Speech Accessibility

Recognizing the critical need for millions of older workers and people with disabilities to have access to connectivity solutions in order to fully participant and maintain gainful employment in this digital age, BullsEye endeavors to implement universal design principles to make communications services and products accessible to and usable by individuals with disabilities, consistent with applicable laws such as §255 and §713 of the Telecommunications Act of 1996, §508 of the Rehabilitation Act, and the Americans with Disabilities Act (ADA).

Call Control
VoIP Three-Way Calling: Connects a third caller to your line, making it easier to communicate and conduct business.
VoIP Call Forwarding: Send your calls to any phone you choose, so a business associate, friend or family member can answer for you.
VoIP Voice Messaging: answers calls when the user is on the phone or not available. Users can retrieve the message when most convenient.

Communicate in Writing
http://www.bullseyetelecom.com/about_contact.aspx: Connect to BullsEye Client Services, Sales and our Partner Program office via the Internet.

POTS Call Trace
BullsEye Telecom Call Trace allows the customer to initiate a trace of an unwanted call that may be obscene, threatening or harassing in nature. Calls are charged on a per-use basis only.

To activate Call Trace:
1. After receiving such a call, you should hang up the phone and wait 10 seconds to ensure the call is disconnected.
2. Listen for a dial tone and **press *57**.
3. An announcement will play, prompting you to **press 1** if you want to trace the call.

- A toll-free number (Local Law Enforcement Agency 1-800-648-4936) is provided as part of the network announcement upon a successful trace. Should you wish to file a complaint or take legal action, call the toll-free number provided.
- An unsuccessful trace will be followed by an error message.

POTS Call Transfer
BullsEye Telecom Call Transfer allows you to transfer any incoming call to another line.
To activate Call Transfer:
1. After you receive an incoming call on your line, **press the switch hook/flash button** briefly on your telephone; this places your caller on hold and gives you a dial tone to make a call.
2. Dial the third party's number; when the third party answers, you may speak privately to them.
3. **Press the switch hook/flash button** again to establish a three-way call.
4. Hang up your phone to disconnect from the call; the other two parties will remain on the line together, successfully completing the transfer.

POTS Three-Way Calling
BullsEye Telecom Three-Way Calling is a great productivity-enhancing tool that permits you to add a third party to a conversation on a single phone line. When using this feature, you may incur long distance charges if one or both parties are out of your local calling area.

To activate Three Way Calling:
1. Place a call to the first party.
2. Once the first party is on the line, **press the switch hook/flash button** briefly on your telephone; this places your first party on hold and gives you dial tone for your second call.
3. Dial the second party's number; when the second party answers, you may speak privately to them.
4. **Press the switch hook/flash button** again to connect all parties.

Directory Assistance
If a disability makes it difficult for you to use the telephone directory, you may qualify for discounted Local Directory Assistance

POTs Lifeline Service: BullsEye Telecom's strategic focus is to deliver simplified and innovative telecom solutions that add value to our target market segments – SMB, BA and CA enterprises located within the continental United States. Towards that end, our Universal Product Design Policy has been designed to guide our efforts to develop offerings usable by the broadest possible audience within the business market segments. Since POTs Lifeline Service is a residential service offering, BullsEye **does not market this offering**.