



Voicemail Quick Reference For Resale & UNE-P CLECs For Residential and Small Business/Home Business Customers

Voicemail Formats For Resale & UNE-P CLECs:

- **Voicemail Message Waiting** - notifies a customer when a new message is received in their mailbox by sending a distinctive stutter dial tone or a blinking light. Both types of notification disappear when the new messages are played. Customers can also elect to take the Zero Out feature where available. This feature allows the customer to hit zero during the Voicemail greeting and be transferred to a local number.
 - Available in English or Spanish
 - Requires the customer to purchase a loop with touch-tone
 - Requires Call Forward No Answer
 - Call Forward Busy recommended
- **Voicemail Direct Dial** - allows the customer to dial the direct number directly to leave a message or the customer can forward their telephone number to the direct dial number. Voicemail Direct does not have any message waiting indication capability.
 - Available in English or Spanish
 - Requires the customer to purchase a loop with touch-tone
 - Call Forward No Answer recommended
 - Call Forward Busy recommended

The Voicemail Message Waiting format is available in 3 types of mailboxes:

- **BASIC** - allows the customer to have a 1 minute greeting, receive up to 15 new and saved messages and allows the caller to leave up to a 2 minute message.
- **ELITE** - doubles the capacity for the greeting and messages: 2 minute greeting, 30 new and saved messages and allows the customer to leave up to a 4 minute message. The customer also has the ability to create a distribution list.
- **PLUS** - provides a main greeting and the customer receives 4 extension mailboxes. Callers will hear the main greeting and will be asked to choose the mailbox where they wish to leave a message. Each extension mailbox has the same capacity as the basic mailbox.

The Voicemail Direct Dial format is available in 3 different types of mailboxes:

- **BASIC** - allows the customer to have a 1 minute greeting, receives up to 15 new and saved messages and allows the caller to leave up to a 2 minute message.
- **ELITE** - doubles the capacity for the greeting and messages: 2 minute greeting, 30 new and saved messages and allows the customer to leave up to a 4 minute message. The customer also has the ability to create a distribution list.
- **PLUS** - provides a main greeting and the customer receives 2 extension mailboxes. Callers will hear the main greeting and will be asked to choose the mailbox where they wish to leave a message. Each extension mailbox has the same capacity as the basic mailbox.

Small Business/Home Business Customer:

- Defined as an end user with 4 analog voice grade lines/loops or less at the same service address.

Pricing:

- Available at retail rates. Contact your local account manager for pricing.

Voicemail Activation Number:

- Provided to the CLEC on the Confirm TAB of the LSR within IRES.



Service and Equipment Codes:

VOICE MAIL MESSAGE WAITING		
BASIC	Elite	PLUS
AAAMBB1	AAAMBE1	AAAMBC1 (PLS) for 2 mailboxes AND AAAMBEX (EX3) for 3 rd mailbox AND AAAMBEX (EX4) for 4 th mailbox
AAAMBB1 (ESP) – Spanish Only	AAAMBE1 (ESP) – Spanish Only	AAAMBC1 (EPS) – Spanish Only for 2 mailboxes AND AAAMBEX (EXE) for 3 rd mailbox AND AAAMBEX (EX4) for 4 th mailbox
STANDARD FEATURES FOR VOICE MAIL MESSAGE WAITING		
BASIC	ELITE	PLUS
FST1FLC – Stutter Dial Tone	FST1FLC – Stutter Dial Tone	FST1FLC – Stutter Dial Tone
FVM1FLC – Visual Message Indication	FVM1FLC – Visual Message Indication	FVM1FLC – Visual Message Indication
OPTIONAL FEATURE FOR VOICE MAIL MESSAGE WAITING		
BASIC	ELITE	PLUS
AAAMOZA – ZERO OUT	AAAMOZA – ZERO OUT	AAAMOZA – ZERO OUT
VOICEMAIL DIRECT DIAL (limited availability)		
BASIC	ELITE	PLUS
AAAMBBD	AAAMBED	AAAMBCD
AAAMBBD (ESP) – Spanish Only	AAAMBED (ESP) – Spanish Only	AAAMBCD (ESP) – Spanish Only
ADDITIONAL EXTENSIONS FOR VOICE MAIL DIRECT DIAL		
BASIC	ELITE	PLUS
AAAMBEX	AAAMEEX	N/A
AAAMBEX (ESP) – Spanish Only	AAAMEEX (ESP) – Spanish Only	N/A

Mailbox Capacity:

VOICE MAIL MESSAGE WAITING AND DIRECT DIAL MAILBOX CAPACITY				
Mailbox Limits	BASIC	ELITE	PLUS	
			Main Mailbox	2 Extension Mailboxes
Greeting Length	1 minute	2 minutes	1 minute	1 minute each
Message Length	2 minutes	4 minutes	N/A	2 minutes each
Message Capacity (new and saved)	15 messages	30 messages	N/A	15 messages each
New Message Retention	10 days	20 days	N/A	10 days each
Saved Message Retention	5 days	10 days	N/A	5 days each