

April 9, 2010

Dear Customer:

Our phone service supplier is updating to a new voice platform. The switch will be effective **April 21, 2010**. The most significant impact will be to your voicemail service and requires you to reset your voicemail using the step-by-step instructions below. Also, the update adds some additional features and changes the way you access other features. Enclosed is a card summarizing these new features and changes. An updated feature guide is available by logging into your customer account and on our Web site, www.shawano.tv. If you do not have access to our Web site, please contact SMU and we will provide you with a copy of the updated feature guide.

Reset Voicemail:

Due to the service updates, you will need to reset your Voicemail after **April 21, 2010**. Please be advised, all prior Voicemails will no longer be accessible from your telephone or Web site on this date.

Reset Voicemail Instructions

Voicemail Set Up:

1. Dial [*98] from your phone. ***Important: To prevent billable charges, make sure to enter *98 to get to your mailbox prior to entering your temporary passcode found in the next step.***
2. When prompted, enter your temporary passcode [0000] followed by the [#] key.
3. You will receive a message telling you the passcode has expired, and prompting you to enter a new permanent passcode followed by the [#] key.
4. Once you have entered the permanent passcode and pressed [#], you will receive a validation prompt asking you to re-enter your code and press [#].
5. Follow the rest of the prompts to record your name and greetings.

To Access Voicemail:

1. From Home/Business: Dial [*98] from your phone and you will receive a prompt to enter your passcode followed by the [#] key.
2. Remotely: Dial your phone number and wait for your voicemail message to answer. At the point you hear the message, press [*] and you will then receive a prompt to enter your passcode followed by the [#] key.

If you have any questions, or would like to find out more about the service updates, please call us at 715-526-3131 or stop in to our office at 122 N Sawyer St.

Sincerely,

Amanda Andrew
Customer Service and Marketing Assistant