

## Vision Accessibility

Recognizing the critical need for millions of older workers and people with disabilities to have access to connectivity solutions in order to fully participate 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).

### Dial Pad Assistance

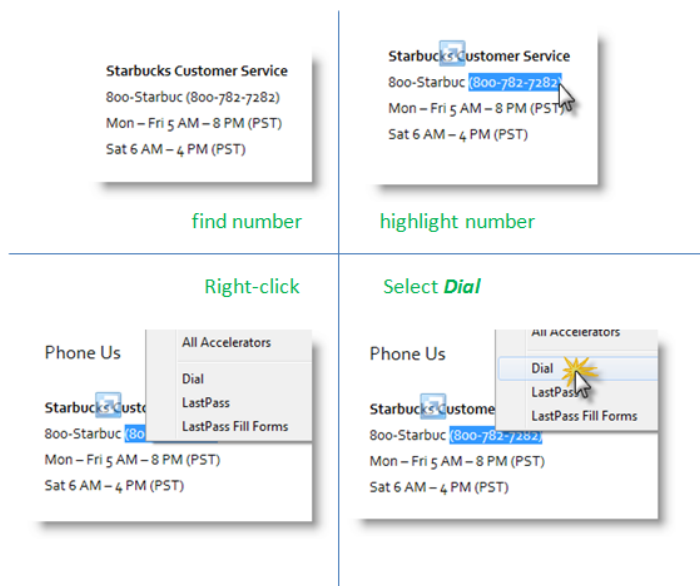
**VoIP Last Number Re-dial:** allows users to automatically redial the last party called.

**VoIP Automatic Callback:** when activated, this feature will automatically redial a busy line when that number is no longer in a busy state.

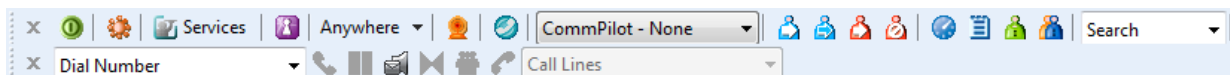
**VoIP Push to Talk:** allows users to set up intercom-like functionality between themselves and others they speak with regularly. Once it is set up, users can initiate a call simply by pressing a soft key.

**VoIP Speed Dial:** Users can assign a single button on their phone to the numbers they call most frequently. Pressing the button eliminates the need to do anything else.

**VoIP Dialing from A Web Page:** Once the VoIP Toolbar has been installed, a telephone number that appears on a web page may be selected and dialed directly.

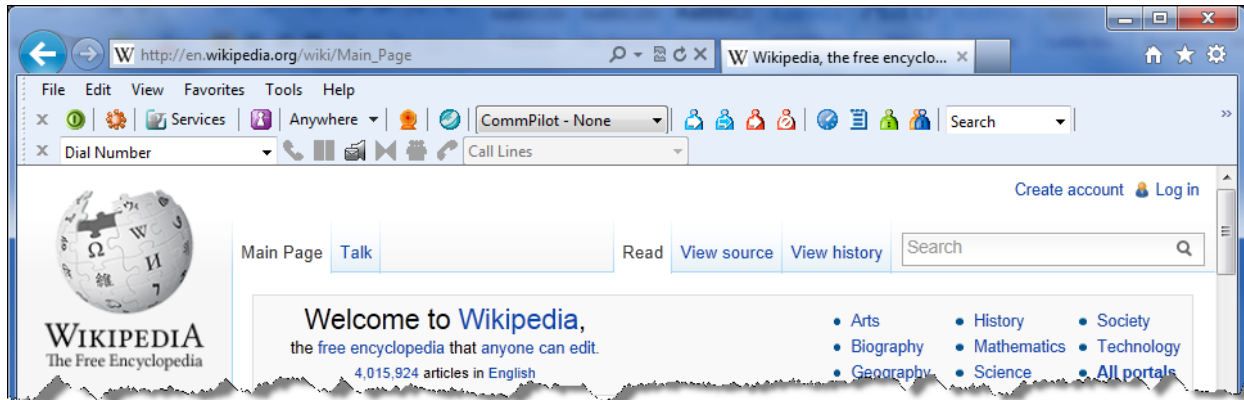


**VoIP Toolbars:** The toolbars are a set of controls that are available for Microsoft Outlook, and Microsoft Internet Explorer. Many of today's desktop and laptop computing devices features the ability to enlarge fonts and display resolutions.



The VoIP toolbars operate the phone, like a remote control. Users may dial, answer, place callers on hold, transfer calls and even host a conference call without having to touch their phone. The toolbars also allow clients to control many of VoIP service features, like call forwarding, call waiting, etc.

Once installed, the Toolbars will appear at the top of a user's internet browser:



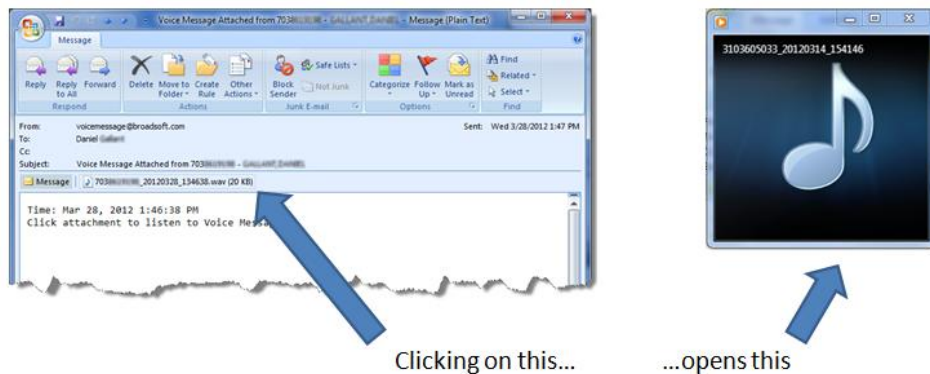
There are two toolbars: The Call Control Toolbar and the Services Toolbar:

- *Call Control Toolbar* – Allows customers to dial, answer, place callers on hold, transfer calls and host a conference call
- *Services Toolbar* – Controls all the features associated with their VoIP number, as well as providing access to phone lists and call history

**VoIP Voice to Email:** Provides the ability to receive voice messages via their eMail system thus eliminating the need to dial the message system and logging in. Most desktop computing systems provide the option to enlarge fonts. When callers leave a voice message, a copy of the message is delivered to their email address.



The message can be retrieved by simply opening the email. A wave file (.wav) will be attached. Opening this wave file will open your media player and allow users to listen to the message.



### Getting to the Phone

VoIP Priority Alert: allows users to set their phones to ring differently depending on specific callers to avoid being bothered by calls they do not want.

VoIP Voice Messaging: answers calls when the user is on the phone or not available. Users can retrieve the message when most convenient.

VoIP Call Forwarding: sends calls to any number the user chooses when they may not be able to get to the phone themselves.

### POTS Call Return

BullsEye Telecom Call Return automatically redials the last incoming call for up to 30 minutes and signals the user with a special ring if the called number becomes available. Calls are charged on a per-use basis only.

To activate Call Return:

1. **Press \*69.**
2. You will hear an announcement stating the number that called your line. Press 1 if you want to return the call.
3. Your phone will then automatically dial the number.
  - If the called number is not busy, listen for normal ringing.
  - If the called number is busy, listen for the confirmation announcement, alerting you that Call Return will keep attempting to reach the number for up to 30 minutes. At this point, you may hang up your phone. A special ring will alert you when the call is completed.

**To cancel a Call Return activation:**

1. **Press \*89** before the 30 minute initial activation is complete.

### 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 Call Waiting\***

BullsEye Telecom Call Waiting service allows you to receive an incoming call while on the phone.

#### **To activate Call Waiting:**

1. You will hear a tone while you are talking on the telephone.
2. **Press the switch hook/flash button** briefly, this action places your original call on hold.
3. Speak with the Call Waiting party.
4. When finished with your conversation, simply **press the switch hook/flash button**, which will connect you to your original call.

OR

1. Hang up with the original party.
2. The phone will ring.
3. Speak with the Call Waiting party.

#### **To deactivate Call Waiting:**

1. Before placing an outgoing call, **press \*70** and wait for a dial tone.
2. Dial the desired number.

Call Waiting will be automatically reactivated for new incoming calls when you hang up.

### **POTS Repeat Dial**

BullsEye Telecom Repeat Dial allows you to automatically recall the last number dialed for up to 30 minutes and signals the user with a special ring if the called number becomes available. Calls are charged on a per-use basis only.

#### **To activate Repeat Dial:**

1. **Press \*66.**
2. You will hear a recorded announcement stating that the service has been activated.
3. Your phone will then automatically dial the number.
  - The busy line is then monitored for up to 30 minutes. If the busy line is not free within 30 minutes, Repeat Dial cancels. The customer will be charged for the use of the service, but not for the phone call.
  - Reactivation is identical to the initial activation of the feature.
  - When the line becomes available, a special ring will alert you. You will pick up the phone and hear the call ringing on the other end, until the phone is answered.

#### **To cancel a Repeat Dial activation:**

1. **Press \*86** before the 30 minute initial activation is complete.

### **POTS Speed Dialing**

BullsEye Telecom Speed Dialing is an easy, time-saving feature, allowing you to program frequently called numbers. BullsEye Telecom has two options to choose from, depending on how long your frequently called number list is.

### **POTS Speed Dial-8**

To program Speed Dial-8:

1. Listen for a dial tone.
2. Press the following keys based on your original phone provider area and wait for the second dial tone:
  - o Qwest/SBC/Verizon East & West: **press \*74**
  - o All other providers: **press 74#**
3. Enter the one-digit Speed Dial number, 2 through 9, followed by the telephone number that you wish to assign to this code.
4. Several short tones will confirm correct entry.
5. To enter another telephone number into memory, hang up and repeat steps 1 to 4.

To use Speed Dial-8:

1. Pick up handset.
2. Press the assigned preset number, 2 through 9, and then **press #**.

### **POTS Speed Dial-30**

To program Speed Dial-30:

1. Listen for a dial tone.
2. Press the following keys based on your original phone provider area and wait for the second dial tone:
  - o Qwest/SBC/Verizon East & West: **press \*75**
  - o All other providers: **press 75#**
3. Enter the 2-digit Speed Dial number 20 through 49, followed by the telephone number that you wish to assign to this code.
4. Several short tones will confirm correct entry.
5. To enter another telephone number into memory, hang up and repeat steps 1 to 4.

To use Speed Dial-30:

1. Pick up handset.
2. Press the assigned preset number, 20 through 49, and then **press #**.

### **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.**

**Monthly Telephone Bill:** For customers who have difficulty reading a standard telephone bill, BullsEye invoicing can be made available in Adobe format. In addition to providing the ability to view documents using enlarged font sizes, Adobe will also support the ability to print out a paper copy with larger print formats. Requests for an Adobe format can be made to BullsEye Client Services at: 1-866-273-3177.