STATE OF SOUTH DAKOTA

BUREAU OF INFORMATION AND TELECOMMUNICATIONS

STATE TELEPHONE NETWORK

CENTREX FEATURE GUIDE and VOICEMAIL GUIDE

TELEPHONE USE POLICY

Employees in the Executive Branch of state government shall not use or permit others to use the State Telephone Network for any purpose other than official state business. There are three exceptions: (1) for an emergency; (2) to make notification of a change in the employee's work schedule; or (3) for immediate family concerns.

If the telephone call involves long distance charges, the employee shall pay for the call. Each state agency is responsible for identifying the policy violations of its employees and taking appropriate disciplinary actions.

STATE TELEPHONE NETWORK CENTREX PRIME
DIALING INSTRUCTIONS

STATE NETWORK LINES May Include City/County/Schools	DIAL: LAST 4-DIGITS OF THE NUMBER
LOCAL CALLS	DIAL: 9 + 7-DIGIT NUMBER
LONG DISTANCE CALLS	DIAL: 9 + 1 + AREA CODE + 7-DIGIT NUMBER
TOLL FREE CALLS	DIAL: 9 + 1 + 800 + 7-DIGIT NUMBER. (888,877,866)
EMERGENCY CALLS	DIAL: 9 + 911
FOR PERSONAL CALLING CARD	DIAL: 9 + 1 + TOLL FREE NUMBER. FOLLOW THE INSTRUCTIONS ON THE BACK OF THE CARD
INTERNATIONAL CALLS	DIAL: 9 + 011 + NUMBER
TELEPHONE TROUBLE	DIAL: THE HELP DESK @ 605-773-4357 (TROUBLE TICKETS WILL BE BILLED BACK TO THE AGENCY)

CAUTION: DO NOT LEAVE YOUR HANDSET OFF THE HOOK. TELEPHONE SERVICE AND DIAL TONE MAY BE LOST AND WILL NOT BE RESTORED FOR APPROXIMATELY 15 MINUTES. THIS WILL CAUSE CENTRAL OFFICE AND SYSTEM OVERLOAD.

CENTREX FEATURES
(SINGLE LINE TELEPHONES)

CALL HOLD

TO PLACE A CALL ON HOLD:

- DEPRESS SWITCHHOOK (FLASH BUTTON) AND RELEASE.
- DO NOT HANG UP.

TO REMOVE THE CALL FROM HOLD:

- DEPRESS SWITCHHOOK (FLASH BUTTON) AND RELEASE.

CALL TRANSFER

TO TRANSFER A CALL TO ANOTHER LINE:

- DEPRESS THE SWITCHHOOK (FLASH BUTTON) AND RELEASE, WAIT FOR DIAL TONE, DIAL THE NUMBER YOU ARE TRANSFERRING TO.
- ANNOUNCE THE CALL.
- HANG UP THE HANDSET.

IF BUSY/NO ANSWER, DEPRESS THE SWITCHHOOK (FLASH BUTTON) TO BE RECONNECTED TO THE CALLER.

CALL PICK-UP (BY REQUEST ONLY**)**

TO ANSWER A RINGING PHONE IN YOUR OFFICE:

- LIFT THE HANDSET AND DIAL *68.

DIRECTED CALL PICK-UP (BY REQUEST ONLY**)**

TO ANSWER A SPECIFIC RINGING PHONE IN YOUR OFFICE:

- LIFT HANDSET.
- DIAL *14 + 4-DIGIT NUMBER THAT IS RINGING.

CALL FORWARDING

TO FORWARD CALLS TO ANOTHER **STATE LINE** ON YOUR LOCAL CENTREX NETWORK:

- DIAL *39.
- DIAL THE 4-DIGIT NUMBER YOU WANT YOUR CALLS FORWARDED TO.
- LISTEN FOR CONFIRMATION TONES.
  (3 SHORT BURSTS OF TONE)
- DIAL *40 TO CANCEL THIS FORWARDING.

TO FORWARD CALLS TO A **LOCAL** TELEPHONE NUMBER OR CELLULAR NUMBER: (BY REQUEST ONLY)

- DIAL *39 + 9 + 7-DIGIT TELEPHONE NUMBER.
- LISTEN FOR CONFIRMATION TONES.
  (3 SHORT BURSTS OF TONE)
- HANG UP THE HANDSET.
- DIAL *40 TO CANCEL THIS FORWARDING.

TO FORWARD CALLS TO A **LONG DISTANCE** TELEPHONE NUMBER OR CELLULAR NUMBER: (BY REQUEST ONLY)

- DIAL *39 (9 + 1 + AREA CODE + 7-DIGIT TELEPHONE NUMBER.
- LISTEN FOR CONFIRMATION TONES.
  (3 SHORT BURSTS OF TONE)
- HANG UP THE HANDSET.
- DIAL *40 TO CANCEL THIS FORWARDING.

TO FORWARD CALLS TO YOUR **VOICEMAIL**:

- DIAL *39 + 9 + YOUR VOICEMAIL FORWARDING NUMBER FROM THE CHART ON PAGE 17.
- LISTEN FOR CONFIRMATION TONES.
  (3 SHORT BURSTS OF TONE)
- HANG UP THE HANDSET.
- DIAL *40 TO CANCEL THIS FORWARDING.

THREE-WAY CALLING (YOURSELF & 2 OTHER PARTIES)

TO PLACE A THREE-WAY CALL:

- CALL THE FIRST PARTY (4-DIGIT, 9 + LOCAL, OR LONG DISTANCE, 9 + 1 + AREA CODE + 7-DIGIT NUMBER).
- DEPRESS SWITCHHOOK (FLASH BUTTON) TO GET NEW DIAL TONE.
- CALL THE SECOND PARTY.
- DEPRESS THE SWITCHHOOK (FLASH BUTTON) TO CONNECT ALL PARTIES.

SIX WAY CALLING (YOURSELF & 5 OTHER PARTIES)

TO PLACE A SIX-WAY CALL: (BY REQUEST ONLY)

- DIAL *43.
- CALL FIRST PARTY (4-DIGIT, 9 + LOCAL, OR LONG DISTANCE: 9 + 1 + AREA CODE + 7-DIGIT NUMBER).
- DEPRESS THE SWITCHHOOK (FLASH BUTTON) TO GET NEW DIAL TONE.
- CALL THE SECOND PARTY.

- DEPRESS THE SWITCHHOOK (FLASH BUTTON) TO CONNECT THE PARTIES.
- REPEAT PROCEDURE UNTIL ALL PARTIES HAVE BEEN REACHED.

SPEED DIAL (FOR PERSONAL LIST OF SPEED DIAL NUMBERS)
TO PROGRAM A SPEED DIAL LIST OF 30 NUMBERS:
- DIAL *75.
- SELECT 2-DIGIT SPEED DIAL CODE NUMBER; 20 THROUGH 50.
- DIAL COMPLETE TELEPHONE NUMBER (9 + LOCAL, 9 + 1 + AREA CODE AND 7-DIGIT NUMBER).
- LISTEN FOR CONFIRMATION TONES.
- REPEAT THESE STEPS FOR EACH NUMBER YOU ARE PROGRAMMING.

TO PLACE A CALL USING SPEED DIAL LIST:
- LISTEN FOR DIAL TONE.
- DIAL THE 2-DIGIT SPEED DIAL CODE + # KEY.

AUTOMATIC CALLBACK CALLING (CAN ONLY BE USED WHEN ANOTHER STATE LINE IN YOUR LOCAL NETWORK IS DIALED AND RINGS BUSY):
- HANG UP THE CALL.
- LIFT RECEIVER AND DIAL *55.
- LISTEN FOR CONFIRMATION TONES.
- WHEN BOTH LINES OPEN, YOU WILL RECEIVE 3 RINGS.
- LIFT YOUR HAND SET; YOU WILL HEAR THE OTHER LINE RINGING.

TO DEACTIVATE AUTOMATIC CALLBACK CALLING:
- DIAL *56 (AUTO DEACTIVATION AFTER 30 MINUTES).

NOTE: AUTO CALLBACK CALLING WILL NOT WORK ON LINES THAT HAVE VOICEMAIL OR CALL FORWARDING FEATURES ON THE LINE.

CENTREX FEATURES
(ISDN TELEPHONES)

CALL HOLD
TO PLACE A CALL ON HOLD:
- PRESS THE HOLD BUTTON.

TO REMOVE THE CALL FROM HOLD:

- PRESS THE FAST BLINKING CALL APPEARANCE LINE ON HOLD.
-

CALL TRANSFER

TO TRANSFER A CALL TO ANOTHER LINE:

- DEPRESS THE TRANSFER BUTTON.
- DIAL THE NUMBER YOU WANT TO TRANSFER THE CALL TO.
- ANNOUNCE THE CALL.
- DEPRESS THE TRANSFER BUTTON TO CONNECT.
- IF THE LINE IS BUSY OR VOICEMAIL IS REACHED AND NOT REQUESTED, PRESS THE DROP BUTTON AND DEPRESS THE BLINKING CALL APPEARANCE LINE.

CALL PICK-UP (BY REQUEST ONLY)

TO ANSWER A RINGING PHONE IN YOUR OFFICE:

- LIFT HANDSET AND LISTEN FOR DIAL TONE.
- DEPRESS THE CALL PICK-UP (CPU) BUTTON.

CALL FORWARDING

TO FORWARD CALLS TO ANOTHER **STATE LINE** ON YOUR LOCAL CENTREX NETWORK:

- DIAL *45 + 4-DIGIT NUMBER YOU WANT YOUR CALLS FORWARDED TO.
- LISTEN FOR CONFIRMATION TONES.
  (3 SHORT BURSTS OF TONE)
- HANG UP THE HANDSET.
- DEPRESS THE CALL FORWARDING (CFV) BUTTON ON YOUR PHONE TO ACTIVATE THIS FEATURE, CFV BUTTON WILL LIGHT UP.
- TO DEACTIVATE THE CALL FORWARDING FEATURE; DEPRESS CFV BUTTON AGAIN.

TO FORWARD ALL CALLS TO **VOICEMAIL**

- DIAL *45 + 9 + YOUR VOICEMAIL FORWARDING NUMBER FROM THE CHART ON PAGE 17.
- LISTEN FOR THE CONFIRMATION TONES.
- HANG UP THE HANDSET.
- DEPRESS THE CALL FORWARDING (CFV) BUTTON ON YOUR PHONE TO ACTIVATE THIS FEATURE.
- TO DEACTIVATE THIS FEATURE, DEPRESS THE CFV BUTTON AGAIN.

THREE-WAY CALLING (YOURSELF & 2 OTHER PARTIES)
TO PLACE A THREE-WAY CALL:

- CALL THE FIRST PARTY (4-DIGIT, 9 + LOCAL, 9 + 1 + LONG DISTANCE)
- DEPRESS CONFERENCE BUTTON, GET DIAL TONE.
- CALL SECOND PARTY.
- DEPRESS CONFERENCE BUTTON TO CONNECT.

SIX-WAY CALLING (YOURSELF + 5 OTHER PARTIES)
TO PLACE A SIX-WAY CALL: (BY REQUEST ONLY)

- CALL THE FIRST PARTY.
- DEPRESS THE CONFERENCE BUTTON.
- CALL THE SECOND PARTY.
- DEPRESS THE CONFERENCE BUTTON.
- REPEAT UNTIL ALL PARTIES ARE ADDED.

CALLER ID CLASS FEATURES

PER CALL BLOCKING (AVAILABLE ON ALL LINES)
WHEN YOU NEED TO REMAIN ANONYMOUS, YOU CAN BLOCK THE DISPLAY OF YOUR NAME & NUMBER BY PRESSING *67 BEFORE DIALING THE NUMBER YOU ARE CALLING.

PER CALL UN-BLOCKING

IF YOU NEED TO UN-BLOCK YOUR LINE TO PLACE A CALL TO A LINE WITH ANONYMOUS CALL REJECTION, DIAL *82 BEFORE YOU DIAL THE NUMBER AND YOUR CALLER I/D WILL BE DISPLAYED AND THE CALL WILL BE PROCESSED.

PERMANENT CALL BLOCKING
TO REMAIN ANONYMOUS ON ALL CALLS DIALED, THIS FEATURE CAN BE ADDED ON A PER LINE BASIS.

SETTING UP A NEW VOICEMAIL BOX

How do I set up a NEW voicemail box?
The following steps will help guide you through the process of setting up a new voicemail box:

- **Dial your voicemail retrieval number from the list located on page 18 of this guide. The voicemail system will prompt you to enter your 10-digit mailbox number; this will be your area code + 7 digit telephone number.**

- **The system will prompt you to enter your security code. NOTE: your security code can be any number 4 to 8 digits long that doesn't end or begin with zero.**

- **The system will prompt you to record your name. Say your name or whatever name you would like to assign to your mailbox (such as your department name, division or phone number).**

- **The system will prompt you to select a greeting for your voicemail box. Greeting options:**
  - **PRESS 1- Standard Greeting with your number.** (Our Standard Greeting with your number says: "At the tone, please record your message to (mailbox number)."
  - **PRESS 2- Standard Greeting with your name.** (Our Standard Greeting that allows you to insert your name says. "At the tone, please record your message to (name)."
  - **PRESS 3- Personal Greeting** up to 3 minutes in length. The State of South Dakota suggests using a personal greeting. (If you have the Call Routing to Number feature (dial zero), you may want to include "If you need to speak to someone right away, press (0) for assistance."

***YOU CAN ALWAYS ERASE ANYTHING YOU'VE RECORDED OR PROGRAMMED. HOWEVER, YOU MUST LISTEN TO THE VOICEMAIL SYSTEM PROMPTS. IF AT ANY POINT YOU WOULD LIKE TO RETURN TO THE PREVIOUS MENU, PRESS THE * KEY.**

***YOU MUST ALWAYS * (STAR) COMPLETELY OUT OF THE VOICEMAIL SYSTEM WHEN YOU ARE READY TO EXIT. THE VOICEMAIL SYSTEM DOES NOT ALWAYS RECOGNIZE THAT YOU HAVE EXITED IF YOU JUST HANG UP. THIS CAN CAUSE NEW MESSAGES TO CONTINUE PLAYING EVEN THOUGH YOU ARE NOT LISTENING TO THEM.**

SETTING UP AN EXISTING VOICEMAIL BOX

How do I set up an EXISTING voicemail box?
If you are a new employee or have forgotten your password, you will need to have your telephone coordinator request to have the password reset to 1234, so that you can access the voicemail box.

1. **Dial your voicemail retrieval number and enter your password; 1234.**

***Note:** Existing voicemail boxes will most likely have the last user's name and greeting recorded; steps for changing that will be listed below. Also, any existing messages will need to be deleted by you; the system does not automatically remove messages left by the previous user.

GREETINGS

- **Press 4-Mailbox options**
  - **Press 3-Recordings.**
  - **Press 1-Change your greeting.** You will then have the option to select one of the following:
    - **Press 1-Standard greeting with your number.** (Our Standard Greeting with your number says: "At the tone, please record your message to (mailbox number)."
    - **Press 2-Standard greeting with your name.** (Our Standard Greeting that allows you to insert your name says. "At the tone, please record your message to (name)."
    - **Press 3-Personal greeting.** (The State of South Dakota recommends that you record a personal greeting for your voicemail box). (The system will play the current greeting).
      - **The system will prompt you to:**
        - **Press # to keep the current greeting.**

- **Press * to change the current greeting.** Continue to follow the system prompts to record your new greeting.

MAILBOX NAME

How do I change the name on my voicemail box?
Follow the steps below to update or change the existing name on your voicemail box.

Dial your voicemail retrieval number and enter your password.

- **Press 4-Mailbox options.**
  - **Press 3-Recordings.**
  - **Press 2-Record a new name. (**After the tone; record the name you would like assigned to the mailbox and press the # key).

PASSWORDS

How do I change the password for my mailbox?
If you have not all ready done so, contact your telephone coordinator to have your password reset to 1234.

Dial your voicemail retrieval number and enter the default password-1234.

- **Press 4-Mailbox options.**
  - **Press 2-Shortcuts.**
  - **Press 1-Passwords.**
  - **Press 1-Change password.** Follow the system prompts to complete this process.

What if I do not want to enter my password each time I access my voicemail box?
If you do not want to enter your mailbox password or need to let someone else listen to your messages during your absence and do not wish to give out your permanent password just follow these steps:

Dial your voicemail retrieval number and enter your password.

- **Press 4-Mailbox options.**
  - **Press 2-Shortcuts.**
  - **Press 1-Passwords.**
  - **Press 2-Skip.**
    - **Press 1-Skip ON.** (You will not be asked to enter your password).

- **Press 2-Skip OFF.** (You must enter your password).

EXTENDED ABSENCE GREETING

How do I set up an extended absence greeting?
Follow the steps below to create your extended absence greeting:

Dial your voicemail retrieval number and enter your password.

- **Press 4-Mailbox Options.**

  - **Press 3-Recordings.**
  - **Press 1-Change your greeting.**
  - **Press 4-Extended Absence.** Record your greeting after the tone and press the # key. (This does not change your personal greeting).

***When you return to your normal work schedule, you will need to go into the mailbox options and change the selection back to your regular greeting.**

How do I navigate through messages?
Once you have accessed your voicemail box, the following options help you to navigate through each message while listening to it, such as; repeating, writing important information down or skipping to a specific message.

MANAGING YOUR VOICEMAIL BOX

Dial your voicemail retrieval number and enter your password

PRESS 11- LISTEN TO MESSAGES. (The voicemail system will announce the number of un-heard and new messages in your voicemail box).

WHILE LISTENING TO A MESSAGE:
PRESS 1- REWIND 10 SECONDS.
PRESS 11- REWIND TO THE BEGINNING OF A MESSAGE.
PRESS 2- PAUSE/RESTART.
PRESS 3- FAST FORWARD 10 SECONDS.
PRESS 33- FAST FORWARD TO END OF MESSAGE.
PRESS 4- SLOW DOWN.
PRESS 5- ACCESS DATE AND TIME.
PRESS 6- SPEED UP.
PRESS 8- NORMAL VOLUME.
PRESS 9- LOUDER VOLUME.
PRESS *- RETURN TO THE MAIN MENU.

AFTER LISTENING TO A MESSAGE:
PRESS #- SKIP MESSAGE.
AFTER LISTENING TO A MESSAGE(S):
PRESS 4- REPLAY.
PRESS 5- ACCESS DATE & TIME.
PRESS 6- FORWARD.
PRESS 7- ERASE A MESSAGE.
(Once you erase a message, you cannot get it back. There is no way to retrieve erased messages from the voicemail system).
PRESS 8- REPLY TO A MESSAGE.
PRESS 9- SAVE MESSAGE.
PRESS * RETURN TO MAIN MENU.
PRESS # SKIP MESSAGE.

How do I forward a message to another mailbox?
Any messages in your voicemail box (except those marked as private) can be copied and shared with other Qwest Voicemail subscribers. After you have listened to a message:

- **PRESS 6- FORWARD A MESSAGE.**
  - The system will instruct you to record your introduction for this message.
  - **Press- # (**The system will prompt you to enter the 10- digit destination number. If you want to send a copy of this message to more than one recipient, enter the # key after each destination number.
  - **PRESS- *** to send your message.

Can I send a reply to a message that I have received in my voicemail box?
You can respond immediately to any voice message sent by another Qwest Voicemail subscriber without hanging up and redialing. After listening to a message:

- **PRESS 8- REPLY TO A MESSAGE.**
  - The voicemail system will prompt you to record your reply.
  - **Press-#** to send your reply.

TO SEND A MESSAGE

Dial your retrieval number and enter your password.

- **PRESS 2-TO SEND A MESSAGE**

- **RECORD YOUR MESSAGE.**
  - WHEN FINISHED RECORDING - PRESS #.

    OR
  - TO REVIEW YOUR MESSAGE - PRESS 1.

- **ENTER THE 10- DIGIT DESTINATION NUMBER.**
  - THIS IS THE 10- DIGIT PHONE NUMBER, AN EXTENSION MAILBOX NUMBER OR A GROUP LIST NUMBER.

  - YOU MAY SEND A MESSAGE TO MORE THAN ONE DESTINATION BY PRESSING THE # KEY AFTER EACH NUMBER. WHEN YOU HAVE FINISHED ENTERING YOUR DESTINATION NUMBERS, PRESS THE * KEY.

    - IF YOU WOULD LIKE TO KEEP TRACK OF THE MESSAGES THAT YOU HAVE SENT, SELECT YOUR OWN 10-DIGIT MAILBOX NUMBER AS AN ADDITIONAL DESTINATION.

- **SEND NOW –** PRESS # OR YOU MAY WISH TO CHANGE THE WAY YOUR MESSAGE IS DELIVERED.

- **DELIVERY OPTIONS – PRESS 0.**
  - PRIVATE DELIVERY – PRESS 1.

- URGENT – PRESS 2.
- MESSAGE CONFIRMATION – PRESS 3.
  - CONFIRM RECEIPT – PRESS 1.
  - NOTIFY OF NON-RECEIPT – PRESS 2.

How do I create a group list?
When creating a group list, dial the retrieval number and enter your password. Follow the steps below to create up to 15 different group lists for various departments:

- **PRESS 4- MAILBOX OPTIONS.**

  - **PRESS 4- GROUP LISTS.**
  - **PRESS 1- CREATE A GROUP LIST(S).** (You will always select this option to create additional group lists).
  - **ENTER A NUMBER FROM 11 TO 25 FOR THIS LIST.**
  - **RECORD A NAME FOR THE LIST AND PRESS #. (**If you lose your place, just press (1) to hear the names and numbers you've put on your Group List.
  - **ENTER THE 10- DIGIT MAILBOX NUMBERS ONE AT A TIME.**

***Once your lists are created, use the Send feature to record and send a single message to as many as 25 people simultaneously.**
How do I update/change my Group Lists?
The following are options available to you when you need to make changes to your group lists:

- **PRESS 4- MAILBOX OPTIONS.**

  - **PRESS 4- GROUP LISTS.**
  - **PRESS 2- EDIT.** (Listen to the voice prompts to Edit, Delete or Rename).
  - **PRESS 4- HEAR NAME.** (Hear list names).

TO ACCESS ANOTHER MAILBOX

Dial your voicemail retrieval number and enter your password.

- **PRESS 5-TO ACCESS ANOTHER MAILBOX.**
- **PRESS # Key and** Enter the 10-digit mailbox number you want to access. The system will prompt you to enter your password.

MAIN MENU
AT-A-GLANCE

Press 11- LISTEN TO MESSAGES	**While Listening** 1- Rewind 10 sec. 11- Rewind to beginning. 2- Pause/Restart. 3- FF 10 sec. 33-FF to end of msg. 4-Slow Down. 5-Access date & time. 6-Speed up. 8-Normal Volume. 9-Louder Volume. *-Return to Main Menu. # Skip Message.	**After Listening** 4-Replay. 5-Date & Time. 6-Forward. 7-Erase msg. 8-Reply to Sent Msg. 9-Save Message. *-Return to main menu. #-Skip Message.	
Press 2- Send A Message	Record your message, and then press #. 1-To review msg. before sending.	Enter the 10-digit destination number. #-To send now. 0-Delivery options.	Delivery Options 1 Private 2 Urgent 3 Message Confirmation 1 Confirm Receipt 2 Notify of Non-receipt
Press 3- Check Message Receipt	To find out if a message you sent was heard, enter the recipient's 10-digit number.		
Press 4- MAILBOX OPTIONS	**1- Notification On/Off**	1-Message waiting indication on. 2-Message waiting indication off.	
	2-Shortcuts	1-Passwords.	1-Change. 2-Skip. 1-Skip on. 2-Skip off.
		2-Autoplay.	1-On. 2-Off.
		3-Date & Time.	1-On. 2-Off.
		4-Prompt Levels.	1-Standard. 2-Short (less instruction).
		5-Welcome Chimes.	#-On. 1-Off.
	3-Recordings	1-Change Your Greeting. 2-Record a New Name.	1-Standard with number. 2-Standard with name. 3-Personal. #-Keep current greeting. *-Change current greeting. 4-Extended Absence.
	4-Group Lists	1-Create 2-Edit, Listen to voice prompts to edit, delete or rename. 3-Delete 4-Hear Name	Enter a number from 11-25 for this list. Record a name for the list and press #. Enter 10-digit mailbox numbers one at a time. If you lose your place press 1.
Press 5- Access Another Mailbox	Press #, followed by the 10-digit mailbox number.		

VOICEMAIL FORWARDING NUMBERS
PLEASE USE THIS CHART WHEN FORWARDING YOUR LINE TO VOICEMAIL

CITY	VM FORWARD NUMBER
ABERDEEN	226-1105
HURON	352-0045
MADISON	256-1073
MITCHELL	995-9100
PIERRE/FORT PIERRE	224-2482
RAPID CITY	343-8588
REDFIELD	472-4101
SIOUX FALLS	330-9488
SPEARFISH	642-2034
VERMILLION	624-4248
WATERTOWN	882-7029

VOICEMAIL RETRIEVAL NUMBERS
PLEASE USE THIS CHART WHEN ACCESSING YOUR VOICEMAIL BOX

CITY	VM RETRIEVAL NUMBER
ABERDEEN	622-7797
HURON	352-0155

MADISON	256-4709
MITCHELL	995-9105
PIERRE/FORT PIERRE	224-9274
RAPID CITY	348-4400
REDFIELD	472-4115
SIOUX FALLS	339-9200
SPEARFISH	642-7343
VERMILLION	624-4483
WATERTOWN	884-0675
YANKTON	668-0008

Any questions or problems associated with your voicemail box should be directed to BIT Telecommunications department at (605) 773-7576.