



24/7 SUPPORT

We are committed to keeping you connected and have a team available around the clock if you have trouble with your internet or phone service.



833-473-3591, option 3
Around the clock tech support by phone



24/7 Live Chat Tech Support
Visit www.fireflyva.com and click on the chat icon

Let's Connect!



firefly
FIBER BROADBANDSM

Powered by CVEC

**NEW CUSTOMER
INFORMATION**



VoIP
QUICK
REFERENCE
GUIDE

RELIABLE CONNECTION

HONEST SERVICE

FAIR PRICING

NO CONTRACTS!

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(833) 473-3591
fireflyva.com



Getting Started

YOUR FIREFLY VoIP SERVICE

Various features can be accessed, modified and enabled through telephone shortcuts.

FEATURE ACCESS CODES

FEATURE	ON	OFF
Anonymous call rejection	*77	*87
Call forwarding-always	*72	*73
Call forwarding-busy	*90	*91
Call forwarding-no answer	*92	*93
Call forwarding-not reachable	*94	*95
Call return	*69	
Call waiting (per call *70)	*56	*57
Call waiting-disable for one call	*70	
Caller ID block-outbound	*68	*81
Caller ID block-outbound (per call)	*67	
Clear voice message indicator	*99	
Do not disturb	*78	*79
Flash call hold	*22	
Last number redial	*66	
Speed dial 8	*74	
Speed dial 100	*75	
Voicemail (FIRST TIME PIN 8642)	*98	

Questions?

WE'RE HERE TO HELP

If you have any questions about your service, please contact the Firefly service team at (833) 473-3591, option 1. The customer service team is available to assist you Monday through Friday from 8:00 am to 5:00 pm.



**YOUR FIRST TIME
VOICEMAIL PIN IS
8642**

FOR A COMPLETE GUIDE
ON VOICEMAIL SETUP
AND OTHER PHONE
FEATURES, VISIT:



BATTERY BACKUP

To avoid a disruption of home voice service during a power outage—and to maintain the ability to connect to 911 emergency services—Firefly offers customers a battery for backup power* for your residential fiber optic voice telephone service at the time of the initial installation for \$4.99 per month.

>> UP TO 24 HR STANDBY POWER
>> 8-10 HOURS OF TALK TIME

**Not for use with cordless phones.
Visit the Firefly website for more information.*