MBTC

dba

Arriva Connect

Telephone Directory

2024 - 2025

Complete Business & Residential Listings
Plus
Community Section
Includes:
Important Numbers
Calling Information
Company Policies

BOLIVAR COUNTY

IMPORTANT TELEPHONE NUMBERS & INFORMATION

Emergency Number is 9-1-1

Non-Emergency Numbers

Sheriff	(662) 843-5378
Police	(662) 741-2191
Bolivar County 911 Coordinator	(662) 862-8300
City of Mound Bayou	(662) 741-2193
Highway Patrol	(662) 534-4755
Natchez Trace Parkway	(800) 300-7275
Child Abuse Hotline Toll Free	(800) 222-8000

Mound Bayou Telephone Company
dba Arriva Connect
113 East Main Avenue • Mound Bayou, MS 38762
(662) 741-2559

Local Office Hours	**Customer Service Center**
Monday—Friday	113 E Main Ave
8:00 a.m. — 4:30 p.m.	Mound Bayou, MS 38762

When making payments by mail, please include the bottom portion of the first page of your bill. If you have mislaid the bill, add your telephone number to your check/money order. If payment is made in person, please bring the first page of your bill.

Residential Service...**662-741-2559**
> To establish new phone service for your home; transfer service to a different address; discuss billing; or have service disconnected

Business Service...**662-741-2559**
> To establish new business phone service; to transfer service to a different address; get information on single-line, multi-line business phones; to have service disconnected; discuss billing; or for information on integrated business services, or any advanced business communication system

Mississippi 2-1-1: Emergency food, clothing, shelter, jobs, support groups, and more
Local Directory Assistance 1-411: Calls to Directory Assistance will be charged.
Long Distance Directory Assistance 1-411: Calls to LD-DA will be charged.
Mississippi One-Call 811: Underground cable locating   **CALL BEFORE YOU DIG**
Repair Service (24 hours a day) 611 or (662) 662-741-2559

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CONSUMER RIGHTS

Maintenance Or Service Charge May Apply
If we make a Repair Service visit because of reported trouble and if Arriva determines that the problem is caused by inside wire owned by you or company inside wire not covered by a maintenance plan, or telephone equipment owned by you and not by Arriva, a maintenance or service charge may apply. This charge is in addition to any repair charges.

Interruption Of Service
The specific form of rule applicable to interruptions in exchange telephone service is as follows: The utility shall allow, for interruptions in exchange telephone service of 48 hours or more not due to conduct of the customer, an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples. For details of provisions covering allowance for interruption in such other services you should call the business office at (662) 741-2559.

Directory Regulations
The telephone directory is an important aid in providing good and prompt telephone service. The use of obsolete directories results in wrong number calls and unsatisfactory service. Each subscriber is entitled to one single line insertion in the alphabetical list, without charge. By arrangement with Arriva, subscribers may have additional listings placed in the listings section of the directory at a nominal charge. See the online directory at www.goarriva.com.

Liability For Directory Listings
Even though every effort is made to compile this directory accurately, errors may occur. Subscribers are requested to report promptly to the Arriva Business Office any errors which may appear so that corrections can be made and reposted online as soon as possible. Neither the Company nor the publisher assumes any liability because of errors or omissions in compiling this directory.

Statement Of Nondiscrimination Arriva is the recipient of federal financial assistance from the Rural Utilities Service (RUS), an agency of the U.S. Department of Agriculture, and is subject to provisions of Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; and the Age Discrimination Act of 1975, as amended. In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

SERVICE & BILLING

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (601) 862-5000 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. USDA is an equal opportunity provider, employer, and lender.

Establishing / Transferring Telephone Service
  • To establish or to transfer new residential or business telephone service, please call Arriva's customer service center at (662) 741-2559.
  • To enable us to process your order to establish telephone service, we will need to know the following:
    1. Complete street address (with floor, suite, or apartment number.) If you can provide the name and telephone number of the person who lived there before, it will help us respond faster to your request for service. Please note that we must have your address before we can complete your request for new service. If you do not know your address, visit the local county courthouse where you can find this information. 2. How you would like your name to appear in our directory. 3. Any custom calling features to which you may wish to subscribe. 4. Any information about your previous telephone service. 5. A name and contact number we may use to contact you regarding the status of your service request, i.e., your mobile telephone, a friend's telephone, a relative's telephone.

Installation Rates
Installation rates will vary with the needs of your service. There are many steps involved in installing your telecommunications services, but not every customer needs each step. The amount of work needed to install telephone service for you will depend on the type of facilities and services you want.

Deposit Policy
Customers may be asked to pay a deposit to establish telephone service. Currently, the residential service deposit is $75.00 and the business service deposit is $100.00.

Changes In Service Billing All changes, except termination of service, and disconnection of certain options, require a service charge. The amount you are charged depends on the type of change requested.

SERVICE & BILLING (Cont'd)

Residential Rates

Telephones located in residences that are used primarily for domestic purposes are entitled to the rate for residential service. However, if such service is used substantially for or advertised for business purposes, the business rate will be applied.

Business Rates

The business rate will apply when the telephone is located on premises primarily and essentially used for business purposes. The business rate may also apply to telephones located in domestic establishments when the service is used substantially for or advertised for business purposes.

Construction/Remodeling/Home - Office Improvements

If you are building or remodeling your home or office and need Arriva to install telephone/internet wiring, please dial (662) 741-2559. We prefer to install telephone wire before the walls are closed up. Of course, you may prewire your home yourself.

Low-Income Telephone Assistance Program: **Lifeline**

Lifeline Assistance is a federal support mechanism that helps make telephone and broadband services more affordable for low-income consumers by providing discounts on these services. Qualifying customers who have broadband services meeting the FCC's Minimum Broadband Standards will receive $9.25 in billed credits monthly. Those not meeting the minimum standards will receive $5.25 in monthly credits. To learn more about the Lifeline program including applicability and eligibility please contact Arriva at (662) 741-2559 or visit our website at www.goarriva.com or the FCC website at www.lifelinesupport.org.

How You Are Billed

Charges for local service and equipment are billed one month in advance. Long distance services and repair charges are billed in arrears.

How, When, & Where To Pay Your Bill

Bills for communication services are mailed and emailed to customers near the first day of each month. Bills are due upon receipt. Accounts unpaid by the 10th of the month are charged $5.00 or 2% of the balance, whichever is greater. Payment may be made at the telephone office at 113 East Main Avenue, Mound Bayou, Mississippi.

When mailing payments to Arriva Connect, 113 East Main Avenue, Mound Bayou, MS 38762, or using the night depository, customers are asked to include the bottom portion of the first page of the bill. Please include telephone numbers on the check or money order if the bill page is unavailable.

SERVICE & BILLING (Cont'd)

Errors On Your Bill

If you have a question regarding your bill, dial (662) 741-2559. Explain the possible error to the representative who will help you. If the error cannot be resolved, please pay the undisputed charges on time so you will maintain a good payment record while the problem is being investigated.

Pay Your Bill On Time

If your payments are not received by the due dates, your telephone service may be disconnected. Accounts not fully paid are subject to disconnect policies.

Getting Your Service Restored

All past charges must be paid before your service can be reconnected, plus you will be charged a restoral fee. You may be asked to pay a new deposit if your first deposit has been returned to you.

Billing Matters

You are entitled to a partial refund of your local service charge if your telephone is out of service 48 hours or more; if you are unable to make or receive calls; and if you have notified the telephone company repair service of the malfunction. Upon notification of the Arriva business office, you will receive a credit on your next monthly bill for the amount of time your service was out of order.

MISSISSIPPI AREA CODE MAP
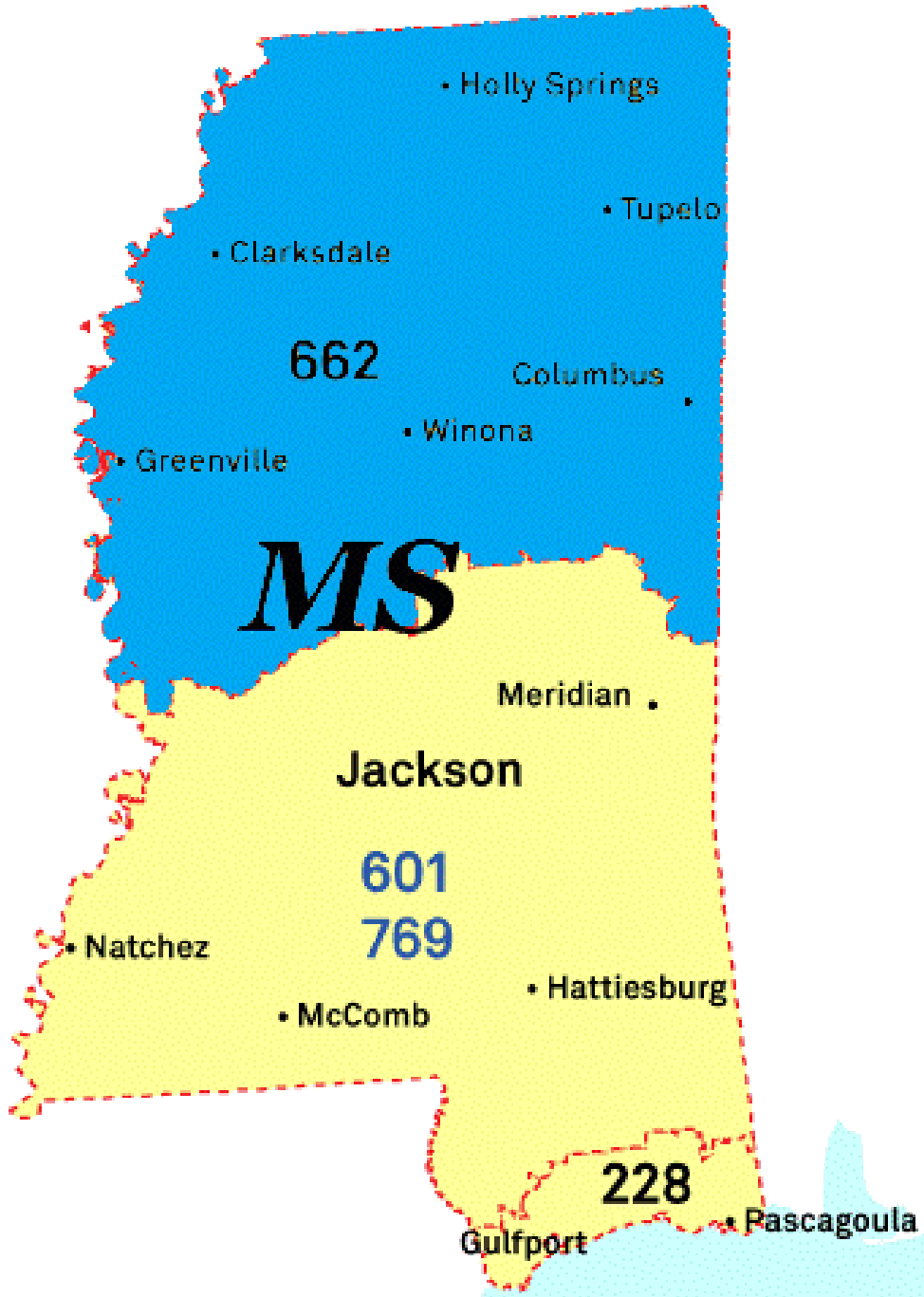
10-digit dialing is required throughout the state of Mississippi. This means you must first dial the area code and then the seven-digit number to reach your calling party.

LOCAL CALLING PLANS

Local Exchange Services

The <u>Flat Rate Service</u> is a calling plan that allows you to place calls in Bands A, B, and C at no additional charge and without limitation. See below for information on Calling Bands. The Flat Rate Service is to be paid one month in advance. Calls to these bands are billed at the standard rate of $0.12 per minute regardless of the distance.

The <u>Area Calling Plan</u> is an optional service that provides for local calling from the subscriber's home wire center to specific wire centers within a fifty-five-mile radius. The charges for the Area Calling Plan include a lower basic recurring monthly rate, plus usage charges for each local call made within the fifty-five-mile radius. The maximum total for calls made to bands A,B, and C will be capped at $15.00 for residences and $25.00 for businesses. Calls made to bands D – G are not capped.

Below is the Arriva wire center and corresponding lists of Mississippi cities in Bands A – F.

From the 741 Exchange:

A   Mound Bayou   B   Cleveland, Merigold, Pace, Shelby   C   Drew Duncan, Gunnison, Ruleville
D   Rosedale, Shaw, Summer, Tutwiler   E   Benoit, Clarksdale, Indianola, Sunflower
F   Batesville, Belzoni, Carrollton, Charleston, Crenshaw, Friars Point, Greenville, Greenwood, Grenada, Hollandale, Inverness, Isola, Itta Bena, Jonestown, Leland, Lula, Marks, Moorehead, Oakland, Tchula

Area Calling Plan Rates

RATES	BAND A	BAND B	BAND C	BAND D	BAND E	BAND F
WEEKDAYS FIRST MINUTE	$0.02	$0.04	$0.06	$0.09	$0.09	$0.12
8 AM - 8 PM EACH ADD'L MINUTE	$0.01	$0.02	$0.04	$0.07	$0.07	$0.10
OTHER TIMES & HOLIDAYS FIRST MINUTE	$0.01	$0.02	$0.03	$0.045	$0.045	$0.06
EACH ADDITIONAL MINUTE	$0.01	$0.01	$0.02	$0.035	$0.035	$0.05

LOCAL CALLING PLANS (Cont'd)

For further detail regarding the Area Calling Plan's Calling Bands and Usage Rates, visit
www.goarriva.com and follow the link to the Product Guide and select Price List. See page 20 of the Price List.

CUSTOMER INFORMATION

10-Digit Dialing
To complete local calls, you will need to dial the three digit area code and then dial the seven-digit telephone number. Local calls dialed with only seven digits will not be completed and a recording will inform you that your call cannot be completed as dialed. Be sure you have updated all of your calling services, automatic dialing equipment, or other types of equipment that may be programmed to complete calls to former seven-digit local numbers. Some examples are life safety systems or medical monitoring devices, PBXs, fax machines, fire and burglar alarms and security systems or gates, speed dialers, mobile or other wireless telephone contact lists, call forwarding settings, voicemail services and other similar functions.

Directory Listings
Your name will be added automatically to our directory when you have a telephone installed unless you request a Non-Published Number. Additional Residence Listings are for other people in your household who wish to be listed separately in our directory. Additional Business Listings can put your name as well as your business name in the directory. Alternate Call Listings refer calling parties to another telephone number outside of business hours or if there is no answer on the first-listed number. Every effort is made to make the directory as accurate as possible. If an error occurs, please advise the business office at 662-741-2559 so the listing can be corrected and reposted online.

Telemarketing / Solicitation Calls
State and national "No Call Lists" have been established to help telephone customers reduce the number of unwanted calls from telemarketers. Consumers may add their names and telephone numbers to the lists at no charge. Those wishing to be placed on the Mississippi No Call Telemarketing list may call the Mississippi Public Service Commission at (866) 622-5567; you may enroll online at the MPSC website (www.psc.state.ms.us); or contact the MPSC by mail at:

> Mississippi Public Service Commission
> Mississippi No Call Program
> Post Office Box 1174
> Jackson, MS 39215-1174

To be placed on the National Do-Not-Call Registry, contact the Federal Trade Commission by dialing toll free (888) 362-1222 or register online at www.donotcall.gov.

CUSTOMER INFORMATION (Cont'd)

Prosecuting Fraudulent Callers
For your protection, monitoring equipment and procedures enable Arriva to detect and investigate fraudulent calls. The law provides that it shall be unlawful for any person to obtain or attempt to obtain telephone service by fraudulent means with the intent to avoid payment for lawful charges. This includes not only the obtaining of local services but the obtaining of long distance services by fraudulent schemes, devices, means or methods, with intent to avoid payment. Any person or persons violating the provisions of this section shall be guilty of a misdemeanor, and upon conviction thereof will be punished by imprisonment, by fine, or both in the discretion of the court.

Unwanted Phone Calls
If you do not want to talk to a person selling a product or declaiming a service by telephone, just say "No, thank you," and hang up.

If you're bothered by harassing or anonymous telephone calls, here are some solutions:
   • Use Call Block *60 (see page 24 of this directory for details).
   • Use Call Trace *57 (see page 22 of this directory for details).
   • Hang up immediately at the first obscene word.
   • Do not talk to the caller.
   • Do not give the offending caller any information or let them know if you are alone.

If the problem persists, you should report it to your local law enforcement agency. Keep a record of the dates and the time-of-day of each call and note the caller's gender, voice, accent and comments. It is a crime to make harassing, obscene, or anonymous telephone calls under federal and state laws.

Obscene & Harassing Calls
Any person who shall be convicted of a violation of the obscene and harassing calls laws shall be fined not more than $500 or imprisoned in the county jail for not more than six months; fined and imprisoned; or sentenced to the custody of the Department of Corrections for not more than two years. Any person violating these laws may be prosecuted in the county where such conversation originated in Mississippi. If it originates outside of Mississippi then such person shall be prosecuted in the county to which the call is transmitted.

Arriva is concerned about obscene and harassing calls. You do not have to talk or listen to such calls - just hang up. If the calls persist, contact the Arriva Business Office. If a threat is made at any time, you should contact the police.

Underground Cable Or Conduit
Mistakes can be costly! Two days before you start to dig on your property, dial 811. You may be digging into underground telephone cable or conduit. For more information concerning the locations of underground cable, call Mississippi 811. This is a free service to the public. Visit the Mississippi 811 website at www.ms811.org.

CUSTOMER INFORMATION (Cont'd)

Relay Service For Hearing Or Speech Impaired Customers
Mississippi's Telephone Communications Center for Disabled Customers gives assistance to people with special communication needs, i.e., those with speech, hearing, visual, and motion impairments.

If you want information about telephone equipment, contact a retail supplier of your choice. The sale of telephone equipment is a competitive business, so Arriva cannot recommend particular suppliers to you.

The Mississippi Relay Service is available 24 hours a day, every day, for assistance in placing Relay Calls. If you are a TDD user and wish to call a person or business that does not have TDD, or if you are hearing without access to a TDD and wish to call a TDD user, you may call the Mississippi Relay Service by dialing these numbers: Voice: 1-800-855-1000   TTY: 1-800-582-2233   TDD: 1-800-885-1155.

Relay Service For Hearing Or Speech Impaired Customers (Cont'd)
Calls placed through the Mississippi Relay Service will be billed at AT&T, T-Mobile, or Arriva rates. There is no additional charge for the Relay Service. Visit the Mississippi Relay Service at mississippirelay.com.

The Mississippi Relay Service will not complete calls to:
- "900", "976" or "700" Services
- Time or Weather Recorded Messages
- Informational Recordings
- Coin Telephone Sent-Paid Calls
- Operator Handled Conference Service and other teleconference calls.
- Calls Billed to Credit Cards Other than those issued by AT&T or T-Mobile.
- Calls are not completed to recorded messages due to difficulty in typing and relaying a recording with just one attempt. Please keep in mind that recorded messages are typically at a faster pace than live conversation.

Exemptions From Operator Service Charges
If a physical impairment prevents you from placing telephone calls yourself, we do not want you to pay the added costs of having the Operator place the call for you. Call (662) 741-2559 to see if you qualify for exemption from the usual charges for Operator-assisted calls. This exemption applies only to your home telephone service.

Exemptions From Directory Assistance Charges
If an impairment makes it impossible for you to look at numbers in the directory, call (662) 741-2559 to see if you qualify for exemption from charges for calls to the local Directory Assistance. This exemption would apply only to your home telephone service.

What Is TDD Service?
TDD's (Telecommunications Devices for the Deaf) are typewriter-like devices that permit hearing or speech impaired persons to communicate via their telephone lines with other TDD users. The telephone receiver fits into an acoustic coupler on the typewriter-like device and permits the users to type messages back and forth.

CUSTOMER INFORMATION (Cont'd)

What Is TDD Service? (Cont'd)

If you or someone in your household is hearing or speech impaired and uses a TDD, your home telephone service may be eligible for a discount on long distance calls that you dial yourself to telephone numbers within your Regional Calling Area. To get the discount, the impaired person must be certified with Arriva. Applications are available at the local business office and agencies which provide services for those with hearing and/or speech disabilities.

TDD users can have a listing in the directory to indicate a TDD requirement. TDD users can have their telephone number appear in the directory with or without a street address, e.g., 1) Smith, JJ TDD 123 Allen Rd 800-555-8888 and 2) Smith, JJ TDD 800-555-8888. "TDD" following a listed name indicates the telephone can be answered using a Telecommunications Device for the Deaf. TDD communications can take place over the line via another TDD.

Number Changes
The Telephone Company reserves the right to and may, at its discretion, change a customer's telephone number.

Rates and Terms & Conditions
FTC's Original Tariff #1 which showed rates, terms and conditions, and regulations for telephone services and facilities were approved by the Mississippi Public Service Commission (MPSC).

Get copies of the MPSC-approved FTC dba Arriva Connect Tariff #2 and the Price List which includes service rates and service terms and conditions by visiting online www.goarriva.com.

TELEPHONE EQUIPMENT INFORMATION

Telephone Trouble? Is The Problem Your Telephone Set Or The Local Network?
If you have more than one plug-in telephone, unplug the one you were using when you noticed the problem. Then plug another telephone into the same outlet to see if the problem still exists. If it does not, the problem is probably with the first telephone. If your telephones are not plug-in, but you have more than one, try using another telephone to determine whether problems are in the line or in the equipment.

Optional Inside Wire Maintenance Service Plan
We provide an optional Maintenance Plan to help our single- and multi-line home and business customers (excluding those with key sets) avoid the possible expenses of costly repairs. With this option, Arriva maintains and repairs telephone wiring inside a home or office without repair fees. The service applies to all wiring installed and maintained according to industry standards, regardless of who installed it. This service covers the wiring up to and including the jacks where telephones are connected. The monthly charge for this Inside Wire Maintenance Service is not optional for semipublic telephones. Call the business office at (662) 741-2559 for information on our Inside Wire Maintenance Service Plan for Key and PBX Services.

Recording Telephone Calls
It is illegal to record in-person or telephone conversations under Mississippi law without the consent of at least one party in the conversation, or with the intent of committing a criminal or tortious act. Violations can result in fines, imprisonment, and/or civil damages. In some states, all the parties in the telephone conversation must agree to the recording. Before recording a telephone call, you'll want to check the legal restrictions that may exist when calling persons who live outside of Mississippi.

MS Code § 41-29-531 (definition), § 41-29-533 (penalty), § 41-29-529 (civil damage

Telephone Receiver Off The Hook
At times you may not wish to receive incoming calls. Please do not keep the receiver off the hook as this unnecessarily congests the switching equipment. In some cases, we may have to disconnect your line to avoid overloading the equipment. When this occurs, your telephone will not work until it is reconnected in our switching office. We suggest if your telephone is equipped with a jack, simply unplug it.

Attachments To Telephone Equipment
Attachments connected to the telephone company's lines must be in compliance with company conditions found online at www.goarriva.com. Attachments to telephone equipment must also comply with Federal Communications Commission (FCC) regulations. Repairs required by the Telephone Company caused by customer owner equipment will be billed to the customer.

TELEPHONE EQUIPMENT INFORMATION (Cont'd)

Telephone Safety
The telephone is one of the safest appliances in your home or office. However, there are a few situations where a telephone user needs to be cautious. You should not use a telephone while you are in the bathtub, shower, or pool. Immersion of the telephone or handset in water could cause electrical shock.

You should avoid using a telephone during an electrical storm in your immediate area. In stormy weather, calls of an urgent nature should be brief. There is a remote risk of a dangerous electrical shock from lightning when using the telephone during a nearby electrical storm.

If you think you have found a gas leak, you should not use a telephone in the vicinity of the leak until the leak is repaired. The telephone contains electrical contacts that could generate a tiny spark when you lift the handset and dial. While unlikely, it may be possible for this spark to trigger an explosion if the gas concentration is high enough.

CUSTOM CALLING FEATURES

Call Waiting
Call Waiting allows you the option to receive another call while you are using your telephone. If you are on a call, you will know someone else is trying to call you when you hear a brief tone signal.
   1. To answer a second call, press and release the receiver button for 1/2 second. Your first caller will be placed on hold and you will then be connected to your second caller.
   2. To return to your first caller, press and release the receiver button again and you will be switched back to your first caller. You may switch back and forth between the two calls as often as you wish.

If you don't want to be interrupted on a call, you may temporarily cancel Call Waiting. To activate, follow the steps below before making a call.
   1. Listen for a dial tone;
   2. If you have a touchtone set, dial *70. If you have a rotary set, dial 1170;
   3. Listen for a second dial tone;
   4. Dial the number you wish to call.

To temporarily cancel Call Waiting while a call is in progress, you must already be subscribed to Call Waiting and Three Way Calling. To activate follow the steps below while your call is in progress.
   1. Press the receiver button for 1/2 second to place your caller on hold;
   2. Listen for a dial tone;
   3. If you have a touchtone set, dial *70. If you have a rotary set, dial 1170;
   4. Press the receiver button again for 1/2 second and you will be returned to your original call;
   5. Remember that you cannot cancel Call Waiting while a call is in progress and another caller is trying to reach you. Call Waiting automatically reactivates when you hang up.

CUSTOM CALLING FEATURES (Cont'd)

Three Way Calling
This service allows you the capability to add a third person to your conversation. To activate Three Way Calling, follow the steps listed below:
1. Press and release the receiver button so that your first call will be placed on hold. You should hear three short beeps and then a dial tone.
2. Dial the third person's telephone number. You will be able to speak with this third person before adding the original caller.
3. To begin your three way calling conversation, press and release the receiver button again and all three parties should then be on the line.

   If the original party hangs up, you may add another third party by repeating the steps above.

   To disconnect the third party, press the receiver button twice. You may then add a different third party. All parties are disconnected when you hang up.

Speed Calling
Speed Calling gives you the opportunity to reach frequently called numbers by dialing an assigned code. You can set up either a one-digit Speed Calling Code (2 through 9), or a two-digit Speed Calling Code (20 through 49). To set up Speed Calling numbers, follow the steps listed below:
1. Dialing 74 will allow you to set up a one-digit Speed Calling Code. If you have Touchtone, dial *74 and listen for a dial tone. If you have rotary, dial *74 and listen for a dial tone.
   Dialing 75 will allow you to set up a two-digit Speed Calling Code. If you have Touchtone, dial *75 and listen for a dial tone. If you have rotary, dial 75 and listen for a dial tone.
2. Listen for three short beeps and a steady dial tone.
3. Enter the Speed Calling Code you wish to assign (2 through 9 or 20 through 49.)
4. Dial the desired number and then press the # key. You should then hear another three short beeps. This indicates your speed dialing number has been stored. Continue to enter other Speed Calling Codes using steps 1-4 above.

CUSTOM CALLING FEATURES (Cont'd)

Call Forwarding

Call Forwarding allows you to transfer incoming calls to any telephone. To activate Call Forwarding, follow the steps listed below.

1. If you have touchtone, dial *72. If you have rotary, dial 72.
2. Listen for a dial tone (In some areas, you may hear three short tones and then a dial tone), and dial the number you want your calls forwarded to.
3. Listen for two short tones followed by the normal ringing sound (In some areas, you may only hear the normal ringing sound.) When the calling party answers, tell them you are forwarding your calls to their number. Once you hang up, Call Forwarding will have been established.
   To cancel Call Forwarding, for touchtone dial *73, and for rotary dial 73. Listen for two or three short tones, followed by a steady dial tone. In some areas, you may only hear two or three short tones. Call Forwarding has been cancelled.

Call Forwarding Busy Line

This feature automatically routes calls to another preselected telephone number at another location whenever your line is busy. When ordered, you specify the preselected telephone number to receive your calls and it is programmed in Arriva's Central Office. If the telephone number your calls are forwarded to is busy, the caller will receive a busy tone.

Call Forwarding Does Not Answer

This service automatically routes calls placed to your number that are not answered at your premise within a designated number of rings to another preselected telephone number. When ordered, you specify the preselected telephone number to receive your calls It is then programmed Arriva's Central Office.

Customer Control Of Call Forwarding Busy Line

This service provides you the ability to selectively activate and deactivate the Call Forwarding Busy Line feature from your telephone line by using dial codes. When ordered, you specify the preselected telephone number to receive your calls which is then programmed in Arriva's Central Office.

To activate, press *82 from a touchtone phone (rotary, dial 82.) Listen for beeps followed by a steady dial tone. To activate while on a conversation (you must be subscribed to three way calling to use this feature), press the receiver button for one second to put your caller on hold and wait for a dial tone. Then, press *82 from a touchtone phone (rotary, dial 82) and listen for beeps followed by a steady dial tone. Finally, press the receiver button again to resume conversation. To deactivate, press *83 from a touchtone phone (rotary, dial 83), and listen for beeps followed by a steady dial tone.

CUSTOM CALLING FEATURES (Cont'd)

Customer Control Of Call Forwarding Does Not Answer This service provides you the capability to selectively activate and deactivate the Call Forwarding Does Not Answer feature from your telephone line by using dial codes.

When ordered, you specify the designated number of rings and the preselected telephone number to receive your calls, and it is programmed in the telephone company's central office. To activate, from a touchtone phone press *77 (rotary, dial 77). Listen for a series of beeps followed by a steady dial tone. to deactivate, from a touchtone phone, press *78 (rotary, dial 78). Listen for a series of beeps followed by a steady dial tone.

Remote Access To Call Forwarding This service provides you the capability to remotely activate or deactivate Call Forwarding from any touchtone phone. You do not have to wait for an answer to activate Call Forwarding. To use this service, just listen to the instructions after dialing the Special Access Number. To activate, follow the steps listed below.
1. Dial the Special Access Number.
2. Dial your 10-digit home or office telephone number that has Remote Access to Call Forwarding.
3. Dial your Personal Identification Number.
4. Dial *72.
5. Dial the number to which you want your calls forwarded to. If you have to dial a "1 + Area Code" to reach this number from your home or office, then be sure to include the "1 + Area Code." The forwarded-to-number dialed may be repeated to allow for correction if dialed incorrectly.

Depending upon your area, you may hear either a recorded announcement, a fast busy signal, or a series of beeps, followed by a steady dial tone as confirmation that Remote Access to Call Forwarding has been activated.

To deactivate, follow the steps listed below.
1. Dial the Special Access Number.
2. Dial your 10-digit home or office telephone number that has Remote Access To Call Forwarding.
3. Dial your Personal Identification Number.
4. Dial *73.

Please be aware that you have three chances to enter the correct telephone number that has Remote Access To Call Forwarding and your Personal Identification Number. After three attempts, you will be disconnected and will have to begin again. Please remember that if you forward calls to a number outside of your local calling area, you will incur toll charges.

CUSTOM CALLING FEATURES (Cont'd)

Touchstar® Service

To activate TouchStar® service, you use the "*" and "#" keys on your Touchtone telephones, along with number codes. TouchStar® service works with calls made to or from TouchStar® available telephones. (Excluded are long-distance, party lines, coin telephones, and PBX calls.)

Instructions for using these services are listed below. One of our representatives will be happy to answer your questions about how to operate any of our services. Simply call (662) 741-2559.

Call Return

This feature returns calls to the last number that called you, whether or not you answered the telephone. To use:

1. Listen for dial tone.
2. Press *69 (1169 for rotary or dial pulse telephones) Note: In some areas after pressing *69 or 1169, you will hear the telephone number, date and time of the last call received. If you do not want to return the call, hang up.
3. If the line is:
    - not busy, listen for normal ringing
    - busy, listen for announcement, hang up. You will hear a special ring (short-short-long ring cycle) when the line is free.

To cancel the special ring: press *89 (1189 for rotary or dial pulse telephones), then listen for announcement.

See next page for information on **Repeat Dialing**.

CUSTOM CALLING FEATURES (Cont'd)

Repeat Dialing
This feature automatically redials the last number you dialed. To Use:
1. Listen for dial tone.
2. Press *66 (1166 for rotary or dial pulse telephones.)
3. If the line is:

        • not busy, listen for normal ringing.
        • busy, listen for announcement and hang up. You will hear a special ring (short-short-long ring cycle) when the line is free.

To cancel, press *86 (1186 for rotary or dial pulse telephones), then listen for announcement.

Notes on Call Return and Repeat Dialing When the line is busy:
        • Call Return and Repeat Dialing will automatically attempt to place the call every minute for half an hour.
        • When the line becomes free you will hear a special ring (short-short-long ring cycle).
        • Pick up the receiver and the number you were calling will ring.
        • If you don't pick up, in most areas, the special ring will be repeated every five minutes for the remainder of the half hour, provided the line remains free.

You may place and receive calls while Call Return and Repeat Dialing are trying to reach a busy number. Call Return and Repeat Dialing are capable of monitoring more than one busy telephone number at a time. Your telephone will signal you with a special ring when one of these numbers becomes available; however, you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored. If you use Call Return and Repeat Dialing to a long distance number, you will be billed for a long distance charge.

If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:
        • The number you are trying to call back is not in the TouchStar® serving area.
        • The TouchStar® service is temporarily overloaded and cannot complete the call. Try again.

See next page for information on **Call Tracing**.

CUSTOM CALLING FEATURES (Cont'd)

Call Tracing

This feature allows you to initiate an automatic trace of the last call you received. Your telephone company Annoyance Call Center will automatically receive a message containing the telephone number where the obscene or abusive call originated (if within the TouchStar® service area), plus the time and date of the call. It is necessary, however, to call the Annoyance Call Center before the end of the next business day and report the date and time of the calls to be investigated.

Call Tracing is available either by subscription, with a monthly service charge, or on a per-call basis whether you subscribe to TouchStar® services or not. Subscribing to Call Tracing entitles you to an unlimited number of traces for a set fee each month. Customers who do not subscribe to the monthly service are billed per call for each successful trace. On both offerings, only calls originating from within a TouchStar® services area may be traced. To use:

1. Hang up after receiving the abusive call.
2. Listen for dial tone.
3. Press *57 (1157 for rotary or dial pulse telephones), then listen for announcement.
4. Call the Annoyance Call Center before the end of the next business day at (662) 741-2559.

Notes:
• It is essential that the Call Tracing action, pressing *57 (or 1157) be done immediately after you hang up the telephone following the offending call. If you delay taking action and receive a subsequent call, Call Tracing will not trace the original number.
• When you use Call Tracing, you will <u>not</u> be given the telephone number you are tracing or the person's name.
• Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.
• In the case of an emergency, contact your local law enforcement agency.
• The Annoyance Call Center must have two confirmed traces of the same number in order to take further action. Therefore, it is important to activate Call Tracing each time an abusive call is received.
• When calling the Annoyance Call Center, identify yourself as a Call Tracing customer. You will need to provide the time and date of the offending call.
• In the event that a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.

See next page for information on **Call Selector**.

CUSTOM CALLING FEATURES (Cont'd)

Call Selector
This feature screens incoming calls. You begin by making your list of up to six "selected" numbers after accessing your Call Selector service. (See "Making and Changing Lists," below.) Your phone will signal you with a special ring (short-long-short ring cycle) when someone from your list is calling.

To access your Call Selector service, press *61 (1161 for rotary or dial pulse telephones), then listen for instructions. (In some areas, to turn on Call Selector you must dial 3 after accessing the Call Selector service.)

To add a telephone number to your list:
1. Press # (12 for rotary or dial pulse telephones).
2. Dial the number then press #.

To add the telephone number of the last call you received to your Call Selector list, even if you do not know the number, see "Making And Changing Lists" (below).

To turn off your Call Selector service, press *81 (1181 for rotary or dial pulse telephones), then listen for an announcement. (In some areas, to turn off Call Selector you must dial 3 after accessing the Call Selector Service.)

Notes:
•This service also works when you are talking on the telephone, if you also subscribe to Call Waiting service. You will be able to identify incoming calls from your list, because you will receive a special tone (three beeps).
• While the numbers on your Call Selector list provide a distinctive ring, there is not a separate ring for each number. So when you hear the distinctive ring, you will not know which one of the Call Selector numbers is calling.
• If one of your numbers is also on your Call Blocklist, you must turn off Call Block before using Call Selector for that number.

See next page for **Call Block**.

CUSTOM CALLING FEATURES (Cont'd)

Call Block
Call Block allows you to block calls from up to six numbers. You can either block selected numbers ahead of time (See "Making and Changing Lists," below) or block repeat calls. In either case the caller is rerouted to a recorded message and your telephone does not ring. You always begin by accessing your Call Block services.

To Access your Call Block service, press *60 (or 1160 for rotary or dial pulse telephones), then listen for instructions. (In some areas, to turn on Call Block you must dial 3 after accessing the Call Block service.)

To add the last calling party after receiving an unwanted call (you do not know the number):
1. Press # (or 12 for rotary or dial pulse telephones)
2. Dial 1 then press #. Numbers which have been added to your list using this method will be termed "private entries" when your list is reviewed.

To turn off your Call Block service, press *80 (1180 for rotary or dial pulse telephones), then listen for announcement. (In some areas, to turn off Call Block you must dial 3 after accessing the Call Block service.)

Notes:
• If a number is on one of your other lists (Call Selector or Preferred Call Forwarding) in addition to Call Block, Call Block will override the others.
• When you put a telephone number on your Call Block list, callers from that number will hear the following message when they call you "Your call has been properly delivered, but the number you are calling has its Call Block service activated. Calls from your number are not being received by the called party."

Preferred Call Forwarding
This feature allows you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your Preferred Call Forwarding list. You begin by making your list of up to six "preferred" numbers after accessing your Preferred Call Forwarding service. (See "Making and Changing Lists," below)

To access your Preferred Call Forwarding service, press *63 (1163 for rotary or dial pulse telephones), then listen for instructions. (In some areas, to turn on Preferred Call Forwarding you must dial 3 after accessing the Preferred Call Forwarding service.)

Note: After accessing your Preferred Call Forwarding service you must either enter or confirm the number to which you want your calls forwarded.

To add a telephone number to your list:
1. Press # (12 for rotary or dial pulse telephones)
2. Dial the number, then press #.

Preferred Call Forwarding is continued on next page…

CUSTOM CALLING FEATURES (Cont'd)

Preferred Call Forwarding (Cont'd)
To add the telephone number of the last call you received to your Preferred Call Forwarding list, even if you do not know the number, see "Making and Changing Lists," below,

To turn off Preferred Call Forwarding, press *83 (1183 for rotary or dial pulse telephones), then listen for announcement. (In some areas, to turn off Preferred Call Forwarding you must dial 3 after accessing the Preferred Call Forwarding service.)

Note: If one of your numbers is also on your Call Block list, you must turn off Call Block before using the Preferred Call Forwarding for that number.

Making And Changing Lists
The following describes how to make your lists of telephone numbers when using Call Selector, Call Block, and Preferred Call Forwarding. The procedure is the same for all three services. You will have a separate list for each service and you may have up to six telephone numbers on each list. You need not completely fill a list in order to use that service. You will also receive recorded instructions when using each of the services; however, you may dial during these instructions for faster service.

Attention: The first step when making any list additions or changes is to access that particular service by dialing the access code.

To put a telephone number on your list:
1. Press # (12 for rotary or dial pulse telephones.)
2. Dial the number, then press #.

To put a telephone number of last call you received on your list:
1. Press # (12 for rotary or dial pulse telephones.)
2. Dial 1, then press #. Numbers which have been added to your list using this method may be termed "private entries" when your list is reviewed.

To hear the telephone numbers on your list, dial 1. You may dial 7 immediately after hearing a number to remove that telephone number from your list. However, you will not be able to hear the numbers that have been added without your knowing the number (for example, if you had at some point added the last calling party). Private entries can be removed only as a group, by dialing 9.

To remove a telephone number from your list:
1. Press * (11 for rotary or dial pulse telephones.)
2. Dial the number, then press *.
3. You will not be able to hear the numbers of your "private entries", numbers that have been added without your knowing the number (for example, if you had at some point added the last calling party).

Making and Changing Lists continues on the next page…

CUSTOM CALLING FEATURES (Cont'd)

Making and Changing Lists (Cont'd)
Private entries can be removed only as a group, by dialing 9.

To hear the instructions repeated, Dial 0.

Notes:
If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:
• You tried to enter an invalid or nonworking telephone number.
• You tried to enter a number that's outside the Custom Call Feature's serving area.
• You tried to enter your own telephone number.

Caller ID Deluxe
This feature enables you to see the name and telephone number of persons calling before the call is answered. After the first full ring, the caller's name and number appears on the customer-provided equipment display which is purchased separately and attached to your telephone. The type of information and the number of calls that will be displayed are dependent upon the display unit.

The customer-owned Caller ID equipment may be purchased at numerous retail locations. This equipment is not maintained, nor is it the responsibility of Arriva.

To restrict the display of your name and number on a "per call" basis (before making your call) press *67 from a touchtone phone or dial 1167 from a rotary telephone. This is a free service.

LONG DISTANCE CALLING

1 +
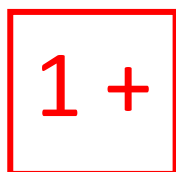
Your Area Code is 662
**All Long Distance Calls Dialed
in Mississippi Require
1 + Area Code + The Number**

Direct Distance Dialing
Rates for calls that you dial yourself are lower than for calls dialed through an operator. Charging begins when the called telephone is answered in person or by an automatic answering machine.

- To call in Mississippi, dial 1 + Area Code + Telephone Number
- To call outside your area code dial 1 + Area Code + Telephone Number

Directory Assistance
Directory Assistance is now easier than ever to use. Telephone numbers, whether local or national, not listed in this publication may be obtained by dialing Directory Assistance at 1-411. Dialing 1-800-555-1212 will provide information on toll free numbers. Mississippi Area Code information may be found in this directory. A charge will apply for Directory Assistance calls.

Credit For Wrong Numbers And Poor Connections
If you dial a wrong number, call the "0" Operator and give the number you attempted to reach. You will be credited for the call.

Fulton Long Distance
Arriva is a complete telephone company offering what no one else can provide for you: Hometown Service. We are dedicated to you and want your telephone services to be top-quality and competitively priced. You will find our customer service department to be user friendly and knowledgeable.

Fulton Long Distance Savings Tips
1. Call anywhere, anytime. There's no extra charge for daytime long distance calls.
2. Save on collect calls to your home. Let us provide you with a Toll Free Number. Set-Up is FREE. Save on every collect call. Toll Free Numbers are especially useful for family members calling home from out of town.
3. Save time. When you call Fulton Long Distance you'll never talk to a machine. We will answer your questions and serve your needs person to person.

LONG DISTANCE CALLING (Cont'd)

Toll Free Calls

You can call free to telephone numbers which are preceded by area codes "800", "833", "844", "855", "866", "877" and "888". A separate Centralized Information Center is maintained for these area code numbers and may be reached by dialing as you would to any other Distant Information Center: Dial 1, a toll free area code, followed by 555-1212.

Mobile-Air-Land Marine Calls

You can make calls to autos, trucks, trains, aircraft, or boats equipped for telephone service. Dial the operator and ask for the Mobile Service Operator or the Marine Operator unless you've been instructed otherwise.

Credit For Service

Should you encounter problems such as misdialed numbers, poor transmission, cut-offs during conversation, or should you need rate and area code information, dial "0" for in-state requests and "00" for the special number of a particular carrier.

International Calls

Calls to most of the world's telephones can be made from your telephone. Dial the operator and give the name of the country you wish to call. Rates and reduced rate periods on calls to other countries differ from those on calls to points in the United States.

Dialing Instructions for station-to-station calls:
1. Dial the International Access Code
2. Dial the country code
3. Dial the city code
4. Dial the local telephone number
5. Press the "#" button if your telephone is equipped with Touchtone dialing (most are).

For example: to place a station-to-station call to Frankfurt, Germany:

> DIAL:
> International Access Code: 11
> + Country Code: 49
> + City Code: 662
> + The Local Telephone Number
> + #

To find a city code or for more information on international dialing, please visit one of the websites below:

> http://www.allareacodes.com/international_dialing_codes.htm
> http://time_zone.tripod.com
> http://countrycode.org

MISSISSIPPI COUNTIES