



User Guide

Welcome

On behalf of everyone here at Buckeye TeleSystem, thank you for choosing us as your communications provider. For over a decade we have prided ourselves in offering the highest levels of service to the areas largest businesses, universities and organizations. Now that same great level of service and integrity is available to small businesses.

Savings are just the start of the better service you'll receive with Buckeye TeleSystem. By bundling our voice and Internet packages, you get the best products at a great price.

Buckeye TeleSystem is locally owned and operated in the Toledo area. As proud members of the local community, we're happy to serve you with the latest technology backed by exceptional customer service.

We want our service to exceed your expectations. If you have any questions, we invite you to contact us at the numbers listed below. If you know of a business that may be interested in our services, please send them to www.WeChoseBuckeye.com.

You can receive a \$100 credit for referring each business that becomes our customer. Once again thank you for allowing us the opportunity to serve you.

Sincerely,



Joe Jensen
President



Contacts

N.W. Ohio & S.E. Michigan

Customer Service
Billing Questions
7am to 7pm, Monday through Friday
Trouble / Service Issues
24 hours a day
419-724-9898
Technical Support - Buckeye Express®
24 hours a day, 7 days a week
419-724-FAST

Erie County

Customer Service
Billing Questions
7am to 7pm, Monday through Friday
Trouble / Service Issues
24 hours a day
419-502-9898
Technical Support - Buckeye Express®
24 hours a day, 7 days a week
419-609-0501

PUCO

The Public Utilities Commission of Ohio (PUCO) is a state agency that has authority over many aspects of the telephone service provided, including rates and quality of service. A “bill of rights” summarizes some of the PUCO’s rules for telephone companies. For more detailed information, please visit the PUCO website at www.puco.ohio.gov or any of the following phone numbers, from 8am to 5pm weekdays.

1-800-686-7826 (toll free)
614-466-3292

TDD/TTY at 1-800-686-1570 (toll free)
614-466-8180

MPSC

The Michigan Public Service Commission’s (MPSC) statutory responsibilities related to telecommunications services require that technical support be available to companies providing the services and customers using the services.

Consumers must carefully examine their options and take greater responsibility for their telecommunications choices. The MPSC website contains information to help provide a better understanding of the regulatory and consumer options.

For reference to statutes, rules and standards, please visit www.michigan.gov/mpsc or call 514-241-6180.

Directory Listing Information

Directory Listing – Standard

Your phone number is published in the phone book and available through a telephone directory such as 411.

Directory Listing – Non-Listed

Non-Listed number keeps your telephone number out of the phone book but it can be retrieved through a telephone directory such as 411.

Directory Listing – Non Published

Non-Published keeps your telephone number out of the phone book and telephone directory such as 411.

NOTE: Your listing will appear in the directory that is associated with the telephone number (ex: Toledo numbers are listed in the Toledo book). To insert a listing into a directory that is outside of the designated area, please contact the Foreign Listings Team at (800) 971-7200.

Voice Services

LOCAL & LONG DISTANCE SOLUTIONS

Premium Package

^{1 YEAR} \$47.95 ^{2 YEAR} \$45.95 ^{3 YEAR} \$43.95 ^{5 YEAR} \$39.95
*As low as
per line

Local Calls
virtually
Unlimited†

Long Distance
virtually
Unlimited††

Additional Included Features

Hunt Group, Speed Dial 8, Call Forward - Variable, Caller ID with Name, Call Waiting ID, 3-way Calling, Repeat Dialing *66, Call Privacy *67, Automatic Call Back *69

Essential Package

^{1 YEAR} \$25.95 ^{2 YEAR} \$23.95 ^{3 YEAR} \$21.95 ^{5 YEAR} \$19.95
*As low as
per line

Local Calls
virtually
Unlimited†

Long Distance
4.9¢ per minute or
choose your own provider

Additional Included Features

Hunt Group, Call Waiting, Call Forward - Variable, Caller ID with Name, Call Privacy *67

Business Line

^{1 YEAR} \$19.50 ^{2 YEAR} \$18.50 ^{3 YEAR} \$17.50 ^{5 YEAR} \$16.50
*As low as
per line

Local Calls
Message Rate 7¢ per call or
Measured Rate 4¢ first minute plus
1¢ per additional minute

Long Distance
6¢ per minute or
choose your own provider

Additional Included Features

Up to 10 E-mail addresses
Up to 500Mb of storage per e-mail address

3

Some restrictions apply. Offer is for a limited time, and may expire without notice.

* Pricing based on contract term when bundled with a Buckeye Internet product.† Includes 5000 minutes of local use.

†† Includes 2500 minutes of domestic long distance use. (Excludes AK, HI, USVI and PR)

Offer does not include taxes and surcharges.

Features

900 Blocking

Prevents telephone bill surprises by blocking certain chargeable outgoing calls.

Automatic Call Back

Also known as Star 69 or Call Return, this feature allows you to automatically redial the last incoming call to your phone line.

- Dial *69 and the last number that called your line will be dialed unless private or cell phone.
-

Caller ID

This feature displays the telephone number of an incoming caller.

- If you select this feature, you will need to have a Caller ID box or telephone equipment that supports this feature. The FCC has required that all long distance carriers pass along the calling party's number on long distance calls (where technologically possible).
-

Caller ID with Name

This feature displays both the telephone number and name of an incoming caller.

- If you select this feature, you will need a Caller ID box or telephone equipment that supports this feature. Normally incoming cellular calls will not display name. Caller ID with Name will work on certain incoming long distance calls, though others may just show the number.
-

Call Forwarding

This feature allows your incoming calls to be automatically redirected to another telephone number or device.

- Press 72# to activate and wait for the second dial tone, you may now enter the ten-digit telephone number where you would like the calls forwarded. If the target number is not answered, repeat the process. Upon completion you will hear a two-beep confirmation.
 - Press 73# to deactivate.
-

Call Forwarding Variable with Remote Activation

This feature enables you to forward your home phone number from any phone line.

- To use the remote access feature, call 419-724-9938 and listen for instructions. Dial your own telephone number then enter your assigned PIN (personal identification number).
 - Press 72# to activate, you may now enter the ten-digit telephone number where you would like the calls forwarded.
 - To deactivate, call 419-724-9938, dial your own telephone number, enter your PIN and then press 73#.
-

Call Privacy

This feature blocks your information from being displayed when making any outgoing calls.

- Dial *67 prior to making your call to block outgoing Caller ID.

Features Continued

Call Waiting

Notifies you of an incoming call, which is waiting to be answered, by using a brief tone. You may answer another call with this feature without hanging up on the original call.

- When you hear tone signifying the incoming call, press the hook/flash button to answer the second call. To return to the original call, press the hook/flash button again.
 - To cancel call waiting on a per call basis, dial *70 then dial the phone number.
-

Collect Call Blocking

Prevents unwanted collect calls.

Repeat Dialing

Also known as Star 66 or Busy Redial, this feature automatically continues to dial a busy number for you, for up to 30 minutes, and will alert you with a unique ring tone once the call is connected.

- After hanging up on the busy, dialed number, pick up the receiver and press *66 to repeat the last number dialed.
-

Speed Dial 8

This feature allows you to store up to 8 telephone numbers for quick dialing, using two keystrokes rather than 10 or more.

- *74 + # Plays an interactive menu. Your Speed Dialing service is on/off you may dial it through the announcements for faster service.
 - Press 1 to turn the service off
 - Press 2 to add numbers to your list
 - Press 3 to delete numbers from your list
 - Press 6 to exit the call.
 - To hear these instructions repeated dial 0 now.
-

Third Party Blocking

Prevents a third party (such as a family member away from home) from making charges to your line.

Three-Way Calling

Allows you to add a third party on the line of an existing two-party call. All three parties can then speak simultaneously.

- To activate from an existing two-party call, press the hook/flash button. You will hear dial tone, then dial the number of the third party, when the third party answers press the hook/flash button and begin your conversation.
- If there is no answer from the third party, simply press the hook/flash button twice to return to your original call.

Hunt Group

A group of telephone numbers that look like a single number to the outside world. If the main number is dialed, but busy, the call will be routed to an available number in the hunt group.

Voice Mail

To Access Your Voice Mail

Toledo / Southfield, Michigan: 419-724-9920

Sandusky / Huron: 419-616-9920

Bowling Green: 419-728-9920

The Power Of Messaging

Voice messaging lets you communicate using any touchtone phone 24 hours a day.

Mailbox Setup

The first time you call, you'll need to establish a password and record your name and greeting for callers. Just follow the steps below. You'll hear helpful prompts to guide you through setting up your mailbox.

- A. Dial *98
- B. Enter your password. The first time you call, enter the temporary password. Your temporary password is the last four digits of your home phone number.
- C. As prompted, record your name
- D. As prompted, record a personal greeting for callers
- E. As prompted, select your greeting

These steps must be completed in one call, or you'll be asked to start over when you call again.

Quick Access Anytime

You can call your mailbox anytime, from anywhere, using these steps:

- A. Call your own phone number
- B. When your greeting begins playing, interrupt it by pressing
- C. As prompted, enter your password

If calling your phone number is inconvenient because someone else may answer your phone, use these four-step access instructions:

- A. Dial your voice mail Access Number (419-724-9920)
- B. Press #
- C. Enter your mailbox number (10-digit home phone number)
- D. Enter your Password and press #

Helpful tips

- To hear pre-recorded online help while using your mailbox, press 0
- To cancel a command or back up one menu, press *
- To bypass a greeting or interrupt a prompt, press #
- Press multiple-number commands quickly, or the system may misinterpret your input.

Voice Mail Continued

Listening Controls

- Use your keypad's playback controls to rewind, pause, or fast forward and to change the speed or volume when listening to your voice mail.
- Press 5 to hear a message's envelope (the sender, time, length, etc.)
- Press # to skip to the next message, or press # - # to skip to saved messages.

Playback Controls

Use these controls while your messages are playing.

- 1 - Rewind
- 2 - Pause / Resume
- 3 - Fast Forward
- 4 - Slower
- 5 - Envelope
- 6 - Faster
- 7 - Erase
- 8 - Normal Volume
- 9 - Louder Volume

Command Options

Use the numbers below on your telephone keypad to navigate the voice mail system.

Main Menu

- 1 - Listening to your messages
- 7 - Erase
- 9 - Save

3 - Record Greetings

- 1 - Change personal greeting
 - 1 - Select standard greeting with your telephone number, which will tell callers you are unavailable
 - 2 - Select standard greeting with your name, which will tell callers you are unavailable
 - 3 - Personal Greeting

2 - Extended absence greeting At the tone record your greeting, when you are finished press #

3 - Change recorded name At the tone, say only your first and last name, when you are finished press #

4 - Personal Options

- 2 - Change administrative options
 - 1 - Establish/Change Password
Enter the new password now, and then press #

4 - Control Date/Time Date & Time off, to turn date and time on, press 1

6 - Autoplay Autoplay on, to turn Autoplay off press 2



SMALL BUSINESS HIGH-SPEED INTERNET

Buckeye Express 12.0

\$**69.99** \$79.99
without
Voice

Download Speed
up to
12.0Mbps

Upload Speed
up to
1Mbps

Additional Included Features

Up to 15 E-mail addresses, Up to 1Gb of storage per e-mail address, Up to 3 Gb/mo of Newsgroup transfers,
Up to 10hrs/mo toll free dial-up

Buckeye Express 7.0

\$**36.99** \$59.99
without
Voice

Download Speed
up to
7.0Mbps

Upload Speed
up to
768Kbps

Additional Included Features

Up to 10 E-mail addresses, Up to 500 Mb of storage per e-mail address, Up to 3 Gb/mo of Newsgroup transfers,
Up to 5hrs/mo toll free dial-up

Buckeye Express 3.0

\$**26.99** \$49.99
without
Voice

Download Speed
up to
3.0Mbps

Upload Speed
up to
512Kbps

Additional Included Features

Up to 10 E-mail addresses, Up to 500 Mb of storage per e-mail address

Buckeye Express

Frequently Asked Questions

Buckeye Express gives you unlimited access to the Internet. No need to wait for dialing, busy signals, ringing and connecting. The Internet is there when you want it - instantly. Or, if you choose not to be connected all the time, that's fine too. It's easy to disconnect whenever you want and just as easy to reconnect.

Q. Why choose Buckeye Express over DSL?

- Blazing speeds Get your work done faster.
- The Internet is there when you want it - instantly. No need to wait for dialing, busy signals, ringing and connecting and no extra phone line.
- Quick, no hassle, professional installation unlike DSL which requires self-install or expensive technician fees. When we leave your business, you are all set up and ready to go.
- Pop-up blocker, spam filter and email virus protection, spyware detection and removal software included!
- No hidden costs and no contracts. Buckeye Express gives you more value for the price and the modem rental is included in the monthly charge.
- Local company, local employees providing superior technical and customer service.

Q. Is Buckeye Express connected all the time?

A. Buckeye Express is designed to remain online whenever your computer is in operation. A simple click of the mouse will open your favorite browser.

Q. Is there a satisfaction guarantee?

A. Yes, we're so confident you'll love Buckeye Express; we offer a 30-day money-back guarantee on both monthly service and installation.

Q. Do you offer any technical support for Buckeye Express customers?

A. We offer local, highly-trained telephone support at no charge for our customers. Our Help Desk is available from 6am until 1am, seven days a week offering fast, free, live technical support. You can reach our Help Desk at 419-724-FAST.

Q. Do you offer static IP addresses?

A. Yes, static IP addresses are available with any level of commercial Buckeye Express. For more information, please contact customer service at 419-724-9898.

Frequently Asked Questions

Viruses and Spywear

Q. What is a computer virus?

A. A computer virus can be defined as a program that disguises itself as something else, replicates itself, and creates undesirable events on a computer. A computer virus can spread across the population of computers, creating havoc on the way. Viruses have been known to harm computers in such a way that it would force a user to format their PC, losing all their personal files in the process. Other viruses affect computers or programs on the computer in other ways. An example is Macro viruses will affect a program like Microsoft Word, so that anytime a certain letter, word, or phrase is typed, it will change it. Although not harmful, it makes Word almost useless.

Q. How can I tell if I have a computer virus?

A. The only way to be 100% sure that you truly have a computer virus is to have an anti-virus program, and have it report the virus to you.

Q. How do I get a computer virus?

A. People get computer viruses a few common ways. Many people believe that if they do not open the attachment on an email, they will be virus free. That is false. Although the email attachments are the most common way of receiving a computer virus, there are computer viruses that install themselves when displayed in the preview pane of an email client. A growing way of receiving computer viruses is by peer-to-peer networks. Anytime a person downloads something from the internet there is always the potential of getting a virus.

Q. My anti-virus program has reported that I do have a virus, now what?

A. Most anti-virus programs are created so that anyone can use them. Follow the instructions on the screen, and if you do not understand what they are asking you, contact the vendor of that software.

Q. How can I prevent myself from receiving a computer virus?

A. The best suggestion that I have ever heard about preventing computer viruses is to get an anti-virus program, keep it updated, and keep it running.

Q. What is Spyware?

A. Spyware is a type of advertising or monitoring software that has been installed on a computer. Spyware is also referred to as a parasite program. There are many things that spyware does while on a computer. It can track the websites you visit and send a report back to the company that developed it. It can also act as a search engine or toolbar to help you find a website that you are looking for. Spyware also can create pop ups and other advertising on a computer. Other adverse effects of spyware include hijacking of host files, pop up ads, cluttered startup of the computer, and even ruining the operating system of a computer.

Frequently Asked Questions

Viruses and Spywear Continued

Q. What you can do to stop spyware from being installed on your computer?

A. Make sure that you read the Terms and Conditions of Service of P2P networks, and know what programs are being installed on your computer, especially when you see a 'Security Warning' screen when surfing the internet.

Q. How do you know that you may already have spyware?

A. There are a few obvious symptoms when a PC has been infected with spyware. One is that the homepage of Internet Explorer will keep changing on you each time the computer is rebooted. Even if you go into the Internet Properties and change it back to the homepage that it originally had, it will continue to change. There sometimes are additional sites added to your list of favorite webpage's. Pop-up advertising is another way to identify spyware has been installed.

Q. Where did I get the spyware?

A. Spyware gets onto a computer by many means. A lot of spyware is packaged with what is known as Peer to Peer networking software or you could get it from visiting many websites.

Commercial Web Hosting

Our Commercial Web Hosting packages are ideal solutions for your Internet presence, regardless of the size and scope of your needs. We deliver complete solutions that combine cutting-edge technology, redundant connectivity, ultra-security and 24x7x365 monitoring your website is secure in a carrier-class, state-of-the-art data center.

Buckeye TeleSystem is committed to delivering the highest quality service and maximum reliability. Our solution includes:

- Reliability – guaranteed 99.9% uptime
- Superior Network – your site is connected to the Internet via multiple fiber connections from multiple carriers to insure availability
- Confidentiality – your data is safe and secure
- Data integrity – daily backups protect files from loss or corruption
- Throughput – your pages are delivered quickly to your visitors
- Scalability – upgrade your sites size as your business grows
- Statistics – user friendly web portals that give you full access to critical information about your traffic and trends.
- World-class Customer Service – 24 X 7 technical support

	Hosting 5.0	Hosting 10.0	Hosting 20.0
Monthly Fee	\$8.95	\$14.95	\$23.95
Set Up Fee	Waived	Waived	Waived
Disk Space	5GB	10GB	20GB
Data Transfer/Month	200GB	400GB	500GB
Domain Aliases	Unlimited	Unlimited	Unlimited
Mailboxes	200	500	1000
Autoresponders	Yes	Yes	Yes
Mailing Lists	Yes	Yes	Yes
E-Mail Forwarding Addresses	Yes	Yes	Yes
Support	24/7	24/7	24/7
Control Center Access	Yes	Yes	Yes
FTP Access	Yes	Yes	Yes
PHP	Yes	Yes	Yes
ASP.net Support	Yes	Yes	Yes
Ado.net Support	Yes	Yes	Yes
WebDAV Support	Yes	Yes	Yes
ODBC Support	Yes	Yes	Yes
Frontpage Support	Yes	Yes	Yes
Site Builder	Yes	Yes	Yes
Web Stats	Yes	Yes	Yes
Web Blogs	Yes	Yes	Yes
Perl Debugger (CGI Script)	Yes	Yes	Yes
Hit Counter (CGI Script)	Yes	Yes	Yes
Message Board (CGI Script)	Yes	Yes	Yes
Daily Backup	Yes	Yes	Yes
My SQL	Yes	Yes	Yes

