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We highly recommend that you convert this to an IP service (if available). However, for normal processing levels, you should experience no issues. If you are doing this type of merchant processing, contact our customer service center, as some special settings may be required.

### **Can I still use the Internet while making calls?**

Yes. Your computer and Murray Electric Digital Voice Services can share an Internet connection.

### **Can I use Murray Electric Digital Voice Services with my business alarm system or personal emergency response services company?**

You may connect any telephone communication device to your Murray Electric Digital Voice Services adaptor. We recommend keeping a traditional phone line for home or personal emergency response devices. The service depends upon your broadband Internet connection and electrical power. If your Internet connection or power is not available, you will not be able to make or receive calls, nor will your alarm system. Please consult with a qualified alarm system technician before connecting your alarm system to a Murray Electric Digital Voice Services line.

### **How is dialing 911 using Murray Electric Digital Voice Services different from dialing 911 on a regular land line?**

Murray Electric routes your call to your local emergency response center over the 911 network determined by the physical address you supplied when you activated 911. If we do not have the correct address, your call cannot be routed to the corresponding emergency response center for your area. You will also need to state the nature of your emergency promptly and clearly, which may include providing your location and telephone number, as the local emergency response center personnel may not be able to see the information Murray Electric sends along with your call.

In the event 911 methods are unavailable or fail, Murray Electric sends your 911 call to a national emergency response center. Trained emergency response agents will then route the call to local authorities.

## **Which VoIP codecs are currently supported by Murray Electric Digital Voice Services?**

Murray Electric Digital Voice Services currently supports the G711 (80k) and the G729 (32k).

## **What are your customer service hours and how do I contact you with questions?**

Our customer service is available 24 hours a day, 7 days a week at 270-753-5312, or via email at [murrayelectric@murray-ky.net](mailto:murrayelectric@murray-ky.net).

## **What is a CPNI?**

CPNI stands for Customer Proprietary Network Information. It is information about your account that cannot be accessed without a four digit security pass code, providing additional security for you.

## **Robocall Mitigation Prohibitive Activities Terms and Conditions**

Murray Electric System's Robocall Mitigation Plan requires MES to comply with Federal law and regulations. Users of our services will be required to timely cooperate with any investigations, including Call Trace Back investigations, into suspected illegal uses of Company services. We will specifically prohibit the following activities which may be complicit in illegal calling schemes:

- Continuous or extensive chat line or conference call participation,
- Use of free conference calling or similar services that Company in its sole discretion deems to participate in traffic stimulation practices or schemes that result in excessive charges;
- Use of an open telephone line as a monitoring, intercom or similar service;
- Repetitive and/or continuous messaging or calling to the same destination or number if such activity could reasonably be expected to or in fact does provoke complaints;
- Long duration calls (defined as calls to the same number in excess of four continuous or cumulative hours within a 24 hour period) and/or calls placed to specific numbers / destinations for the purpose of generating charges or fees for or with a third party;
- Use of call Services which do not consist of uninterrupted live human voice dialog by and between natural human beings;
- Restricting or inhibiting any other User or any other person from using and enjoying the Services and/or the Internet;

- Engaging in any of the foregoing activities by using the services of another provider or third party and channeling such activities through an account provided MES, or otherwise involving the Services or any MES account in any way with or without another provider or third party for the purpose of facilitating the foregoing activities; or
- Utilizing robocalling, autodialing, predictive-dialing or other software or technologies for illegal means.

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## Contact Information



Our customer service representatives are available 24 hours a day, 7 days a week at 270-753-5312 or via email at [murrayelectric@murray-ky.net](mailto:murrayelectric@murray-ky.net) to answer your questions.