Home Phone Unlimited User Guide

Your guide to manage voicemail and settings

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1 | Welcome to Digital Phone

Congratulations! You are about to experience an exciting new generation of voice technology. Your new Digital Phone service comes with many easy-to-use features that can be managed by phone, via the Internet, using a mobile device. You can turn on features like Call Forwarding and Do Not Disturb, set up Voicemail notification by email or text message, listen to your Voicemail messages, and review call logs.

To get started, read this guide carefully so you'll be able to get the most out of all the new and exciting features of your Digital Phone service. Once you set up your Voicemail, check out your Home Phone Web Portal from any Internet connection at www.ziplyfiber.com. Log in using your Ziply ID and password. If you do not have a Ziply ID, you will be able to create one.

We hope you enjoy exploring your new phone service.

1.1 Important 911 Information

As a reminder, in the case of an electrical outage, the Battery Back-up Unit (BBU) will power your basic Digital Phone services, including 911 dialing, for up to eight hours if a fully charged battery is inserted in the unit. If the battery is exhausted or there is no battery present, the voice service will not function for any purpose. In the welcome kit provided by the technician during installation, you will find stickers with this information. We strongly recommend you apply them to your phones, so all users are aware of this possible limitation.

Note: It is your responsibility to provide electrical power necessary for your voice service to function. To accommodate possible power outages, Ziply Fiber offers battery back-up options.

1.2 Out-of-Service Back-up Phone Number

Digital Phone allows you to choose a number where your calls can be forwarded in the case of an outage (e.g., an area-wide outage or you've lost power and do not have battery back-up). Once service has been restored, the forwarding will automatically be stopped.

Back-up numbers can be set up using your Home Phone Web Portal under Account Settings. Refer to Section 6.4.

Note: If you have enabled Call Forwarding Selective or Call Forwarding, the numbers you have set for Call Forwarding will override the Back-Up Number. If you have Voicemail activated to take your calls or have Simultaneous Ring or Locate Me enabled, your call will go to your specified Back-Up Number.

2 | Digital Phone Features Management

You can manage your features anywhere, anytime. Experience a whole new level of control over your voice communications from your computer, or mobile device.

• Share Voicemail by forwarding as an email attachment!

• Turn Call Forwarding or Simultaneous Ring on/off from your mobile device!

Changes made in the Home Phone Web Portal online will be reflected on your applications and vice versa.

2.1 From the Web

Your Web Portal can be used to access and control your Call Log and Calling Features, Voicemail and Voicemail Features and more:

• View the Call Log (Call Back using your Digital Phone line, & Block)

• View Voicemails (Play messages, Call Back using your Digital Phone line, Block, Delete and more)

• Call Forwarding (Turn on/off and change settings)

• Do Not Disturb (Turn on/off and change settings)
  *

• Simultaneous Ring (Turn on/off and change settings)

• Call Block (Turn on/off and change settings)

• Contacts

• Business Search using Ziply Fiber Pages

You can access your Home Phone Web Portal from any computer with a broadband Internet connection that supports Internet Explorer 11 (or higher), or a recent version of the Chrome, Firefox, or Safari browsers. However, you must first register your account and set up a Ziply ID comprising an email address and password. If you have not yet established a Ziply ID or have forgotten it, simply go to www.ZiplyFiber.com and click on Create a Ziply ID to begin the registration process or retrieve your credentials.

For all the instructions in this document, you must first access your Home Phone Web Portal as follows:

1. Login to your account on www.ZiplyFiber.com using your Ziply ID.

2. Under My Services, click on Phone.

3. The Digital Phone Summary Page will display. From here, you can view your calls and Voicemails and manage the various settings associated with your Home Phone Unlimited service.

2.2 From Your Smartphone or Tablet

If you have an Android or Apple smartphone or tablet, you can download the app through your app store. With the app, you can access the same features:

- o View the Call Log (Call/Text Back using your mobile service carrier, Block, Delete)

- o View Voicemail messages (Play messages, Call/Text Back using your mobile service carrier, Block, Delete)

- o Call Forwarding (Turn on/off and change settings)

- o Do Not Disturb (Turn on/off and change settings)

- o Simultaneous Ring (Turn on/off and change settings)

- o Incoming Call Block (Turn on/off and change settings)

3 | Making Calls from Your Digital Phone Line

The Home Phone Unlimited Plan offers unlimited domestic calling. International calls do incur a charge.

Phone	Web Portal
Domestic Calls and Calls to Canada For calls to locations in the U.S., U.S. territories, Puerto Rico, and Canada, dial the 3-digit area code + the 7-digit phone number. There is no need to dial a "1" before the area code. **International Calls** For calls to most international locations, dial 011 + country code + city code (if applicable) + phone number. Information on international calling can be found on your Digital Phone Web Portal. **Collect Calls** You can make collect or third number billed calls from your Digital Phone line but cannot receive them. **Blocked Numbers** You cannot make 0+, 00, 01, 500, 10-10XXX, 700, 900, 950, 976 calls from your Digital Phone line; however, you can receive them. **Special Numbers** You may dial any of the following numbers from your Digital Phone line*: • 211—community services • 311—non-emergency local municipal services	To place a call using the Recent Calls Log: 1. Access you Home Phone Web Portal. 2. Click the Recent Calls button to open the log of calls. The icon next to each call indicates the type of call: Missed Calls Received Calls Dialed Calls 3. Click on the name or telephone number of the person you would like to call from the Recent Calls log. 4. A pop-up window will appear. Select Call Back from the menu. 5. Your phone line will ring once the call is placed. Pick up your phone and wait for the person on the other end to pick up. To place a call using your Contacts list: 6. Access your Home Phone Web Portal. 7. Select Contacts from the left navigation menu. 8. Use the alphabet tabs (A…Z) above the list to quickly find the name of the person you would like to call. 9. Click on the name and select Call from the drop-down menu. 10. Your phone will ring once the call is placed. Pick up your handset and wait for the person on the other end to pick up. To place a call from your Web Portal icon: Access your Home Phone Web Portal. 11. Click the Place a Call icon. • You can: manually enter a number, search your Contacts by name to select a number, or select a recently called number using the drop-down menu • Once the number is entered, click Call. • Your Digital Phone line will ring once the call is placed. • Pick up your handset and wait for the person on the other end to pick up. • Note, if the number you are attempting to dial is busy, you will hear a busy tone.

Phone	Web Portal
*Availability and types of services may vary by location. • 511—travel and road weather information • 411—Directory Assistance • 711—telecommunications relay service • 811— "call before you dig" service for public utilities 911—emergency services	International Rates and Country Codes: 1. Access your Home Phone Web Portal. 2. Select the Settings link on the left side of the screen. 3. Select the Account Settings link. 4. Under Extras, select the link for International Calling Rates. To Block International calls on your Digital Phone line(s): 1. Access your Home Phone Web Portal. 2. Select the Settings link on the left side of the screen. 3. Select the Account Settings link. 4. Select the link for International Call Block. 5. Check the number(s) on which you would like to block international calls. 6. Click Save.

4 | Managing Your Digital Phone Features

4.1 Call Forwarding

You can forward your calls to any number you wish. When Call Forwarding is turned on, you will not receive calls at your home number until you turn the feature off. This feature will always override any other forwarding option (e.g., Call Forwarding to Voicemail when your line is busy, or you do not answer).

Calls forwarded to international numbers may incur per minute rates depending on your calling plan. To learn how to check rates for international calls, please go to your Home Phone Web Portal.

When you turn Call Forwarding on or off using one of the options below, it will change any setting previously set using any of the other options.

Phone	Web Portal
To set up Call Forwarding: 1. Pick up handset. 2. Dial *72. 3. Wait for second dial tone. 4. Enter the destination telephone number. 5. You will hear a confirmation tone when Call Forwarding has been enabled. To cancel Call Forwarding from your phone: 1. Pick up handset. 2. Dial *73. 3. You will hear a confirmation tone when Call Forwarding has been disabled.	To set up Call Forwarding: 1. Access your Home Phone Web Portal. 2. Select the Settings link on the left side of the screen. 3. Click the Call Settings tab. 4. Click on Call Forwarding. 5. In the box next to forward my incoming calls to enter a destination telephone number. 6. Click a button to: • Forward all my calls, or • Forward calls only from selected numbers. You can add up to 10 numbers manually or from your Contacts.

4.2 Recent Calls Log

You can see a snapshot of your most recent calls on your Home Phone Web Portal. The log includes incoming and outgoing calls, missed calls, and calls that went to Voicemail.

Web Portal
To view your Recent Calls log: 1. Access your Home Phone Web Portal.
2. Click the Recent Calls button to open the log of calls.
3. Your call log will be displayed with the last 100 incoming and outgoing calls. Each listing has the caller's name (if available), number, and date/time of call.
4. You can view the list of all calls showing missed, received, or dialed, or just a list of Missed calls by clicking the desired link at the top of the log.
To call someone from your Call Log: 1. Click anywhere on the row of the log for the Contact you would like to call.
2. A pop-up window will appear. Select Call Back from the menu.
3. Your phone line will ring once the call is placed.
4. Pick up your handset and wait for the person on the other end to pick up.
Note: If the number you are attempting to dial is busy, you will hear a busy tone.
To add a number from your Call Log to your Contacts: 1. Click anywhere on the row of the log for the Contact you would like to save.
2. Select Add to Contact from the drop-down menu.
3. Enter the contact's name information and select the phone number type from the drop-down list.

Web Portal
To block a caller from your Call Log:

To block a caller from your Call Log:
1. Access your Home Phone Web Portal.

2. Select Recent Calls.

3. Click on the name/telephone number you like to block.

4. Click on Block Caller in the drop-down list.

5. You will receive a confirmation message.

6. Click the Block button.

4.4 Call Return

Call Return allows you to easily call back the last party who called without dialing the number, even if you answered the call.

Phone
To activate Call Return: 1. Lift the handset and listen for dial tone.
2. Dial *69 and wait for the phone to ring to be connected to your last inbound caller.

4.5 Call Waiting

When you are already on a call and someone tries to call you, you will hear a Call Waiting tone. The person calling hears ringing until you answer, and the original caller doesn't even know you are receiving a second call. You can either answer the new call or let it go to Voicemail. You can also temporarily disable the feature prior to making a call or turn the feature off completely.

Phone	Web Portal
To accept a second call: 1. Put the first caller on hold and answer the second call by clicking and releasing the flash or hang-up button. 2. Return to the first call and put the second call on hold by clicking and releasing the flash or hang-up button again. 3. You can alternate between calls as often as you like.	Not available
To temporarily disable Call Waiting (if you do not want to be disturbed during a specific call): 1. Lift the handset and listen for dial tone. 2. Dial *70. 3. Listen for a confirmation announcement followed by a dial tone, then dial the number you want to call. 4. When you hang up from your call, Call Waiting returns to your phone automatically.	Not available

4.6 Caller ID

Caller ID is included in Digital Phone and allows you to:

• See the name and phone number of an incoming call on your phone or Caller ID device when enabled. Caller ID will display either the number or both the name and number of most callers. Some calls may be shown as "Unknown Caller," "Private," or "Anonymous". Caller ID will also display the name and number of a second caller when you have Call Waiting activated.

• Send your name and number when you place calls.

Notes:

· Some names and numbers that are displayed cannot be called back because they do not accept incoming calls.

· Your phone or device must be equipped to use this feature.

4.7 Caller ID Block

Caller ID Block allows you to block your telephone number from being displayed on the phone or Caller ID device of the person you are calling on a per-call basis or for all calls.

Note: Remember that the person you are calling may not accept unidentified calls.

Phone	Web Portal
To use Outgoing Caller ID Block for one call 1. Lift the handset and listen for dial tone. 2. Dial *67 and wait for the confirmation tone. 3. Dial the number of the person you are calling. 4. Your Caller ID will be blocked to the person you are calling. 5. After the call is completed, Caller ID will resume displaying on calls you make.	Not available
	To turn on Outgoing Caller ID Block for all calls you make: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Outgoing Caller ID Block. 5. Click Turn on Outgoing Caller ID Block and then OK. 6. Caller ID information will no longer be sent with your calls until you reactivate it. To remove Outgoing Caller ID Block for all calls you make: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Outgoing Caller ID Block. 5. Click Turn Off Outgoing Caller ID Block, then click OK. 6. Caller ID information will now be sent with your calls.

Phone	Web Portal
To cancel your Outgoing Caller ID Block on a per-call basis (allows your Caller ID information to temporarily display on the person's device you are calling): 1. Lift the handset and listen for dial tone. 2. Dial *82 and wait for the confirmation tone. 3. Dial the number. 4. Your Caller ID information will display on the called party's device. 5. After the call is completed, Caller ID Block returns to its previous state, and your Caller ID information will not display on calls you make.	Not available

4.8 Do Not Disturb

When you have the Do Not Disturb feature activated, you will not receive any calls on your phone. You can choose to send all callers directly to Voicemail or to a prerecorded system greeting, "The party you are trying to reach is not accepting calls at this time." If you choose the prerecorded option, you can create a list of up to 10 exceptions whose calls you would like to accept.

Phone	Web Portal	

To set up Do Not Disturb:
1. Pick up handset.
 	
2. Dial *78.
 	
3. You will hear a confirmation when Do Not Disturb has been enabled.
 	
4. If you have Voicemail, calls will immediately forward to your mailbox. If you do not have Voicemail, callers will hear a busy signal.
    *Washington, Oregon, Indiana will hear a message, "person you called does not have Voice mail"
	To set up Do Not Disturb:
	1. Access your Home Phone Web Portal
	
	2. Select Settings from the menu.
	
	3. Click the Call Settings tab.
	
	4. Click on Do Not Disturb.
	
	5. Click on a button to
	  a. Forward ALL Calls to Voicemail.
	
	  b. Play the system Do Not Disturb greeting.
		⌄

Phone	Web Portal
To cancel Do Not Disturb: 1. Pick up your handset. 2. Dial *79. 3. You will hear a confirmation when Do Not Disturb has been disabled.	6. You can create a list of up to 10 exceptions whose calls you would like to accept. 7. Click on Turn on Do Not Disturb and click OK. To turn off Do Not Disturb: 1. Access your Home Phone Web Portal 2. Select Settings from the menu. 3. Click the Call Settings tab. 4. Click on Do Not Disturb. 5. Click on • Turn Off Do Not Disturb and click OK, or • Change to change the forward to Voicemail or play the System Greeting setting. Click on Update.

• The Do Not Disturb and Simultaneous Ring features are turned off when you first start your Digital Phone service. You may turn on either feature. However, both features cannot be active at the same time. If one feature is on and you attempt to turn on the other, you will be notified that the first feature will be turned off.

4.9 Incoming Call Block/Anonymous Call Rejection

Incoming Call Block allows you to reject calls from parties who have blocked their calling information (also known as Anonymous Call Rejection). You can also block calls from up to 100 specific telephone numbers.

Phone	Web Portal

To set up Anonymous Call Rejection:
 	
Dial *77 to activate
 	
To cancel Anonymous Call Rejection:
 	
Dial *87 to disable
 	
Note: Blocking calls from specific telephone numbers cannot be done on your phone but can be done online.
 	
*You can reject up to 30 numbers in OR, and WA.
	To set up Incoming Call Block:
	1. Access your Home Phone Web Portal.
	2. Select Settings from the menu.
	3. Click the Call Settings tab.
	4. Click on Incoming Call Block.
	5. Click on either or both options
	  • Reject All Anonymous/Private Calls,
	  • Reject calls from Selected numbers. You can reject calls for up to 100* numbers by entering a number in the Phone Number box and clicking Add. The number will be added to the list.
	To cancel Incoming Call Block or change the block list:
	1. Select Settings from the menu.
	2. Click the Call Settings tab.
	3. Click on Incoming Call Block.
	4. Click on either or both options
	  • Reject All Anonymous/ Private Calls,

Phone	Web Portal
	• Reject calls from Selected numbers.
	5. Enter new numbers to block or delete existing numbers from the Block Call Number list. Click Update to confirm your changes.
	You can also add a number from your Call Logs: 1. Click on to Recent Calls.
	2. Locate the number you would like to block and click on it.
	3. Click Block Caller in the drop-down box. Then click Block.
	4. The ⦿ icon will appear next to the phone number in the Recent Calls log indicating that the number is now blocked.

4.10 Locate Me

This feature allows incoming calls to ring up to three numbers in sequence. When activated, the system automatically tries to reach you at the first number on the list whenever an incoming call arrives. If you do not answer the first number, the system will try the next number. If you have Voicemail and the system is unable to locate you at any of the specified numbers, the call will be transferred to your mailbox.

Web Portal
To set up Locate Me:
1. Access your Home Phone Web Portal.
2. Select Settings from the menu.
3. Click Call Settings.
4. Click the ⊙ icon next to Locate Me.
5. Enter up to three phone numbers. Then click on the down arrow, to specify the Number of Rings for each number.
6. Click Turn on Locate Me.
To turn off Locate Me or change Forwarding Numbers: 1. Access your Home Phone Web Portal.
2. Select Settings from the menu.
3. Click Call Settings.
4. Click the icon next to Locate Me.
5. Click ⊙   • Turn Off Locate Me Or,
• To delete a number from the sequence, highlight the complete number and press delete on your keyboard. Click Save to save your changes. Or,
• To add a number, enter the number in the desired field. Select the desired number of rings from the drop-down menu.   Click Update to save your changes.

4.11 Simultaneous Ring

When you activate Simultaneous Ring, any incoming call you receive will automatically ring up to three unique phone numbers at the same time. For example, you could ring your cell, work, and a friend's line all at the same time. The first phone answered connects the call.

Note: The Do Not Disturb and Simultaneous Ring features are turned off when you first start your Digital Phone service. You may turn on either feature.

Web Portal
To set up Simultaneous Ring:
1. Access your Home Phone Web Portal Select.
2. Select Settings from the menu.
3. Click the Call Settings tab.
4. Click the ⚫ icon next to Simultaneous Ring.
5. Enter up to three numbers you would like to ring when you receive a call at home.
6. Click Turn on Simultaneous Ring.
To turn off Simultaneous Ring or to change numbers:
1. Access your Home Phone Web Portal.
2. Select Settings from the menu.
3. Click the ⚫ icon next to Simultaneous Ring.
4. Click on
• Turn Off Simultaneous Ring. Or,
• Change to add/remove a number. Click Update to save your changes.

4.12 Speed Dial

Speed Dial lets you make calls faster by dialing a two-digit code for frequently called numbers.

Phone
To add or change a number on your Speed Dial list: 1. Lift the receiver and listen for dial tone.
2. Dial *75. (*74 if you are in Washington, Oregon, or Indiana). You will hear three quick beeps and a second dial tone.
3. For domestic and Canadian numbers, enter the two-digit Speed Dial number you want to use (00-99) + the 10-digit number, followed by #.
4. For most international numbers, enter the two-digit Speed Dial number you want to use (00-99) + 011+ the country code + the city code (if applicable) + the phone number, followed by #.
5. To change a Speed Dial number, simply repeat the process above.
To make a call using the Speed Dial feature: 1. Lift the receiver and listen for dial tone.

Note: International rates apply for calls made using Speed Dial. For international calling rates, please visit www.ziplyfiber.com

4.13 Three-Way Calling

Three-Way Calling allows you to add a third person to your conversation, so you can get family, friends, or coworkers together anytime.

Phone
To add a third person to your call: 1. Press and release your flash or hang-up button to put the first caller on hold.
2. Listen for the dial tone.
3. Dial the three-digit area code and seven-digit telephone number you want to add. (For international numbers, refer to the instructions in Section 3.)
4. When that person answers, press the flash or hang-up button once, and all three of you will be connected.
To disconnect: 1. Either of the other two people on the call can leave the conversation by hanging up. You will still be connected to the remaining person.
2. You can remove the third person at any time by pressing the flash or hang-up button once.
3. To disconnect the entire three-way call, press your flash button to release the second caller and then hang up to release the third caller.
Other important points about Three-Way Calling: • If the second line is busy or there is no answer, you can return to the first caller by pressing the flash or hang-up button twice.
• To avoid placing a three-way call accidentally, hang up your phone and wait for at least three seconds between every call, whether it's a three-way call or not.
• Hanging up on a three-way call will disconnect the other two callers.

5 | Voicemail (Customers in Washington and Oregon, please refer to Appendix C for your feature options)

Voicemail is included with your Digital Phone service and allows callers to leave messages when your line is busy, or you do not answer. You can retrieve messages by phone, online from your Home Phone Web Portal. Not all features can be managed using all access methods. See each feature for available options. You can also add up to eight individual mailbox extensions for family members.

Note: If you prefer not to have an active Voicemail service, for example, because you have a home answering machine, please call customer service.

5.1 Set Up Your Voicemail

Callers can leave you messages even before your mailbox has been set up; however, you will not be able to listen to your messages or use the other features in your mailbox until you complete the set-up process.

Phone
To set up your Voicemail: 1. From your home phone, call the Home Phone Unlimited Voicemail system at 1-833-684-0115 or *100, if you are in Washington or Oregon
2. If you are calling while away from home, enter your home telephone number followed by #.
3. Enter your starter passcode, followed by #. Your starter passcode was provided to you at the time you ordered your Digital Phone service.
4. Follow the voice prompts to create a new passcode (see Note below), select the default language and record your personal and busy greetings and name announcement.
5. You can make changes to your mailbox options at any time. When making changes by phone, follow the steps in the Menu Map in the Appendix of this User Guide. Changes can be made using your Web Portal, and some options can be changed.
Notes: • If you exit the set-up process before completing all the steps, the next time you call your Voicemail, you will be required to start the set-up process from the beginning. However, anything you have previously changed will be stored. • Please choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e.g., 111111), sequential digits (e. g., 123456) or any part of your phone number.

5.2 Individual Voicemail Boxes

Up to eight family members can have their own personal mailboxes. The primary account owner can create the mailboxes, and then family members can record their own greetings, choose their own passcodes, and set up mailbox options.

Phone	Web Portal
To create a new Individual Mailbox: 1. From the main menu, press 4 for Personal Options. 2. Press 4 for Individual Mailbox. 3. Press 1 to create an Individual Mailbox and follow the prompts. 4. After creating an individual mailbox, you will again hear the prompt, *"To create an individual mailbox, press 1."* If you don't want to create another mailbox, you can press * to return to the main menu to re-record the main greeting. Your greeting should instruct callers about keys to press to reach each family member. For example, "Hi. You've reached the Smith residence, for Mary press 1, for David press 2 or for Sean press 3."	Not available
Note: You can create up to eight Individual Mailboxes in addition to the main/base mailbox number, which is mailbox 0. The temporary starter passcode for each individual mailbox is assigned by the system. You may keep or change this passcode.)	

Phone	Web Portal
To set up each new Individual Mailbox: 1. From your home phone, call the Home Phone Unlimited system at 1-33-684-0115 or *100, OR if you are in Washington & Oregon *100 2. When prompted for a passcode, enter the starter passcode for the individual mailbox, followed by #; do not enter the passcode for the primary mailbox. 3. Enter the number of the individual mailbox you wish to set up (1, 2, 3, etc.). You should hear "Welcome to your Voicemail box." 4. Follow the prompts for language options, creating a new six-digit passcode, recording a new name for the mailbox, and recording greetings. 5. Once the individual mailbox set up is complete, you can return to the main menu and/or exit the mailbox. Notes: • You will need to repeat the above steps for each individual mailbox that you have created. • Don't forget to change your main greeting to give callers the mailbox numbers for your family members.	
To delete an Individual Mailbox: 1. When prompted for a passcode, enter the passcode for the main/ base mailbox. 2. From the main menu, press 4 for Personal Options. 3. Press 4 for Individual Mailbox. 4. Press 2 to delete an Individual Mailbox and follow the prompts.	To delete an Individual Mailbox: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Individual Mailboxes. 5. Click Delete for the mailbox you want to delete. 6. Click OK. Note: By deleting a mailbox, you will lose all messages stored in that mailbox and they cannot be retrieved.

Phone	Web Portal
To retrieve Voicemail from an Individual Mailbox (if you are in Washington, Oregon, or Indiana, press 7 from the Main Menu): 1. When prompted for a passcode, enter the passcode for the individual mailbox, followed by #. 2. Enter the number of your individual mailbox (1, 2, 3, etc.).	To retrieve Voicemail from an Individual Mailbox: 1. Access your Home Phone Web Portal. 2. Select Voicemails from the menu. 3. Choose Main Mailbox or the mailbox number from the drop-down list. 4. Enter the passcode for the selected Mailbox. 5. Click on the message you want to hear.

5.3 Retrieving Your Voicemail Messages

Look for the message waiting light if one is provided on your telephone. Otherwise, when you pick up the handset, you will hear the "interrupted" dial tone when new messages have arrived. You will also see a list of recently received messages on your Web Portal.

Phone	Web Portal
To listen to your messages: 1. From your home phone dial the Home Phone Unlimited Voicemail system at 1- 833-684-0115 or 2- *100 2. When calling while away from home, you will, must enter your mailbox number (your 10-digit telephone number) followed by #. 3. Enter your passcode, followed by #. 4. At the Main Menu, press 1 to listen to your messages. 5. You can press 1 to replay the message, 2 to save it, or 3 to delete it. (See the menu map in the Appendix for other options during and after message playback.) *Note: If your mailbox is full, you will hear a notification message. Please delete unwanted messages.*	To listen to your messages: 1. Access your Home Phone Unlimited Web Portal. 2. The Summary page will indicate a count of the number of new messages. Click on Voicemails. 3. Click on the message you would like to play. 4. Click the Play button next to the message to begin playback. You can stop or pause during playback. After opening a message, you can: • Call Back the caller • View or add the caller as a Contact • Block the Caller • Delete the message • Forward the message • Set up Call Notification from the Caller. *Note: Messages are automatically saved for 30 days unless you delete them. Voicemails that are due to expire are identified with the icon.*

Phone	Web Portal
	To permanently save Voicemail messages:
	1. Select the message to open the playback box.
	2. Click Forward.
	3. Enter your email address(es). Youkan adds a comment to your email message.
	4. Click to read the Disclaimer.
	5. Click Send.
	6. The Voicemail message will be attached as an .mpg file to an email.
	7. You can then save the message to your PC or other device.

5.4 Changing Your Greeting

When Voicemail answers, callers will hear a personal greeting that you record or a system greeting that you select. You can change your greetings as often as you like.

Phone	Web Portal
To change your Greeting: 1. At the Main Menu, press 4 for Personal Options. If you are in Washington, Oregon, or Indiana, use option 3 and listen to the prompts. 2. Press 2 for Greetings. 3. Press: **1** for Name Recording. **2** for Busy Greeting. **3** for Personal or System Greeting. **4** for Extended Absence Greeting. (See Note below.) 4. Follow the prompts to record and save your new greeting(s).	Although greetings cannot be recorded from your online Web Portal, you can change between your personal and busy greeting and turn your busy greeting on/off. 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Greeting. 5. Select which greeting to play. 6. Click Save to ensure your settings have been updated.

Notes:

When using a System Greeting, you can choose to include your telephone number, name, or no name/number. Callers will hear, "You have reached 'name,' 'number' or 'a Voicemail box' followed by the tone. You can also enable Caller Invitation (see below), which adds, "Please leave a message after the tone, then press #".

The Extended Absence greeting should be used when you will be unable to retrieve your messages for a significant period. The greeting message will be played, but does not offer callers the ability to leave a message.

5.5 Caller Invitation

When you turn on Caller Invitation, your greeting is followed by a system recording that tells the caller to press # after recording his or her Voicemail message to hear options. The message says:

To send your message now, press #. To

mark Private, press 1.

To mark Urgent, press 4.

To hear your message again, press 5.

To request a return call, press 6.

To re-record, press *.

When Caller Invitation is off, the caller just hears your greeting and can hang up after recording his or her message.

Phone
To Turn Caller Invitation on/off:
1. At the Main Menu, press 4 for Personal Options.
2. Press 2 for Greetings.
3. Press 5 for Caller Invitation.
4. To turn the Caller Invitation prompt on/off, press 1.

5.6 Changing Your Voicemail Passcode

Phone	Web Portal
1. Customers in California, Texas and Florida call 1-8333-684-0115 If you are calling while away from home, enter your home telephone number followed by #.	1. Access your Home Phone Web Portal.
2. Enter your passcode.	2. Select Settings from the menu.
3. At the main menu, press 4 for Personal Options.	3. Click the Voicemail Settings tab.
4. Press 1 for Personal Profile.	4. Click on Voicemail Passcode.
5. Press 1 to change the passcode (see note).	5. Enter your old passcode.
6. Enter the new six-digit number and press #.	6. Enter your new six-digit passcode.
7. Press 1 to confirm.	7. Confirm your new passcode.
	8. Click Save to ensure your new passcode has been created.

Note: Choose a passcode that is easy to remember, but difficult for others to guess. You cannot use repeating digits (e. g., 111111), sequential digits (e. g., 123456) or any part of your phone number.

5.7 Other Mailbox Options
*Available in California, Texas, and Florida. See Appendix C for all Washington, Oregon, and Indiana options.

Language Options
Language Options allows you to choose the language for the prompts both you and your callers hear. The default language is English with a female voice. You can also choose full or quick prompts. Quick prompts minimize the words spoken for each command. For example:

Full standard prompts:
"To listen to your messages, press 1. To send a message, press 2. For your personal options, press 3."

Quick Prompts
"To listen, press 1. Send a message, press 2. Personal options press 3."

Phone	Web Portal
1. At the Main Menu, press 4 for Personal Options.	1. Access your Home Phone Web Portal.
2. Press 1 for Personal Profile.	2. Select Settings from the menu.
3. Press 2 to change Language.	3. Click the Voicemail Settings tab.
4. Press 1 for English or 2 for Spanish.	4. Click on Telephone Settings.
5. Follow the prompts to select full male, full female, quick male, or quick female prompts.	5. Select English or Spanish and male or female voice.
Note: If you only want to change the gender for the prompts, you must reselect the English/Spanish prompts to get to that choice.	6. If you want full prompts, click the Standard prompts box. Otherwise, you will have Quick Prompts.
	7. Click Save to ensure the changes are accepted.

Message Preferences You can:

• Change the order in which your messages play

• Turn the date and time stamp on or off before each message

• Use the AutoPay feature

Phone	Web Portal
1. From the main menu, press 4 for Personal Options.	1. Access your Home Phone Web Portal.
2. Press 5 for Message Preferences.	2. Select Settings from the menu.
3. Follow the prompts to: • Turn off automatic envelope information playing before each message. You can choose to hear envelope information by pressing 6 after listening to a message.	3. Click the Voicemail Settings tab. 4. Click on Telephone Settings. 5. You can turn on/off envelope information playing before each message. Just check/uncheck

Phone	Web Portal
• Turn AutoPay feature on/off. • Change the sort order of messages (oldest to newest or vice versa). • Hear your caller's number.	Hear the date and time of Each Message. You can still hear envelope information by pressing 6 after listening to a message. 6. Click on Save and OK. Note: AutoPay and sort order can only be done by phone.

Messaging with Other Users on Your Account
Mailbox to Mailbox, Messaging lets you quickly and easily exchange messages with other Home Phone Unlimited Voicemail customers without calling them directly or ringing their phone. It is also a convenient way to communicate with your family's Individual Mailboxes when there is something you do not want to forget to tell them.

You can even set up Group Lists to make it easy to send a message when you communicate with the same people on a regular basis. You also have delivery options:

- Private—prevents the message from being copied to another mailbox.
- Future Delivery—delivers your message at a future date and time you specify, up to one year in the future.
- Return Receipt—notifies you with a message in your mailbox when the recipient listens to your message.
- Urgent—plays the message before others.

Phone

To send a Mailbox-to-Mailbox Message:
 	
1. At the Main Menu, press 2.
 	
2. Listen for further instructions to:
  • Enter the recipient(s)' mailbox number(s), Individual Mailbox number or a Group List number (see Group Lists below).
 	
  • Record your message.
 	
  • Press # to send your message, 5 to hear what you have recorded,
  ∗ To re-record your message, or you can choose one of the delivery options:
 	
   1 for Private
 	
   2 for Future Delivery
 	
   3 for Return Receipt
 	
   4 for Urgent

Phone

To reply to a message or to send a copy of a message:
1. At the Main Menu, press 1 to listen to a message in your mailbox.
 	
2. After listening to the message:
  • Press 4 to reply to a message sent from another Home Phone Unlimited Voicemail customer. If your caller is not also a Home Phone Unlimited Voicemail customer, you will not have this option.
 	
  • Press 5 to send a copy of the message to another Digital Phone Voicemail box.

Group Lists
You can send a single message to every number in the group at one time. Be sure to update your list as the members of your group change.
 	
To create a group list:
1. At the Main Menu, press 4 for Personal Options.
 	
2. Press 3 for Group Lists.
 	
3. Press 1 to create the Group List.
 	
4. Listen for further instructions to:
  • Assign a Group List number
  • Name your Group List
  • Enter mailbox numbers you want on this list

Notification Options

You will be alerted at home when messages arrive by an interrupted dial tone and/or message waiting light on your phone (if equipped). You can also be notified by email, wireless SMS text notification, pager notification or Special Delivery (at another telephone number).

Phone	Web Portal
To turn Message Waiting Indicator (MWI) on/off: 1. From the main menu, press 4 for Personal Options. 2. Press 1 for Personal Profile. 3. Press 3 for Notification Options. The system will give a status of all notification options. 4. Press 1 for MWI (Audible and Visual Message Waiting Indicator).	To turn Message Waiting Indicator (MWI) on or off: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Voicemail Notification. 5. Check/uncheck Light message light and/or change dial tone to stutter (where available). 6. Click on Save and OK.
Note: We recommend leaving these features turned on so that you have immediate notification of a new message.	Note: We recommend leaving these features turned on so that you have immediate notification of a new message.

Phone	Web Portal

To turn Special Delivery, Email, Text, and Pager Notification on/off (once set up using your Web Portal):
1. From the main menu, press 4 for Personal Options.
2. Press 1 for Personal Profile.
3. Press 3 for Notification Options. The system will give a status of all notification options.
  a. Press 2 for Special Delivery at another number.
  b. Press 3 for Email Notification.
  c. Press 4 for Wireless SMS Text Notification.
  d. Press 5 for Pager Notification.
 	
Note: Email and Pager Notification must be set up using the online Web Portal. Until they are set up, they will not be presented in the phone menu. Once enabled, you can change settings or disable the features by phone. If you disable these features by phone, you will have to set them up again online.
	To set up and turn on/off Notification Options:
	1. Access your Home Phone Web Portal.
	2. Select Settings from the menu.
	3. Click the Voicemail Settings tab.
	4. Click on Voicemail Notification.
	5. Check the box to:
	  • Send to this Mobile number, then enter the number and select the provider from the drop-down list.
	  • Send to this Pager number, then enter your pager number and select the provider from the drop-down list.
	  • Sending to this Email and enter your email address. If you would like to have a copy of the Voicemail attached as a .mpg file to your email, check Attach Voicemail.
	  • Send my message to this number, then enter the phone number.
	6. If you only want to be notified of urgent messages, check "Urgent Messages Only" next to the option(s) you have chosen.
	7. Click on "Save Settings" and OK.
	Notes:
	• Although you must create notification options from the Home Phone Web Portal, once they are set, you may turn the Pager and Text Notification on/off by phone.
	
	Disclaimer: Voicemail messages sent by email are not secure and may be intercepted by third parties during transmission over the Internet. Ziply Fiber is not responsible for the content of messages sent using the Home Phone Unlimited email feature or for messages that are lost or delayed during transmission.

Ring Count Change
You can decide how many times your phone will ring before calls forward to Voicemail. Keep in mind your callers could hear one or two additional rings.

Web Portal
1. Access your Home Phone Web Portal.
2. Select Settings from the menu.
3. Click the Voicemail Settings tab.
4. Click on Telephone Settings.
5. Choose the number of rings from the drop-down box (one to 10 rings).
6. Click Save.

Voicemail Screening – *Available in California, Texas, and Florida only*
Voicemail Screening allows you to listen to a person leaving you a message in real time, like an answering machine. During the message, you can choose to interrupt the message and take the call live or have the message continue to be left on Voicemail.

Web Portal
To turn on Voicemail Screening: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Click the Voicemail Settings tab. 4. Click on Voicemail Screening. 5. Click Turn on Voicemail Screening and click OK. You will now be able to listen to messages as they are being recorded.
To listen to a message while it is being left: 1. After a call has forwarded to Voicemail and your caller is leaving a message, your phone will ring. 2. When you pick up the phone, you will hear your caller. You can: • Press 1 to be connected to the caller (the message that the caller was leaving will NOT be retained in the mailbox once you are connected). • Hang up and let the message be recorded in your Voicemail.

Wake Up Call and Reminder Messages

You have two options for sending reminders to yourself at home—Wake Up Call and Reminder Messages. For Wake-Up Call, you can schedule a system message to be delivered weekdays or weekends. For Reminder Messages, you can record your own message and choose one-time, daily, weekday, weekend, or a specific day reminder.

Phone

To set up a Wakeup Call or Reminder Message:
1. From the main menu, press 3 for Reminders and Wake Up.
 	
2. To set up the reminder:
  • Press 1 to schedule a Wake-Up Call
 	
  • Press 2 to schedule a Reminder Message
 	
3. Follow the prompts to set up the schedule for your reminder and to record Reminder Messages.
 	
4. Press 1 to confirm.

6 | Home Phone Unlimited Voice Options

6.1 Ziply Fiber Pages Business Search

Digital Phone allows you to easily search for a business listing using your Web Portal.

Web Portal

To search for a business:
1. Access your Home Phone Web Portal.

2. Click the Ziply Fiber Pages link at the top of the page.

6.2 Contacts

Digital Phone provides you with an online Contacts directory to save frequently called contacts.

Web Portal
To add a Contact: 1. Access your Home Phone Web Portal. 2. Select **Contacts** from the menu. 3. Click **Add** (or **Add Contacts Now** if there are no records at all). 4. Enter the information and click **Save**.
To add or edit a Contact from the Call Logs or Voicemails: 1. Access your Home Phone Web Portal. 2. Click **Recent Calls** or **Voicemails** on the Summary screen. 3. Click on any telephone number from your list of calls or Voicemails. 4. Click Add to Contacts if this will be a new Contact, or View Contact to change the name or phone number information for an existing Contact.

To delete Contacts:
1. Access your Home Phone Web Portal.
2. Select **Contacts** from the menu to display your directory.
3. To delete individual contacts:
  • Click **Delete**
  • Check the box(es) next to the Contacts you wish to delete
  • Click **Delete**
  • Click **Delete** to confirm the action

6.3 Time Zones

You can customize your Home Phone Web Portal by Time Zone.

Web Portal
To change your Time Zone: 1. Access your Home Phone Web Portal. 2. Select **Settings** from the menu. 3. Select **Account Settings**. 4. Click on **Time Zones**. 5. Select the desired Time Zone and click **Save**.
Note: Changing the Time Zone will affect the display of Call Logs and Voicemail Logs based on the Time Zone you selected.

6.4 Back-up Number

Digital Phone allows you to choose a number where your calls can be forwarded in the case of an outage (e.g., a network-wide outage in your area or you've lost power and do not have battery back-up). Once service has been restored, the forwarding will automatically be stopped.

Web Portal
To set up your Back-up Number: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Select Account Settings. 4. Click on Back-up Numbers. 5. Enter the desired Back-up number and click Save.

6.5 International Call Block

You can block one or all your telephone numbers from placing international calls.

Web Portal
To change your International Call Block setting: 1. Access your Home Phone Web Portal. 2. Select Settings from the menu. 3. Select Account Settings. 4. Click on International Call Block. 5. Check the box next to the number(s) for which you want to block outgoing international calls and click Save. Click OK to confirm the action.

6.6 Fax Capability

With Digital Phone, all you need to do to send or receive a fax is make sure your fax machine is plugged into any telephone outlet in your home. Dial out as you normally would to make a call and your fax will be sent.

Appendix A
Frequently Asked Questions

General Product

1. What is Home Phone Unlimited?
Home Phone Unlimited is an advanced voice service that works on Ziply's fiber-optic network but uses generally available corded or cordless phones connected to your existing phone jacks. Home Phone Unlimited lets you make direct-dialed domestic calls (including direct-dialed calls to the U.S. territories, Canada, and Puerto Rico), and international calls at great low rates. (Canada calling is included at no additional cost with our Unlimited Plan.)
You can also manage your calls, Voicemail, and features through your phone, an online Web Portal, your mobile device.

2. What are some primary differences between Home Phone Unlimited and traditional voice service?
Home Phone Unlimited offers several advanced calling features that traditional voice services do not, such as simultaneous ringing on multiple phone numbers or call notification. The Home Phone Web Portal also allows you to access your Voicemail messages through any computer with Internet access, your mobile device.

IMPORTANT: Unlike traditional phone service, your Home Phone Unlimited service requires electrical power to function. In the event of a power outage, your Home Phone Unlimited service will not function, unless you have the Battery Back-up Unit (BBU), which will power your basic Home Phone Unlimited services, including 911 dialing, for up to eight hours if a fully charged battery is inserted in the Unit. If the battery is exhausted or there is no battery present, the service will not function for any purpose. If your home security system is currently using a jack in your house, those same jacks can be used for Home Phone Unlimited without impacting security services; however, in the event of a power outage, the power limitations apply to your alarm system. The BBU will not power your telephone equipment that requires electricity to function, Internet services, television services or computer. You are responsible for purchasing and/or replacing the battery in the BBU.

3. How do I access my Home Phone Web Portal online?
You can access the Home Phone Web Portal by logging on at www.ziplyfiber.com with your Ziply ID and password.

4. With Home Phone Unlimited, can I talk on the phone and use my computer at the same time?
Yes, your Home Phone Unlimited service will work even if you are simultaneously accessing the Internet. Therefore, surfing the Internet, streaming music, or video will not affect your ability to make and receive calls at the same time.

5. Can I use a toll-free number to manage my Home Phone Unlimited features? You can use a toll-free number (1-833-684-0015 or *100 from your home phone.

6. What features are included with Home Phone Unlimited? Home Phone Unlimited calling plans include the following calling features at no additional cost:

- Anonymous Call Rejection
- Back-up Number
- Call Forwarding
- Call Logs
- Call Notification*
- Call Return
- Call Waiting with Caller ID*
- Caller ID Name and Number
- Do Not Disturb
- Selective Call Forwarding

- Individual Contacts Directory
- International Call Block
- Locate Me
- Place a Call
- Simultaneous Ring
- Speed Dial
- Three-Way Calling
- Voicemail
- Voicemail Screening*
- Wake Up and Reminder Messages

7. What other features are available with Home Phone Unlimited plans? The following features are also available with Digital Phone for an additional fee:

- Special phone numbers such as 211, 311, 411, etc.
- International Calling Plans

8. Does Home Phone Unlimited supports TTY (Text Telephone Relay) for the deaf and hard-of-hearing? Yes, it supports TTY services.

Troubleshooting

1. If I lose power or have a broadband outage, will I still be able to use my Digital Phone? In the event of a power outage, your Digital Phone will not function unless you have a Battery Back-up Unit (BBU), which can power your basic Home Phone Unlimited Voice services, including 911 dialing, for up to eight hours. If the battery is exhausted or there is no battery present, the service will not function for any purpose. The BBU will not power your telephone equipment that requires electricity to function, Internet services, television services or computer. You are responsible for purchasing and/or replacing the battery in the BBU (except in California where the BBU is provided at no charge by Ziply Fiber).

2. What if my Digital Phone calls are being directly routed to Voicemail?
Go to your Home Phone Web Portal and check to see if any of the following features have been enabled, which could forward calls directly to your Voicemail:

• Call Forwarding to the Voicemail access number

• Do Not Disturb is set to send callers to Voicemail

If you are still experiencing problems, please call Customer Service at 1-866-699-4759.

3. What if I have no dial tone on my phone connected to Digital Phone service?
Follow these steps:

• Verify that your telephone is plugged into the wall jack.

• If your phone requires electricity (e.g., cordless phone), ensure the phone is plugged into a working power outlet.

• If your phone runs off battery power, please ensure the battery is charged.

4. What if my phone connected to my Home Phone Unlimited service is not ringing? If your phone is not ringing when there is an incoming call, check your phone to ensure that the ringer is set to an appropriate level. Verify that Call Forwarding or Do Not Disturb is not enabled by going to the "Call Settings" section of your Home Phone Web Portal.
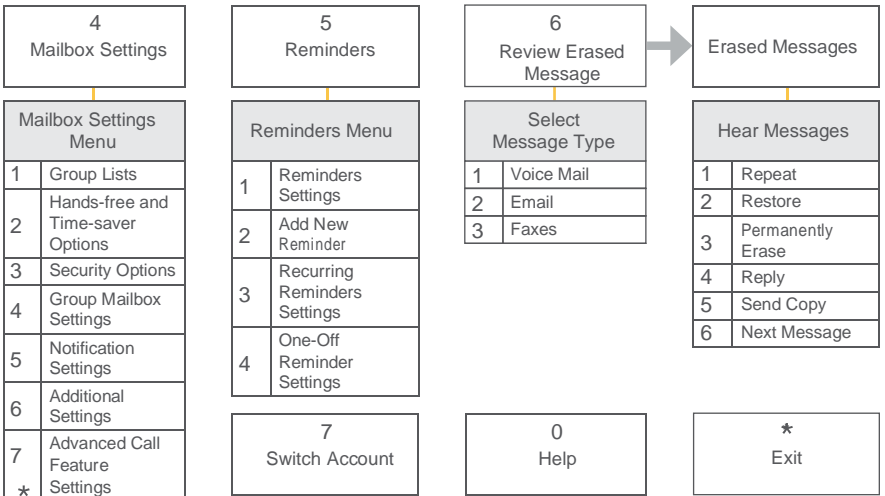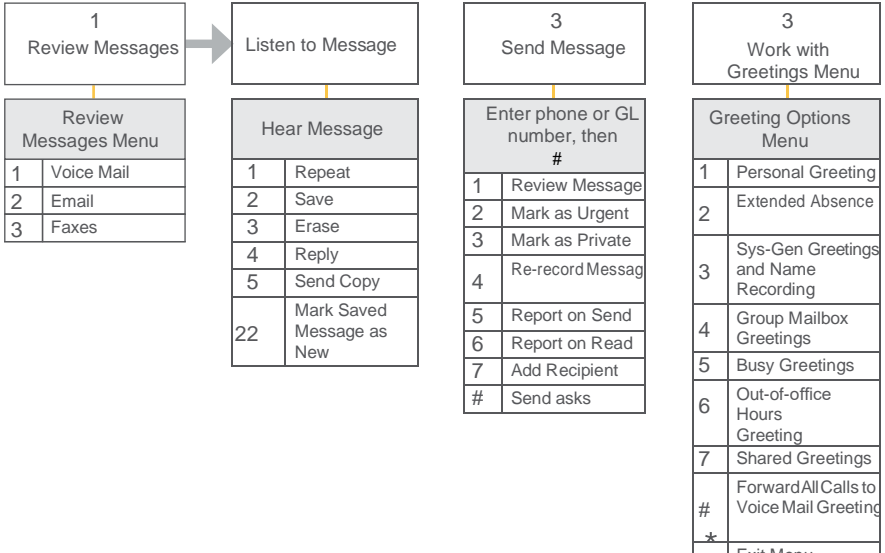
5. Why am I getting a fast busy signal on my phone connected to Home Phone Unlimited service? If you are experiencing a fast busy on your phone, please call 1-866-699-4759.

If you are still experiencing problems, please call Customer Service at 1-866-699-4759.

Appendix B
Voicemail Menu Map for Washington & Oregon
page 1

1		Listen to Message
Review Messages	→	

Review Messages Menu	
1	Voice Mail
2	Email
3	Faxes

Hear Message	
1	Repeat
2	Save
3	Erase
4	Reply
5	Send Copy
22	Mark Saved Message as New

3
Send Message

Enter phone or GL number, then #	
1	Review Message
2	Mark as Urgent
3	Mark as Private
4	Re-record Messag
5	Report on Send
6	Report on Read
7	Add Recipient
#	Send asks

3
Work with Greetings Menu

Greeting Options Menu	
1	Personal Greeting
2	Extended Absence
3	Sys-Gen Greetings and Name Recording
4	Group Mailbox Greetings
5	Busy Greetings
6	Out-of-office Hours Greeting
7	Shared Greetings
#	Forward All Calls to Voice Mail Greeting
*	Exit Menu

4
Mailbox Settings

Mailbox Settings Menu	
1	Group Lists
2	Hands-free and Time-saver Options
3	Security Options
4	Group Mailbox Settings
5	Notification Settings
6	Additional Settings
7	Advanced Call Feature Settings
*	Exit Menu

5
Reminders

Reminders Menu	
1	Reminders Settings
2	Add New Reminder
3	Recurring Reminders Settings
4	One-Off Reminder Settings

7
Switch Account

Enter phone number, then # or * if error

6
Review Erased Message

Select Message Type	
1	Voice Mail
2	Email
3	Faxes

0
Help

Helpful Hints	
#	Next Hint
*	Return to Main Menu
1	Replay from Start

	Erased Messages
→	

Hear Messages	
1	Repeat
2	Restore
3	Permanently Erase
4	Reply
5	Send Copy
6	Next Message

*
Exit

Common Keys			
*	Cancel Input or Move Up a Leve	0	Helpful Hints
#	End Input or Move Forward in a List	8	Pause/Resume

50

To access this menu, dial *100 from your handset.

Appendix C
Telephone Star Code Reference Chart

Home Phone Unlimited Voice Feature	Telephone Access Code	
	Enable	Disable
Anonymous Call Reject	*77	*87
Call Forwarding	*72	*73
Call Return	*69	
Call Trace	*57	
Call Waiting Disable per Call	*70	
*Do Not Disturb (see note below)	*78	*79
Outgoing Caller ID Block per Call	*67	*82
To use Speed dial, dial number and #	To enable: Washington, Oregon, *74 or *75	

Additional features are available using your online Web Portal.

*Note: If you enable Do Not Disturb using *78, you cannot disable or change options using your online Web Portal. If you enable this feature online, you cannot turn it off using *79.

Appendix D—Feature Access Summary

Feature	Phone	Web Portal	Mobile Devices
Calling Features			
Call Forwarding	X	X	X
Call Logs		X	X
Call Notification		X**	
Call Return/Call Back	X	X	X*
Text Back			X*
Call Trace	X		
Call Waiting	X	X**	
Caller ID			
Caller ID Block	X	X	X
Do Not Disturb	X	X	X
Incoming Call Block/ Anonymous Call Rejection	X	X	X
International Call Block		X	
International Calling Rates		X	
Locate Me		X	X
Simultaneous Ring		X	X
Speed Dial	X		
Three-Way Calling	X		
Voicemail Features			
AutoPay	X		
Caller Invitation	X		
Envelope Information (time stamp before each message)	X	X	
Greetings	X	X	
Language Options (English/Spanish, Gender, Quick/Full Prompts)	X	X	
Notification Options (MWI/Stutter Dial Tone, Phone Number, Email, Text [Smartphones only], Pager)		X***	X
Passcode	X	X	X
Retrieve Messages	X	X	X
Ring Count	X	X	
Send Messages	X		
Set Up Main and Individual Mailboxes	X		
Sort Order of Messages	X		
Voicemail Screening		X**	
Other Service Features			
Time Zone		X	
Wake Up Call/Reminder Message	X		
Contacts		X	
Ziply Fiber Pages Business Directory		X	X

*Uses your mobile service carrier for outgoing calls and text messages.

Note: When a change is made from the web or mobile app, it will be reflected everywhere. Exception: If the customer enables Do Not Disturb by phone, he or she cannot make changes from the Web Portal. If the customer enables it from the Web Portal, he or she cannot turn it off by phone.

Contact Information

HELP BY PHONE
 Customer Service/Billing 1.866.699.4759

HELP ONLINE
Go to *www.ziplyfiber.com/helpcenter* to
access the following information:

- Account and
- Billing Using Your
- Email Calling
- Features

    Troubleshooting