



Frequently Asked Questions: CNSNext Telephone

Does my telephone work just like a BellSouth telephone?

No, BellSouth and other local exchange carriers use a powered system that supplies voltage and does not require commercial power or additional equipment at the customer premises. CNSNEXT uses a digital technology that is not powered and requires a modem at the customer premises. That modem requires commercial power to convert from and to digital signals. It is a piece of electronic equipment and has many of the same characteristics as a computer.

Will my telephone work during an electrical outage?

Each modem requires electrical power to operate. With some phones, there is a battery back-up in each modem that will power the modem for approximately two hours in case of a power outage. However, if there is a power outage, cordless phones will not work, they require commercial power. If there is a neighborhood wide outage, it will most likely affect CNSNEXT amplifiers and other transmission equipment located outside the home and consequently, the phone will not work. So, only in rare, very localized outages will the battery back-up allow the phone to continue to work.

Is my local calling area the same as Bellsouth?

Yes!

Will my CNSNEXT telephone work with a FAX machine

Yes! CNSNEXT does not provide or maintain Customer Provided Equipment (CPE). We provide a telephone line that is compatible and will work with FAX machines.

Does my telephone have enhanced or special features?

You can purchase a basic package without enhancements, or you can purchase an enhanced package with special features that the customer controls.

What features come with the enhanced package?

- Caller ID
- Caller ID Blocking
- Return Call
- Call Forwarding
- Call Waiting
- Anonymous Call Rejection
- Three Way Calling

Can I use 911 on a CNSNEXT telephone?

Yes, CNSNEXT is compliant with the Thomas County E-911 service.

If my telephone stops working, how long will it take to have my phone service restored?

On a routine basis, we guarantee 72 hours, but depending on when the problem is reported, we will repair it that day or the next. On non-routine outages such as hurricanes, tornadoes, or flooding, we will structure our work to repair the most phones in the shortest period of time.

How do I activate or deactivate a special feature?

Pick up your phone and get dial tone. Dial * followed by the two digit number of the special feature desired. When you are finished dialing you should get a fast busy signal. Hang up, and that special feature is activated. In the case of *67 and *82 you should get dial tone and you can dial the number that you want the temporary feature enabled or disabled for.

How do I reset the modem and how often should I do that?

A modem sometimes behaves like a computer and freezes up. If this occurs, the customer can manually reboot the modem by performing the following operations. On the back of the modem, there is a recessed button labeled "RESET". You will need a paper clip, tooth pick, or other slim pointed object to depress and hold the RESET button for approximately three seconds. All lights should go out on the modem and then begin coming back on one at a time. If this solves the problem, the telephone should begin to work as soon as the modem has completed the reset operation. **Note: Because of the battery back-up in the modem, unplugging the modem will not accomplish a reset**

Will my CNSNEXT telephone service work with the Alarm Systems in this area?

Yes, CNSNEXT telephone uses analog signaling within the premises and is compatible with any alarm system that would work with a BellSouth telephone line.

Does CNSNEXT provide 800 numbers?

Yes, CNSNEXT does provide 800 numbers.

Can I connect my own answering machine to a CNSNEXT phone system?

Yes! CNSNEXT does not provide or maintain Customer Provided Equipment (CPE) which includes answering machines. We provide a telephone line that is compatible and will work with answering machines.

Is it possible to pick up conversations from other phones on my CNSNEXT telephone?

CNSNEXT telephone systems utilize a digital transmission path from the customer premises back to our Central Office, and it is not possible to hear cross talk due to our system. However, if a cordless phone is used, it is possible to pick up conversation from close proximity neighbors who use cordless phones. It is also possible to hear conversation that is introduced on the terminating end of a phone call. In other words the person you called may be the one introducing a stray conversation onto the telephone line.

If the customer's premises is an apartment, it is possible that the same communications wiring appears in more than one apartment. If the wiring is common in two different apartments, it is possible to pick

up conversation initiated at a different location.

When I move from one location to another, can I take my modem with me and connect it at the new location?

No. The customer must make an appointment and schedule a service transfer. Every location is different and while transmission levels may be good at the old location, they may not meet transmission standards at the new location. This might require correcting wiring problems or installing an amplifier.

Law requires us to populate the 911 database with the correct name, address, and phone number. Consequently, we require a site visit to confirm the date and location when a transfer of service takes place. **This is a non-negotiable item.**

