

MILLENNIUM

DIGITALPIX. | CABLESPEED. | VOICE.

Welcome!

Thank you for your subscription to Millennium's **CableSpeed** high-speed Internet service and/or **Millennium Voice**, our new phone service. You are on your way to lower phone bills! All of us at Millennium Digital Media want this transition to be as smooth as possible; here is a summary of your **Millennium Voice** service.

Before accepting **Millennium Voice** you must be aware of the following:

- ✓ During your sales call the representative has verified you are serviceable by 911. The service is the same as the 911 service you currently have. If you are using your MTA/Phone device at a location that is not the address you gave us when you ordered service, if you need to dial 911, please do so from another "land line" telephone. Your home address is associated with your MTA/Phone device and is registered with 911.
- ✓ You have many features that are included in your package price:
 - Enhanced Voicemail: All the features and convenience of an answering machine plus, login to our website from anywhere and listen to your messages online from any computer, or receive notification of new messages received via email!
 - Call Waiting: Allows you to answer another call while you're already on the phone.
 - Caller ID: Find out who's calling before you answer the phone!
 - 3 Way Calling: Add a third person to an existing phone call so you can speak with two people at the same time!
 - Call Return: Automatically dials the number of last incoming caller.
 - Redial: Automatically call the last number you dialed.
 - Call Forwarding: Directs your incoming calls to a phone number of your choice or Voicemail so you never miss an important call.
 - www.mydmvoice.com Manage your calling features, receive voicemails, view all of your call details at your convenience online and look up international rates before making a call.
- ✓ With professional installation by a third party vendor **Millennium Voice** will work with home alarm systems, paging systems, and apartment buzzers.
- ✓ With **Millennium Voice** you won't need another long distance carrier
- ✓ If you want to keep your current phone number by porting your number from another carrier to Millennium, be aware of the following:
 - The Local number porting process usually takes 10-15 business days. If there are any questions from the other carrier it could take up to 30 days. This allows both companies time to work together and transition the number from one company to the next.
 - The number you are porting should be the billing telephone number of your current carrier; it cannot be a secondary number.
 - The number must be active with your current carrier during the entire porting process; after the porting process has completed the other carrier will cancel the service.
 - Do you currently have DSL active on that line? You must have it turned off before we can port your number to us.
 - Do you have a PIC Freeze on your local carrier? If you don't know what that means most likely you do not.
- ✓ **Millennium Voice** service is like a cordless phone, if you're electric or Internet service is out your voice service has no power.
- ✓ Standard Voice service supports a single telephone in the house, not all phone jacks. You can refer to our website for "[whole house wiring](#)" directions.
- ✓ We can install **Millennium Voice** in most town/single family homes for a one time fee. If you live in a condo/apartment you may need to be referred to a third party for all phone jacks to be active.
- ✓ **Millennium Voice** supports a maximum of 5 phone jacks if customized "whole house" wiring is completed.
- ✓ You must have an Ethernet broadband Internet Connection to sign up for Millennium Voice. Or USB adapters for the MTA's are available at various retail stores; not provided by MDM.

Very Important: You will receive an activation email at the email address you provided when speaking with our sales representative. This email will include your phone number and an activation number. You must follow the directions in the activation email as soon as you receive your MTA/Phone adaptor.

Plus use the **Millennium Voice Getting Started Guide** you received with your MTA for easy to follow instructions for connecting your **Millennium Voice** service. You can visit our website at www.mdm.net for troubleshooting tips or to contact us.

Always make sure your high-speed Internet connection is established before installing your **Voice service**