

## IVR Menu Announcements & Options

800-600-5050

"Thank you for calling NuVox Communications. This call may be monitored or recorded for Quality Assurance or training purposes. Please listen carefully as our menu options have recently changed.

If you know the extension of the person you are trying to reach, please press 0.

For acquire new services, press 1.

For Billing or payment inquires, press 2.

To hear our payment remittance address, press 1.

If you have received a past-due notice, or wish to make payment arrangements, press 2.

For all other billing inquiries, press 3, or remain on the line for the next available billing representative.

To make a Change to your existing services, press 3.

To make changes to your Voice services, please press 1.

To make changes to your Data services, please press 2.

To report a Service issue, please press 4.

To report an issue with your Voice Services, please press 1.

To check on the status of an open issue, press 1.

To report a line or feature trouble, please press 2.

To report a complete voice services outage, please press 3

To report an issue with your Data Services, please press 2.

For e-mail, web hosting, or domain name service support, press 1

To report an Internet services or data access trouble, please press 2.

To report a complete Data services outage, press 3."

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### Dial Ahead Menu Summary

- 0. Directory
- 1. New Service
- 2. Billing Menu
  - 21. Payment Address
  - 22. Collections
  - 23. Billing
- 3. Moves, Adds, & Changes Menu
  - 31. Voice MAC
  - 32. Data MAC
- 4. Repair Menu
  - 41. Voice Repair Menu
    - 411. Open Issue Status
    - 412. Line features, voicemail, or line trouble
    - 413. Complete Voice Outage
  - 42. Data Repair Menu
    - 421. E-mail, Web Hosting or Domain Name Issues
    - 422. Internet or Data service trouble
    - 423. Complete Data Outage