



## **IMPORTANT: Voicemail Platform Upgrade for Birmingham area Customers**

Dear BusinessLinc Customer,

We would like to inform you of an important upgrade to your enhanced voicemail service taking place on **Friday, October 6, 2017**, between 11:00 PM and 5:00 AM CT. Your voicemail service will be interrupted for about 15 minutes at some point during this window of time.

In order for voicemail service to resume following the upgrade, you must set up a new voice mailbox. **YOU WILL NOT BE ABLE TO RECEIVE ANY NEW VOICE MAIL MESSAGES UNTIL YOU COMPLETE YOUR SETUP.**

To initialize your new mailbox, follow these steps:

- 1) Press \*86 and 'Send' on your wireless phone
- 2) You will then be prompted to enter a new password and greeting
- 3) That's it!

**Your former mailbox messages will be available for 30 days after the upgrade takes place.**

- You can access your old messages by dialing **205-572-0589**.
- When prompted, enter your 10-digit phone number.
- Once you hear the greeting, press # and enter your old voicemail password.

**After 30 days, all remaining messages in your old voice mailbox will be automatically deleted.**

Sincerely,

Southern Linc

For any further questions, please contact Customer Solutions at 1-800-818-5462.