

**ALLAMAKEE
■ CLAYTON
ELECTRIC COOPERATIVE**



Residential Telephone User Guide





WELCOME

Welcome to Allamakee Clayton Electric Cooperative. We are pleased to provide you with our quality service and support. We value relationships with our customers and look forward to being of service to you.

Allamakee Clayton Electric Cooperative is dedicated to ensuring quality customer satisfaction and strives to instill product and service confidence in all our customers.

CONTACT INFO

Phone: (800) 864-1611

Website: www.acrec.com

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CALLING PACKAGES

Basic Package (Residential)

The Basic Package includes:

- Local Telephone Service**
- Caller ID (Name & Number)**
- Caller ID Block Per Call**
- Call Forwarding**
- 3 Way Calling**
- Call Waiting**
- Anonymous Call Rejection**
- Voicemail**

Unlimited Package (Residential)

The Unlimited Package includes:

Unlimited Package Features

- Local Telephone Service**
- Caller ID (Name & Number)**
- Caller ID Per Call**
- Call Forwarding**
- 3 Way Calling**
- Call Waiting**
- Anonymous Call Rejection**
- Voicemail**
- Unlimited Domestic Long Distance***

***Unlimited Long Distance (to landlines only)**

Unlimited local and domestic U.S. calling includes the continental United States, Alaska, Hawaii, Canada, Dominican Republic, Puerto Rico, Bahamas, Guam and US Virgin Islands.

Additional Packages/Services

Please call your local office for prices on associated features.

Caller ID on Call Waiting	Call Block
Call Return	Distinctive Ring
Anonymous Call Rejection	vFax
Sim Ring	Seasonal Disconnect
Remote Access to Call Forwarding	

CALLING PACKAGES



International Calling

Mexico Calling Plan (Outbound Residential Only)

75 Minutes
150 Minutes
375 Minutes
750 Minutes

Standard International Calling Plan (Outbound Residential Only)

100 Minutes
250 Minutes
500 Minutes

For Subscriptions

Contact Allamakee Clayton Electric Cooperative for pricing on International Calling Plans.



CALL FEATURES

Caller ID Service (Number)

This service displays the Number of the incoming caller on the sub-scriber's telephone if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Caller ID Service (Name)

This service displays the Name of the incoming caller on the subscriber's telephone if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Call Waiting

This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. The calling party receives an announcement telling them the system has alerted the called party.

1. When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

Note: To disable call waiting for the next call only, press *70 before the call .

Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

1. To enable Anonymous Call Rejection, press *77
2. To disable Anonymous Call Rejection, press *87

CALL FEATURES



Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number.

1. To Activate:
 - a. Dial *72
 - b. Dial the number with the area code to forward immediately
 - c. Hang up the telephone

2. To Deactivate:
 - a. Dial *73
 - b. Wait for confirmation tone
 - c. Hang up the telephone

Three Way Calling

This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three-way conversation.

1. To add a third party to an active call, press the flash-hook and then dial the third party's number. If the third party answers, hit the flash-hook again to add both of you to the original call, connecting all three parties.

2. If the third party does not answer or their line is busy, hit the flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as Three Way Calling ringback.

Caller ID Block Per Call

All outbound calls made from this subscriber's line (including non-published numbers) will automatically be displayed to any called party who subscribes to Caller ID service. The Caller ID Block per call feature allows the subscriber to withhold their name and telephone number from the party they are calling. This feature must be activated before every call.

To Activate: press *67



Voicemail

Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press *.
2. Enter your pass code after the prompt, then hit the 4 key. (Your default pass code is the last 4 digits of your phone number). (Please note you must change your pass code to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable).
3. The following commands are available:
 - 1 Change Greeting
 - 1 Use system greeting
 - 2 Use personal greeting
 - 3 Create personal greeting
 - 2 Record Name
 - 2 Use recorded name
 - 3 Create recorded name
 - 3 Change Pass code-follow the prompts
 - 4 * Exit

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press * and follow the prompts.
 - 1 Replay current message
 - 2 Skip current message
 - 4 Skips back 5 seconds while playing a message
 - 5 Skips ahead 5 seconds while playing a message
 - 7 Delete current message
 - 8 * Exit

OPTIONAL ADD-ON FEATURES



Call Block (Selective Call Rejection)

This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone. Subscriber may block up to 10 numbers.

Call Return

This service allows the subscriber to return the most recent incoming call.

1. To return the last call instantly press *69

Distinctive Ring

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. The calling party hears the standard ring pattern.

Remote Access to Call Forwarding

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.

1. To Activate
 - a. Call 573-388-2006
 - b. Enter your Telephone Number and PIN (the last 4 digits of your telephone number) when prompted
 - c. Enter the Call Forwarding Access Code you require (for example, to access Call Forwarding, enter *72)



OPTIONAL ADD-ON FEATURES

Simultaneous Ring (SimRing)

This service allows up to 4 phones to ring at one time. When the call is picked up either by the customer or voicemail, the other phones stop ringing. At least one of the phone numbers must have service provided by Allamakee.

vFax

vFax is a virtual fax service. This service sends incoming faxes directly to one or multiple email addresses. The person sending the fax sends it to a ten-digit number just like a traditional fax. However, instead of receiving it in paper form on a fax machine, it will show up in the subscriber's email inbox.

WEB SELF CARE



You can manage your features and services online at any time.

WSC.ACREC.COM

Note that you will need your Account Number and Telephone Number to register.



Terms & Conditions

Allamakee Clayton Electric Cooperative, LLC
TERMS AND CONDITIONS OF SERVICES

AND

RESIDENTIAL SERVICE AGREEMENT

Allamakee Clayton Rural Electric Co-Op. ("Internet Provider")

and

Big River Telephone Company, LLC ("Telephone Provider")

Telephone Provider shall provide the services described below to the User in accordance with the applicable tariffs and regulations for the initial monthly recurring charge as set forth above as may be modified from time to time in accordance with the terms of the applicable tariffs and regulations. In addition, the User shall pay the non-recurring, conversion and installation fees prior to the institution of service.

TELEPHONE USE AGREEMENT

The User also agrees to the following terms of use:

- a. User shall use the Service for lawful purposes only. User shall not transmit through the Service any material (including any message or series of messages) that violates or infringes in any way upon the rights of others (including copyright), that is unlawful, threatening, abusive, obstructive, harassing, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, that encourages conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any law.
- b. Advertising, reselling, reuse or any solicitation with respect to products or services is strictly prohibited without express written approval from Telephone Provider and a contract for payment of related fees.
- c. User gives Telephone Provider consent to use, distribute, sell, transfer, loan, or otherwise share with other persons or entities, user lists as well as aggregate information, but not contrary to any applicable laws.
- d. Telephone Provider reserves the right to refuse service to Users due to insufficient or invalid charging information.
- e. Telephone Provider may block calls that are made to certain numbers, cities or central office exchanges, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of the Service.
- f. Telephone Provider is not liable for any damages, including usage charges, the User may incur as a result of the unauthorized use of its telephone facilities.
- g. Without limiting any of the foregoing provisions of agreement, Additional Operating Policies and Conditions of Use for Users:
 1. Use of the services provided in this agreement must be in accordance with local and national law. Services will be terminated or not provided if any law enforcement agency, acting within its jurisdiction, advises that such services are being used in violation of the law.
 2. Users may not interfere with others use of Telephone Provider's Service.
 3. User may not use this Service for non-standard residential or non residential

Terms & Conditions



purposes, including but not limited to commercial or broadcast facsimile, resale, telemarketing, internet or other data connections and autodialing. The Telephone Provider may immediately suspend, restrict or cancel the User's Service if used in this manner. Provider may also move User to a rated minute of use long distance plan and wherein the rates described in the Telephone Provider's corresponding tariff will apply to such use.

4. Users may not use the Telephone Provider's Services in any manner that disrupts the Telephone Provider system for other Users, or which threatens to or actually causes damage to the Telephone Provider's system, or is considered to be abuse of the system. Depending upon the extent of the abuse, Users may receive warnings, or in some cases, have their Account suspended. Telephone Provider reserves the right to monitor User's actions when deemed necessary to troubleshoot connectivity problems or determine if there is an abuse of the Telephone system.
 5. Service is sold to a single User for use in a single household. Any attempt to resell or distribute service without the express written permission of Telephone Provider will result in immediate termination of service and possible criminal prosecution.
- h. Violations of the User Conduct, Operating Policies and Conditions of Use are unethical and in some cases may be unlawful. Telephone Provider has no practical ability to restrict conduct which violates these policies and conditions and cannot ensure prompt removal of content or immediate cessation of violative conduct. Accordingly, Telephone Provider expressly denies a liability to Users or third parties for failure to enforce these policies and conditions.
- i. In its sole discretion, Telephone Provider may initiate an investigation and, in order to prevent further possible unauthorized activity, may suspend access to Service to the individual Account in question. Confirmation of violations may result in cancellation of the individual Account and/or criminal prosecution.

911 ACKNOWLEDGEMENTS

- j. User could lose E911 service under the following conditions:
1. If the User relocates the CPE installed by Telephone Provider without first advising Telephone Provider of relocation. This will have an adverse affect on Telephone Provider's ability to deliver E911 services.
 2. Only numbers under the direct control of Telephone Provider and their partners are covered under this agreement. Any non-native numbers obtained by any means are not the responsibility of Telephone Provider or their partners. Use of non-native phone number on this CPE device could cause E911 services to not work.
 3. Should the broadband connection fail the E911 service may not work properly.
 4. In the event of an electrical power outage E911 services could be impacted after the battery life on the CPE has been exhausted if CPE does in fact have battery back up.
 5. If there is a delay in making the User's registered location in the ALI database.
 6. If your telephone service account or any other account with Telephone



Terms & Conditions

Provider is past due, Telephone Provider may terminate the telephone service upon notice to you. If

Telephone Provider temporarily or permanently disconnects your telephone service because you failed to pay your bill, Telephone Provider will stop providing you with 911/E911 service.

7. E911 service may ring to the administrative line of the PSAP.

Telephone Provider provides fully functioning E911 services and will always go to extraordinary lengths to maintain that service at the highest possible level. By signing this agreement User acknowledges that they understand that possible circumstances under which E911 services may not be available.

I agree to the Terms and Conditions of Services.

Customer's Name (Printed)

Date

Customer's Signature

ACREC's Representative

Date



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