

NMC 022-08

To All Running Trades Employees

There will two new features and a change to an existing feature on the VRU which are to be effective immediately.

The changes are as follows.

- 1) An employee will now be able to add a protect call or remove a protect call using the VRU.
- 2) An employee will now be able to add a courtesy call at the home terminal.
- 3) An employee will now be able to designate whether they want the temporary number entered to expire in 8, 12 or 24 hours from the time it was entered.

These features will all be available under menu item two.

The new features will work as follows.

If two is pressed the caller will hear the following sub menu.

Press one to enter a temporary phone number
Press Two to add or remove a protect call
Press Three to add a courtesy call at the home terminal

If the caller presses one s/he will be prompted to enter a 10 digit temporary phone number. The caller will then be prompted to press one to accept the number as correct, or to press two to reenter the number. The caller will then be prompted to press one for an eight hour expiration, press two for a twelve hour expiration or press three for a twenty-four hour expiration.

If the caller presses two s/he will be prompted to press one to add a protect call or press two to remove a protect call.

If the caller presses three s/he will be prompted to enter a four digit courtesy call begin time. Then the caller will be prompted to accept or reenter the time. The caller will then be prompted to enter the courtesy call end time and either accept or reenter it. Lastly the caller will be prompted to enter a three digit courtesy call duration in minutes and either accept or reenter it.

CMC Management Team