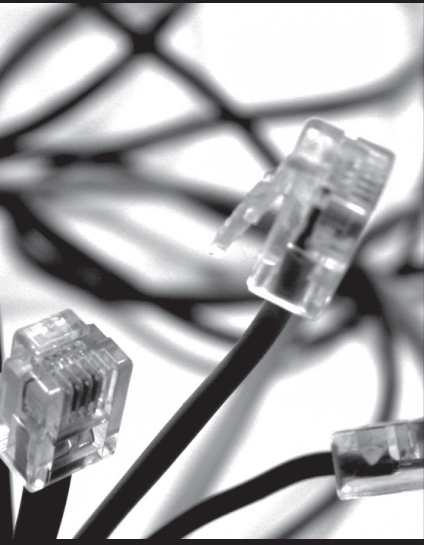




BOYCOM



Telephone User Guide

WELCOME



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

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

CONTACT INFO

Phone: (800) 890-6620

Website: www.boycom.com

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CALL FEATURES



Anonymous Call Rejection

This service automatically rejects all calls from withheld numbers.

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

Call Block

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

Call Forwarding

This service forwards all of a subscriber's incoming calls to an alternative number, without ringing the subscriber telephone first.

1. To Activate:
 - a. Dial *72
 - b. Wait for confirmation tone, then dial the number to forward to
 - c. Wait for the courtesy call to be answered
 - d. Hang up the telephone
Note: If the courtesy call is not answered, repeat steps a. and b. to manually activate without the courtesy call.
2. To Deactivate:
 - a. Dial *73
 - b. Wait for confirmation tone
 - c. Hang up the telephone



CALL FEATURES

Three Way Calling

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

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

Caller ID Service

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

CALL FEATURES



Call Waiting (With Caller ID)

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

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

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

Simultaneous Ring (SimRing)

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

Call Hold

Call Hold allows you to place a caller temporarily on hold. To put a caller on hold will require you to have a compatible telephone handset with a corresponding Call Hold Button. Pressing the Call Hold button will allow the user to temporarily hold the call until the button is pressed a second time and you are again connected to the caller.



CALL FEATURES

Voicemail

Setting up your mailbox

Access the voice messaging system:

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

Checking your messages via the telephone

Access the voice messaging system:

1. Dial your phone number, wait for your recorded message to begin playing, then press * and follow the prompts.
2. To listen, delete and save messages press the following key:
 - 1 Replay current message
 - 2 Skip current message
 - 4 Skips back 5 seconds while playing a message
 - 5 Skips ahead 5 seconds while playing a message
 - 7 Delete current message
 - 8 * Exit

CALLING PACKAGES



Basic Package

The Basic Telephone Package includes your Local Telephone Service, Advanced Calling Features, Voicemail and 60 minutes of domestic calling. All additional long distance calling will be rated at current long distance rates. The features and services included in this package can be seen below.

Basic Package

Local Telephone Service

Three-Way Calling

Caller ID (Number Only)

Caller ID on Call Waiting (Number Only)

Call Forwarding

Call Waiting

Anonymous Call Rejection

Call Blocking

Simultaneous Ring

Call Hold

Voicemail

60 Minutes of Domestic Long Distance

Basic Package



CALLING PACKAGES

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

Unlimited Package

Local Telephone Service

Three-Way Calling

Caller ID (Number Only)

Caller ID on Call Waiting (Number Only)

Call Forwarding

Call Waiting

Anonymous Call Rejection

Call Blocking

Simultaneous Ring

Call Hold

Voicemail

Unlimited Domestic Long Distance

Note: Unlimited Domestic Long Distance includes Hawaii and Alaska. Also included are the Nations of Canada, Dominican Republic, Bahamas, U.S. Virgin Islands, Puerto Rico and Guam.

CALLING PACKAGES



Additional Features

There are additional features available to Calling Package subscribers on an individual basis. These features have an additional charge associated with them. Please be sure to check with BoyCom for the current rates for add-on calling features. A list of additional features is listed below.

Additional Features

- Caller ID (Name Delivery)
- Caller ID Blocking
- Remote Access to Call Forwarding
- Distinctive Ring
- Phone Number Change
- Unlisted Telephone Number
- vFax (Virtual Facsimile)

LONG DISTANCE PLANS



Long Distance Plans

There are additional Long Distance Calling Plans available to BoyCom customers. Please call BoyCom for pricing information. Note that International Calling Plans are for Outbound calling only and does not include calls to cellular telephones.

The calling plans available are listed below.

Long Distance Calling Plans

Mexico Calling Plans	
Minutes Allotted	Type of Service
75 Minutes	Block of Time
150 Minutes	Block of Time
375 Minutes	Block of Time
750 Minutes	Block of Time

Other International Calling Plans	
Minutes Allotted	Type of Service
100 Minutes	Block of Time
250 Minutes	Block of Time
500 Minutes	Block of Time
750 Minutes	Block of Time

Countries Available

The countries included in our International Calling Plans are Australia, Austria, Belgium, China, Denmark, France, Germany, Greece, India, Ireland, Italy, Japan, South Korea, Malaysia, Netherlands, New Zealand, Norway, Portugal, Singapore, Spain, Sweden, Switzerland, Taiwan, Thailand and the United Kingdom.

TERMS AND CONDITIONS OF SERVICES



BOYCOM TERMS AND CONDITIONS OF SERVICES

Boycom (“Provider”) shall provide the above described services to the Customer in accordance with the applicable tariffs and regulations for the initial, monthly, recurring charge as set forth above as may be modified from time to time in accordance with the terms of the applicable tariffs and regulations. In addition, the subscriber shall pay to Provider the non-recurring conversion and installation fees prior to or at the time of the institution of service.

The Customer also agrees to the following terms of use:

Customer Conduct, Operational Policies, and Conditions of Use

- A. Customer shall use the Service for lawful purposes only. Customer shall not transmit through the Service any material(s), including any message or series of messages, that violate or infringe in any way upon the rights of others (including copyrights), that are unlawful, threatening, abusive, obstructive, harassing, defamatory, invasive of privacy or publicity rights, vulgar, obscene, profane or otherwise objectionable, that encourages conduct that might constitute a criminal offense, give rise to civil liability, and/or violate any law.
- B. ADVERTISING, RESELLING, REUSE, OR SOLICITATION WITH RESPECT TO PRODUCTS OR SERVICES IS STRICTLY PROHIBITED WITHOUT EXPRESS WRITTEN APPROVAL FROM PROVIDER AND A CONTRACT FOR PAYMENT OF RELATED FEES ENFORCED.
- C. The Service contains copyrighted material, trademarks, and other proprietary information, and the entire contents of the Service are copyrighted as a collective work under the United States copyright laws. Customer may download copyrighted material solely for Customer’s personal use. Except as otherwise expressly permitted under copyright law, no copying, redistribution, publication or commercial exploitation of downloaded material will be permitted without the express prior written consent of Provider and, where applicable, the third party copyright owner. In the event of any permitted copying, redistribution or publication of copyrighted material, no changes in or deletion of author attribution or copyright notice shall be made. Customer may download public domain materials for the Customer’s own personal use or non-commercial distribution.
- D. Customer acknowledges that E911 service might not work properly or may be lost under the following conditions:
 - (1) If the customer relocates the CPE installed by Boycom without first advising Boycom of relocation.
 - (2) If a non-native phone number on this CPE device is used.
 - (3) If the broadband connection fails.
 - (4) In the event of an electrical power outage.



TERMS AND CONDITIONS OF SERVICES

(5) If there is a delay in making the customer's registered location available in the ALI database.

Boycom provides fully functioning E911 services and will always go to extraordinary lengths to maintain that service at the highest possible level. By signing this agreement, the customer acknowledges that they fully understand the possible circumstances under which E911 services may not be available.

Customer gives Provider consent to use, distribute, sell, transfer, loan, or otherwise share with other persons or entities user lists, as well as aggregate information, but not contrary to any applicable laws. Aggregate information includes demographic data, usage patterns, preferences, survey data, or other descriptive information which does not disclose the identity of any particular user. Customer may opt out of such participation at any time by using online procedures defined by Provider.

E. The provisions of this Section are for the benefit of Provider, their affiliates, and third party content or information service providers and licensors, and each shall have the right to assert and enforce such provision directly on its own behalf.

F. Without limiting any of the foregoing provisions of this section, additional Operating Policies and Conditions Of Use for Customers are as follows:

(1) Customer must not impersonate any person on the system or communicate under a false name or a name that Customer isn't entitled or authorized to use.

(2) Customer shall not participate or use their account in any way to make fraudulent offers of products, items, or services.

(3) Customer may not use the system to send unsolicited advertising, promotional material or other forms of unwanted solicitation, except in areas online specifically designated for such communications.

(4) Customer may not interfere with other users' use of Provider's service.

(5) Customer may not knowingly transfer, post, or transmit files which contain viruses, worms, "Trojan horses", or any other contamination or destructive features.

(6) Customer may not export software or technical information in violation of United States Export Control laws.

(7) Customer may not perform any activity which constitutes a criminal offense.

(8) Customer may not use Provider's service in any manner that disrupts the Provider-system for other Customers, or which threatens to or actually causes damage to Provider's system, or is considered to be abuse of or to the system. Depending on the extent of the abuse, Customer may receive warning, or in some cases, have their Account suspended. Provider reserves the right to monitor Customer's actions, when deemed necessary, to troubleshoot connectivity problems or to determine if there is abuse of the telephone system.

(9) Service available at advertised rates is intended for residential use only. It

TERMS AND CONDITIONS OF SERVICES



is not intended to run any Web servers, FTP servers, Game servers, etc. If Customer is found to be running any of the aforementioned services, Customer's service may be immediately discontinued.

(10) Service is sold to a single Customer for use in a single household. Any attempt to resell or distribute service without the expressed written permission of Provider will result in immediate termination of service and possible criminal prosecutions

- G. Violations of the Customer Conduct, Operating Policies and Conditions Of Use in this section are unethical and, in some cases, may be unlawful. Provider has no practical ability to restrict conduct which violates these policies and conditions and cannot ensure prompt removal of content or immediate cessation of volatile conduct. Accordingly, Provider expressly denies any liability to Customer or third party(ies) for failure to enforce these policies and/or conditions.
- H. In its sole discretion, Provider may initiate an investigation and, in order to prevent further possible unauthorized activity, may suspend access to Service to the individual Account in question. Confirmation of violations may result in cancellation of the individual Account and/or criminal prosecution.
- I. Customer warranties. I represent and warrant that I am at least 18 years of age and am legally authorized to enter into this Agreement. I warrant that I am legally empowered to authorize Boycom to enter upon the premises for the purpose of (a) placing telephone lines in the utility easement on the property; (b) attaching wiring and equipment to the structure; and (c) installing, maintaining repair, disconnect Service.
- J. WARRANTY DISCLAIMER; LIMITATION ON DAMAGES. OUR SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH WARRANTIES ARE HEREBY EXPRESSLY EXCLUDED. NO STATEMENT, ADVICE OR INFORMATION GIVEN BY US, OUR OFFICERS, EMPLOYEES, AGENTS, AUTHORIZED REPRESENTATIVES, AFFILIATES OR CONTRACTORS, OR THEIR RESPECTIVE EMPLOYEES, CREATES A WARRANTY. WE DO NOT WARRANT THAT THE SERVICE WILL BE UNINTERRUPTED OR ERROR FREE.

TERMS AND CONDITIONS OF SERVICES

K. CUSTOMER INDEMNIFICATION. YOU AGREE THAT YOU SHALL BE RESPONSIBLE FOR AND SHALL DEFEND, INDEMNIFY, AND HOLD HARMLESS BOYCOM CABLEVISION AND ITS EMPLOYEES, AFFILIATES, SUPPLIERS, AGENTS AND CONTRACTORS AND SHALL REIMBURSE US FOR ANY DAMAGES, LOSSES OR EXPENSES (INCLUDING WITHOUT LIMITATION, REASONABLE ATTORNEY'S FEES AND COSTS) INCURRED BY US IN CONNECTION WITH ANY CLAIMS, SUITS, JUDGMENTS AND CAUSES OF ACTION ARISING OUT OF (i) YOUR USE OF THE SERVICE OR EQUIPMENT; (ii) VIOLATION OR INFRINGEMENT OF CONTRACTUAL RIGHTS, PRIVACY, CONFIDENTIALITY, COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, OR OTHER INTELLECTUAL PROPERTY AND PROPRIETARY RIGHTS ARISING FROM YOUR USE OF THE SERVICE OR ANY UNAUTHORIZED APPARATUS OR SYSTEM; AND (iii) YOUR BREACH OF ANY PROVISION OF THIS AGREEMENT.

All fees and services are effective on the date of installation.

The logo for Boycom features the word "BOYCOM" in a bold, green, sans-serif font with a thick black outline. The letter "O" in "COM" is stylized as a globe with latitude and longitude lines. To the right of the logo, the phone number "1-800-890-6620" is displayed in a smaller, black, sans-serif font.

1-800-890-6620

"A Broadband & Telecommunications Company"

Phone: (800) 890-6620

Website: www.boycom.com

I agree to the Terms and Conditions of Services.

Customer's Name (Printed)

Social Security Number

Customer's Signature

Date

Boycom's Representative

Date