

HEART of IOWA

Voice Services

VOICE FEATURES

Telemarketer Screening $2.50

Telemarketer screening service intercepts telemarketers, unknown callers and callers who have their number blocked from displaying on Caller ID.

Dial *58 from your home phone.

Note: During your initial access only, you will be prompted to choose which language you wish to hear the options in. After the initial selection, all menus and prompts will be presented in that language.

Press 1 To **ADD** a number to your Blocked List

Press 2 To **REMOVE** a number from your Blocked List

Press 3 To **REMOVE ALL** numbers from your Blocked List

Press 4 To **ADD** a number to your Allowed List

Press 6 To turn the Entire service **ON.**

Press 7 To turn the Entire service **OFF.**

Press 8 To **BLOCK** Private Callers
Press 9 To **ALLOW** Private Callers
Press * To **REPEAT** menu options

If you wish to add the last caller's number to your **BLOCKED** List, simply hang up and DIAL *59.

Prices shown do not include regulatory fees and taxes.
All fees are monthly unless stated as "one-time fees".

Calling Features

Call Forward Busy..... $1.50
Call Forward Don't Answer..... $1.50
Call Forwarding..... $1.50
Call Hold..... $1.50
Call Return/Auto Recall..... $1.50
Caller ID Blocking/Per Line..... $2.00
Caller ID Block/Per Call..... Free
Caller ID Name & Number..... $3.50
Caller ID Name/Number with Call Waiting..... $5.00
Distinctive Ringing..... $2.00
Fixed Call Addressing..... $1.50
Personal Ringing..... $2.00
Repeat Dialing/Automatic Call Back..... $1.50
Selective Call Acceptance..... $2.00
Selective Call Forwarding..... $2.00
Selective Call Rejection..... $2.00
Speed Dial 30..... $3.00
Speed Dial 8..... $1.50

Voice Messaging Service

- **Basic Voice Mail** **$4.95**

  15 day message retention • 30 days saved message retention • 21 stored message capacity • 20 minutes maximum capacity • 3 minute message length • Auto login option • Message waiting indication • Daily notification • Email notification • Email only notification • Announcement only option

- **Expanded Voice Mail** **$6.95**

  15 day message retention • 30 days saved message retention • 21 stored message capacity • 20 minutes maximum capacity • 3 minute message length • Auto login option • Message waiting indication • Daily notification • Email notification • Email only notification • Announcement only option • Message forward option • Multiple associated number option

- **Deluxe Voice Mail** **$9.95**

  15 day message retention • 30 days saved message retention • 21 stored message capacity • 20 minutes maximum capacity • 3 minute message length • Auto login option • Message waiting indication • Daily notification • Email notification • Email only notification • Announcement only option • Pager notification • Memo option • Allow out dial • Distribution List Option • Additional mailboxes, $1.95/each

Heart of Iowa Toll Free Calling

All customers who have Heart of Iowa long distance service can call all Heart of Iowa customers toll free, even when it is necessary to dial 1 + the area code.

Albion · Conrad/Beaman · Eldora · Gladbrook · Green Mountain · Grundy Center · Haverhill/Van Cleve · Laurel · Le Grand · Liscomb · Marshalltown · New Providence · Steamboat Rock · Union/Whitten/Bangor/Gifford

Local Calling

Albion - Ferguson, Green Mountain, Haverhill, Laurel, Liscomb, Marshalltown, New Providence, Union/Whitten

Conrad/Beaman - Liscomb, Marshalltown, Union/Whitten

Eldora - Hubbard, New Providence, Steamboat Rock, Union/Whitten

Ferguson - Albion, Gilman, Green Mountain, Haverhill, Kellogg, Laurel, Liscomb, Marshalltown New Providence, Union/Whitten

Green Mountain - Albion, Ferguson, Haverhill, Laurel, Liscomb, Marshalltown, New Providence, Union/Whitten

Grundy Center - Holland, Morrison, Wellsburg

Haverhill - Albion, Ferguson, Gilman, Green Mountain, Kellogg, Laurel, Liscomb Marshalltown, New Providence, Union/Whitten

Laurel - Albion, Ferguson, Gilman, Green Mountain, Haverhill, Kellogg, Liscomb, Marshalltown, New Providence, Union/Whitten

Liscomb - Albion, Conrad/Beaman, Ferguson, Green Mountain, Haverhill, Laurel, New Providence, Marshalltown, Union/Whitten

New Providence - Albion, Eldora, Ferguson, Green Mountain, Haverhill, Laurel, Liscomb, Steamboat Rock, Union/Whitten

Steamboat Rock - Eldora, New Providence, Union/Whitten

Union/Whitten - Albion, Conrad/Beaman, Eldora, Ferguson, Green Mountain, Haverhill, Laurel, Liscomb, New Providence, Steamboat Rock

Le Grand - Marshalltown

Marshalltown - Albion, Conrad/Beaman, Ferguson, Green Mountain, Haverhill, Le Grand, Liscomb, Melbourne, Rhodes, State Center

*All calls to Marshalltown & cellular numbers may not be local.

Three Digit Dialing

211 - Community Services
Where you go when you don't know where to turn for help, acting as a point of contact for thousands of social service programs.

311 - Municipal Government Services
Provides access to non-emergency municipal services.

411 - Directory Assistance
Phone number information charges may apply.

511 - Traffic and Transportation Information
Road conditions, highway construction, accident information & speed cameras.

611 - Heart of Iowa Office
Service and technical support.

711 - Telecommunications Relay Services
For hearing or speech impaired.

811 - Iowa One Call
Call before you dig.

911 - EMERGENCY
Police, Fires, Medical.

988 - Suicide and Crisis Lifeline
If you need emotional support, reach out to the national mental health hotline: 988.

20-Way Conference Bridge

Conducting conferences over the phone saves time and money. It's easy. Just follow these instructions below:

- Invite from 3 - 20 people to your meeting. Send them a notice via email, mail or telephone.
- Provide your attendees a 5-digit PIN # - you create your own unique 5-digit PIN # (EX.54321). You can use the same PIN # each time or create a different one for each meeting.
- Provide attendees with the meeting telephone number 641-486-9000, date and time of your meeting, and the 5-digit PIN #.
- Attendees enter your meeting by calling 641-486-9000. When prompted for the Conference Identification Number, attendees enter the 5-digit PIN # and are joined into the meeting.

SMART RURAL COMMUNITY GIG-CERTIFIED PROVIDER

HEART of IOWA

heartofiowa.coop • 641-486-2211

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