



## Important Information Regarding Your Digital Phone Service

As part of Thames Valley Communications' commitment to providing valuable, high-quality service, we are making improvements to your digital phone service and online portal. These updates will take effect May 14, 2009.

### Important Updates:

1. **Access to Improved Online Portal:** We are rolling-out a new, easy-to-use online portal. Your current call logs and online voice message files will remain available until June 14, 2009 on the current online portal. After June 14, 2009, the current portal will no longer be available. As of May 14, 2009 all new voicemail messages, call logs and feature preferences must be accessed using the new online portal - see instructions enclosed for access information.
2. **Reset Voicemail:** Due to the service updates, you will need to reset your voicemail after May 14, 2009. Please be advised, all prior voicemails will no longer be accessible by telephone as of this date - see instructions enclosed for instructions to set up your new voicemail.
3. **Feature Changes:** Our goal is to bring you the most advanced communications at an incredible value. That is why we are making updates to enhance your service, in doing so it will require all current feature preferences to be re-established. Please be advised, all prior feature preferences will no longer be effective as of May 14, 2009 - see instructions enclosed to set up your feature preferences in the new online portal.

If you have any questions, or would like to find out more about the service updates, please email [tvinfo@tvconnect.net](mailto:tvinfo@tvconnect.net) or call 860-446-4009. An updated feature guide will be available within your new web portal.

Thank you for choosing Thames Valley Communications to be Your Quality Hometown Cable, Internet and Digital Phone Connection.

Regards,

Russell Dipallina  
General Manager, Thames Valley Communications

## Digital Phone Service Change Instructions

### New Online Portal Access

1. Beginning May 14, 2009, you will find an Update Notification located within your existing feature portal containing your new Login ID, which will act as your temporary username and password, and a link to the new online portal.
2. Select the new web address and use your new Login ID for both the username and password fields.
3. Once you have entered the new online portal, you will be asked to reset your username and password.
4. Once you have reset your username and password you will need to reset all feature preferences. For example but not limited to: Anonymous Call Rejection, Call Block, Speed Dial, Do Not Disturb, and Call Filtering.

Important Note: The voicemail messages and call history prior to May 14, 2009 can be viewed in the current portal and can continue to be accessed until June 14, 2009. After June 14, 2009, the current portal will no longer be available. As of May 14, 2009 all new voicemail messages and call logs will only be available in the new online portal, as well as all current feature preferences will need to be reestablished in the new online portal.

### Reset Voicemail

#### May 14, 2009 Voicemail Set Up:

1. Dial [9999] from your TVC digital phone.
2. Enter your temporary passcode [0000] followed by the [#] key.
3. You will receive a message telling you the passcode has expired, and prompting you to enter a new passcode followed by the [#] key.
4. Once you have entered the new passcode and pressed [#] key, you will receive a validation prompt asking you to re-enter your new passcode and press [#] key.
5. Follow the rest of the prompts to record your name and/or voicemail greetings.

#### Access Voicemail:

1. From TVC digital phone: Dial [9999] from your TVC digital phone, enter your passcode followed by the [#] key.
2. From Outside phone: Dial your TVC digital phone number, at the point you hear your message, press the [\*] key and you will then receive a prompt to enter your passcode followed by the [#] key.