



User Guide

Residential Telephone



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Introduction

Welcome to ShutesburyNET home phone service. We are pleased to provide you with our quality service and support. We value relationships with our customers and look forward to being of service to you.

ShutesburyNET is dedicated to ensuring quality customer satisfaction and strives to instill product and service confidence in all our customers.

Contact Info

Phone: (855) 415-7592

Website: www.Fibersonic.com

Calling Packages

Unlimited Package (Residential)

The Unlimited Package includes your Local Telephone Service, Advanced Calling Features, Voicemail, and Unlimited Domestic Long Distance. The features and services included in this package can be seen below.



Unlimited Package Features:

- Local Telephone Service
- Caller ID (Name & Number)
- Caller ID Blocking
- Call Forwarding
- 3 Way Calling
- Call Waiting
- Voicemail
- Anonymous Call Rejection
- Unlimited Domestic Long Distance*

***Unlimited Long Distance**

Unlimited local and domestic U.S. calling includes the continental United States, Alaska, Hawaii, Canada, Dominican Republic, Puerto Rico, Bahamas, Guam, and US Virgin Islands.

Additional Packages/Services

Please call your local office for prices and associated features.

Caller ID on Call Waiting	Call Block
Call Return	Distinctive Ring
Sim Ring	Seasonal Disconnect
Remote Access to Call Forwarding	Selective Call Acceptance
Caller ID Block per Line	vFax

International Calling

Mexico Calling Plan (Outbound Residential Only)

- 75 Minutes
- 150 Minutes
- 375 Minutes
- 750 Minutes

Standard International Calling Plan (Outbound Residential Only)

- 100 Minutes
- 250 Minutes
- 500 Minutes

For Subscriptions

Contact ShutesburyNET for pricing on International Calling Plans.

Call Features

Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

1. To enable Anonymous Call Rejection, press *77.
2. To disable Anonymous Call Rejection, press *87.

Caller ID Service (Number)

This service displays the Number of the incoming caller on the subscriber's telephone if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Caller ID Service (Name)

This service displays the Name of the incoming caller on the subscriber's telephone if the subscriber's phone has a Caller ID Display screen or Caller ID Display unit. Refer to your telephone equipment user manual to verify the availability of Caller ID functionality.

Call Waiting

This service notifies a subscriber that a second call is on the line and allows the subscriber to switch between the calls. The called party is notified by a tone when the call is waiting. The calling party receives an announcement telling them the system has alerted the called party.

1. When you hear a Call Waiting tone during a call, press the flash hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call.

Note: To disable call waiting for the next call only, press *70 before the call.

Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number.

1. To Activate:
 - a) Dial *72.
 - b) Dial the number with the area code to forward immediately.
 - c) Hang up the telephone.
2. To Deactivate:
 - a) Dial *73.
 - b) Wait for confirmation tone.
 - c) Hang up the telephone.

Three Way Calling

This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three-way conversation.

1. To add a third party to an active call, press the flash hook and then dial the third party's number. If the third party answers, press the flash hook again to add both of you to the original call, connecting all three parties.
2. If the third party does not answer or their line is busy, press the flash hook twice to rejoin the original call. If you hang up, you will receive a ringback reminding you that the original call is still on hold and can rejoin the call by picking up the phone. This service is known as Three Way Calling ringback.

Selective Call Acceptance

This feature allows the subscriber to temporarily block the line from receiving any incoming calls that are not specifically permitted by the subscriber. Outgoing calls can still be made as

normal, but incoming calls from numbers that are not on the subscriber's configured list are not connected. Instead the caller hears an announcement that the subscriber is not currently accepting calls.

Caller ID Block per Call

All outbound calls made from subscriber's line (including non-published numbers) will automatically be displayed to any called party who subscribes to Caller ID service. This Caller ID Block per call feature allows the subscriber to withhold their name and telephone number from the party they are calling. This feature must be activated before every call.

1. To enable press *67.

Caller ID Block per Line

This service is permanent on a subscriber's line and blocks the Caller ID so when an outbound call is made the called party sees private instead of the Caller ID information. This feature is not enabled by code but must be set up by the service provider.

Voicemail

Setting up your mailbox

Access the voice messaging system:

1. Dial your phone number or *333, wait for your recorded message to begin playing, then press *.
2. Enter your passcode after the prompt, then press the '4' key. (Your default passcode is the last 4 digits of your phone number). (Please note you must change your passcode to something other than the last 4 digits of your phone number for security reasons. If you do not, your voicemail could become unusable.)
3. The following commands are available:
 - a) Change Greeting:
 - i. Use system greeting
 - ii. Use personal greeting
 - iii. Create personal greeting
 - b) Record Name:
 - i. Use recorded name
 - ii. Create recorded name
 - c) Change Passcode - follow the prompts.
 - d) Exit.

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press '*' and follow the prompts:
 - a) Replay current message.
 - b) Skip current message.
 - c) Skips back 5 seconds while playing a message.
 - d) Skips ahead 5 seconds while playing a message.
 - e) Delete current message.
 - f) * Exit.

Optional Add-On Features

Call Block (Selective Call Rejection)

This service allows the subscriber to block the last incoming call by immediately dialing *60 after hanging up the phone. Subscriber may block up to 10 numbers.

Call Return

This service allows the subscriber to return the most recent incoming call.

1. To return the last call instantly press *69

Distinctive Ring

This feature allows customers to have one line and two phone numbers. Each number rings with a distinctive pattern so the owner knows which number is being called. Typically, the original number rings with the standard ring pattern. The calling party hears the standard ring pattern.

Remote Access to Call Forwarding

This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.

1. To Activate:
 - a) Call 573-388-2006.
 - b) Enter your Telephone Number and PIN (the last 4 digits of your telephone number) when prompted.
 - c) Enter the Call Forwarding Access Code you require (for example, to access Call Forwarding, enter *72).

Simultaneous Ring (SimRing)

This service allows up to 4 phones to ring at one time. When the call is picked up either by the customer or voicemail, the other phones stop ringing. At least one of the phone numbers must have service provided by Cielo.

vFax

vFax is a virtual fax service. This service sends incoming faxes directly to one or multiple email addresses. The person sending the fax sends it to a ten-digit number just like a traditional fax. However, instead of receiving it in paper form on a fax machine, it will show up in the subscriber's email inbox.

My Service Manager

You can manage your features and services online at any time. fibersonic.myservicemanager.net. Note that you will need your account number and telephone number to register.