BELLSOUTH® VOICE MAIL SERVICE FOR BUSINESS

Makes traditional answering systems look obsolete

Finally — here's a messaging service designed especially for business productivity. It's **BellSouth Voice Mail Service for Business**, and it's loaded with all the features you need to run your business more efficiently.

- Send and receive messages anytime, from any touch-tone phone
- Give your callers the convenient option of reaching a receptionist when you're already on the phone, instead of getting a busy signal
- Receive notification on your pager or cell phone when you have messages (specify all messages or urgent messages)
- Enjoy one main mailbox and up to 3 submailboxes (available in most areas)
- Assign passwords to keep messages private

▶ **Two items to keep in mind:**

1. You <u>must</u> call your mailbox to listen to messages or use any voice mail feature. Please refer to your order confirmation letter for your voice mail access number and temporary password.

2. You <u>must</u> set up your mailbox before using it. See the "Set up your main mailbox" section for instructions.

A few useful details about BellSouth Voice Mail Service for Business:

- Callers can leave messages up to two minutes long
- Your mailbox holds up to 80 new and saved messages — when your mailbox is full, callers are asked to call again
- New messages are stored for 14 days and then erased automatically
- Saved messages are stored for seven days and then erased automatically

Hint: Be sure you wait until the date your voice mail service is scheduled to begin before you set up your mailbox.

Did you know?

You can send messages to other BellSouth Voice Mail subscribers and reply to messages they leave you! The send, reply, and forward features allow voice mail messages to be sent from one BellSouth voice mailbox to any other BellSouth voice mailbox in the nine-state BellSouth area.

▶ ## Set up your main mailbox

If you want to:	Do this:
Call your mailbox	Press ✳ 9 8 from your office phone and enter password if requested. If you're away from the office, you have two options: **1)** dial the voice mail access number, press ✳ , and enter your mailbox number, or **2)** dial your office number, press ✳ during the greeting, and follow the voice instructions.
Set up your main mailbox	Access your voice mail by following "Call your mailbox" instructions above. At prompt, enter your temporary password. Enter your new 4- to 10-digit password, followed by # . Record the name that will be heard for your mailbox. Establish a greeting for callers to hear when the line is busy. For standard busy greeting, press 1 , or to hear a personal greeting press 2 . (Busy greeting not available if your voice mail service has submailbox service.) Select or record a greeting for callers when the call is not answered. For standard greeting, press 1 , or record a personal greeting by pressing 2 .
Find out if you have new messages	Lift your handset. If you hear a "stutter" dial tone, you have a new message waiting. If you have special message waiting equipment, you may also see a message waiting light (not available in all areas).
Listen to messages	Call your voice mail service using one of the methods described in "Call your mailbox." Messages will play automatically.

Note: If you dial ✳ 9 8 or call your voice mail access number from your voice mailbox phone and are asked to press ✳ to listen to your messages, then the voice mail number identification link may be temporarily out of order; or if you have the privacy feature, this could be blocking delivery of your number. Press ✳ , then enter your mailbox number and password to enter your mailbox. Additionally, if you have a privacy feature on your telephone line that blocks delivery of your name and number, *98 Access cannot connect you directly to your voice mailbox. If desired, dial ✳ 8 2 to turn off the privacy feature; then dial ✳ 9 8 to gain easy access to your mailbox.

If you want to:	Do this:
Access the main menu	**1** **1** Check unheard messages (autoplay off) **1** Review messages **2** Send a message **4** Check receipt of message **9** Change options **0** More options **✱** Exit voice mail service
Skip your password	To go directly to the mailbox without entering a password each time you call, turn on the Password Skip. Just press **9** **1** **3** **2** at the main menu, and follow the voice instructions. (Initially, Password Skip is set off. Turning Password Skip on is not recommended if you have submailbox service.)
Change your greeting	Press **9** **3** **1** at main menu, and follow voice instructions. If you have Wireline-Wireless Mailbox service, see the section on the Wireline-Wireless feature for instructions on recording greetings.
Set up an extended absence greeting	Press **9** **3** **2** at main menu, and follow voice instructions. If you have Wireline-Wireless Mailbox service, see the section on the Wireline-Wireless feature for instructions on recording greetings. Note: Extended Absence Greeting is not available if you have submailbox service.
Activate/deactivate Autoplay	Initially, your Autoplay feature is activated. That's why new and saved messages are played as soon as you enter your mailbox. To turn Autoplay off/on, press **9** **2** at main menu. If you hear "General Options," press **1**. Press **6** for Autoplay, and follow the voice instructions.

Did you know?

More than one office phone number can share your voice mailbox. These "transfer mailboxes" will use the password assigned to the main mailbox when calling the mailbox. In addition, the same (main mailbox) greeting will be played when calls to "transfer mailboxes" are not answered. Plus, if you have Wireline-Wireless Mailbox service, see the Wireline-Wireless Mailbox section to learn how your wireless phone can conveniently share your BellSouth mailbox.

BELLSOUTH HELP LINE
1.866.620.6000

DETAILS AND INSTRUCTIONS
bellsouth.com/smallbusiness

If you want to:	Do this:
Replay/save/erase/reply/ pause messages	While reviewing a message, you have the following options: **Press:** `1` to replay message `2` to save message `3` to erase message `4` to reply to sender `5` to forward a copy of message `6` to hear date/time message received `7` to rewind message 5 seconds `8` to pause message 20 seconds `9` to advance message 5 seconds `*` to return to previous menu `#` to skip message `0` for more information
Reply to message from another BellSouth voice mailbox	After listening to the message, you'll hear: "Press `4` to reply to the message." Record your message, then press `#`. Follow the voice instructions and press: `1` to send the reply `2` to re-record the reply `3` to listen to your reply `4` to choose delivery options `*` to exit without sending the reply
Forward message to another BellSouth voice mailbox	Press `5`. (Note: Messages marked "private" cannot be forwarded.) Enter destination number (mailbox, submailbox, or group list number), and press `#`. Press `1` to continue, or follow the voice instructions to change or add a destination number. Record an introduction to the message, then press `#`. Follow the voice instructions and press: `1` to send the message with your introduction `2` to re-record the introduction `3` to listen to your recorded introduction `4` to choose delivery options `*` to exit without forwarding the message
Send a message	At main menu, press `2`. Enter destination number (mailbox, submailbox, or group list), press `#`, and follow voice instructions. Record your message, then press `#`. Follow the voice instructions and press: `1` to send the message `2` to re-record the message `3` to review your message `4` to choose delivery options `*` to exit without sending the message

Hint: Need assistance? Press `0` .

If you want to:	Do this:
Assign delivery options	After recording your message, you can select a delivery option: `4` `1` to mark message urgent `4` `2` to mark message private `4` `3` to specify future delivery `4` `4` to mark message for return receipt You can mark a message with more than one delivery option. After selecting one option, press `2` to add another option.
Schedule future delivery of message	Record up to 30 messages for delivery (up to one year in the future). If you do not schedule a delivery time, your message will be sent instantly. Record your message, and press `4` `3` for delivery options. Then select one of the following: `1` to schedule delivery on a specified date, or `2` to specify a day of the week for delivery When scheduling a message for delivery to someone outside your time zone, set the time of delivery based on your time zone, not the recipient's.

If you want to:	Do this:
Create group lists (send messages)	Create up to 15 lists, with up to 25 entries per list. To create a group list, from the main menu press: `9` `2` (if you hear "General Option" press `1`) `2` for group lists `1` to create a group list Follow the voice instructions to assign a 2-digit group number (11 – 25), and record a name for the group. Then press `#`. Follow the voice instructions to enter each 10-digit mailbox number or 1-digit submailbox number. Press `1` to listen to the names on your list, or press `*` to exit.

Did you know?

You can update or delete your lists anytime. So you can rest assured knowing you have the most up-to-date group lists, exactly when you need them.

Submailboxes

Provide up to three private submailboxes for your co-workers

- Have individual passwords/greetings, like the main mailbox
- Use the same voice mail access number/telephone number as main mailbox
- Have most of the same capabilities as the main mailbox

Hint: Only the main mailbox can perform certain tasks, such as creating submailboxes or sending messages to BellSouth mailboxes other than submailboxes.
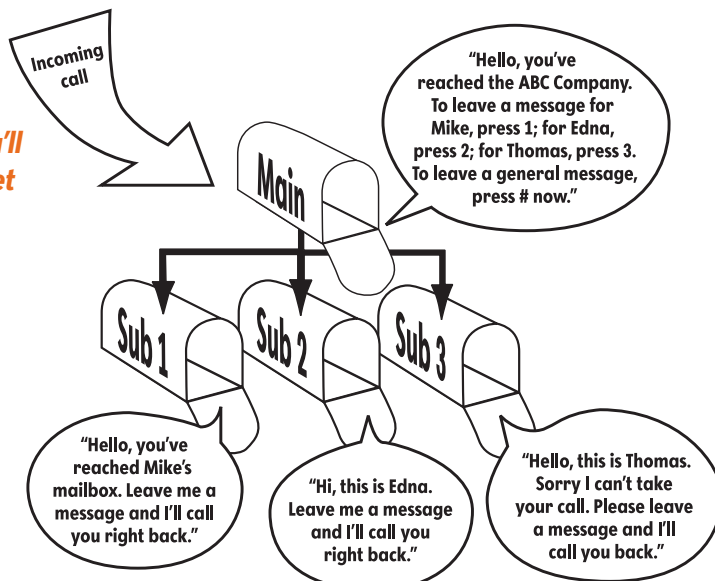
If you want to:	Do this:
Create a submailbox	Press 9 9 from main menu. Enter number of submailbox you wish to create (1, 2 or 3). Write down submailbox number and temporary password for new submailbox owner. Press 1 to keep assigned password. Press 2 to change. Then, press #. Record a name for submailbox. Then, press #. Choose a greeting for callers. Press 1 for standard greeting options, press 2 to record a personal greeting.
Set up a submailbox (after it's created)	Call your mailbox. (See "Call your mailbox" for details.) Enter submailbox password. Press 1 to keep assigned password. Press 2 to change. Follow instructions, then press #. Press 1 to keep assigned name announcement. Press 2 to change. Follow instructions, then press #. Press 1 to keep assigned personal greeting. Press 2 to change. Follow the voice instructions.

With submailboxes, you'll make sure messages get to the right person.

Incoming call

Main

"Hello, you've reached the ABC Company. To leave a message for Mike, press 1; for Edna, press 2; for Thomas, press 3. To leave a general message, press # now."

Sub 1

Sub 2

Sub 3

"Hello, you've reached Mike's mailbox. Leave me a message and I'll call you right back."

"Hi, this is Edna. Leave me a message and I'll call you right back."

"Hello, this is Thomas. Sorry I can't take your call. Please leave a message and I'll call you back."

Submailboxes

Continued...

Important

If a submailbox user forgets a password, you'll need to delete the submailbox and create it again. The submailbox user will need to set up his/her mailbox again. All messages will be lost.

Hint: The main mailbox instructions for accessing and managing messages also apply for submailboxes. Refer to instructions above.

Need to know which key does what? Go to page 34 for Helpful Keys — and discover how easily you can put BellSouth Voice Mail for Business to work for you.

Notification

Receive notification of important messages even when you're offsite

- Find out about messages moments after they're left in your mailbox
- Arrange to be notified by pager or at a telephone number other than your business
- Establish a convenient schedule of when you wish to be notified of messages

DO THIS FIRST:
To use the Notification feature, you must establish a notification schedule. Without a schedule, Notification does not work. Follow these steps to set up your Notification feature.

▶ **Quick-Start Directions**

It's easy — just follow these steps!

1. Press ⑨ from the main menu for personal options.

2. Press ④ to establish or change notification schedules.

Now your Notification schedule is ready to go.*

*Second schedule and temporary schedule telephone notification operates within the same voice mail service area as your basic local calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls except for most toll-free numbers, any toll calls, extended calling area calls, or BellSouth Area Plus calls.

Continued...

If you want to:	Do this:
Turn notification on/off	From the main menu, press [9] [1]. Follow the voice instructions. If you set up a schedule, the notification feature must be turned on.
Establish/change pager notification schedule*	From main menu, press [9] [4] [1]. Follow the voice prompts.
Establish/change second notification schedule** (telephone notification)	From the main menu, press [9] [4] [2]. Follow the voice prompts.
Establish/change temporary notification schedule** (telephone notification)	From the main menu, press [9] [4] [3]. Follow the voice prompts. A temporary notification schedule is one that you might set up for a holiday weekend. Your pager schedule overrides your second schedule. The temporary schedule overrides both the pager and second notification schedules.

Hint: *Your pager display shows all "7s" when a message is left in your mailbox.*

* Note: If you ordered notification service to receive message notification on your cell phone, use the Second Schedule or Temporary Schedule for delivery.

**Second schedule and temporary schedule telephone notification operates within the same voice mail service area as your basic local calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls except for most toll-free numbers, any toll calls, extended calling area calls, or BellSouth Area Plus calls.

Did you know?

With second schedule and temporary schedule notification, your voice mail service calls you at the number you specify to notify you of messages in your BellSouth mailbox. If you answer, you are connected automatically to your voice mail service. Just enter your password to access your mailbox.

A few useful details about Notification to your pager or telephone

For each notification schedule (pager, second, or temporary), you'll be asked to provide the following information:

- The telephone or pager number the system calls to notify you of new messages
- When you want to receive message notifications during weekdays or weekends
- The types of messages for which you wish to receive notification (all messages, urgent messages only, urgent messages from specified callers)
- The preferred time interval for notification (immediately, within one hour, within two hours, etc.)

FaxMail

Add this handy option to receive faxes via your voice mailbox

- Retrieve your fax by phone and print to a fax machine or fax-capable computer
- Receive a notification on your pager or telephone when you have a new fax message
- Get your faxes in the same mailbox as your voice messages

DO THIS FIRST:
Be sure to change your voice greeting to instruct callers to leave a voice message at the tone, or press **4** to send a fax. Callers sending faxes can also record a voice introduction for a fax.

If you want to:	Do this:
Find out if you have a new fax	Lift your handset. If you hear a "stutter" dial tone, you have a new fax waiting. If you have special message waiting equipment, you may also see a message waiting light (not available in all areas). Plus, if you have the Notification feature, you can arrange for your voice mail service to page you when you have a message. (See "Notification" section. Note: Some pagers are not compatible with this feature.)

If you want to:	Do this:
Print a fax	If your Autoplay is on, your messages begin to play immediately when you enter your mailbox.
	Your voice messages will play first. Then your fax messages will be announced.
	To stop Autoplay of voice messages and review your fax messages, press **✳** to go to the main menu. Follow the voice instructions to hear your fax messages announced.
	At the main menu, press **1** **3** **4** to print all unprinted faxes. Or to review fax messages individually, press **1** **3**.
	Always allow the service to completely print your fax prior to erasing it.
	If you choose, turn Autoplay off so messages are not played automatically. Press **9** **2** **1** **6** at main menu and follow voice instructions.
Set primary fax printer	Press **9** **2** **3** **1**.
	Enter telephone number of fax machine or PC. (Include the area code if 10-digit dialing is required in your local calling area.)

FaxMail

Continued...

After you've listened to a fax message announcement, choose from the following options.

If you want to:	Do this:
Replay the fax message	Press `1` .
Save the fax message	Press `2` .
Erase the fax message	Press `3` .
Send a copy of fax to another BellSouth voice mailbox	Press `5` . Enter destination number (mailbox, submailbox, or group list), press `#` , and follow voice instructions. Press `1` to continue and record an introduction to your message. Or, press `3` to enter additional destination numbers. Press `1` to send the fax message with your introduction; or follow the voice instructions to re-record your introduction, to hear your introduction, or to select delivery options.
Get envelope information about the message	Press `6` .
Cancel	Press `*` .
Print the fax	Press `8` , and follow the instructions for printing to a local fax machine or to a long distance fax machine.
Print to a local fax machine	Press `1` to print to primary fax printer. Press `2` to print to fax printer other than primary. Press `3` to print to fax printer that is connected to the line you are on. (Then press `Start` button on fax printer.)
Print to a long distance fax machine	• Print to a toll-free number as your primary or alternate fax number. (Toll-free area codes: 800, 866, 877, and 888 if valid in the local calling area for the mailbox.) To print, call your mailbox. To print all faxes at once, press `1` `3` `4` and follow the voice instructions. Or to print one fax at a time, press `1` `3` at the main menu. Press `8` (print fax) when prompted, then press `2` . • Print to a fax machine when you're out of town by calling from a fax machine at that location. (If fax machine does not have a handset, connect a standard telephone to the phone receptor/connection on back of fax machine.) Call your voice mail access number. Access your mailbox by pressing `*` , mailbox number and password. To print all faxes, press `1` `3` `4` at the main menu, then press `Start` on the fax machine. To print one fax at a time, press `1` `3` at the main menu. Press `8` (print fax) when prompted, then press `3` .

Hint: A caller can send a fax to a submailbox by pressing the appropriate submailbox number, then pressing `4` *or the* `Start` *key on their fax machine.*

A few useful details about FaxMail

- Callers can record a verbal introduction up to two minutes long for their faxes.
- Your mailbox holds up to 80 total messages — fax and voice, new and saved.
- When your mailbox is full, callers are asked to try again later.
- New faxes are stored for 14 days and then erased automatically.
- Saved faxes are stored for seven days and then erased automatically.

Did you know?

You can send faxes to other BellSouth Voice Mail subscribers and reply to faxes they send you! The send, reply, and forward features allow voice mail messages to be sent from one BellSouth voice mail mailbox to any other BellSouth voice mail mailbox in the nine-state BellSouth area. Calls using such features as FaxMail, Notification, and Voice Mail Call Transfer (Dial Zero) can be made to numbers within your local calling area and to most toll-free numbers in the same calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls, any toll calls, extended calling area calls, or BellSouth Area Plus calls.

Voice Mail Call Transfer (Dial Zero)

Allow callers to reach you when you're away from your office

- Have callers press `0` during voice mail greeting to be transferred to your cell phone, your home, or any other alternate number
- Control when and where callers can reach you
- Complement your Wireline-Wireless Mailbox service (available with Cingular Wireless® service at no additional charge)

A few useful details about the Personal Receptionist (Dial Zero) feature:

- Set up or change the call transfer number by pressing `9` `2` `2` `3` at the main menu.[1] Then follow the voice instructions to set up the number where you want calls transferred when callers press `0`.
- Tell your key contacts and associates privately that they can press `0` to reach your wireless phone – or tell all callers in your mailbox greeting to dial zero to reach you at another number.
- See the section on useful details in the Wireline-Wireless Mailbox section on page 32 for information on using the Voice Mail Call Transfer feature with the Wireline-Wireless Mailbox feature.

[1] Calls can be transferred to numbers within the same voice mail service area as your basic wireline local calling area. Your basic local calling area may include 7-digit dialing, 10-digit dialing, or both. The local area does NOT include 1+ dialed calls, any toll calls, extended calling area calls, or BellSouth® Area Plus® calls.

Wireline-Wireless Mailbox

> ## *Direct your home and cell phone messages to the same voice mailbox*

- Manage your calls efficiently with only one mailbox to check
- Receive a notification when you are on the go and a new message is received
- Record a separate greeting for your Cingular Wireless® phone

If you want to:	*Do this:*
Record a greeting	Press 9 at main menu. Press 3 for greetings, name, and password options. Follow the voice instructions to select the phone number for which you're recording a greeting. Press 1 to record a personal greeting and busy-line greeting, or press 2 to record an extended absence greeting.
Find out if you have new messages	Look for a message-waiting indicator on the screen of your Cingular Wireless phone. Depending on the manufacturer of your wireless phone, this indicator could appear as an envelope, a tape reel, or a telephone handset. (The message-waiting indicator on your wireless phone works only if your office phone service has the message-waiting indicator feature. This feature is optional and is not available on analog wireless phones.)
Call your mailbox	Press ✳ 9 8 from your office phone and enter password. (If you're away from the office, you have two options: **1)** dial the voice mail access number, press ✳, and enter your mailbox number and password, or **2)** dial your office number, press ✳ during the greeting, and enter your password.)

A few useful details about Wireline-Wireless Mailbox service:

Here are a few tips to make the most of this service:

- If you have Dial Zero, be sure to record a separate greeting for your wireless phone that does <u>not</u> advise callers to "dial zero" to reach you at another number.
- If you cannot answer a call that has been transferred to your wireless phone, the caller can leave a message in your BellSouth Voice Mail mailbox.

Note: Busy-line and extended absence greeting not available with BellSouth Voice Mail Service for Business that includes submailboxes.
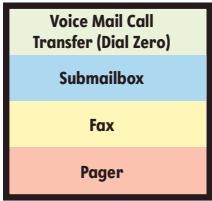
Hint:

- *Greetings for the wireless number should not include instructions to press 0 if the wireless number is where "Dial Zero" calls will be transferred. Only the main mailbox greeting should advise the caller to press 0 .*
- *If you have Caller ID Blocking service on your wireless phone, deactivate blocking (*82) before calling to retrieve messages.*
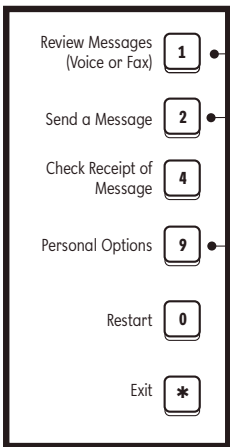
BellSouth Voice Mail Service for Business

IMPORTANT!!
Before you can use your mailbox, you must complete mailbox setup. Just call the voice mail access number and follow the voice instructions. (Your voice mail access number and temporary password were provided in the letter that was included in this package.)
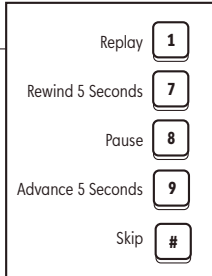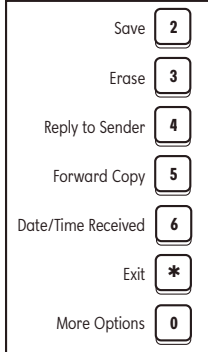
Color key

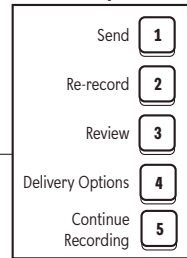|	
Voice Mail Call Transfer (Dial Zero)	
Submailbox	
Fax	
Pager	

Options During Message

Replay	1
Rewind 5 Seconds	7
Pause	8
Advance 5 Seconds	9
Skip	#

Options After Message

Save	2
Erase	3
Reply to Sender	4
Forward Copy	5
Date/Time Received	6
Exit	*
More Options	0

Main Menu

Review Messages (Voice or Fax)	1
Send a Message	2
Check Receipt of Message	4
Personal Options	9
Restart	0
Exit	*

Enter a Mailbox Number — #

Continue	1
Re-enter	2
Another Destination	3
Cancel	*

Record Message — #

Send Options

Send	1
Re-record	2
Review	3
Delivery Options	4
Continue Recording	5

Personal Options

Notification On/Off (Pager)	1
Administrative Options	2
Greetings/Name	3
Notification Schedule	4
Add or Delete Submailboxes	9

Administrative Options

General Options	1
Voice Mail Call Transfer	2
Fax Options	3

General Options

Password	1
Prompt Level	3
Date/Time	4
More Options	6
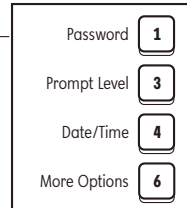
Select Line Number

Greetings/Name

| Personal Greeting | 1 |
| Name | 2 |

| Busy | 1 |
| No Answer | 2 |

Notification Schedules

Pager Schedule	1
2nd Schedule (Telephone)	2
Temporary Schedule (Telephone)	3

Special Keys

Cancel or Exit	*
Help	0
End Recording or Skip Message	#
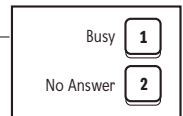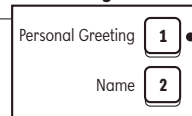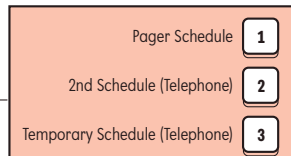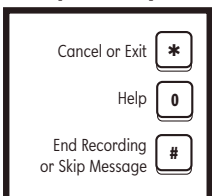
Tips

• If you have FaxMail service, give your callers this instruction in your greeting: To leave a fax, press 4.

• Menu selections will vary, depending on the options selected with BellSouth Voice Mail Service. Contact your BellSouth Service Center for additional information.

For additional help, go to bellsouth.com/info or call the BellSouth Help Line at 1.866.620.6000.

Quick Reference

Here's an easy way to use your BellSouth Voice Mail service for Business and FaxMail (optional services).

Helpful Keys

BellSouth Voice Mail Service for Business

1	Review messages (voice or fax)
2	Send messages
4	Check receipt of messages
5	Restart
9	Personal options
＊	Exit or cancel
0	Help
#	Skip message or end recording

Helpful Keys

BellSouth Voice Mail Service for Business

FaxMail

1			Review messages (voice or fax)
1	*3*		Retrieve fax messages one at a time
1	*3*	*4*	Retrieve all fax messages

Contact BellSouth

We're always just a phone call away!

Phone

General Hotline	1.866.620.6000
Repair Hotline	1.866.620.6900
Ordering, Billing, and Other Services	1.866.620.6000
Electronic Payment Support Center	1.888.822.2828

Internet

BellSouth® FastAccess® Internet Service (DSL)	1.888.321.2375
Shared Web Hosting	1.800.313.6589

Para Ordenar, Facturación, Reparación, y Otros Servicios en Español

Florida, Georgia, North Carolina, South Carolina	1.888.883.8511
Todas las otras Regions	1.866.620.6000
Si la región exterior*	1.888.977.4357

Service for Customers with Special Needs

Voice Customers	1.800.982.2891
TTY/TDD/VCO/HCO Customers	1.800.251.5325

Equipment Maintenance Plan Support

Customer Service	1.800.228.6075

*Utilice este número si usted llama fuera del área de cobertura de BellSouth, desde un teléfono radiofónico o no es un cliente de BellSouth.

BellSouth® Voice Mail Service for Business: Helpful Keys & Contact Information

BELLSOUTH VOICE MAIL SERVICES AND FEATURES TERMS AND CONDITIONS

The terms and conditions set forth herein constitute an agreement ("Agreement") between BellSouth Telecommunications, Inc. ("BellSouth") and the BellSouth Voice Mail customer ("Customer") for the provision of BellSouth Voice Mail services and features. Please read these terms and conditions carefully and keep a copy for your records. 1. BellSouth will furnish and provide BellSouth Voice Mail services and features on a month-to-month basis. The services and features may be terminated at any time, for any reason, by Customer. In the event BellSouth chooses to discontinue any BellSouth Voice Mail service or feature as a generally available service or feature offering, BellSouth will provide thirty (30) days written notice of the same to Customer. BellSouth reserves the right to provide BellSouth Voice Mail services and features through any appropriate equipment and software. 2. Customer agrees to pay BellSouth its charge for establishment of the BellSouth Voice Mail services and features and the monthly charge for each service and feature that will be placed on Customer's monthly BellSouth bill. Customers purchasing usage-based services and features may receive a usage allowance in the monthly recurring rate. Such customers may be charged a per-use rate for each use above the monthly allowance, if any. Customers purchasing a flat rate service or feature will be billed a recurring monthly rate regardless of amount of usage of the service or feature. 3. Customer has the responsibility of contacting BellSouth if he/she wishes to discontinue any BellSouth Voice Mail services or features that Customer no longer wants, can no longer use with Customer's existing services, or that are incompatible with other existing services or features subscribed to by Customer. BellSouth may discontinue a BellSouth Voice Mail feature on behalf of Customer without notice to Customer if and when BellSouth becomes aware of Customer subscribing to another service or feature that is incompatible with a BellSouth Voice Mail feature or that Customer can no longer use a BellSouth Voice Mail feature because Customer has discontinued a service or feature with which the BellSouth Voice Mail feature was specifically designed to work. 4. BellSouth may modify the charges for BellSouth Voice Mail services and features on thirty (30) days written notice to Customer. Such notice may be provided in a bill insert, as a message printed on the BellSouth bill, in a separate mailing, or by any other reasonable method at BellSouth's discretion. BellSouth further reserves the right to modify the terms of this Agreement and/or the operation of BellSouth Voice Mail services and features at any time. If Customer does not accept the modified charges or terms of the Agreement, or the modified operation of the BellSouth Voice Mail service or feature, Customer may immediately terminate the service or feature. 5. LIMITATION OF LIABILITY: Customer's sole remedies for loss or damage caused by use of BellSouth Voice Mail services or features, or for delay or partial or total nonperformance of any BellSouth Voice Mail service or feature under this Agreement, regardless of the form of action, whether in contract, tort (including negligence), strict liability or otherwise, shall be limited to an amount equivalent to charges payable by Customer to BellSouth for such BellSouth Voice Mail service or feature for the period such failure, delay or nonperformance occurs. A pro rata refund for these equivalent charges will be issued to Customer upon Customer request. BellSouth is not responsible for the content of messages or messages lost in the use of BellSouth's Voice Mail services and features, including those due to equipment failure or Customer error. **BELLSOUTH WILL IN NO EVENT BE LIABLE FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR CONNECTED TO THE PROVISION OR USE OF BELLSOUTH VOICE MAIL SERVICES AND FEATURES, REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE, ERROR, MISTAKE OR OMISSION ON THE PART OF BELLSOUTH OR ITS EMPLOYEES OR AGENTS), STRICT LIABILITY OR OTHERWISE.** 6. BellSouth shall not be held responsible for any delay or failure in performance of any part of this Agreement caused by fire, flood, explosion, war, strike, embargo, government requirement, regulatory agency requirement, civil or military authority, act of God, or other similar causes beyond BellSouth's control ("Condition"). If any such Condition occurs, BellSouth may elect to immediately terminate this Agreement and the BellSouth Voice Mail services and features without notice. 7. Unless expressly stated otherwise, these terms and conditions do not apply to customers who have entered a separate contract for BellSouth Voice Mail services and features for a specified time period to the extent such contract contains separate terms and conditions. 8. Nonpayment of BellSouth Voice Mail service and feature charges shall not be cause for denial or termination of exchange telephone service. Non-payment may, however, result in immediate cancellation of the BellSouth Voice Mail services and features without further notice and the application of a late payment charge and/or late payment interest of up to 1.5% (1% in Louisiana and North Carolina) or the highest amount allowed by law, whichever is lower. 9. BellSouth Voice Mail services and features are for Customer's use only and may not be assigned. 10. If BellSouth Voice Mail services and features are tariffed offerings in Customer's state, the terms of the tariff will control in the event of a discrepancy between the terms and conditions hereof and the provisions of the applicable tariff. 11. In using BellSouth Voice Mail services and features, Customer shall comply with all applicable state and federal laws and regulations. The services and features shall not be used for any unlawful, fraudulent or obscene purpose, or for the purpose of frightening, abusing, tormenting, or harassing another, or for any other purpose in violation of BellSouth's regulations and policies. Any such usage may result in immediate termination of the services and features without notice.