

USER GUIDE

USER GUIDE

WELCOME

Buckeye Phone Home Phone Service



- Expanded Local Calling Area
- 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 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 continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island).

We're confident Buckeye Phone Service will answer all your calling needs. To help you make the most of your Buckeye Phone 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 Phone Service is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service. Reasonable is up to 5,000 minutes per month of local and 2,500 minutes per month of domestic long distance (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). 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 Phone Home Phone Service

General FAQs

Who is eligible for Buckeye Phone 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 Voicemail 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 Phone Service?

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 includes unlimited local calls and unlimited Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). The Essential package includes unlimited local calls and up to 150 minutes (\$0.04 per min. thereafter) Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada. 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 \$0.06 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.

Will my Buckeye Phone Service work if my power goes out?

Yes. Unlike other telephone companies, Buckeye 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 Phone Service billed?

Charges for your Buckeye Phone Service will appear on your monthly Buckeye CableSystem bill. Visit our website (buckeyecablesystem.com/buckeyephone). 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 Phone Service 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.

Buckeye Phone Service is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service. Reasonable is up to 5,000 minutes per month of local and 2,500 minutes per month of domestic long distance (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). 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.

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 Voicemail, 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 Phone Service 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 Voicemail, the call will automatically go to Voicemail. 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 Voicemail

With this feature, you will never miss another call if your phone number is changed to another number. Movers Voicemail 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 Voicemail is available for a maximum of 90 days, and is only available for Buckeye Phone Service 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.

VOICEMAIL

The Power Of Messaging

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

To Access Your Voicemail:

From Home: Press *99 / From Any Other Phone: 419-724-9801

Voicemail:

Voicemail 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! You'll never have to worry about missing another important message again! Our Voicemail service will give you the storage options, features and will provide superior reliability you would come to expect from Buckeye CableSystem.

Enhanced vs. Basic Voicemail:

We offer you a choice with your Voicemail service options. Depending on Your households needs, you can choose between a Basic or Enhanced Voicemail service. Below please find the feature differences:

	Basic	Enhanced
# of Voicemail Boxes	1	6
Storage Capacity	15 minutes	30 minutes/Mailbox
Duration/message	3 minutes	5 minutes
Call return/Reply to live	No	Yes*

*Restrictions apply. Local call return.

Voicemail Telephone User Interface

NOTE: Services may vary depending on the level of Voicemail service you subscribe to. Press [*] at any time to return to the previous menu.

From Outside Your Home

Call 419.724.9801

Enter home phone number with area code then your 5 digit passcode (same security number found on the front of your Buckeye CableSystem bill statement)

From Inside Your Home

Dial *99

Enter home phone number with area code then your 5 digit passcode (same security number found on the front of your Buckeye CableSystem bill statement)

Voicemail Telephone User Interface (continued)

Standard Keys (use anytime)
Cancel/Exit [*]
Complete/Skip [#]

Record/Send Options
Review [1]
Send normal [2]
Send urgent [3]
Re-record [4]
Review list [5]

FROM MAIN MENU

LISTEN TO MESSAGES [1] ▶

New Messages [1]
Saved Messages [2]

During Playback Options
Increase volume [2]
Delete message [3]
Rewind [4]
Pause message [5]
Fast forward [6]
Decrease volume [8]

After Playback Options
Replay [1]
Save message [2]
Delete message [3]
Forward message* [4] →
Reply to message [5] →
Play date/time [6]
Play previous [7]
Skip to next [#]
*available with enhanced Voicemail

To forward a message, record introduction at beep and press [#]

Reply to message [1]
Place call to sender [5]

FROM MAIN MENU

SEND MESSAGES [4] ▶

At beep, record message when finished press [#]

Review [1]
Re-record [4]
Add more recipients [6]
Cancel [*]

Enter mailbox number and press [#]
Listen to address book [*]

See Record/Send Options

FROM MAIN MENU

ACCESS SUB MAILBOX [6] ▶

Enter sub-mailbox #

FROM MAIN MENU

USER OPTION [9] ▶

Greetings and name announcements [1] ▶

Modify greetings [1]
Modify name announcement [2]
Set current greeting [3]

Modify greetings [1]
Modify name announcement [2]
Set current greeting [3]
Record contact list prompts [4]

Modify PIN [2] ▶

Enter PIN number press [#]

Keep name [1]
Change name [2]
play number instead of name [3]

Message playback options [3] ▶

Most recent/oldest [1]
Turn envelope on/off [2]

Keep name [1]
Change name [2]
Play number instead of name [3]

Notification options [4] ▶

Resume/Pause notification [1]

Create/Delete sub-mailboxes [5] ▶

Create sub-mailbox [1]
Delete sub-mailbox [2]

Record announcement [1]
Use default [2]

Create PIN [1]
Use existing PIN [2]

Quick Access Anytime

There are two ways to tell if you have a Voicemail message. Some phones have a Voicemail indicator light, which will be on when you have a new message. If you do not have a Voicemail light, you will hear several 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 Voicemail Access Number (419-724-9801)
- B. Press *
- C. Enter your mailbox number (10-digit home telephone number)
- D. Enter your password and press #

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.

buckeyecablesystem.com

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

buckeyecablesystem.net

Buckeye CableSystem's homepage for Google search, local and national news, games, email, bill pay and more.

Buckeye Digital (Digital Cable TV)

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 High-Speed Internet

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 Phone Service 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 Phone Service Detailed Bill

A detailed version of your Buckeye Phone Service 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 buckeyecablesystem.com.

Buckeye VOD (Video On Demand)

Buckeye Digital Cable TV service that allows customers to use their digital remote to order programming whenever they want, with VCR-functionality to stop, play, pause and rewind movies, BCSN sports, children's programs and other popular shows. Visit buckeyecablesystem.com/vod for more information.

Bundle

The ability to combine Buckeye Phone Service 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 Home Phone Service. 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 (including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island).

Essential Package

The mid-level Buckeye Phone Service package includes unlimited local calls and up to 150 minutes (\$0.04 per min. thereafter) Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). 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 Phone Service package featuring unlimited local calls (including the expanded calling area) and domestic long distance* calling at \$0.06 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 Phone Service package includes unlimited Local Calls and Local Toll, In-state and State to State domestic long distance* calls in the continental United States and Canada (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). 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 Phone Service package that allows the customer to make an unlimited number of long distance calls to anywhere in the continental United States and Canada (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island).

Unlimited Local*

A service provided as part of each of the three Buckeye Phone Service 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 Phone Service uses a true voice network using actual phone lines.

TROUBLESHOOTING

If you experience any problems with your Buckeye Phone 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 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

Buckeye Phone Service is a residential service offered for reasonable personal, non-commercial and lawful use only. Any other use may result in discontinuance of service. Reasonable is up to 5,000 minutes per month of local and 2,500 minutes per month of domestic long distance (includes the continental United States including Alaska, American Samoa, Baker, Howland and Jarvis Islands, Guam, Hawaii, Johnston Atoll, Kingman Reef, Midway Islands, Navassa Island, North Mariana Islands, Palmyra Atoll, Puerto Rico, U.S. Virgin Islands and Wake Island). 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.

While this document has attempted to include the most recent and accurate information as of the date of publication, it is subject to change without notice.

© 2010 Buckeye Cablevision, Inc.
MKTG-TEL- 5/10