SkyLine
SkyBest

Reach for the sky.

BASIC FEATURES

PREMIUM FEATURES

USAGE-SENSITIVE BASIC FEATURES

USAGE-SENSITIVE ONLY

INDIVIDUAL SERVICES

COMMUNICATIONS SERVICES

REACH FOR THE SKY WITH
SKYLINE MEMBERSHIP CORPORATION

SkyLine Membership Corporation is a non-profit, member-owned cooperative serving northwestern North Carolina and eastern Tennessee. The cooperative's mission is to provide the best tele-communications services at the most affordable rates available, exceptional customer service to our members and customers, and to improve residents' quality of life through economic development and member/community support.

SKYBEST COMMUNICATIONS

SkyBest Communications, Inc., a wholly-owned subsidiary of SkyLine Membership Corporation, provides state-of-the-art tele-communications services at competitive rates with friendly service and personal attention.

DESIGN A PACKAGE THAT SUITS
YOUR NEEDS AND BUDGET.

We offer three calling packages that you design to suit your needs. Any combination of basic and premium features can be used. A premium feature counts the same as two basic features.

SKYBASE

Designed for privacy and control, this package includes the equiva-lent of four basic features.
Residential… $7.50/mo., Business… $10.00/mo.

SKYPLUS

Designed for convenience and flexibility, this package includes the equivalent of seven features.
Residential… $10.50/mo., Business… $14.00/mo.

SKYMAX

Designed for privacy and control with convenience and flexibility, this package includes the equivalent of twelve features.
Residential… $14.50/mo., Business… $19.00/mo.

BASIC FEATURES

Some restrictions may apply.
These features are available on an individual basis or can be combined with additional features in a calling package at even greater savings.

CALL WAITING/CANCEL CALL WAITING

Never miss another call when you're already on the line. Call Waiting alerts you when you receive a second call, then allows you to put your first call on hold while you answer the other incoming call.

How to Use Call Waiting:

1. If you hear a short beep while you are already on the line, that means someone else is trying to call you.
2. Ask the first caller if he or she would like to hold. Then press and release the switchhook or press the flash button. This will put the first caller on hold and automatically connect you with the second caller.
3. Press and release the switchhook or flash button for about one second to switch back and forth between calls. Neither the caller on hold nor the call you are taking can hear one another, so each conversation remains separate and private.

Cancel Call Waiting*:

You can turn off Call Waiting before or during a call, or keep Call Waiting from interrupting other phone calls, Internet, modem or fax transmissions. Our Cancel Call Waiting service is free as part of our Call Waiting service.

Cancel Call Waiting before a call:

1. Press 70#.
2. Dial the number you wish to call.

Cancel Call Waiting during a call *(three-way calling required)***:**
1. Press the switchhook or the flash button to place your first call on hold.
2. Listen for a dial tone, press 70#.
3. Listen for another distinctive beep, press the switchhook or flash button for one second, then return your first call.

* Not available in all areas.

SPEED DIALING
Stop looking up or trying to remember the numbers you call most often. Speed Calling stores and automatically dials the local or long-distance* numbers you call most often. Speed Dialing is available in your choice of 8- or 30-number storage capacities.

How to program Speed Dialing 8 or 30:
1. Select a code for each number you wish to enter. Choose a one-digit code (2 – 9) if you have Speed Calling 8; a two-digit code (20-49) for Speed Calling 30.
2. Press 74# for Speed Calling 8.
    Press 75# for Speed Calling 30.
3. Listen for a dial tone. Enter your code and the entire telephone number, including the 1+ area code for long-distance numbers. After you hear two beeps, hang up the phone.

* Toll charges apply on long-distance calls.

How to change a stored phone number:
Repeat steps 1, 2 and 3. The new numbers will automatically replace the old numbers in the memory.

How to use Speed Calling 8 or 30:
Simply press the one- or two-digit code you assigned to the number you want to call, followed by the # key.

SELECTIVE CALL FORWARDING*

With Selective Call Forwarding, your most important calls go where you go. Select and program phone numbers for calls you wish to receive and the destination number to which they should be forwarded.** When this feature is on, calls from the phone numbers you selected will be forwarded to the number of your choice. All other calls will ring through to your phone as usual.

How to use Selective Call Forwarding:

1. Press *63. Listen for an announcement whether Selective Call Forwarding is on or off. Another recording will then report how many (if any) numbers you currently have stored in your forward list.
2. Follow the voice instructions, then press 3 to turn Selective Call Forwarding ON or OFF.

To add the last caller to your forward list:
Press #01#.

To enter your forward-to number:
When you first use the Call Forwarding feature, you'll need to enter the number to which you'd like your calls sent. From that point on, the system will remind you of your designated Call Forwarding Number.

1. If the forward-to number the system announces is correct, press 1.
2. To change your forward-to number, press 0, then follow the system's voice instructions.

To add a number to your Call Forward list:
–   Press #. Follow the system's voice instructions to create a stored list of up to 16 phone numbers.

To delete a number from your Call Forward list:
– Press *. Follow the voice instructions to delete any or all numbers from your list.

To hear the phone numbers on your Call Forward list:
– Press 1. The system will read your list, followed by additional voice instructions.

To listen to the voice instructions again:
– Press 0.

Notes:
– You may press 1, 0, #, or * at any time to bypass voice instructions.
– Your forward list is separate from any other lists you may create, such as Distinctive Ringing, Selective Call Rejection, Selective Call Acceptance, and other personalized services.
– Selective Call Forwarding can also be used with all regular Call Forwarding calls. Numbers on your preferred Call Forwarding list will be routed to your Selective Call Forwarding number.** All other calls will be sent directly to your designated Call Forwarding number.

* This feature will not work with calls from an area or long-distance carrier that does not provide Caller ID, toll-free numbers, some 900 numbers, international calls, and some cellular numbers.
** Toll charges apply if you forward calls to a long-distance number.

CALL FORWARDING BUSY/NO ANSWER
You can automatically forward your calls to another number when your line is busy, or, if there is no answer, your calls may be forwarded following a pre-set number of rings. You may use Call Forwarding Busy or Call Forwarding No Answer either separately or at the same time.

How to use Call Forwarding Busy:
1. Press *90. When you hear a special dial tone, enter the number to which your calls should be forwarded.*
2. To deactivate Call Forwarding Busy, press *91. If Call Forwarding Busy is accidentally deactivated, just follow step 1 to turn it on again.

How to use Call Forwarding No Answer:
1. Press *92. When you hear a special dial tone, enter the number of rings (choose between 2–9 rings) before the call is forwarded. Then, enter the number to which you want your calls forwarded.*
2. To deactivate Call Forwarding No Answer, press *93. If Call Forwarding No Answer is accidentally deactivated, just follow step 1 to turn it on again.
3. To change the number of rings before a call is forwarded, deactivate Call Forwarding No Answer then follow step 1 to turn it on again.

* Toll charges apply if you forward calls to a long-distance number.

CALL FORWARDING REMOTE
If you need to forward your calls after you've already left your home or office, you can also activate Call Forwarding from almost any touch tone or cellular phone.
A call forwarding feature is required for this service.

How to use Call Forwarding Remote Access:
1. Enter your dedicated access number (your home or office telephone exchange plus 9999*). For example, 336-372-9999, 336-877-9999, 898-9999 or 963-9999. (*Ashe and Alleghany Customers must dial the area code plus telephone exchange plus 9999.)
2. Listen for a ring and wait for special dial tone. Enter your 7-digit telephone number that has the Call Forwarding feature you wish to program and IMMEDIATELY enter your

personal ID number which was selected at the time you applied for this feature. If you don't enter your personal ID number quickly, it will time out, and you will get a fast busy signal. You can program Call Forwarding, Call Forwarding Busy and Call Forwarding No Answer with Remote Access to Call Forwarding. It does not work with Selective Call Forwarding.

3. To end Call Forwarding Remote Access, dial your dedicated access number and listen for a ring and special dial tone. Then enter the code number desired.

- Call Forwarding: refer to page 21
- Call Forwarding/Busy: refer to page 6
- Call Forwarding/No Answer: refer to page 6

You cannot use Remote Access to program Selective Call Forwarding.

CALL FORWARDING HOT LINE*
This valuable feature allows the elderly, handicapped or others with special needs to signal for help without having to dial a phone number. If the phone is left off the hook for more than 30 seconds without dialing out, Call Forwarding Hot Line automatically dials a predetermined phone number. This feature works best when the automatically dialed number is equipped with Personal Ringing or Caller ID.

Not available in all areas.

PERSONAL RINGING*

Now you can tell who a call is for without ever having to pick up the phone. With Personal Ringing, you can have up to three phone numbers** on a single phone line, for a fraction of the cost of installing additional lines. Each additional number has its own unique ring, which can be used to identify what type of call it is or who the call is for, making it ideal for teenagers, roommates or home businesses.*** Personal Ringing can also be used in conjunction with Call Waiting**** and Caller ID services.

*   Not available in all areas
**   A monthly charge will apply for each additional number.
***   May require a business rate.
**** Each number has a distinctive beep.

DISTINCTIVE RINGING*

Allows you to create a list of up to 16 numbers with its own distinctive ring. The distinctive ring tells you it's one of your special callers from your list. It even works with Call Waiting (a distinctive beep lets you know it's a call from your list) and Caller ID.

How to use Distinctive Ringing:

1. Press *61. Listen for an announcement as to whether Distinctive Ringing is currently on or off. A second recording will announce how many (if any) numbers are currently stored in your Distinctive Ringing list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your Distinctive Ringing list:
Press #01#.

To add a number to your Distinctive Ringing list:
Press #. Follow the system's voice instructions to create a stored list of up to 16 phone numbers.

To delete a number from your Distinctive Ringing list:
Press *. Follow the voice instructions to delete any or all of the numbers from your list.

To hear all the phone numbers on your Distinctive Ringing list:
Press 1. The system will read your forward list, followed by additional voice instructions.

To listen to the voice instructions again:
Press 0.

Note: Your Distinctive Ringing list is separate from any other lists you may create, such as Selective Call Forwarding, Selective Call Rejection, Selective Call Acceptance and other personalized services.

* Not available in all areas. This feature will not work with calls originating from an area or long-distance carrier where this feature is not provided or from 800, 877, 888 or 900 prefix numbers and some cellular numbers.

SELECTIVE CALL ACCEPTANCE*
This feature helps prevent nuisance and solicitation calls by allowing you to block all calls except those from phone numbers of your choosing, even local and most long-distance phone calls. You can add, delete or change your Call Acceptance list any time you choose.

To turn ON Selective Call Acceptance:
1. Press *64. Listen for an announcement as to whether Selective Call Acceptance is currently on or off. A second recording will announce how many (if any) numbers are currently stored in your Selective Call Acceptance list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your Selective Call Acceptance list:
Press #01#.

To add a number to your Selective Call Acceptance list:
Press #. Follow the system's voice instructions to create a stored list of up to 16 phone numbers.

To delete a number from your Selective Call Acceptance list:
Press *. Follow the voice instructions to delete any or all numbers from your list.

To hear the phone numbers on your Selective Call Acceptance list:
Press 1. The system will read your list, followed by additional voice instructions.

To listen to the voice instructions again:
Press 0.

Notes:
– You may press a 1, 0, #, or * at any time to bypass the voice instructions.
– Your Selective Call Acceptance list is separate from any other lists you may create, such as Selective Call Forwarding,

Distinctive Ringing, Selective Call Rejection and other personalized services.

* This feature will not work with calls originating from an area or long-distance carrier where this feature is not provided or from 800, 877, 888 or 900 prefix numbers and some cellular numbers.

SELECTIVE CALL REJECTION
This feature allows you to block calls from a selected list of phone numbers of your choosing. All other calls will ring through as normal. Unwanted callers will hear a prerecorded announcement and the call will be terminated. You can add, delete or change your Call Rejection list any time you choose.

To turn ON Selective Call Rejection:
1. Press *60. Listen for an announcement as to whether Selective Call Rejection is currently on or off. A second recording will announce how many (if any) numbers are currently stored in your Selective Call Rejection list.
2. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your Selective Call Rejection list:
Press #01#.

To add a number to your Selective Call Rejection list:
Press #. Follow the system's voice instructions to create a stored list of up to 16 phone numbers.

To remove a number from your Selective Call Rejection list:
Press *. Follow the voice instructions to delete any or all numbers from your list.

To hear the phone numbers on your Selective Call Rejection list:
Press 1. The system will read your list, followed by additional voice instructions.

To listen to the voice instructions again:
Press 0.

See NOTES under Selective Call Acceptance.

ANONYMOUS CALL REJECTION
Your phone can also be programmed to refuse any caller who is blocking their name and number from being detected by your Caller ID device.

How to activate Anonymous Call Rejection:
1. Press *77.
2. Once you hear the special confirmation tone, hang up the phone.

To cancel Anonymous Call Rejection:
1. Press *87.
2. Once you hear the special confirmation tone, hang up the phone.

Notes:
– This feature plays an announcement to callers who block their Caller Identification announcing that you do not accept anonymous calls. They will be instructed to remove their Caller ID Block and call again.

CALLER ID BLOCKING
This feature keeps your name and your phone number from being revealed by another system's Caller ID. We offer two types of Caller ID Blocking:

– **Per-Call Blocking:**
   Enter a simple code on your own phone to prevent the
   number you are calling from receiving your name and
   phone number.
– **Per-Line Blocking:**
   Contact SkyLine to keep all calls placed from your number
   from displaying your name and number.

There is no charge for either of these Caller ID Blocking features.

How to use Caller ID Blocking Per-Call:
1. Press *67. Dial the number you're calling as usual.
2. The person you are calling will see "P" or "Private," instead
   of your name and/or number, on their Caller ID display.

Notes:
– Remember to press *67 before each call you want blocked
   or your name and phone number will be visible to the
   person or business you are calling.

How to use Caller ID Blocking Per-Line:
– You do not need to dial any code if you arrange for SkyLine
   to place Per-Line Blocking on your telephone. Your name
   and number will always be displayed as "P" or "Private"
   on any Caller ID system.

To turn off Per-Line Blocking Per-Call :
1. Press *82 before placing the call. Dial the number you're
   calling as usual.

BASIC MAINTENANCE PLAN*
The Basic Maintenance Plan covers all wiring inside the home. This plan will also cover the maintenance and/or replacement of the battery back-up for fiber-optic subscribers.

COMPLETE COVERAGE PLAN*
The Complete Coverage Plan includes wiring inside the home and the coverage of equipment. The following SkyBest provided equipment will be covered under this plan: DSL modems, DSL filters, standard wireless routers, TV remotes and power strips/surge protectors.

*Some restrictions apply. Residential only. Customers without a maintenance plan will be charged $95 per hour and material costs on service calls for interior wiring and equipment issues. SkyBest Security equipment, advanced wired/wireless routers and SkyBest TV set-top boxes are not covered by these maintenance plans.

CALL MANAGEMENT
With Call Management you can control the types of calls made out from your phone. Only authorized users with the appropriate PIN can bypass your outgoing call rules. Use it to restrict:
- Long-distance/toll calls
- Calls to a certain area code or prefix
- Calls to a specific number
- Any combination of the above

ENHANCED CALLER ID
If your phone is equipped with a special Caller ID display, you may also be able to identify the names and numbers of incoming Call Waiting calls.

How to use Enhanced Caller ID:
When you receive a call while on the phone, the caller's name and number will be displayed onscreen after the Call Waiting signal beeps once.

Notes:
– Enhanced Caller ID requires a subscription to Caller ID and
  Call Waiting, as well as a phone equipped with a special built-in
  or add-on display device to work.
– See other notes under Caller ID.

USER TRANSFER*
User Transfer gives the caller the ability to transfer a call to an outside
phone such as a cellular phone. Call 1-800-759-2226 for instructions
and more information.

* Toll charges apply if you transfer calls to a long-distance number.

CONFERENCE CALLING
Conference Calling allows you to set up your conference call.
Once you are set up for Conference Calling, you can use the Internet
to schedule calls, notify attendees of the call details, edit and more;
or set up and administrate a conference call by phone. Once a call is
in progress, manage it online using the online management functions.
Call 1-800-759-2226 for instructions and more information.

PREMIUM FEATURES
Some restrictions may apply.
These features are available on an individual basis or can be combined
with additional features in a calling package at even greater savings.
(Premium features count as two basic features.)

CALLER ID*
Protect your privacy and security by seeing who's calling before you
pick up the phone. The caller's name and telephone number will be
displayed on a special screening device so you can choose whether or
not to answer the call. You will need a phone with either a built-in or
an add-on display to use Caller ID.

HOW TO USE CALLER ID:

1. After the first ring is complete, the name and telephone number of the person or business calling you will be listed on your display screen.*
2. If you answer the call, the Caller ID name and number will remain on screen until either you or the caller hangs up.

Notes:
– Caller ID requires a telephone with a built-in or add-on display device to work.
– If Caller ID displays the letter "P" or "Private," the caller may have blocked Caller ID from functioning. You can choose whether or not to answer the call.
– If Caller ID displays "Unknown Name" or "Unknown Number," the caller may be using equipment or calling from an area not equipped to provide call identification.

* Caller ID will not work with calls originating from an area or long-distance carrier where this feature is not provided or from 800, 877, 888 or 900 prefix numbers and some cellular numbers.

SMART CALL MANAGER

If you've grown weary of annoying calls or unwanted telemarketing calls, SkyLine and SkyBest have great news! Our Telemarketer Call Screening features have been enhanced to give customers even more comprehensive call screening options. It effectively screens telemarketing and other unwanted calls.

SKYMAIL VOICE MAIL

Never worry about missing another call when you have SkyMail, our easy-to-use voice mail service. SkyMail gives you more advantages than ordinary answering machines and you don't need any new equipment to use it. You can receive voice messages while you're on the phone, away from home, or on the Internet, even if you have several incoming calls at the same time. All your messages are pass-word protected and will remain in the system even in the event of

a power outage. Choose the package that meets the needs of your home or business. Some restrictions may apply.

SKYMAIL RESIDENTIAL

SkyMail voice mail is designed to help busy families. With this package:
- Receive an e-mail notification containing your message each time you miss a call.
- Get 20 minutes of storage space per mailbox.
- Members of your family can have their own sub-mailbox (up to 4) and each have his or her own greeting.
- Callers will hear a special greeting if the line is busy.
- **myphone.skyline.org**: This feature allows you to specify e-mail addresses for e-mail notification and adjust your own voice mail settings by logging in to our online voice mail portal.
- Message waiting light allows you to know when you have messages.
- Receive pager notification.

SKYMAIL BUSINESS BASIC

SkyMail Business Basic voice mail is designed to help small offices manage phone calls and offers sub-mailboxes.
- Receive an e-mail notification containing your message each time you miss a call.
- Get 20 minutes of storage space per mailbox for voice mail messages.
- Get up to 4 sub-mailboxes for your business.
- Multiple phone numbers can share the same mailbox.
- Express messaging allows you to leave a message in any voice mailbox without waiting for the message.
- Callers will hear a special greeting if the line is busy.
- **myphone.skyline.org**: This feature allows you to specify the e-mail addresses for e-mail notification and adjust your own voice mail settings by logging in to our online voice mail portal.
- Ability to compose a message to one or more people or

distribution lists.
- Greeting only sub-mailbox allows a greeting to be played but does not record messages.
- Receive pager notification.
- Record up to 10 greetings and select the one you want to play.

SKYMAIL BUSINESS PREMIUM

SkyMail Business Premium is designed for small offices with many features normally available only in costly voice mail systems.
- Get 30 minutes of storage space per mailbox for voice mail messages.
- Get up to 9 sub-mailboxes for your business.
- Multiple phone numbers can share the same mailbox.
- Express messaging allows you to leave a message in any voice mailbox without waiting for the message.
- Callers will hear a special greeting if the line is busy.
- Receive daily notification at a set time to let you know if you have messages waiting.
- **myphone.skyline.org**: This feature allows you to specify e-mail addresses for e-mail notification and adjust your own voice mail settings by logging in to our online voice mail portal.
- Have the ability to compose a message to one or more people or distribution list.
- Have the ability to forward a message to another mailbox or to a distribution list.
- Greeting only sub-mailbox allows a greeting to be played but does not record messages.
- Receive pager notification.

More options and instructions available in "SkyMail User Guide."

USAGE-SENSITIVE BASIC FEATURES
Some restrictions may apply.
These features are available on a per-usage basis, individually or can be combined with additional features in a calling package at even greater savings.

THREE-WAY CALLING
Talk with two or more calls at the same time with Three-Way Calling. You may use it to make local or long distance* calls, or a combination of the two. Three-Way Calling also works no matter whether you received or made the first call.

To add a third party to your call:
1. Put the first caller on hold by pressing and releasing your phone's switchhook or by pressing the flash button.
2. When you hear a dial tone, enter the third party's number.
3. When the third party answers, press and release the phone's switchhook or flash button to have him or her join your call.

How to disconnect Three-Way Calling:
Press and release the phone's switchhook or flash button to disconnect the last party to join the call. If either dialed-in party hangs up, the call between the two remaining parties will continue. If the party who initiated the three-way call hangs up, everyone on the call will be disconnected.

* Toll charges apply on long-distance calls.

CALL RETURN (*69)*
How many times have you rushed to answer the phone just as the caller hangs up? Stop worrying about missed calls with Call Return. Just enter an easy-to-remember code and the phone automatically calls the last number that called you.

How to use Call Return:
1. Press *69. A recording will tell you the phone number

of the missed call and ask if you want to use the
Call Return feature.**
2. Press 1 and follow instructions.
3. Hang up if you don't want to return the call.

Note: If you ignore a Call Waiting beep, you can use Call Return
to call back the last number that called you. Press and release the
switchhook or flash button, then press *69 for Call Return. If you
hear multiple Call Waiting beeps, Call Return will only call back
the most recent number that called you.

If the line is busy:
1. Hang up. Your phone will keep trying the line for up to
    30 minutes.
2. A special callback ring alerts you when the line you are
    calling is clear. (Some phones will only ring normally.)
3. Pick up the phone to automatically complete the call.

To cancel Call Return:
Press *89. Listen for the confirmation tone and announcement,
then hang up.

* Toll charges apply on long-distance calls.
** Works with most calls within the local calling area except blocked
   (private) numbers and some cellular numbers.

REPEAT DIALING (*66)*
With this feature, your phone will automatically redial a busy
number for up to 30 minutes. A special ring alerts you when the
line you are calling clears, then Repeat Dialing automatically
completes the call when you pick up the phone.

How to use Repeat Dialing:
1. When you hear a busy signal, press and release the switchhook
    or flash button. Listen for a special tone. If you've already hung
    up, pick up the phone and listen for a normal dial tone.

2. Press *66. If the line is still busy, hang up. Your phone will automatically redial the number for up to 30 minutes.
3. A special callback ring alerts you when the line you are calling is clear. (Some phones will only ring normally.)** Pick up the phone to automatically complete the call.

To cancel Repeat Dialing:
1. Press and release the switch or flash button. Listen for a special dial tone. If you've already hung up, pick up the phone and listen for a normal dial tone.
2. Press *86. Listen for the confirmation tone and announcement, then hang up.

Notes:
– To start the 30-minute timer, repeat "How to use Repeat Dialing" steps 1-3.
– You can program Repeat Dialing with multiple numbers, but you can only identify which number is calling you back if you have Caller ID.
– Canceling a Repeat Dialing request cancels every number you've programmed through Repeat Dialing.

* Works with most calls placed to numbers within the local calling area
   except blocked (private) numbers and some cellular numbers.
** Toll charges apply on long-distance calls.

CALL FORWARDING
If you know in advance where you will be, you can forward your incoming calls to any number* including your cellular phone or pager.

How to use Call Forwarding:
1. Press 72#. Listen for a dial tone.
2. Enter the number to which your calls are to be forwarded.

Call Forwarding works with either local or long-distance* calls.

3. Call Forwarding is activated when someone answers the line. If the number you called is busy, or if there is no answer, repeat the previous steps within two minutes to activate Call Forwarding. Once Call Forwarding has been activated, all your calls will be directed to the number designated until you change the number or cancel Call Forwarding.

How to cancel Call Forwarding:

1. Press 73#. You will hear two short beeps. These beeps confirm that Call Forwarding has been deactivated. All calls will then ring to your phone number as they would normally.

Notes:

– Your phone will ring briefly every time your number is dialed. These calls cannot be answered; the ring is only a reminder that Call Forwarding is active.

– Any calls forwarded outside your local calling area will be subject to long-distance charges.

– You can still make outgoing calls while your Call Forwarding is active.

* Toll charges apply if you forward calls to a long-distance number.

USAGE-SENSITIVE ONLY

USAGE-SENSITIVE CALL TRACE*

Fight back against nuisance calls with Call Trace, a service that enables you to gather valuable information that law enforcement can use if you choose to prosecute a nuisance caller.

How to use Call Trace:

1. When you receive a nuisance call, press and release the switchhook or flash button. Listen for a special dial tone; if you've already hung up, just pick up the phone again and listen for a normal dial tone.

2.   Press *57. After you press *57, a pre-recorded message will announce if the call can be traced. Just follow the instructions to dial an additional code to continue to trace the call.

3.   Listen for an announcement that confirms the last call has been traced, then hang up.

4.   The number traced will be recorded by SkyLine. There is a nominal charge for each successful trace.

Notes:

– You must use Call Trace immediately after you hang up to trace that call. If you receive another call or hear a Call Waiting tone, the wrong call will be traced.

– To keep the traced information on file, you must contact one of our customer service centers within the next business day after completing a trace. You should be prepared to provide the date and time you traced the call.

– If you choose to pursue prosecution of the nuisance caller, we will provide his or her number directly to local law enforcement authorities.

* The feature will not work with calls originating from an area or long-distance carrier that does not provide Caller ID service, toll-free numbers, some 900 and 800 numbers, international calls and some cellular numbers.

INDIVIDUAL SERVICES

ADDITIONAL LINE

The rapid growth of telecommunications technologies has made second and third phone lines an everyday necessity for many homes and businesses. Plan to have your additional lines installed at the same time for significant savings on installation charges. And, whether your additional lines are reserved for your children, a dedicated fax/modem connection or a home business, each line receives its own separate directory listing.

MULTIPLE LISTINGS
Listing each of your multiple phone lines in the local phone directory's white pages is the most inexpensive way for teens, roommates or home businesses to stay in touch with anyone who needs to contact them.

NON-PUBLISHED NUMBER
Choosing this service will prevent your telephone number from being published in the telephone directory or given out by Directory Assistance.

NON-LISTED NUMBER
These numbers will not be printed in the telephone directory, but will be available through Directory Assistance.

TOLL RESTRICTIONS ON 900 # CALLS
Abusing 900 number calls can cause serious financial and emotional harm, particularly in homes with young children. By blocking calls from your phone number to 900 toll numbers, we can help protect you and your family from improper solicitation and unexpected charges. There is no charge for this service.

COLLECT, THIRD PARTY, 0+, AND 1+ CALLS
These calls can be blocked at no additional charge. You may choose to allow Directory Assistance calls or they can be blocked at no charge.

COMMUNICATIONS SERVICES

SKYBEST LONG-DISTANCE

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