

## **Personal Operator Service**

Thank you for choosing Cincinnati Bells Personal Operator service for your enhanced Voice Messaging service. Personal Operator allows important callers to reach you wherever you are. As callers are listening to your mailbox greeting, they have the option of pressing zero to transfer to your wireless phone, your other business location, your receptionist, and any local number you choose.

For assistance or questions, call the Voice Messaging Help Desk at **859-767-1205**.

## **How to Set Up Your Personal Operator Service**

### **Establishing your Personal Operator number**

Your Personal Operator number is the local ten-digit telephone number to which callers are transferred if they press zero while listening to your mailbox greeting. After you have set up your mailbox through the New Subscriber Tutorial, you must establish your Personal Operator Number.

1. Dial the Voice Messaging access number 859-767-2914.
2. From the Main Menu:
  - Press 2 2 6 2.
  - Enter your ten-digit Personal Operator number and press #.
  - Enter 1 1 to activate your Personal Operator service.
  - Enter 1 2 to deactivate your Personal Operator service.

## **Making Changes to Your Personal Operator Service**

### **How to activate and deactivate your Personal Operator service**

From the Main Menu:

Press 2 2 6 1.

Enter 1 to activate your Personal Operator service.

Enter 2 to deactivate your Personal Operator service.

### **How to change your Personal Operator number**

You may change your Personal Operator number at any time.

From the Main Menu:

Press 2 2 6 2.

Enter your new ten-digit Personal Operator number and press #.

Enter 1 1 to activate your Personal Operator service.

Enter 1 2 to deactivate your Personal Operator service.

If you experience difficulties changing your Personal Operator number, call the Voice Messaging Help Line at 859-767-1205 and press 0 after the instructions begin. Our Help Line service representatives will assist you in setting up your service to transfer callers to your new telephone number.

**For assistance or questions, call the Voice Messaging Help Desk at 859-767-1205.**