

## VMS Feature Descriptions

**Associated Numbers** – This feature allows multiple phone numbers to share the same voice mailbox. If a caller attempts to call any of these phone numbers, that subscriber's one VMS mailbox will play its greeting. This allows the subscriber to have to manage only ONE mailbox for all of these associated phone numbers. Up to a possible 9 phone numbers can share 1 voice mailbox.

**Auto-Login** – This feature will allow you quick access to your mailbox when you are calling from the voice mail phone. You get immediate access to your Voice Mailbox without being asked to enter a User ID or Password. Ideal for those that are not concerned with the security features and want quicker access to their voice mailbox. Can be turned on/off as desired.

**Daily Notification** – This feature allows you to set up a time of the day to notify you that you have a new voice message. On the days that you do not have any new messages, the service will not give you a notification call.

**Distribution Lists** – This feature allows you to group different lists of mailboxes. Example: If you wanted to send a memo out to everyone in your Sales Dept., instead of sending it to each individual, you can set up a list of people in that dept. and simply send it to the Sales Distribution List and it will automatically be sent to everyone listed in that department.

**E-mail Notification** – This feature allows you not only to store your messages in your voice mailbox, but it also converts the Voice Message into an E-mail. You can listen to or forward your messages, save or delete them from your voice mailbox. This is very useful for those that have dial-up Internet service. You will never miss a message that is urgent because you are on-line.

**E-mail Only** – This feature allows you to forward your voice messages to E-mail and automatically delete them from your voice mailbox. This is useful for those users that are concerned with their mailbox exceeding their capacity limit or want to manage their voice messages from their E-mails only.

**Memo** – This feature allows you to send memo messages to other mailboxes. The memos are sent directly to the mailboxes without their phone ringing.

**Message Forwarding** – This feature allows you to forward a message to another mailbox or distribution list. You can also record an intro message to tag to the front of the message you are forwarding.

**Message Reply** – If the caller presses the 5 key while the message is playing, the service will attempt to place a call to the the person (the number they dialed from) that left the message. (local calls only)

**Message Waiting Indication** – Feature activates the stutter dial tone or the message light on the phone when there are new messages in the mailbox.

**Multiple Greetings** – This feature allows the customers to record multiple greetings in advance so all they have to do is choose which greeting is active to fit the particular scenario.

**Out Dial** – This feature allows you to dial 0 to call a preset number when reaching a mailbox. Example: "...Please leave a message at the tone, or press 0 to connect you to my cell phone."

**Pager or Phone Notification** – Great for people on the go. A reminder page or telephone call alerts you when you have a new message left in your mailbox.

**Phone Central** – This PC program allows you to access your voice mail service to retrieve your messages, save or delete them, and make changes to your service from a website. You will receive a User ID and Password to ensure complete privacy.

**Sub-Mailboxes** – Each user on a telephone line can have their own voice mailbox. PIN access ensures privacy. Great for roommates, family members and people who work out of their home.

For more information about  
Clear Creek Telephone & TeleVision's  
voice mail system, please call  
a customer service representative  
at (503) 631-2101.



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# Voice Mail



Clear Creek  
Telephone & TeleVision

## Voice Mail Service (VMS)

Voice Mail routes unanswered calls to your personal voice mailbox. With Voice Mail from Clear Creek Telephone & TeleVision, messages can be retrieved from your home phone, from any touch-tone phone, or your computer at your convenience.

### Four packages are offered to meet customer's individual needs:

**Answer Only** – this plan is designed for users who need to give information only, for example, a community events line. You can record up to a 3 minute greeting that can be easily changed. Callers cannot leave messages with this plan.

**Basic VMS** – this plan offers robust features that provides up to three different greeting messages, up to 15 stored messages, and thirty days of message retention. A 'stutter' dial-tone tells you when you have a new message.

**Enhanced VMS** – this plan provides all the features of Basic VMS plus up to 25 stored messages, up to 4 sub mailboxes, pager notification, message forwarding, future delivery messages, and the ability to forward callers to another phone number.

**Premium VMS** – this plan is designed for small business customers that need additional message storage. It provides all the features of Enhanced VMS with more storage capacity.

See the chart to the right for complete package features and pricing. Feature descriptions are listed on the back of this brochure.

## Voice Mail Service Features and Options

Features:	Answer Only	Basic	Enhanced	Premium
	RES / BUS	RES / BUS	RES / BUS	BUS
Monthly Rate	\$4 <sup>95</sup> / \$6 <sup>95</sup>	\$5 <sup>95</sup> / \$8 <sup>95</sup>	\$8 <sup>95</sup> / \$11 <sup>95</sup>	\$14 <sup>95</sup>
Max. Sub Mailboxes (additional)	0	0	Up to 4	Up to 9
Max. Stored Messages including Sub-boxes (New and Saved)	0	15	25	50
Max. Mailbox Storage including Sub-mailboxes (Minutes)	0	15	25	60
Saved Message Retention (days)	0	30	30	30
E-Notification		Yes	Yes	Yes
Pager or phone # Notification	No	No	Yes	Yes
Daily Notification		Yes	Yes	Yes
Allow Out-Dial	No	No	Yes	Yes
Allow Message Forwarding	No	No	Yes	Yes
Allow Message Sending	No	No	Yes	Yes
Allow Distribution Lists	No	No	Yes	Yes
Enable Auto Login	Yes	Yes	Yes	Yes
Announce Caller		No	Yes	Yes
Message Waiting Indication		Yes	Yes	Yes
Allow Multiple Greetings	Yes	Yes	Yes	Yes
Greeting Only Mailbox	Yes	No	No	No
Allow Future Delivery	No	No	Yes	Yes
Associated Numbers	No	Yes, up to 3	Yes, up to 5	Yes, up to 9
Phone Central	Yes	Yes	Yes	Yes

## Voice Mail Packages

If you would like to order Voice Mail Service or take advantage of E-mail Notification and/or Phone Central, please complete and return the following information to our business office.

# ORDER FORM

Name: \_\_\_\_\_

*(This is the responsible billing party)*

Telephone Number: 503 631- \_\_\_\_\_

I would like to order the following Voice Mail Service Plan:

Answer Only

Basic

Enhanced

Premium

I already have a Voice Mail Service plan and would like to have E-mail Notification and/or Phone Central.

Choose a Password: \_\_\_\_\_

*(This can be alpha or numeric or a combination up to 15 characters in length. We suggest you use the same password that you use for your voice mail service, however, it may be different if you would like it to be.)*

Your E-mail Address: \_\_\_\_\_

*(This will be used to send a download link for Phone Central, your User ID and confirmation only.)*

Date: \_\_\_\_\_

## E-mail Notification and Phone Central for your Voice Mail Service

### Your new voice mail service includes the following new options:

**E-mail Notification** – This feature allows you not only to store your messages in your voice mailbox, but it also converts the Voice Message into an E-mail. You can listen to or forward your messages, save or delete them from your voice mailbox. This is very useful for those who have dial-up internet service. You will never miss a message that is urgent because you are on-line; and you can save your messages on your computer hard drive. You can turn this feature on or off with Phone Central.

**Phone Central** – This is a program that resides on your computer that allows you to access your voice mail service to retrieve your messages, save or delete them, and make changes to your service. You can even import a .wav file for your greeting.

If you prefer, you can call the business office at (503) 631-2101 or send the above information to [info@clearcreek.coop](mailto:info@clearcreek.coop).