

Need any help at all?
800-956-4401 or myinsight.com

Everything
you need
to know
about your
Phone
service.



Local and long distance rates, terms & conditions

The rates, terms, and conditions for your Insight local phone service are set forth in Insight's applicable local service tariff located on the Insight website at www.insight-com.com/tariffs. The rates, terms, and conditions for Insight's long distance service are set forth in a Service Agreement (the terms and conditions of service) and a Service Guide (with current rates) covering domestic and international long distance service. Please refer to Insight's applicable tariff, service agreement, or service guide for complete offer terms and conditions, as they are each subject to change. Should you need to receive copies of any of these documents, or if you have questions, please call our Customer Care Center, 1-877-4-INSIGHT.

Domestic calls

For calls within your own area code, just dial the 7 or 10-digit phone number. For calls outside your area code, dial 1 + the area code + the 7-digit number.

International calls

To place the call yourself, dial 011 + the country code + the phone number. If you don't know the country code or want an operator to place the call for you, just dial 0.

911 emergency calls

Dial 911 to reach emergency police, fire and medical services. Enhanced 911 provides the emergency service with your telephone number and location. Remember, dial 911 immediately in case of any emergency.

Operator assisted calls

If you'd like, an operator will help you place certain types of calls:

- **Collect calls:** The operator contacts the answering party and requests payment for the call.
- **Person-to-person calls:** The operator must reach a particular person to connect the call.
- **Bill to third-party calls:** The operator contacts one phone number and requests that the call be charged to another designated phone number.

Additional charges will depend on the service requested.

To contact your operator, press 0 for local calls and 00 for long distance calls.

Directory assistance

Just dial 411 for access to both local and long distance numbers. Directory Assistance calls are charged on a per-use basis.

Specialized directory listings

The following services are available for a monthly charge:

- A "non-listed" telephone number is not listed in the phone book but will still be available through Directory Assistance.
- A "non-published" phone number is not available in either the phone book or through Directory Assistance.

Unless you advise us otherwise, your billing name and address information may be released to other telecommunications service providers whenever you accept a third-party or collect call. If you wish to prevent disclosure of this information, please contact us. Your ability to receive third-party or collect calls will be blocked.

Call waiting

It's like having an extra line for incoming calls. When you're on the phone, a soft beep lets you know another person is calling. You can take the second call without disconnecting the first.

To use: To take your second call, press the switch hook or flash button on your phone. This puts the current call on hold while you take the incoming one. You can always switch between calls without disconnecting either one by pressing the switch hook or flash button. Or you can hang up the phone to end the current call, and the incoming call will ring through immediately.

To deactivate before making a call: Press *70 and wait for a dial tone. Call Waiting will be reactivated automatically once your call is completed. If you have 3-Way Calling, deactivate Call Waiting by pressing the flash button briefly; then press *70 and the flash button again.

Caller ID*

With Caller ID, the incoming caller's telephone number and name (if available) are displayed on a Caller ID unit or Caller ID phone before you answer. All incoming numbers are stored, noting date and time of call. *Requires equipment

To use: You must have a Caller ID unit or special Caller ID phone to use this feature. When someone calls, simply read their name and phone number, and decide whether to answer.

3-way calling

Now you can speak to two different parties at the same time. You can also place one party on hold while you speak privately to the other, then return to the 3-way call.

To use: Place a call to the first party. Once that person is on the line, press the switch hook or flash button briefly. This places the first party on hold and gives you a dial tone. When you hear the tone, dial the second number.

If the second party doesn't answer, press the switch hook twice to return to the first party. If the second party does answer, you can speak privately to them, then press the switch hook briefly to create a 3-way connection.

To disconnect the second party, press the switch hook once. You'll remain on the line with the first party. To disconnect all parties, hang up the phone.

Call forwarding

If you don't want to miss an important call, you can forward incoming calls from your home phone number to another number where you can be reached.

To use: Lift the handset, listen for the dial tone, press *72, and dial the number of the forwarding location. A tone will confirm activation.

To deactivate: Pick up the handset, listen for a dial tone, and press *73. A tone confirms deactivation.

If you leave Call Forwarding on and receive a call after returning home, you'll hear a "ring splash," a short ring indicating that the call is being forwarded. You cannot answer the ring splash. It merely reminds you to deactivate Call Forwarding now that you're home. *72

Anonymous call rejection

This feature lets you reject 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. It also tells the caller to unblock their number if they wish to speak with you.

To activate: Press *77

To deactivate: Press *87

Remote access to call forwarding

With Remote Access, you have the added convenience of activating or canceling Call Forwarding while you're away from home. Your local access number for Remote Access to Call Forwarding can be found on our web site: www.insightphone.com

To use: Dial the local access number and follow the voice prompt to enter your home phone number. You will then be prompted to enter your Personal Identification Number. Next, press *72 to activate the Call Forwarding feature. You'll be prompted to enter the number where calls are to be forwarded. Use 1 and the area code.

To deactivate: Dial the local access number and follow the voice prompts to enter your home phone number. You will then be prompted to enter your Personal Identification Number. Then press *73 to deactivate.

Selective call forwarding * 6 3

This feature lets you forward incoming calls from up to 12 selected phone numbers to the location of your choice. Voice mail will not pick up calls that have been forwarded.

To use: Pick up the handset, listen for the dial tone, and press *63. A menu of options will guide you to add, delete, or review the numbers on your list. Selective Call Forwarding lets you add the last number that called you to your forwarding list.

To deactivate: Pick up the phone and press *83.

Call return * 6 9

Couldn't get to the phone in time to answer? With Call Return, a recording tells you the number of the last caller and gives you the option of automatically calling the party back.

To use: Lift the handset and press *69 to hear a recording of the phone number of the last incoming call. Call Return does not work for calls that have been forwarded to another number or for calls from 800 or 900 numbers.

Call screening * 6 0

Use Call Screening when you choose not to receive calls from selected phone numbers. This feature lets you select up to 12 numbers that will be automatically routed to a polite message indicating that you are not receiving calls at the time.

To activate: Lift the handset, listen for a dial tone, and press *60. The main menu options will guide you to add, delete, or review the numbers on your list. Press *60 if you'd like to add the last number that called you.

To deactivate: Press *80.

Call trace (*)57

If you ever receive a harassing or threatening call, you can have the number traced and, by request, forwarded to the proper authorities.

To use: Should you receive an offensive call, hang up immediately, wait 10 seconds, then pick up the handset, and press *57. You will receive a message indicating that the trace was successful. The information will be provided to law enforcement agencies upon request. Call Trace is available for a per use charge.

Caller ID with call waiting

When you're on the line, you can see the name and phone number of an incoming call before deciding to take it. You need to subscribe to both calling features and purchase a Caller ID unit or special phone that supports Caller ID with Call Waiting.

Caller ID blocking (*)67

With this free service, you can prevent the party you're calling from seeing your phone number. Instead, they'll see "private" or "anonymous" on their display unit or phone.

To use: For each call you want to block, press *67 before you dial the number. Caller ID Blocking is also available on a per-line basis, where your name and number are automatically blocked for each call you make.

Distinctive ring (*)61

This feature lets you know instantly when a special party is calling. A distinctive ring signals calls from up to 12 numbers you've selected.

To use: To create your select group of phone numbers, lift the handset, wait for the dial tone, and press *61. A main menu of options will guide you to add, delete, or review the numbers on your list.

To deactivate temporarily: Press *81. Your selected numbers will be retained for future reactivation.

Repeat dialing (*)66

Let your phone redial a busy number for you and tell you when the line is no longer busy.

To use: If you get a busy signal, hang up, lift the handset again, and press *66. The busy line will be monitored for up to 30 minutes. When it becomes available, your phone will give a special ring. Pick up the handset and you're connected. To reactivate after 30 minutes, repeat the original instructions.

To deactivate before 30 minutes have elapsed: Press *86. Repeat Dialing does not work with long distance calls or with 800 or 900 numbers. It is available on a per-use basis.

Speed dial

Program up to 30 numbers for fast, two-digit dialing.

To use: Select the phone numbers you wish to program and decide the order in which you want them listed. Assign a two-digit code between 20 and 40. Lift the handset, listen for a dial tone, press *75, and wait to hear the dial tone again.

Enter the two-digit code you've selected on the touch pad, followed by the first phone number (up to 24 digits). Several short tones will confirm your entry. Hang up and repeat this procedure for up to 29 additional numbers.

To call a speed-dial number, pick up the receiver, wait for a dial tone, press the assigned two-digit code, and press the # key.

Toll restriction

For a small charge, Toll Restriction ensures that only local calls can be made from your phone. One feature of Toll Restriction is International Call Blocking service. If you have International Call Blocking on your line(s), please be advised that this service will only block the completion of direct-dialed international calls. You will be responsible for international calls made using a 10-10 dial around service or an operator service provider. Please call our Customer Care Center for more information.

900/976 Call blocking

All Insight Phone lines come with Call Blocking activated so that calls to all 900 and 976 numbers are automatically blocked. There is no charge for this feature.

To deactivate: Unblocking of this service is not available.

To set up your mailbox

To start using your voicemail you must first set it up using the following steps:

- Dial home number.
- When prompted for password, pick a number from 4 to 6 digits, enter and press pound.
- Follow recorded instructions to set up announcement and greeting.

Choosing your passcode

To set up your voice mail box enter the temporary password as assigned to you when service was originally installed. The voicemail system will guide you through the steps to create your own personal pass code.

Recording your greeting

Your Voice Mail system's outgoing greeting will be played whenever you can't answer the phone. There are three types of greetings you can record:

- **Standard greeting:** Simply record your name after the prompt. The Voice Mail system then inserts your name into a prerecorded greeting.
- **Personal greeting:** Lets you respond to callers exactly as you like.
- **Busy greeting:** If you like, you can also record a different greeting that callers will hear when you're on the phone

To access your voicemail from home or away

You don't have to be home to listen to your messages. Simply follow the instructions and receive your messages no matter where you are:

- Dial your home phone number.
- When the greeting begins, press the star (*) key.
- Enter your password when prompted.
- Follow prompts to listen to your messages.

Listening to your messages

As soon as you pick up your phone, a special dial tone—your "message waiting indicator"—will tell you if there are new messages in your mailbox. If you hear a normal dial tone, there are no new messages. (Certain phones also have a built in message-indicator light that notifies you of messages.)

If you have any new or saved messages, you'll be greeted with the following menu of options when you access your Voice Mail system:

- | | |
|-----------------------------------|-------------------------------------|
| ① Listen/repeat a message | ⑧ Pause the message for 20 seconds |
| ② Save a message | ⑨ Fast forward 5 seconds in message |
| ③ Erase a message | * Exit to the Main Menu |
| ⑥ Additional Listen Options | # Skip to the next message |
| ⑦ Rewind 5 seconds within message | 0 More Information |

Retrieving a lost message: If you accidentally erase a message, don't worry. As long as you don't hang up, you can retrieve it. Just listen to all of your new messages and then exit to the Main Menu and retrieve your messages.

Changing your greeting

You have flexibility to customize your Voice Mail system's outgoing greeting. In addition to the Standard, Personal, and Busy greetings described under "Getting Started," you can also record an Extended-Absence Greeting.

To Access the Greetings and Names Menu:

- 9 from the Main Menu for **Mailbox Options**
- 1 **Greetings and Names Menu**

Then choose your option:

- 1 **Personal greetings**
- 2 **Change Name for standard greeting**
- 3 **Busy greeting**
- 4 **Extended absence greeting**
- * **Exit**

Changing your passcode

To change your passcode, follow these steps:

- 9 from the Main Menu for **Mailbox Options**
- 2 **Change passcode**

Then follow the prompts to change your passcode.

Sub mailboxes

If you have teenagers, roommates, or a home office, the Voice Mail system has the perfect feature for you—Sub Mailboxes. Create up to four additional Sub Mailboxes, each with its own passcode and greeting.

To set up your Sub Mailboxes, please contact a Customer Service Representative.

Send message feature

To send a message to another Voice Mail customer or a Sub Mailbox, press 2 from the Main Menu to access Send Messages, then follow the prompts. There are also options that allow you to reach Directory Assistance from the system.

Voice mail menu diagrams*

