

HOW DIGITAL PHONE SERVICE WORKS

The digital phone service of Packerland Broadband is provided via Voice over IP (VoIP) delivery methods on our managed, fiber optic network. VoIP turns the audio analog signals you hear when you talk on the phone, into digital data packets that are transmitted over the Internet. When the data reaches the final destination, it is converted back to sound.

For residential service, Packerland provides a Cable Modem (CM) that includes a Multimedia Terminal Adapter or MTA. The MTA controls the voice services and registers with Packerland's state-of-the-art voice switching platform that provides users with over 40 advanced telephone features.

ADVANCED CALLING FEATURES

# 8	Automatic Callback Deactivation	* 6 9	Call Return
* 7 2	Call Forwarding Always	* 4 3	Call Waiting Always
* 7 3	Call Forwarding Always Deactivation	# 4 3	Call Waiting Always Deactivation
* 2 1	Call Forwarding Voice Mail	* 7 0	Cancel Call Waiting
# 2 1	Call Forwarding Voice Mail Deactivation	* 9 9	Clear Voice Message Waiting
* 9 0	Call Forwarding Busy	* 5 7	Customer Originated Trace
* 9 1	Call Forwarding Busy Deactivation	* 9 7	Directed Call Pickup
* 4 0	Call Forwarding Busy to Voice Mail	* 3 3	Directed Call Pickup with Barge-In
# 4 0	Call Forwarding Busy to Voice Mail Deactivation	* 5 5	Direct Voice Mail Transfer
* 9 2	Call Forwarding No Answer	* 8 0	Diversion Inhibitor
* 9 3	Call Forwarding No Answer Deactivation	* 7 8	Do Not Disturb
* 4 1	Call Forwarding No Answer Voice Mail	* 7 9	Do Not Disturb Deactivation
# 4 1	Call Forwarding No Answer Voice Mail Deactivation	* 2 2	Flash Call Hold
* 9 4	Call Forwarding Not Reachable	* 6 6	Last Number Re-dial
* 9 5	Call Forwarding Not Reachable Deactivation	* 6 0	Music on Hold Per-Call Deactivation
* 6 7	Calling Line ID Blocking Per Call	* 6 1 0	No Answer Timer
* 3 1	Calling Line ID Blocking Always	* 7 1	Per Call Account Code
# 3 1	Calling Line ID Blocking Deactivation	* 5 0	Push to Talk
* 6 5	Calling Line ID Delivery Per Call	* 7 5	Speed Dial 100
* 6 8	Call Park	* 7 4	Speed Dial 8
* 8 8	Call Park Retrieve	* 4 7	Sustained Authorization Code
* 9 8	Call Pickup	* 3 7	Sustained Authorization Code Deactivation
		* 6 2	Voice Portal Access

HOW DO I USE THE FEATURES?

Features can be accessed by utilizing your touch-tone buttons on your telephone (please note that only touch tone phones can be utilized with this service). The feature code and description is described in the *Advanced Call Features- Quick Reference Guide*. Through Packerland's digital phone service, you are able to change and control these feature settings by dialing the code and choosing the option you wish to select.

For restrictions and a complete list of terms and conditions, please view our Acceptable Use Policy and Service Terms and Conditions at: www.packerlandbroadband.com