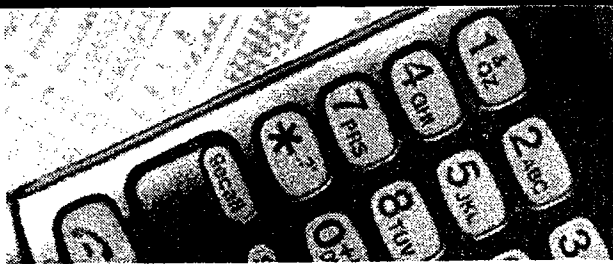




THE BASICS
AND BEYOND



FEATURE

Voice Mail

GTE Voice Mail Service answers calls whether you are on the phone or not, in a more reliable manner than an answering machine.

RESIDENTIAL VOICE MAIL PACKAGES

Basic Voice Mail

- Voice Mail only

Standard Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages

Deluxe Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages
- Individual Message Boxes
- Pager Notification

To order call **1-800-483-4000**

INSTRUCTIONS

How to Access your GTE Voice Mail Service

At Home:

1. Call your Access number, or dial your own telephone number. **Press *** when your greeting begins.
2. If you have new messages, you'll hear a stutter dial tone. **Enter your Password, then press #.**

Away from Home:

1. Same as number 1. (Include area code if long-distance.)
2. **Enter your Password, press #.** Enter your home telephone number, then **press #.**

How to Retrieve your Messages

1. At the main menu, **press 1.** (In some areas, your first new message will begin playing without **pressing 1.**)
2. Act on the message accordingly:
Press 1 to repeat message.
Press 2 to save message.
Press 3 to erase message.
Press # to skip the message and save as new. **Press 7** to rewind 10 seconds. **Press 9** to fast forward 10 seconds.

How to Change your Password

1. At the main menu, **press 8** to select Feature options.
2. Next, **press 1** for Password options.
3. **Press 1** again to change your Password.
4. Enter your new private Password as a 4 to 13 digit number, then **press #.**
5. **Press #** to confirm your new Password or **press *** to cancel and start over.

How to Personalize your Greeting

1. At the main menu, **press 8** to select Feature options.
2. **Press 2** to review or change your recorded greeting.
3. To keep this greeting **press #** or to record a new greeting:
 - a. **Press 5** to begin recording.
 - b. After the tone, record your new greeting (up to 2 minutes).
 - c. **Press #** when finished recording.
4. **Press #** to confirm your new greeting or **press *** to cancel and start over.

If you need more information on these services or step-by-step instructions for using them, call us at **1-800-483-6855.**
Please Note: All services are not available for all areas.

FEATURE

Automatic Password Entry
(Basic, Standard & Deluxe Package)

Allows you to access GTE Voice Mail service from your home phone without entering your password.

INSTRUCTIONS

How to turn Automatic Password Entry ON or OFF

1. At the main menu, **press 8** to select feature options.
2. Next **press 1** for password options.
3. **Press 3** to change the current setting.

Wake-Up Service
(Standard & Deluxe Package)

Allows you to give yourself a wake-up call to get ready for work, school or an important appointment.

How to Set Up or Cancel Wake-Up Service

1. At the main menu, **press 2** to select Wake-Up Service.
2. **Press 1** for weekday Wake-Up Calls, or **press 2** for weekend.
3. **Press 1** to set a.m. Wake-Up Calls.

Press 2 to set p.m. Wake-Up Calls (on or after 12 noon).

Press 3 to cancel the current setting.

Press * to keep the current setting.

4. Enter your new Wake-Up Call time as a 3 or 4 digit number, **press #**.

**RESIDENTIAL
VOICE MAIL PACKAGES**

Basic Voice Mail

- Voice Mail only

Standard Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages

Deluxe Voice Mail

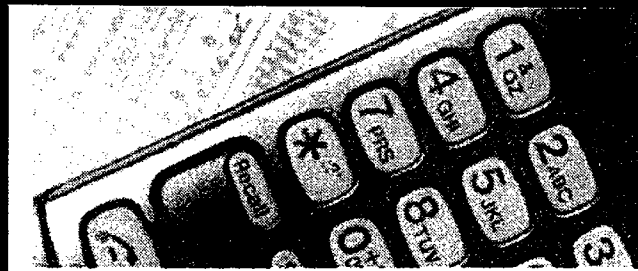
- Voice Mail
- Wake-Up Service
- Reminder Messages
- Individual Message Boxes
- Pager Notification

To order call **1-800-483-4000**

*If you need more information on these services or step-by-step instructions for using them, call us at **1-800-483-6855**.*



THE BASICS AND BEYOND



FEATURE

Reminder Messages

(Standard & Deluxe Package)

Allows you to leave yourself a message up to one year in advance to remind you of birthdays, anniversaries, airline schedules or important meetings.

RESIDENTIAL VOICE MAIL PACKAGES

Basic Voice Mail

- Voice Mail only

Standard Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages

Deluxe Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages
- Individual Message Boxes
- Pager Notification

To order call **1-800-483-4000**

INSTRUCTIONS

How to Set Up a Reminder Message

1. At the main menu, **press 3** to select Reminder Message.
2. **Press 2** to schedule a new Reminder Message.

To set the date you want the message delivered:

3. Enter the month for delivery as a 1 or 2 digit number and **press #**.
4. Enter the day of the month, then **press #**.

To set the time of the day you want the message delivered:

5. **Press 1** for a.m.
Press 2 for p.m.
(on or after 12 noon).
Press 3 to send the message with a wake-up call.
6. Enter the time for delivery as a 3 or 4 digit number, **press #**.

If you have made an error in the date and/or time, **press *.**

7. To record your Reminder Message:
 - a. **Press 5** to begin recording.
 - b. After the tone, record your new reminder (up to 2 minutes).
 - c. **Press #** when finished recording.

8. Act on the message accordingly:

Press 1 to review your message.

Press * to cancel and re-record.

Press # to post your message for future delivery.

How to Review Posted Reminder Messages

1. At the main menu, **press 3** to select Reminder Messages.
2. **Press 1** to review your posted Reminder Messages.
3. Act on the message accordingly:

Press 1 to repeat the message.

Press 2 to continue to post your message for future delivery.

Press 3 to erase the message.

Press 7 to skip back 10 seconds during the message.

Press 9 to skip ahead 10 seconds during the message.

If you need more information on these services or step-by-step instructions for using them, call us at **1-800-483-6855**.



FEATURE

Individual Message Box
(Deluxe package only)

Lets you store separate incoming messages for up to four household members or for your home-based business.

**RESIDENTIAL
VOICE MAIL PACKAGES**

Basic Voice Mail

- Voice Mail only

Standard Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages

Deluxe Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages
- Individual Message Boxes
- Pager Notification

To order call **1-800-483-4000**

INSTRUCTIONS

How to Create an Individual Message Box

1. **Press 8** at the main menu to select feature options.
2. **Press 3** to add or delete an IMB.
3. **Press 1** to create a new IMB.
4. Enter your new IMB password (4-13 digits) and **press #**.
5. **Press #** to confirm your new password, or **press *** to cancel and start over.
6. To record the IMB owner's name:
 - a. **Press 5** to begin recording.
 - b. After the tone, record the IMB owner's name (within 5 seconds).
 - c. **Press #** when finished recording.
7. **Press #** to keep the recording, or **press 5** to re-record.
8. To keep the current main message box greeting, **press #**, or to record a new greeting:
 - a. **Press 5** to begin recording.

- b. After the tone, record your new greeting (up to 2 minutes).
 - c. **Press #** when finished recording.
9. **Press #** to confirm your new greeting, or **press *** to cancel the new greeting.

How to Access an Individual Message Box

Direct Access:

1. Call your Access number (or your telephone number), then **press #**.
2. Enter your IMB password and **press #**.
3. If you are not calling from your home telephone, enter your home phone number and **press #**.

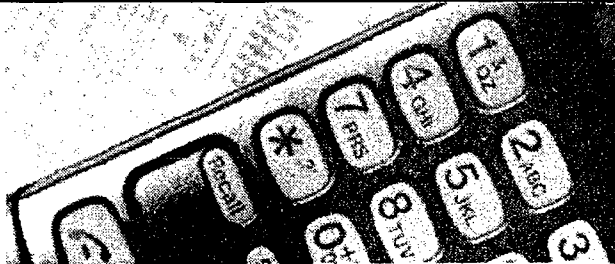
Access from your Main Message Box:

1. At the main menu, **press *** to access another message box.
2. **Press 1** to access an IMB.
3. Enter your IMB password, then **press #**.

If you need more information on these services or step-by-step instructions for using them, call us at 1-800-483-6855.



THE BASICS AND BEYOND



FEATURE

Individual Message Box (continued)

(Deluxe package only)

RESIDENTIAL VOICE MAIL PACKAGES

Basic Voice Mail

- Voice Mail only

Standard Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages

Deluxe Voice Mail

- Voice Mail
- Wake-Up Service
- Reminder Messages
- Individual Message Boxes
- Pager Notification

To order call **1-800-483-4000**

INSTRUCTIONS

How to Retrieve your IMB Messages

1. Access your IMB.
2. **Press 1** to listen to your messages.
3. Act on the message accordingly:

Press 1 to repeat messages.

Press 2 to save messages.

Press 3 to erase messages.

Press 7 to skip back 10 seconds during the message.

Press 9 to skip ahead 10 seconds during the message.

How to Review or Change an IMB Greeting

1. Access your IMB.
2. **Press 2** to review or change your greeting.
3. To keep this greeting, **press #**, or to record a new greeting:
 - a. **Press 5** to begin recording.
 - b. After the tone, record your new greeting (up to 2 minutes).
 - c. **Press #** when finished recording.

4. **Press #** to confirm your new greeting, or **press *** to cancel and start over.

How to Delete an Individual Message Box

1. Access your Main Message Box.
2. **Press 8** to select Feature options.
3. **Press 3** to add or delete an IMB.
4. **Press 2** to delete an IMB.
5. Enter the number of the IMB you wish to remove (1, 2, 3, or 4), then **press #**.
6. **Press #** to confirm you are deleting this IMB, or **press *** to cancel your request and start over.
7. To keep the current Main Message Box greeting, **press #**, or to record a new greeting:
 - a. **Press 5** to begin recording.
 - b. After the tone, record your new greeting (up to 2 minutes).
 - c. **Press #** when finished recording.
8. **Press #** to confirm your new greeting, or **press *** to cancel and start over.

If you need more information on these services or step-by-step instructions for using them, call us at **1-800-483-6855**.

FEATURE

INSTRUCTIONS

Pager Notification
(Deluxe package only)

When you're out, the GTE Voice Mail service will call your pager to notify you that you have a message.

If You are Turning Pager Notification On or Off for the Main Message Box

1. Access your Main Message Box.
2. **Press 8** at main menu to select feature options.

3. **Press 5** to select Pager Notification.
4. **Press 1** to turn Main Message Box Pager Notification ON.

Press 2 to turn Main Message Box Pager Notification OFF.

Customer Controllable Ringing
(Optional Service)

Allows you to set the number of rings (2-9) before Voice Mail will answer a call.

How to set up Customer Controllable Ringing

1. Lift the handset.
2. **Press 5 8 #.** (In some locations, you must **press * 5 8.**) You will hear three short bursts of dial tone, followed by continuous dial tone.
 - a. If you hear three short bursts of dial tone, the system is prompting you to enter the number of rings you want to hear before the call is forwarded to voice messaging. You can set the number of rings from 2-9.

- b. If you hear a normal dial tone, the system is prompting you to enter the number of seconds you want your phone to ring before the call is forwarded to voice messaging.
3. You will hear another stutter dial tone, or a confirmation signal, either of which confirms your selection.
4. Hang up the handset.

Audible Ring Burst
(Optional Service)

Lets you know when you have a message without having to pick up the phone. You will hear short ring bursts at programmed intervals.

How to turn ON Audible Ring Burst

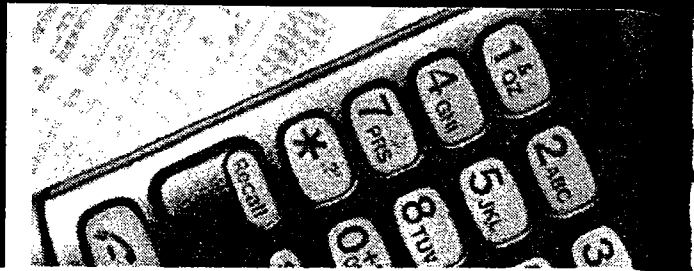
1. Lift the handset.
2. **Press 8 1 #.** After a short pause, you will hear two short bursts of dial tone, followed by a continuous dial tone.
3. Hang up the handset.

To turn OFF:

1. Lift the handset.
2. **Press 8 2 #.** After a one-second pause, you will hear two short bursts of dial tone, followed by continuous dial tone.
3. Hang up the handset.



THE BASICS
AND BEYOND



Special Services Available from GTE

GTE offers many telephone service enhancements for your home and office. The following can be added to either business or residential service.

To order special services, call:

Residential customers **1-800-483-4000**
Business customers **1-800-483-5100**

Text Telephone (TTY) customers call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)

Calling Cards

With a GTE Calling Card, you can place phone calls from any telephone and have the charges appear on your monthly bill. GTE Calling Card calls cost less than other operator-assisted calls. If GTE provides your telephone service, there is no charge for the card.

Custom Code Restriction

It's possible that someone would use your telephone to place chargeable calls without your knowledge or permission. (For example, long-distance calls or calls to "900" or "976" numbers.)

You can avoid phone charges you haven't authorized if you subscribe to Custom Code Restriction. There are three service options with Custom Code Restriction:

1. Restriction of one-plus and zero-plus long-distance calls

2. Restriction of one-plus long-distance dialing only, or
3. Restriction of 1 + 900 and 1 + 976 numbers only.

Conference Calling

When you need to talk to people in different places at the same time, you may want to make a conference call. You'll find service providers in the Yellow Pages under Teleconference Service and Telephone Communications Service.

Toll-Free Service

GTE's Toll-Free Service makes it easy for out-of-town customers — or friends and family — to call you. It's simply a cost-effective way to allow callers outside of your local calling area to call you at no cost to them. Our Toll-Free Service is particularly effective for companies that want to increase their phone order business or expand their trading area.

Paging Services

To help you stay in touch with your family, business associates, and customers, GTE offers a full line of competitively priced pagers with local, regional, and national coverage. Quantity discounts are available. Contact a GTE customer service representative at **1-800-483-7243** for more information.

Not all services are available in all areas.



Special Services Available for Your Business

GTE consultants can develop advanced communication programs for your company. We have resources to meet your present and future communications needs — from foreign exchange lines, which give you a presence in distant markets, to dedicated fiber-optics links for extremely high-speed computer communications.

Business customers **1-800-483-5100**

CentraNet®

GTE's CentraNet service turns the GTE central office into your business's telecommunications system. Without buying a lot of equipment, you can have a communications system as advanced as the telephone company's. With CentraNet, all the telephone features you select come to you from a digital switch at our central office. The switch is constantly upgraded with the most advanced hardware and software — so your system will always be the latest and best available. And even though CentraNet service is technologically advanced, it's very simple to operate.

Data Transmission

GTE offers many voice and data transmission services. We carefully maintain and upgrade our equipment to ensure the best system for your data transmission needs.

Maintenance Contract

A maintenance contract from GTE will protect your business from costly repairs. In the event you need service, we'll send a professionally trained technician to repair or replace your equipment within 24 hours.

Coin Telephones

Your customers will appreciate the convenience of a coin telephone from GTE at your business. They can stay in touch with their homes or offices, without tying up your business phone.

For more information, call **1-800-483-2646**. If you are interested in customer-owned pay phone service, call **1-800-483-2678**.

Special Services Available for Your Home

If you work at home, GTE has a special line of products and services just for you. They include:

- Call Management
- Answering Services
- Accessibility
- Discount Long-Distance Plans
- Fax Machines
- Data Access/Transport Capabilities.

Any service can be specially designed to fit your specific needs and ensure that you have the best possible business communication tools.

For more information, contact the **GTE Phone Mart**. Please see pages 13-14 for the location near you.

Not all services are available in all areas.

Calling Instructions

Directory Assistance

Need assistance finding a local or long-distance number?

Please call **411**

If you need an "800/877/888" number, please call **1-800-555-1212**

If you have a Text Telephone (TTY), please call, toll-free, **1-800-855-1155** for Directory Assistance. However, applicable long-distance and

operator service charges will apply on operator-assisted calls. (Please see pages 8-9 for GTE Directory Assistance charges.)

Making Local Calls

Prefixes are listed on the following page by city. (The prefix is the first three digits of a phone number.) Your toll-free calling area will depend on which local service option you choose. Local calls within a single area code require only a seven-digit telephone number. Any local call can be made using all ten digits.

GTE Local Calling Plans

GTE offers three service plan that may reduce your monthly telephone bill depending on the customer location. There is a flat monthly fee for the option you select. Charges for outgoing telephone calls will either be included in your flat rate monthly fee or charged on a per-call basis. All outgoing calls will be completed with seven-digit dialing.

Basic Calling Plan: If you make few outgoing calls, Basic Calling is the plan for you. You will be charged a usage charge for all calls within your Local Calling Plan area.

Community Calling Plan: This plan is designed for people who make most of their local calls within their immediate community. A usage charge will be assessed to those designated communities within the Local Calling Plan area.

Premium Calling Plan: If you prefer the convenience of one monthly fee for local service without limiting who or where you call within the local calling area, this plan is for you.

For more information, please call GTE's Customer Contact Center at one of these toll-free numbers:

Residential customers **1-800-483-4000**

Business customers **1-800-483-5100**

Text Telephone (TTY) customers call GTE through the Washington Relay Service. (Please see page 30 for calling instructions.)