

TELEPHONE

Spencer Municipal Utilities is Spencer's community-owned and operated telephone company. SMU offers dependable and affordable local and long distance calling, as well as the customer calling features you need.

Our telephone is answered 24 hours a day...don't hesitate to call us with any service-related question at 580.5800.

New Service

To sign up for SMU Telephone service, or any of SMU's products, visit our office during normal business hours, Monday-Friday 8:00am to 5:00pm. You'll be required to bring in a government issued photo ID such as a driver's license. A deposit may be required based on a credit check.

SMU Calling Feature Descriptions and Instructions

SMU Telephone offers a number of advanced calling features designed to make your telephone service more powerful and convenient for you!

Auto Call Back/Auto Redial

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free, and automatically connects you.

- 1) When you hear a busy signal, press and release the switchhook. Listen for a special tone.
- 2) If you've already hung up, lift the handset and listen for normal dial tone.
- 3) Dial *66. On a rotary dial phone, dial 1166.
- 4) If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- 5) A special callback ring alerts you if the line becomes free. (Some phones ring automatically.)
- 6) Lift the handset to automatically place the call.

Auto Redial/Last Call Return

If you miss a call for whatever reason, this feature will automatically redial the phone number of the last incoming call that you missed.

- 1) Lift the handset and listen for normal dial tone.
- 2) If you were already on the phone and ignored a call waiting tone, press and quickly release the switchhook.
- 3) Dial *69. On a rotary dial phone, dial 1169.
- 4) The number of the last caller will be dialed and your call will go through like a normal call.

Caller ID

If you have a caller ID box or phone with caller ID display with the capability to display name and number, each unblocked incoming call will be displayed on your ID box or display.

Caller ID Blocking-All Calls

Allows you to restrict your name and phone number from being released to the person you are calling. Instead of getting your name and number, the person's Caller ID will display "Private".

Caller ID Blocking (per call) *This is a FREE feature

Allows you to restrict your name and phone number from being released to the person you are calling on a per-call basis. Instead of getting your name and number, the person's Caller ID will display "Private". This feature must be activated for every call you want to block. To block your ID information per call, dial *67 before dialing the number. Contact SMU for information on how to permanently block your ID information for all calls.

Call Forward-All Calls

Allows you to forward all incoming calls to another number of your choice. The feature can be turned on or off whenever you like.

- 1) Dial *72 on your touchtone phone. On a rotary phone, dial 1172.
- 2) When you hear a second dial tone, dial the number you want the calls to be forwarded to.
- 3) Wait for the party to answer. After staying on the line for 5 seconds or more, Call Forwarding is now activated to that number.
- 4) If the line is busy or there is no answer, repeat steps one and two. Two quick tones means that Call Forwarding is working.
- 5) To check if your calls are being forwarded, dial *72 and a busy signal will inform you that your calls are being forwarded.

TO CANCEL

- 1) Dial *73. On a rotary phone, dial 1173.
- 2) Two quick tones followed by a dial tone indicate that your calls are no longer being forwarded.

Call Forward-Busy Line

Allows you to forward incoming calls to another phone number if the caller receives a busy signal.

- 1) Dial *90 to activate call forward on busy. On a rotary phone, dial 1190.
- 2) When activated, listen for the stutter dial tone, then enter the number you wish to forward calls to.

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SMU Calling Feature Descriptions and Instructions (continued)

3) Wait for the party to answer. After staying on the line for 5 seconds or more, Call Forwarding is now activated to that number.

TO CANCEL

1) Dial *91. On a rotary phone, dial 1191.

Call Forward-No Answer

Allows you to forward incoming calls to another phone number if the caller doesn't receive an answer after a predetermined number of rings.

1) Dial *92 to activate call forward-no answer. On a rotary phone, dial 1192.

2) When activated, listen for the stutter dial tone. Enter the number of times you want the phone to ring before being forwarded, followed by the phone number you want to forward calls to.

3) Wait for the party to answer. After staying on the line for 5 seconds or more, Call Forwarding is now activated to that number.

TO CANCEL

1) Dial *93 to deactivate. On a rotary phone, dial 1193.

Call Waiting/Cancel Call Waiting

By means of a tone or beep it warns you that someone else is trying to call.

1) When you are on the phone and another caller is trying to reach you, Call Waiting notifies you of the second call with a short beep.

2) To answer the second call and place the first call on hold, quickly tap and release the receiver button or hook. You are now connected to the second call.

You may switch back to the first call, or alternate between callers by tapping and releasing the receiver button. You may also answer the second call by hanging up and waiting for the phone to ring.

TO CANCEL:

1) Before placing your call, push *70. You will hear three short tones followed by a dial tone.

2) Place your call. When you hang up the phone, call waiting is automatically restored.

Distinctive Ringing (where available)

With this feature, you receive two phone numbers. Calls to each number have a distinctive ring tone. This feature is often used as a "teen line" whereby children can have a separate number that rings to the same line using the distinctive ring.

Do Not Disturb

With Do Not Disturb, you can program your telephone not to ring during certain times of the day. You can also select an "override code" that a caller can dial to complete the call. Contact SMU at 580.5800 for details on maintaining this feature through a web portal.

Find Me/Follow Me

Allows you to receive incoming phone calls at different numbers by managing a single number service, calling sequence as well as scheduling.

Contact SMU at 580.5800 for details on maintaining this feature through a web portal.

Hunting (multi-line businesses only)

Designed for businesses with multiple phone lines, it allows for calls to the published phone number to roll-over to secondary lines when the main line is busy.

Long Distance Alert (where available)

Long Distance Alert lets you identify incoming long distance calls by distinctive ringing.

Priority/Custom Ringing (12 numbers) (where available)

With this feature, you can program your phone to ring with a different tone for each of several different callers.

1) Dial *61. On a rotary phone, dial 1161.

2) Listen for an announcement telling you whether the feature is on or off and how many numbers you have on your list.

3) Follow the voice instructions and dial 3 to turn the feature on or off.

TO ADD A NUMBER TO YOUR LIST (580 numbers only)

1) Dial #.

2) Follow the voice instructions to store up to 12 numbers.

3) To add your last caller to the list, Dial #01#.

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SMU Calling Feature Descriptions and Instructions (continued)

TO REMOVE A NUMBER FROM LIST

- 1) Press *.
- 2) Follow the voice instructions to remove a number(s).

TO HEAR NUMBERS ON YOUR LIST

- 1) Dial 1.
- 2) After the list is read, voice instructions will follow.

Remote Access to Call Forwarding

To activate remote access to Call Forwarding, a subscriber calls a provider-supplied remote access directory number, enters the telephone number of the line to be redirected along with a Personal Identification Number (PIN), the service code (like *72) and the number to forward to.

Select Call Acceptance

Allows you to program your phone so that only calls from certain preselected phone numbers will ring through.

- 1) Lift the handset and listen for the dial tone.
- 2) Dial *64. On a rotary phone, dial 1164.
- 3) Listen for an announcement telling you whether the feature is on or off and how many numbers are stored in your acceptance list.
- 4) Follow voice instructions and dial 3 to turn the feature on or off.

TO ADD A CALLER TO YOUR LIST (580 numbers only)

- 1) Dial #.
- 2) Follow the voice instructions to store up to 31 numbers.
- 3) To add the previous caller to your acceptance list, Dial #01#.

TO HEAR THE NUMBERS ON YOUR LIST

- 1) Dial 1.
- 2) After the list is read, instructions will follow.

TO REMOVE A NUMBER FROM YOUR LIST

- 1) Dial *
- 2) Follow the voice instructions to remove numbers.

Selective Call Rejection

You can program your phone to reject calls from any number you place in the rejection list. When this service is turned on, any callers in the list will hear a message that you're not accepting calls at this time. All other calls will ring through as usual.

- 1) Lift the handset and listen for dial tone.
- 2) Dial *60. On a rotary phone, dial 1160.
- 3) Listen for a message telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
- 4) Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).

TO ADD THE LAST CALLER TO YOUR LIST:

- 1) Dial #01#. On a rotary phone, dial 1201.

TO HEAR THE NUMBERS ON YOUR LIST:

- 1) Dial 1
- 2) After the list is read, voice instructions will follow.

TO ADD A NUMBER TO YOUR LIST: (580 numbers only)

- 1) Dial #. On a rotary phone, dial 12.
- 2) Follow the voice instructions you'll hear. You can store up to 31 phone numbers in your rejection list.

TO REMOVE A NUMBER FROM YOUR LIST:

- 1) Dial *. On a rotary phone, dial 11.
- 2) Follow the voice instructions to remove any or all of those numbers from your rejection list.

SimRing

With SimRing (Simultaneous Ring) on the line, a customer can have up to five phone lines ring simultaneously when they receive an incoming call. The customer can control this feature from the phone that it is on by the following commands:

TO ACCESS THE MENU FROM THE PHONE WITH SIMRING ON IT

- 1) Dial *55 to enter the menu.
- 2) The message will tell you if the service is on or off.
- 3) The message will tell you how many numbers are on your list.

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SMU Calling Feature Descriptions and Instructions (continued)

Warm Line

Allows for a pre-designated number to be automatically dialed thirty seconds after the phone goes off the hook.

3-Way Calling

Allows you to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation.

- 1) Call one member of your calling party, then press and release the hook or talk button on your phone. This places the first party on hold.
- 2) Wait for three tones and dial the number of the third party. You may carry on private conversation with the third party until you complete the three-way connection.
- 3) Depress the hook or push the talk button on your phone to connect all three lines.

TO DISCONNECT

Push the hook or talk button on your phone to disconnect the third party from the call. All three connections are disconnected when the Three-Way Calling subscriber hangs up.

30-Number Speed Dial

Allows you to program your line to dial up to 30 phone numbers with simply a two digit code rather than the entire phone number.

TO ADD NUMBERS TO YOUR LIST

- 1) Assign a two digit code from 20 through 49 for each phone number you wish to have on speed dial.
- 2) Dial *75.
- 3) Dial your selected code, followed by the corresponding number. A tone indicates the number has been stored.

TO DIAL A SPEED DIAL NUMBER

- 1) Lift the handset and listen for dial tone.
- 2) Dial the two-digit code of the person you are calling, followed by the # sign.

If you have any questions about your calling features, or any other questions about SMU Telephone, call us at 580-5800.

VOICE MAIL

Voice Mail Main Menu

- 1 - Listen to your messages
- 3 - Send a Message to a Mailbox
- 7 - Play the Current Date & Time
- 9 - Setup Your Voice Mailbox
- 0 - Hear these Instructions Again

Voice Mail Setup Menu

- 1 - Greeting Options (Access Greetings Menu)
- 2 - Change Your Password
- 3 - Edit Your Notification Option
- 4 - Change Your Auto Login Option
- 5 - Change Your Language
- 6 - Edit Distribution Lists
- 7 - Edit Your Outdial Number
- 0 - Hear these Instructions Again
- * - Return to the Main Menu

Voice Mail Greeting Menu

- 1 - Play Your Greeting
- 2 - Re-Record Your Greeting
- 3 - Delete this Greeting
- 5 - Pick a New Greeting
- 0 - Hear these instructions Again
- * - Return to the Main Menu

Voice Mail Message Playback Menu

- 1 - Play the Message
- 2 - Save this Message and Play the Next Message
- 3 - Delete this Message and Play the Next Message
- 4 - Save this Message as New
- 5 - Return this Call
- 6 - Forward the Message to Another Mailbox
- 7 - Skip Back in Message
- 8 - Pause Message
- 9 - Skip Forward in Message
- 0 - Hear these Instructions Again
- * - Return to the Main Menu

Voice Mail Message Menu

- 1 - Listen to New Messages
- 2 - Listen to Saved Messages
- 0 - Hear these Instructions Again
- * - Return to the Main Menu

For more information on managing your SMU voicemail account online, including having your voicemails sent to your email, learn more on our website at www.smunet.net or contact our customer service center during normal business hours.

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SMU Calling Feature Descriptions and Instructions (continued)

TO TURN SIMRING OFF OR ON

- 1) Dial 3 to turn the feature on or off.

TO ADD A NUMBER TO YOUR SIMRING LIST

- 1) Press the # key, then enter the new number you want to simultaneously ring to.

TO REMOVE A NUMBER FROM YOUR SIMRING LIST

- 1) Press * key.
- 2) To find out the numbers on your list, press 1. The numbers will be read to you.
- 3) As soon as you hear the number you want to remove, dial 07.
- 4) At the end of the list, you can dial 0 to hear the instructions repeated.

Speed Dial—8 numbers *This is a FREE feature!

Allows you to program your line to dial up to 8 phone numbers with simply a one digit code rather than the entire phone number.

TO ADD NUMBERS TO YOUR LIST

- 1) Assign a one digit code from 2 through 9 for each phone number you wish to have on speed dial.
- 2) Dial *74.
- 3) Dial your selected code, followed by the corresponding number. A tone indicates the number has been stored.

TO DIAL A SPEED DIAL NUMBER

- 1) Lift the handset and listen for dial tone.
- 2) Dial the one-digit code of the person you are calling, followed by the # sign.

SmartScreen

Allows you to block calls from telemarketers and other unwanted parties. SmartScreen keeps track of two types of callers in its database. A BLOCKED list is for numbers that you do not want to receive calls from, and the KNOWN list is numbers that you do want to receive calls from, such as family and friends. When SmartScreen is first activated on your line, new callers from outside of northwest Iowa will receive a message to hang up if they are a telemarketer and add you to their "Do Not Call" list, or to dial 1 to complete the call. If they dial 1, they are added to your KNOWN list and will not hear the message again.

TO USE SMARTSCREEN

Dial *96 from your home phone

Main Menu

- | | |
|--|---|
| Press 1 To ADD a number to your BLOCKED list | Press 6 To turn the entire service OFF |
| Press 2 To REMOVE a number from your BLOCKED list | Press 7 To turn the entire service ON |
| Press 3 To Remove ALL numbers from your BLOCKED list | Press 8 To BLOCK calls from PRIVATE callers |
| Press 4 To ADD a number to your KNOWN list | Press 9 To ALLOW calls from PRIVATE callers |
| Press 5 To change the LANGUAGE of your menu options | Press * To REPEAT MENU options |

If you wish to add the last caller's to your BLOCKED list, simply hang up and dial *97

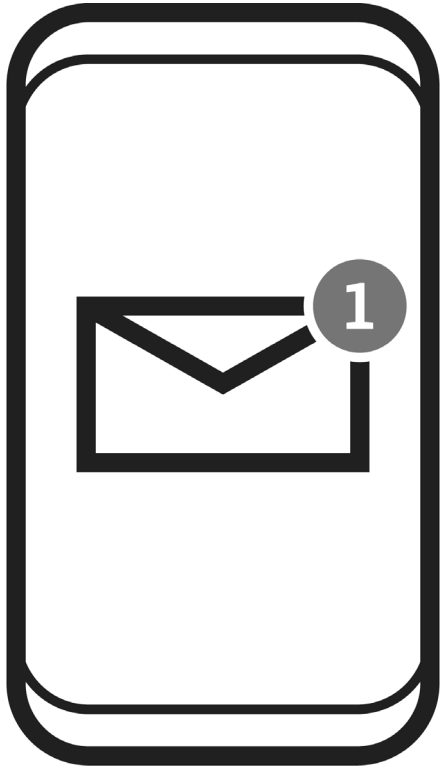
Toll Restriction

Allows you to block your phone line from being used for outgoing long distance calls. Also available with a Personal Identification Number (PIN) for toll restriction override.

Voice Mail

Allows callers to leave a message when no one is available to answer the phone. You can retrieve your messages from any phone. Visit the Voice Mail instructions in the following pages. Contact SMU at 580.5800 for details on maintaining this feature through a web portal.

TELEPHONE VOICE MAIL



With voicemail service from SMU, you can get your voicemail messages sent to your email and get them on the go! Ask a customer service representative how to set this up with your voicemail service for no additional cost!

Lifeline Low-Income Telephone or Broadband Internet Access Service Assistance Program

A plan that assists qualified low-income Iowans by providing a monthly reduction on their local telephone bill or Broadband Internet Access Service ("BIAS") bill.

ELIGIBILITY REQUIREMENTS

To be eligible for Lifeline assistance, you must meet income-based criterion currently defined as at or below 135% of the Federal Poverty Guidelines OR participate in at least one of the following programs:

- Medicaid
- Supplemental Security Income (SSI)
- Veterans and Survivors Pension Benefit
- Supplemental Nutrition Assistance Program (SNAP)
- Federal public housing assistance

To sign up, fill out an application found on our website at www.smunet.net or stop into our office.

NOTE: Low income telephone assistance does NOT cover the cost of a telephone or the cost of wiring inside your home.

Relay Iowa

For communication with and between persons with hearing or speech impairments. Available 24 hours a day.

Relay 711

Relay Iowa Customer Service (888)516-4692

Speech to Speech (877)735-1007

Spanish (TTY/Voice) (800)264-7190

TTY/ASCII (800)735-2942

Voice (800)735-2943

Internet www.relayiowa.com



Long Distance

Long Distance

Many companies provide long-distance calling. Make long-distance calls by dialing 1 + area code + the telephone number. You will be billed by the company that handles your call.

International Long Distance

To make direct dial calls to international destinations, use the codes listed below:

- 1) Dial 011
- 2) Dial the "Country Code"
- 3) Dial the "City/Destination Code" if there is one. If there is not a City/Destination Code, skip this step
- 4) Dial the phone number of the person you are calling

KEY

Number following a Country Name: Country Code

Country	Code	Country	Code	Country	Code	Country	Code
Afghanistan	93	El Salvador	503	Lebanon	961	Portugal	351
Albania	355	Estonia	372	Liberia	234	Romania	40
Algeria	213	Ethiopia	251	Libya	218	Senegal Republic	221
American Samoa	684	Fiji Islands	679	Liechtenstein	423	Singapore	65
Argentina	54	Finland	358	Lithuania	370	Slovakia	421
Armenia	374	France	33	Luxembourg	352	South Africa	27
Aruba	297	French Antilles	596	Malaysia	60	South Korea	82
Australia	61	Germany	49	Mexico	52	Spain	34
Austria	43	Greece	30	Monaco	377	Sri Lanka	94
Bahrain	973	Guatemala	502	Namibia	264	Suriname	597
Bangladesh	880	Guyana	592	Netherland Antilles	599	Swaziland	268
Belgium	32	Haiti	509	Netherlands	31	Sweden	46
Belize	501	Honduras	504	New Caledonia	687	Switzerland	41
Bolivia	591	Hong Kong	852	New Zealand	64	Taiwan	886
Bosnia/Herzegovina	387	Hungary	36	Nicaragua	505	Thailand	66
Brazil	55	Iceland	354	Nigeria	234	Tunisia	216
Bulgaria	359	India	91	North Korea	850	Turkey	90
Canada (see area code map)		Indonesia	62	Norway	47	Uganda	256
Chile	56	Iran	98	Pakistan	92	Ukraine	380
China	86	Iraq	964	Panama	507	United Arab Emirates	971
Columbia	57	Ireland	353	Papua New Guinea	675	United Kingdom	44
Costa Rica	506	Israel	972	Paraguay	595	Uruguay	598
Croatia	385	Italy	39	Peru	51	Venezuela	58
Cyprus	357	Japan	81	Philippines	63	Yemen	967
Czech Republic	42	Jordan	962	Poland	48	Yugoslavia	381
Denmark	45	Kenya	254	Russia	7	Zaire	243
Ecuador	593	Kuwait	965	San Marino	378	Zimbabwe	263
Egypt	20	Latvia	371	Saudi Arabia	966	Iridium Mobile Satellite:	881

Some international calling rates as well as additional information are available on SMU's website at www.smunet.net