

Telephone Users Guide

Equipment, Features & Voice Mail



ARMSTRONG[®]

ONE WIRE. INFINITE POSSIBILITIES.

TABLE OF CONTENTS

1 WELCOME TO ARMSTRONG® TELEPHONE

- 2** • Our Commitment to You
- Identifying Our Employees
- Dialing 911 - Your Safety Is Important

3 HOW TO MAKE CALLS

- Domestic
- International
- Operator-Assisted
- Telecommunication Relay Service (TRS)

4 WHAT YOU SHOULD KNOW

- Call Before You Dig!
- Before You Move

5 ONLINE ACCOUNT MANAGEMENT

- To Log In

6 FEATURES

- Speed Calling
- Caller ID
- Caller ID Blocking

7 • Call Waiting with Caller ID

- Caller ID on TV
- Three Way Calling

8 • Call Forwarding

- Scheduled Call Forwarding
- Selective Call Forwarding

- Do Not Disturb
- Anonymous Call Rejection

9 • Return Call

- Repeat Call

10 • Call Trace

- International Toll Restriction
- Call Blocking
- 900/976 Call Blocking

11 VOICE MAIL

- Accessing Your Account
- Main Menu

12 • Message Playback Options

- Skipping Back
- Skipping Forward
- Pausing Messages
- Deleting Messages
- Getting Envelope Information
- Saving Messages
- Skip Forward to Next Message
- Reviewing Deleted Messages

13 • Personal Options Menu

- Changing Your Passcode
- Greetings
- Recording Your Name
- Recording a Personal Greeting

14 FREQUENTLY ASKED QUESTIONS

W E L C O M E T O A R M S T R O N G T E L E P H O N E

Armstrong has been a leader in the telecommunications industry for more than 60 years. Founded in 1947, Armstrong has grown into an organization recognized for unsurpassed local service and extensive community involvement.

We pride ourselves on our attention to service and our technical expertise. Our employees are among the best in the business, and they work hard every day to assure the service you receive is dependable and consistent.

We hope you enjoy the infinite possibilities we have to offer.

This booklet is designed to help you with some frequently asked questions regarding your telephone service. Should you need more information now or anytime in the future, please feel free to contact us directly.

CONTACT US

**611 (FROM HOME)
1-877-277-5711**

DIRECTORY ASSISTANCE

**411 (FROM HOME)
CHARGED 50¢ ON A PER-USE BASIS**

ONLINE

ArmstrongOneWire.com

OUR COMMITMENT TO YOU

Thank you for selecting Armstrong®. We're happy to be your entertainment and communications provider. We always try hard to provide you with uninterrupted service. Sometimes, due to severe weather or other events beyond our control, we may have a brief service interruption.

Our service technicians are available 24 hours a day to solve your problem. Please call the service department at 611 or 1-877-277-5711 anytime you experience difficulty.

IDENTIFYING OUR EMPLOYEES

All Armstrong technicians wear uniforms with our company name on the left chest. They also carry identification badges. Should you ever be in doubt, please call our office prior to admitting someone into your home.

DIALING 911 - YOUR SAFETY IS IMPORTANT

Armstrong is proud to offer 911 emergency dialing. When you dial 911, your call is routed from the Armstrong Telephone network to the Public Safety Answering Point (PSAP) for your area. There are several important differences between dialing Emergency Services with our service and traditional 911:

- 911 Dialing and Armstrong Telephone DO NOT function during a power, cable or broadband outage.
- Service outages due to suspension of your account as a result of billing issues will prevent ALL services, including 911 Dialing.
- Please refer to the Subscription Agreement for additional important information.

HOW TO MAKE CALLS

DOMESTIC

For all calls, just dial the area code plus the seven-digit number.

INTERNATIONAL*

To place a call, dial **011**, plus the country code, then the telephone number. If you don't know the country code you may access a current list of country codes at ArmstrongOneWire.com.

OPERATOR-ASSISTED*

If you'd like, an Operator will help you place certain types of calls:

- *Person-to-person calls* - The operator must reach a particular person to connect the call.

TELECOMMUNICATION RELAY SERVICE (TRS)

TRS allows people who are deaf, hard of hearing, deaf-blind or speech disabled to communicate with anyone using a regular telephone 24 hours a day, every day of the year.

- TTY users can reach the TRS Center by simply dialing **711**.

Please note that 711 is to be used only to reach the TRS. For EMERGENCIES you should continue to use 911.

WHAT YOU SHOULD KNOW

CALL BEFORE YOU DIG!

You are required by law to notify the proper authorities three days prior to any digging over 12 inches in depth.

PENNSYLVANIA

**CALL PENNSYLVANIA ONE
CALL SYSTEM, INC.1-800-242-1776**

OHIO

**CALL OHIO UTILITIES
PROTECTION SERVICE1-800-362-2764**

WEST VIRGINIA

**CALL MISS UTILITY OF
WEST VIRGINIA, INC.1-800-245-4848**

MARYLAND

CALL MISS UTILITY1-800-257-7777

KENTUCKY

**CALL KENTUCKY UNDERGROUND
PROTECTION, INC.1-800-752-6007**

These organizations will notify your local electric, cable, gas and telephone companies to mark their lines. This will ensure that you do not create a hazardous situation or interrupt service. For your safety, call before you dig!

BEFORE YOU MOVE

Don't forget to call Armstrong® before moving. We will make arrangements to disconnect your service and, if necessary, recover our equipment. Any equipment provided by Armstrong should be returned to us immediately. You are liable for these items, and will continue to be billed for them until returned.

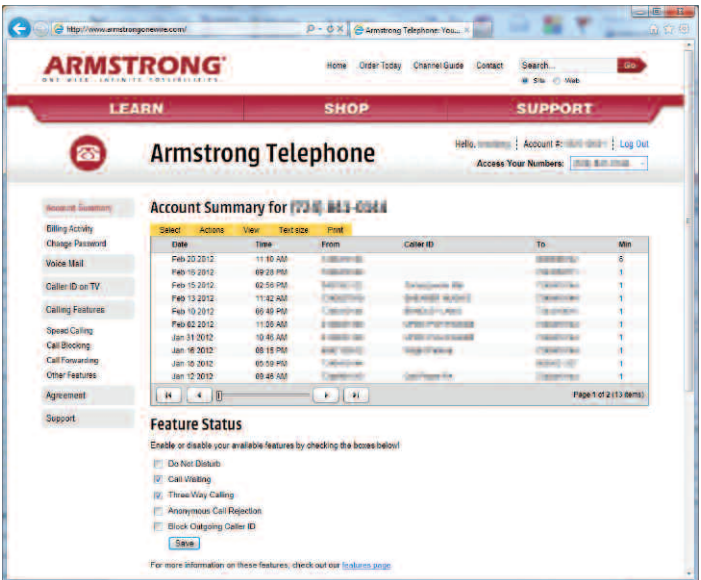
ONLINE ACCOUNT MANAGEMENT

With Armstrong® Telephone, you're in control of your account. Our online account management tools allow you to access detailed information about your account whenever you want. You can check call activity, view your billing information, manage voice mail and configure special features. Log on at ArmstrongOneWire.com to get the answers you need.

To log in, click the login link in the Customer Login section located in the upper left-hand corner of the screen.

TO LOG IN

To access your account, you will use the username you selected when placing your order and the temporary password that was mailed to you. Enter your information in the appropriate boxes and click the Log In button. You will be prompted to change your temporary password. Enter and confirm your new password and then click Log In.



The screenshot displays the Armstrong Telephone online account management interface. The page header includes the Armstrong logo and navigation links for Home, Order Today, Channel Guide, and Contact. Below the header, there are tabs for LEARN, SHOP, and SUPPORT. The main content area is titled 'Account Summary' and shows the 'Account Summary for 773-643-0544'. A table lists call activity with columns for Date, Time, From, Caller ID, To, and Min. The table contains several rows of call records. Below the table, there is a 'Feature Status' section with checkboxes for various features: Do Not Disturb, Call Waiting, Three-Way Calling, Anonymous Call Rejection, and Block Outgoing Caller ID. A 'Save' button is located at the bottom of the feature status section.

Date	Time	From	Caller ID	To	Min
Feb 22 2012	11:10 AM	ARMSTRONG TEL		ARMSTRONG TEL	5
Feb 15 2012	09:29 PM	ARMSTRONG TEL		ARMSTRONG TEL	1
Feb 15 2012	02:55 PM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Feb 13 2012	11:42 AM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Feb 10 2012	09:49 PM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Feb 02 2012	11:20 AM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Jan 31 2012	10:45 AM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Jan 18 2012	05:15 PM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Jan 10 2012	05:59 PM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1
Jan 12 2012	09:49 AM	ARMSTRONG TEL	ARMSTRONG TEL	ARMSTRONG TEL	1

FEATURES

In this section, we have included a brief guide to using Armstrong® calling features from your home telephone. For additional instructions and access to enhanced features, log in to your online account at ArmstrongOneWire.com.

SPEED CALLING

DON'T FEEL LIKE DIALING ALL THOSE NUMBERS?

Set up your telephone to quickly call frequently-dialed numbers by dialing only one or two digits. When you're ready to make a call, simply press the speed calling number and then **#**.

To Enter or Change Speed Calling Numbers:

1. Pick up the receiver and Dial ***74**.
Listen for dial tone.
2. Press the number 2-9 that you wish to program for speed calling.
3. Next dial the number including area code.
4. Press **#** to complete the programming of your telephone.

CALLER ID

KNOW WHO'S CALLING... BEFORE YOU ANSWER.

Decide which calls to answer and which calls to ignore. Caller ID will also log missed calls by date and time received.

To Activate: You must have a Caller ID unit or Caller ID telephone to use this feature.

CALLER ID BLOCKING

KEEP YOUR NUMBER TO YOURSELF.

This feature is activated on a per call basis by dialing ***67** and the number you wish to call. If your Caller ID information is currently blocked, you can also unblock your Caller ID information on a per call basis by dialing ***82** and the number you wish to call.

The service will not work on calls to **911** and national **800**, **866**, **877** and **888** numbers.

FEATURES

CALL WAITING WITH CALLER ID

DON'T LET AN IMPORTANT CALL PUT YOUR LIFE ON HOLD.

Call Waiting allows you to receive a second call while talking on the telephone. Plus, our Caller ID on Call Waiting feature lets you decide whether or not to answer the call by displaying the caller's name and number, if available.

To Activate: When you're on the telephone, a tone lets you know that you have another call. To answer the second call, press the receiver or flash button on your telephone. This puts the current call on hold while you take the incoming one. Press the receiver or flash button again to switch between calls.

To Deactivate: Before placing a call, pick up the telephone and dial *70 and wait for a dial tone. Call Waiting will be reactivated automatically once your call is completed. If you are using 3-Way Calling, deactivate Call Waiting by pressing the receiver or flash button briefly; then dial *70 and then press the receiver or flash button again.

CALLER ID ON TV

SEE WHO'S CALLING... WITH CALLER ID ON TV.

When your phone rings the caller's name and number appear on your TV screen. Caller ID on TV works with any Television Plus set top box. A one-time activation fee of just \$9.95 is required.

THREE WAY CALLING

HOST YOUR OWN MINI-CONFERENCE CALL.

Three Way Calling lets you add another person to the conversation. It can be used whether you have received or placed the first call.

To Activate: Press and release the receiver button to put your first call on hold. You will hear three beeps then a dial tone. Dial the third person's number. You may talk with this person alone or press and release the receiver button to add the first person back on the line. If either party hangs up, you may add another person. To disconnect the third person, press the receiver button twice. You may then add a different third party.

FEATURES

CALL FORWARDING

NEVER MISS A CALL.

With Call Forwarding you can send your incoming calls to another telephone number. When you're away from home, you can continue to receive all your calls.

To Activate: Pick up the telephone and listen for the dial tone, then dial ***72** and listen again for a dial tone. Now dial the number of the location to which you want to forward calls.

To Deactivate: Pick up the telephone and listen for a dial tone, then dial ***73**. A tone confirms deactivation.

SCHEDULED CALL FORWARDING

Choose from basic or advanced scheduling options to automatically forward all incoming calls when you are away from home. Log on to ArmstrongOneWire.com to manage this feature.

SELECTIVE CALL FORWARDING

STAY IN TOUCH.

Forward only the calls that are important to you. Other callers will go to voice mail or call back later. Log on to ArmstrongOneWire.com to manage this feature.

DO NOT DISTURB

Do Not Disturb can be used to temporarily reject all incoming calls. Incoming calls will go to voice mail, if enabled, or the caller will receive a message that you are presently not accepting calls if voice mail is disabled.

To Activate: Pick up the telephone and dial ***78**.

To Deactivate: Pick up the telephone and dial ***79**.

ANONYMOUS CALL REJECTION

DON'T TALK TO STRANGERS.

This feature lets you reject calls from anyone whose Caller ID information is blocked, but not unavailable calls. The caller will automatically receive a message that you are not accepting Caller ID-blocked calls. It also tells the caller to unblock their number and redial if they wish to speak with you.

To Activate: Pick up the telephone and dial ***77**.

To Deactivate: Pick up the telephone and dial ***87**.

FEATURES

RETURN CALL

Eliminate missed calls. Return Call will help you identify the last incoming call, and in some cases connect you with that party.

To Activate: Pick up the telephone and dial *699. Listen for an announcement that will tell you the time, date and telephone number of the party who last called you. Press 1 to return the call, when possible, or hang up. If the line is busy, listen for an announcement telling you the number is busy, then hang up. When the busy number is free your telephone will ring distinctively. Answering the call will automatically connect you to the party you were trying to reach.

Return Call will periodically attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled.

To Deactivate: Pick up the telephone and dial *89 then listen for the announcement.

** There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received. If the number you are trying to reach is outside of the area served by Return Call, you will hear a recording advising you that the call cannot be completed. If the number is a private number, you will hear an announcement stating the number you are trying to reach cannot be handled by Return Call.*

9

REPEAT CALL

No time for busy signals? Repeat Call automatically redials busy numbers until your call is connected for up to 30 minutes – saving you time and effort.

To Activate: When you have reached a busy number, hang up then initiate another call and dial *66 when you hear a dial tone. If the line is busy, listen for an announcement telling you the number is busy. Hang up. When the busy number is free your telephone will ring distinctively. Answering the call will automatically connect you to the party you were trying to reach.

Repeat Call will periodically attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled. You can use Repeat Call for more than one busy number at a time. You will hear a distinctive ring when one of the numbers becomes idle however, you will not be able to tell which number it is.

To Deactivate: Pick up the telephone and dial *86 then listen for the announcement.

** While Repeat Call is activated you may still make and receive other calls. If the number you are trying to reach is outside the area served by Repeat Call, you will hear a recording advising you that the call cannot be completed.*

FEATURES

CALL TRACE

If you ever receive an obscene, harassing or threatening call, you can have the number traced and, by request, forwarded to the proper authorities.

1. Hang up when you receive an obscene, threatening or harassing call.
2. Lift the receiver and listen for dial tone.
3. Dial ***57** and listen for the announcement.
4. After initiating Call Trace, call Armstrong® during normal business hours (Monday-Friday 8:00 a.m.–4:30 p.m.) for further instructions, or in an emergency, call the police. Please note that you will not be given information regarding the identity of the caller. The number will be given only to law enforcement agencies.

INTERNATIONAL TOLL RESTRICTION

Toll Restriction can ensure that International calls cannot be placed from your telephone. Ask a customer service representative to add this feature to your account if you wish to block outgoing international calls.

CALL BLOCKING

DON'T WANT TO TALK TO SOMEONE?

Call Blocking is a handy feature that allows you to define a list of telephone numbers that can't call you.

Activate/Deactivate Call Blocking: Pick up the telephone and dial ***60** then follow the instructions.

900/976 CALL BLOCKING

All Armstrong Telephone lines come with 900/976 Call Blocking activated so that calls to these numbers are automatically blocked. There is no charge for this feature and it cannot be removed.

VOICE MAIL

With Armstrong® Voice Mail, you'll never miss an important message. Check your messages anytime, anywhere. There's no extra equipment to buy or maintain. Plus, Armstrong Voice Mail features many exciting new options including online account access, the ability to receive voice mails by e-mail and more.

ACCESSING YOUR ACCOUNT

To access your Voice Mail from your home telephone, dial **33#**. If you are away from home, dial your home telephone number then dial *****, enter your passcode and press **#**.

*Note: The first time you access voice mail, you will need to enter a four-digit passcode. The default code is **1234**.*

MAIN MENU

Armstrong Voice Mail will let you know when you have new messages. Your message indicator depends on the type of telephone you own. You will typically hear either a stutter-tone when you pick up your telephone receiver or see a message waiting light on the telephone indicating that you have new messages.

- Follow steps to access your account.
- The attendant will notify you if you have new messages.
- Dial **1** to review new messages.
- Dial **3** to review other messages.

MESSAGE PLAYBACK OPTIONS

SKIPPING BACK

- While listening to a message, Dial **1**.
The system will rewind the message.

SKIPPING FORWARD

- While listening to a message, Dial **3**.
- Dial **3** again to skip forward to the next message.

PAUSING MESSAGES

- While listening to a message, Dial *****.
- To resume message play, Dial *****.

DELETING MESSAGES

- After listening to a message, Dial **7**.
The message will be deleted when you hang up.

GETTING ENVELOPE INFORMATION

- After listening to a message, Dial **8**.

SAVING MESSAGES

- After listening to a message, Dial **9**.

SKIP FORWARD TO NEXT MESSAGE

- After listening to a message, Dial **#**.

REVIEWING DELETED MESSAGES

You can review deleted messages only during the same call in which they were deleted. After the call ends, the message is deleted and is no longer available for review.

- If you would like to review a deleted message, Dial ****** to return to the Main Menu.
- Dial **3** to review Other Messages.
- The attendant will notify you if you have any deleted messages.
- Dial **2** to review deleted voice messages.

PERSONAL OPTIONS MENU

CHANGING YOUR PASSCODE

- Access your account.
- Dial **4** to change your personal options.
- Dial **2** to change your passcode.
- Enter your new passcode. You may not re-use your existing passcode.
- When you have finished, dial **#**.
- You will then be asked to reenter your passcode for confirmation.

GREETINGS

Armstrong® Voice Mail can be personalized to answer your calls with just your name or you can have a custom greeting.

RECORDING YOUR NAME

- To record your name, Dial **4** to change your Personal Options.
- From the Personal Options menu, Dial **4**.
- Say your name at the tone.
- When you are finished, Dial **#**.
- The system replays your name.
- Dial **#** to accept your greeting, Dial **1** to replay or Dial ***** to cancel and return to Step 3.

1 **3**

RECORDING A PERSONAL GREETING

- To record your personal greeting, Dial **4** to change your Personal Options.
- From the Personal Options menu, Dial **1**.
- Dial **2** to record your personal greeting. Begin speaking your greeting at the tone.
- When you are finished recording your personal greeting, Dial **#**.
- The system replays your personal greeting.
- Dial **#** to accept your greeting, Dial **1** to replay or Dial ***** to cancel and return to Step 3.

F R E Q U E N T L Y A S K E D Q U E S T I O N S

1. WHAT ARE MY OPTIONS FOR A DIRECTORY LISTING?

With Armstrong® Telephone, you'll receive a free listing in your current telephone directory. For an additional monthly charge of \$2.00, you can also select a non-published or unlisted telephone number.

- An “unlisted” telephone number is available through Directory Assistance but is not listed in the telephone book.
- A “non-published” telephone number is not available in either the telephone book or through Directory Assistance.

Armstrong does not provide a directory to you. You will continue to receive a directory as you have in the past.

2. CAN I CANCEL MY SERVICE AT ANY TIME?

Yes. Residential customers with Armstrong Telephone have no contracts to sign or long term commitments.

If you are switching service to another local telephone company and want to keep the number you were using with your Armstrong Telephone, you must contact the other company to set up the transfer. This will also automatically disconnect your Armstrong Telephone service. Do not cancel your service through the Armstrong Customer Service Center directly. If you do so, it may complicate your number transfer.

3. MY TELEPHONE RINGS ONCE BRIEFLY THEN STOPS. IF I TRY TO ANSWER THE TELEPHONE, NO ONE IS ON THE LINE. WHAT IS HAPPENING?

You may have forgotten to deactivate Call Forwarding. To deactivate Call Forwarding, turn to page 8 in this guide.

4. WHERE CAN I FIND A LIST OF RATES FOR INTERNATIONAL CALLS?

Visit us online at ArmstrongOneWire.com.

F R E Q U E N T L Y A S K E D Q U E S T I O N S

5. HOW DOES ARMSTRONG® BILL FOR THE SERVICE?

Your service will be billed one month in advance. The charge for telephone service will appear as a line item on your monthly Armstrong statement. Any additional charges for International, directory assistance and operator assisted or third party calls will be aggregated into three additional line items.

6. WHAT PAYMENT OPTIONS ARE AVAILABLE?

Armstrong is pleased to offer a variety of payment options to our customers, including: pay online from your checking or money market account, pay online by secure check or credit card, pay automatically from your checking or savings account, pay by mail and, of course, you can still pay in person at one of our convenient, local offices.

7. WHAT TAXES AND SURCHARGES APPLY TO THE SERVICE?

Where applicable state sales taxes, 911 and a regulatory recovery fee.

8. HOW CAN I REDUCE THE NUMBER OF CALLS I RECEIVE FROM TELEMARKETERS?

- Add your phone number(s) to the National Do Not Call registry by phone, 1-888-382-1222 or online at www.donotcall.gov.

- Re-register when you change service providers, disconnect service or change the billing name on **your account**.

Note: Signing up for the Do Not Call list won't eliminate all unwanted calls. Charitable and political organizations, surveyors and any organization with which you have a prior or existing business relationship ARE permitted to call you.

- **Armstrong does not sell its customer list.** However, other firms, even reputable ones like your bank or credit card company might. Use caution when sharing your telephone number and other personal information. If you choose to share this information, you should review the company's policy on how they use your personal information and 'opt-out' if you don't like the way they use your information.
- Some states have additional Do Not Call requirements. For details, visit your state public service or utilities commission website.
- Enhance your privacy by using Armstrong's special calling features like Anonymous Call Rejection, Call Blocking and Do Not Disturb.

ARMSTRONG®

ONE WIRE. INFINITE POSSIBILITIES.