deactivate: Lift the handset, listen for dial tone, then press *86. Repeat dialing will deactivate automatically after 30 minutes have elapsed.

Speed Dial

Easily reach your family, friends or favorite places. Speed Dial allows you to program up to 30 short dialing codes for frequently used numbers.

To Use: Identify up to 30 phone numbers you wish to program. Assign each number a two digit code between 20 and 49. Lift the handset, listen for the dial tone, press *75, then wait to hear dial tone again. Enter the two-digit code you selected on the key pad, followed by the first phone number (up to 24 digits). After you enter your number, press the # key. Several short tones confirm you entry. Hang up and repeat this process for up to 29 additional numbers. To access your speed dial numbers dial the two digit code followed by the # key.

Included with all home phone plans:

Technical Assistance (611)

Our easy direct line to our local Customer Care team! Should you experience a problem, as a BendBroadband Phone customer you can call for technical assistance at any time by dialing 611 from your home phone.

Road Report (511)

Quickly access information about Oregon road conditions and chain requirements.

Underground Locates (811)

Call before you dig and help keep buried utilities safe.

Oregon Telecommunications Relay Service (711)

Provides a vital link between hearing people and those who are deaf, hard of hearing or speech disabled.



Are you an Oregonian with a hearing, speech or severe mobility disability?

You may qualify for a loaner phone that meets your needs. Call Telecommunications Devices Access Program (TDAP) at 1-800-848-4442 Voice or 1-800-648-3458 TTY.

OTRS provides a vital link between hearing people and those who are deaf, hard of hearing or speech disabled.

- **Totally confidential**
- **Toll-free access, 24 hours a day, 365 days per year**
- **Voice Carry Over (VCO) allows the deaf or hard of hearing to use their own voice**
- **Hearing Carry Over (HCO) allows the speech disabled to use their own hearing**

All you have to do is dial 711 or:

(TTY) 1-800-735-2900 (Spanish) 1-800-735-3896
(VCO) 1-800-735-3260 (900 Services) 1-900-568-3323
(Voice) 1-800-735-1232 (Customer Service) 1-800-676-3777
(ASCI) 1-800-735-0644

To connect with Captioned Telephone (CapTel) users, dial 1-877-243-2843

For CapTel Customer Service dial 1-888-269-7477

Enhanced 911 Service (911)

Contact local police, fire and other emergency services by dialing 911. With Enhanced 911, the address where you have your BendBroadband phone service will automatically pop up on the 911 dispatcher's screen.

Block 900/976

With BendBroadband Phone, outgoing calls to 900/976 numbers are automatically blocked.

Note: Similar to cell phones, incoming collect calls are not supported by our phone service at this time.

Directory Listing & Directory Assist Listing

Allow people to reach you and have your listing included in the local phone directory at no additional charge.

Non-published & No Directory Assist Listing

Protect your privacy and have your listing excluded from the local phone directory at no additional charge.

Fax Machines:

If you do not have a dedicated fax line and you want to share your phone line with a fax machine you will need to set your fax machine to manual.

If a fax comes in and you answer it with your phone, you will need to press the pick-up button or start button on the fax machine before you hang up to receive the fax.

You can use the Distinctive Ringing feature if you receive a fax often from the same fax number so you know not to answer the phone. Caller ID can also be used to identify incoming faxes from a particular number so you know not to answer the phone.

There is no charge to send faxes in your local calling area or to receive faxes, but if you are a heavy fax user, we recommend you purchase an additional phone line for your fax machine.*

*Charges may apply for faxes sent outside of your local calling area or outside the continental U.S.

Troubleshooting:

Q: I have no dial tone with my BendBroadband Phone service. What should I do?

A: Please check the following items if you have no dial tone.

- Make sure all phones in your home are on the hook and that cordless phone batteries are charged.
- Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.
- Plug the phone directly into your multimedia modem to determine if the issue may be related to the wiring inside your home.
- Check the lights on your multimedia modem (see below for more info) you may need to reset your modem.

The following is a description of the lights on your multimedia modem.

- Power – this light should be solid. If not, verify that the multimedia modem is plugged directly into a working power outlet.
- Online – this light should also be solid. If not, verify if standby mode is on by pushing the white "Standby" button. Note: Standby mode will not affect your BendBroadband Phone service connection, only your BendBroadband High-Speed Internet connection will be affected by standby mode.
- Telephone 1 or Telephone 2:
 - Should be solid if the phone(s) are on the hook.
 - A flashing light indicates a phone is off the hook. Check to make sure all phones are properly hung up.
 - If the light is off, you will need to reset the multimedia modem.
 - If this light is flashing very slowly, please call us at 382-5551.
- Battery 1 or Battery 2:
 - One of the battery lights should be solid if the battery is good and connected properly. Your connection should not be affected by the status of the battery lights as long as you have power to the multimedia modem.
 - If the battery light is off, make sure the battery is securely connected to the modem.
 - If the battery light is flashing, please call us at 382-5551.

Q: How do I reset my multimedia modem?

A: The multimedia modem can be reset by using the "reset" button located on the back of the unit. Get a pen, paperclip or another pointed object and depress the reset button until you see the lights on the front of the unit turn off. Release the reset button and wait for the unit to cycle up. It may take up to five minutes for the unit to reset.

If this does not resolve the issue, you may need to remove the battery and unplug the power source to completely shutdown and restart the multimedia modem.

If your BendBroadband Phone connection is not restored, please review the no dial tone troubleshooting tips, or contact us for additional assistance.