

## ALPINE VOICE MAIL PRICING & PACKAGES

Features	Silver \$4.50	Gold \$5.95	Platinum \$7.95
Max. Sub Mailboxes (additional)	0	up to 4	up to 9
Max. Stored Messages incl. Sub-boxes (New and saved)	21	21	31
Max. Message Length	3	4	5
Max. Mailbox Storage including Sub-mailboxes (Minutes)	10	15	20
New Message Retention (days)	10	10	13
Saved Message Retention (days)	7	10	13
Auto Login	yes	yes	yes
Message Waiting Indication	yes	yes	yes
Announcement Only	yes	yes	yes
Message Reply (local calls only)	yes	yes	yes
Message Forward Option (forward message to another mailbox)	yes	yes	yes
Daily Notification		yes	yes
Associated Numbers	optional*	optional*	optional*
Pager or phone # Notification	yes	yes	yes
Send Memo (send to another mailbox)	yes	yes	yes
Allow Out Dial (Please leave mess. or press 0 to connect to my cell phone)	yes	yes	yes
Distribution List		yes	yes
E-Notification	yes	yes	yes
E-mail Only		yes	yes
Internet Control*	yes	yes	yes
Multiple Greetings	yes	yes	yes

\*Optional Associated numbers may be added for \$1.00 per additional line.  
\*Activation required for Internet Control feature. Activate by calling Alpine at 245-4000.

## FEATURE/OPTION DESCRIPTIONS

**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.

**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.

**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.

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

**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."

**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.

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

**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.

**Internet Control** This service 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.

**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.

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

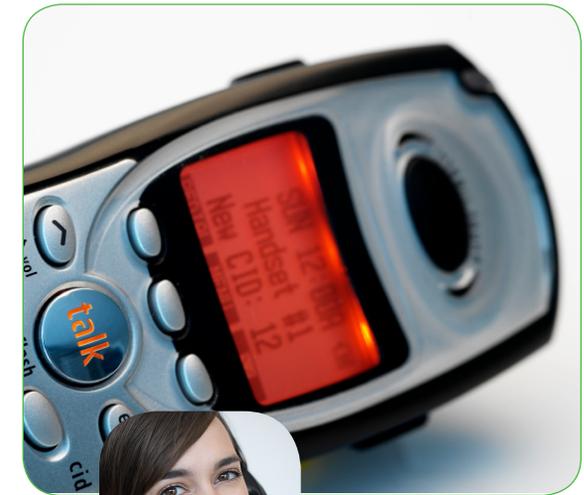
**E-mail Only** This feature allows you to forward your voice messages to E-mail and automatically delete them from your voice mailbox. This is useful for those users that are concerned with their mailbox exceeding their capacity limit or want to manage their voice messages from their E-mails only.

**Announcement Only** This feature is for those that want to use the service to deliver an announcement only without giving the caller the option to leave a message. This is useful for schools that want to announce school closings or businesses that want to give callers a special message.

**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 VM 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.

**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.

## Alpine Voice Mail



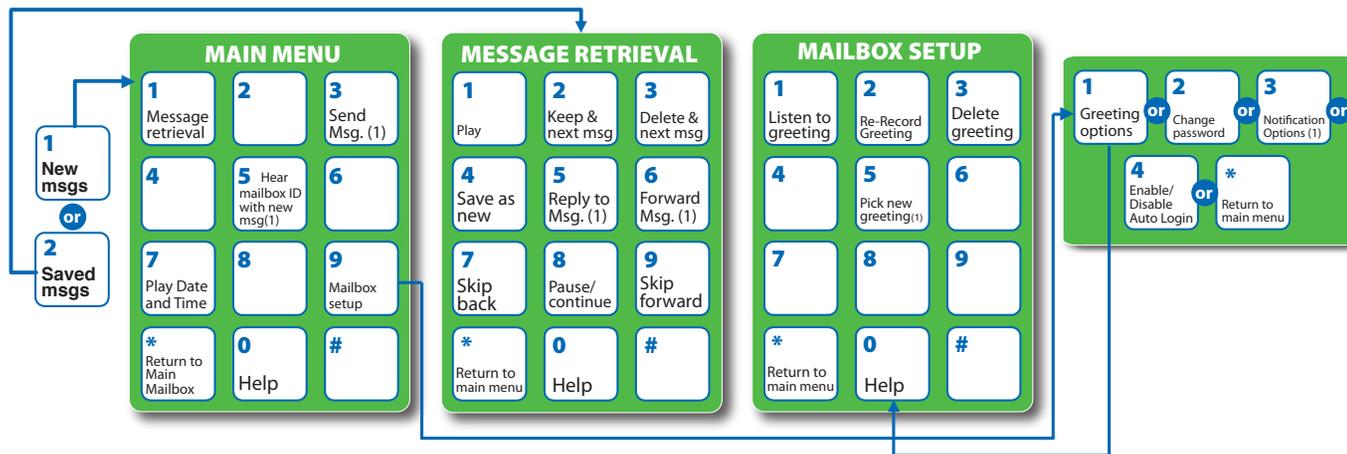
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PO Box 1008  
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## ACCESSING YOUR MAILBOX

### 1. Dial 245-1500

#### Then Either:

- Press # if calling from the phone your voice mail is assigned to, **OR**
- If using Auto Login and accessing from your home phone no entry is required, **OR**
- Enter your telephone number, if calling from a remote phone.

- If requested, Enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
- Main Menu: Press 1 to retrieve messages, Press 3 to send, Press 7 for current date and time, or Press 9 for mailbox setup.

## ACCESSING YOUR SUB-MAILBOX

- Follow step 1 from above.
- If you are the Group Administrator and wish to record a group greeting, Press \* to access the Group Greeting Menu. A voice prompt will guide you through those steps.

**OR**

  - Enter your sub-mailbox number.
- If requested, Enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.
- Main menu: Press 1 to retrieve messages, Press 5 to hear which sub-mailboxes have new messages, or Press 9 for mailbox setup.

## TO SET-UP MAILBOX

### 5 Options in Mailbox Set-up Menu:

- PRESS 1:** Greeting options. (you can disregard this step if you choose to use the default greeting)
- PRESS 2:** Change password.
- PRESS 3:** Notification Options. (1)
- PRESS 4:** Disable/Enable Auto-Login.
- PRESS \*:** Return to main menu.

### To change or record your greeting:

- PRESS 1:** Greeting options.
- PRESS 2:** Re-Record your greeting.
- PRESS #:** End recording function.
- PRESS 1:** Listen to greeting.

### To create multiple greetings:

- PRESS 5:** Pick a new greeting. Then choose a new greeting # (2-9).
- PRESS 2:** Record greeting
- PRESS #:** End recording function. Repeat steps 5 & 6, choosing a different greeting # each time.
- PRESS 5:** Pick a new greeting. Then choose the greeting you wish to become active.
- PRESS\*:** Return to main menu.

## TO RETRIEVE MESSAGES

### 3 options in message retrieval menu:

- PRESS 1:** New messages.
- PRESS 2:** Saved messages.
- PRESS \*:** Return to main menu.

### Listen to messages:

- PRESS 1:** Play or re-play message.
- PRESS 2:** Save message and go to next.
- PRESS 3:** Delete message and go to next.

### Undelete Message: Don't hang up.

Follow the voice prompts to listen to the messages. Once you have played the message you deleted,

- PRESS 4:** Save message as new.
- PRESS 5:** Reply to a message.
- PRESS 6:** Forward message.
- PRESS 7:** Skip back three seconds.
- PRESS 8:** Pause or continue message.
- PRESS 9:** Skip forward three seconds.
- PRESS \*:** Return to main menu.

### To change your password:

- PRESS 2:** Change your password.
- Enter new password, followed by the # key. The password is any series of up to 16 digits you choose. You will be unable to access your mailbox without this password, so be sure to choose one you remember.
- To verify, Enter your password, followed by the # key.