



## **Important Information Regarding Your Voice Mail Service Converting to New System on Tuesday, May 20th**

Great news, we have just completed the installation of a new Voice Mail system which offers many new features. With the new system, you will be able to access your Voice Mail via the web and a new E-mail Notification feature will allow you to send Voice Mail messages to your e-mail account. Best of all, your monthly charge for your new enhanced Voice Mail service will remain the same.

Please read the following carefully. Should you have any questions or require assistance, please don't hesitate to contact our Customer Service Department at 800-496-3391.

### **Important Information:**

- **On Tuesday, May 20<sup>th</sup> at 6:00 a.m., you will automatically be converted to the new Voice Mail system.**
- You must set up your new Voice Mailbox (personal greeting and password) in the new system by **May 20<sup>th</sup> by following the directions below. If you have not created your personal greeting in the new system by the conversion date, callers will hear a generic greeting.**
- Please continue to use your current Voice Mail as you do today until May 20<sup>th</sup>.
- **After May 20<sup>th</sup>, start enjoying your new Voice Mail system and refer to attached User Guide.**

### **Please Follow These Directions To Set Up Your New Voice Mailbox**

#### **Step 1: Access Your New Voice Mailbox**

**If you are calling from your home telephone number:**

- Dial \*99.
- When prompted, enter your password followed by the # key (**your temporary password is 0000**).

**If you are calling remotely:**

- Dial **434-9050** or **545-9050**. Choose the number that is local to your exchange.
- Enter your 10-digit telephone number.
- When prompted, enter your password followed by the # key (**your temporary password is 0000**).

**Step 2: Create Your Personalized Greeting and New Password**

- When you call in to your new Voice Mailbox for the first time, the Voice Mail user tutorial is automatically activated and will “talk you through” setting up your mailbox with a personalized greeting.
- You will also be required to change your password during your first session.

**Step 3: Access Your Voice Mail Account Online**

- Go to [www.voicemail.wcvt.com](http://www.voicemail.wcvt.com).
- Enter your **UserID** (10-digit telephone number - no dashes or spaces).
- Enter your **Password** (Please refer to conversion letter that was mailed to you for password assigned to your account or contact our Customer Service Department.  
*Note: We recommend you change this password the first time you access your Voice Mail account online.*
- Once you access your Voice Mail account online, you can set it up to forward the actual Voice Mail to your e-mail account, change your password, as well as access other features. **Reminder, these new features will take effect after the conversion on May 20<sup>th</sup>.**

**Accessing Messages In Old Voice Mail System After The May 20<sup>th</sup> Conversion**

We recommend that after conversion takes place on May 20<sup>th</sup>, you check your old Voice Mailbox to ensure that you have not missed any new messages that might have come in.

- Dial **434-MAIL** (6245) or **545-MAIL** (6245). Choose number that is local to your exchange.
- Enter your seven-digit telephone number.
- When you hear your greeting, press the (\*) key.
- When prompted, enter your pass code.
- You will have access to your old Voice Mailbox until June 13, 2008. **After June 13<sup>th</sup>, the old system will no longer be available.**

Please refer to the enclosed Voice Mail User Guide for detailed instructions on how to use the new system. Visit our website to view video tutorials outlining the different Voice Mail features at [www.wcvt.com/voicemail/tutorials](http://www.wcvt.com/voicemail/tutorials).

As always, if you have any questions, please feel free to contact our Customer Service Department at 1-800-496-3391 or [csdept@wcvt.com](mailto:csdept@wcvt.com).