

PAULETTE: Yes. After three rings.

WOMAN: So we need to do that.

PAULETTE: That is correct.

WOMAN: But otherwise if we are on our phone, the hot line phone, and we are talking on it, a call that would be coming to us would be going to the next station so it is automatically forwarded. But our private line does not do that.

PAULETTE: No. It is not part of any hunt group at all.

WOMAN: Will the private one go into BMX?

PAULETTE: Yes.

WOMAN: Okay.

PAULETTE: The BMX Mail Box has been set up on all of those second personal lines.

WOMAN: Will we get new BMX numbers and everything.

AUDIENCE: You are going to fast, slow down. (laughter)

PAULETTE: I was just going to explain all of that.

WOMAN: These are all a step ahead.

PAULETTE: They must be eager, that's wonderful.

WOMAN: Okay, this hard forwarding...If I understand it correctly, if I were on 8832, that was my number and but I was on my second line, I would dial the 118, 8833, the next line passed me?

PAULETTE: Well you would do it from your line that is on the trunk on group, so you would do it from your 8833.

WOMAN: You would have to put your second call on hold, go to your other line then dial your 11....

PAULETTE: Or, if you know you are going to be caught making some outside calls, then you will want to do the 118, 8834, get this line forwarded and then use your other line.

WOMAN: So the number I'm putting on this is the next number.

PAULETTE: Yes. The next available...This person is not in you may want to make it go to

8835.

WOMAN: What I would suggest that you do is call forward it to the next number because you aren't going to know who is in and who isn't in....And then if everyone just forwards it to the next number, if they are gone...it'll be a circle....it's going to forward it on.

PAULETTE: That's right.

WOMAN: Another point that I want to make to you is [undiscernible]..second line. Understand also that if you have to call Lois [undiscernible] that if you have to call somebody, that's the line and wouldn't tie up your 800 line.

PAULETTE: 800s are incoming only.

WOMAN: Did I understand correctly that we would hard forward that private line only if we didn't want to hear the ring? If we did not answer that private line in three rings it would go into our own BMX?

WOMAN: And you have a choice there Barb, you can either do your hard forward to your mail box so that you are not going to have to listen to three rings while you are on your other line. You can do that by dialing 118, 6200 and again Deb will be covering that with you.

WOMAN: Okay.

WOMAN: If they are placing a call to an outside resource like that is it less expensive for them to call on the 800 number?

PAULETTE: No.

WOMAN: I would say you would be on the phone so it hunt forward to the next one any way.

WOMAN: That's right.

WOMAN: So it really doesn't matter.

WOMAN: So unless you have some paperwork to do after you get done with that call, you can just go ahead and busy it out by making an outgoing call. There is no cost difference on which line you use.

In talking with the other group, I understand that is a quite bit of paperwork you have to do and if you are going to be doing paperwork after your long phone call, you may want to go ahead and hard forward and use that time to catch up on your paperwork before you get back your number.

WOMAN: So we talked about closing up that call before you go to the next one. [undiscernible]...we have to remember what that was all about.

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PAULETTE: The bottom line on all of that is, just remembering that this first line has to be either busied out if you are on it or call forwarded.

Are there any questions at all?

This part with the BMX, again Deb is going to cover that part so if you have any BMX questions, would you just please hold those.

Are there any other questions out there?

[coughing, mixed verbal]...that's busy goes to the next, etc., down the line.

WOMAN: The sequence then, does it always start with that number one phone?

PAULETTE: Yes. It always starts with where the 800 outside call is coming in.

WOMAN: So then does it go to Dawn and Wendy and?

WOMAN: It will always go to the 8146 and I think that is Dawn. And then it goes to 8688 and that's Wendy. It will always go in that sequence.

PAULETTE: It seems like sometimes that the first person in line gets the most calls, but we..when Donna was in the basement over in [undiscernible], I mean the last person in line was getting just as many.

WOMAN: Because of the length of the phone conversation will be.

PAULETTE: Exactly, because if these are busied out, they get the first call may be twenty minutes, thirty minutes, forty minutes, while they are on there, you will be getting the other traffic coming in. So it comes out about even.

WOMAN: It does. It really does.

WOMAN: It seems like they might be.

WOMEN: Okay. But don't let's talk about it. No.

PAULETTE: I don't know if there is a lot of value, but just quickly show you the separate hunt group and that is the one for this program. This is their hunt group it starts with 8875, goes on through 8885. The number you will be transferring all of your calls to when it goes to the program people, is the first line in that hunt group which is the 8875 number. And they all have BMX Mail Boxes and again Deb will explain on that part. So that's their hunt group. I think whoops..[undiscernible]...I think other than the 8875 number what you need to know is they have their own little separate hunt group, I don't know if you can even make out those numbers. That's not all that critical. 8875 is the one you are going to need to remember.

You people will be in this top bracket of my box up there.

WOMAN: Who is in the second section?

PAULETTE: Down there is the Explant Program people.

[Mixed verbal]

PAULETTE: That's right. All calls will be coming in on the 800 number and you will be the receiver of all the incoming calls. You will have initial contact with the caller. When you determine at whatever point, that this is a call that really belongs to the other group, the program group, is when you will then do your transfer by, and I'll show you how to transfer on this equipment to 8875. So if you get calls that go to the other group you will transfer them over. Okay?

WOMAN:have you ever used this type of equipment? Okay. The six button set is what you will be using and a log 1A Key on the Centrex System which means everybody you can reach by dialing four numbers, you will be able to dial on these two lines. To receive a call you simply push down the button that's ringing and flashing and go off hook to receive your call. If you determine that it's for the other group, then you push this switch hook once, probably some of you are familiar with transferring calls...you will get three tones to that is your confirmation beep tones to tell you go ahead and dial your number and you will dial 8875 and you will get ringing, someone will answer from the other group and you can announce your call and then hit switch hook and you have connected your caller and the person in the program and you are still on the line and you can say go ahead. They'll say hello this is Jan or whatever, you can then reposition. You are done.

WOMAN: Just a few points. When you get a caller on the line and you dial the 8875, they are going to pick up that this is Jan or this is Marsha or whoever it is on the other end, you need to give them some lead in into what you are giving them, don't just hand them this hysterical / irate patient.

GROUP: [laughter] hang up good luck You might say I got a real hot one here for you on this line.....

WOMAN: You might say, this lady is very irate, or this lady is crying, she is very upset -- at this point she cannot hear.

WOMAN: No not until you hit switch hook the second time.

WOMAN: Then when you hit switch hook the second time and all three of you are on the phone, then I would prefer you to say "Mrs. Jones, this is Jan Robinson, she'll be able to address your problems." After the introduction then you are off the line.

WOMAN: And, when you hear the conversation beginning between Jan and whoever, your caller, that's when you hang up. This just gives you a little assurance that the connection is

made. They are talking. Then hang up.

WOMAN: You gave her an introduction, you gave her a lead in into what the call was....and it shows the patients that we haven't let them go, we have held onto them until they are connected.

WOMAN: One thing that you do need to keep in mind when you are transferring calls, when you are transferring from outside, I don't know if you will have an occasion to do this, but if you transfer to another like Memphis, or another telephone line outside our Dow Corning system, you have to stay on the line for that connection to remain. In other words, if you have an outside call you are transferring to another number, when you hang up they are going to disconnect -- you are the link, you are the system that links those two calls.

WOMAN: So it needs to be picked up?

WOMAN: You have to stay. Again, I don't know how often you will transfer these calls.

WOMAN: Have never done that yet. But I think it is good to know how that works.

WOMAN: But that would also be....would you also ... excuse me, expect an introduction.

WOMAN: Yes, it would work the very same way ... you need to know you are the link between those two conversations, you cannot disconnect.

WOMAN: So then I have to stay on the line?

WOMAN: So then rather than a transfer it's more like a conference call, at that point?

WOMAN: That's exactly right.

MAN: I think if you ever to do that, just state that this is Jeff Rice, I am transferring a call to you, it is about this, I am going to have to remain on the line with this call or else you will be disconnected.

WOMAN: If that is not acceptable then they will need to provide a number so that someone could call them back.

Well couldn't you just set down the phone and walk away.

MAN: But we never know what's coming down the line. So we should be aware of this.

[mixed verbal]

even in those situations ...

WOMAN: It is an 800 number so there would not be a charge to them per se.

WOMAN: Memphis has an 800 number.

PAULETTE: But you never know. I will tell you that ... you never know. Ask Donna. [garbled]

WOMAN: I'll never forget that one.

PAULETTE: Yeah. Right.

WOMAN: So basically that is the six button set to receive a call, again, when the light is flashing, you hear the bell ringing, you just push that button and you have your call.

So we've covered the transfer, and if there are no more questions on the equipment itself, whoops...excuse me, I would just like to quickly cover the headset equipment which those in the area are finding very, very helpful, with the number of hours that you are on the phone. You have a different style than this [name].

WOMAN: I had that one and I gave it to Ernestine when she was over there because I don't like those ones that go around the ears -- I didn't like that style.

WOMAN: This one you can share, if the ear piece actually goes into the ear but actually goes into it, you cannot share ... but these you can share. And, these can be switched from one ear to the other. I find that most generally, if you answer with your left hand and you are used to talking [undiscernible] expect that might be on that side so but you can try and see which one feels the most comfortable. This is flexible and you can adjust this so that you can get it positioned right in front of your mouth where you need it. Just, please do not do the bending of the stem 1/2 inch from either end ... do the bending in the middle here. I was trying to tell you, this is a noise canceling mike. It will cancel out the noise in the background. It does a pretty good job of doing that but because that's true, you do have to position that right in front of your mouth, about a 1/2", usually if you can put your thumb between your mouth and the mike and touch either side you have it just about right. If you get it to close and your lips are brushing this mike, you'll hear like a staticy sound and so will your caller. You will wonder what is going on here, you have it to close to your mouth, and have to back it off a little bit. It does a good job on picking up the voice transmission.

WOMAN: And when you are on that, you can use it on either line?

WOMAN: Yes, yes you can, just by selecting whichever line you want to talk on. When you want to change it to your headset, let me back up here a little bit. If you walk in your office and your phone is ringing or you walk into a station area and the phone is ringing you can take it out of the headset mode, when you see the red square, it is in the headset mode without the red showing it is in the handset mode. Just take it out of the headset mode. You can just push the button that is ringing and answer. It doesn't take anything any different. But if you are at your workstation for sometime and you have this all in place and it is in position to receive a call, you just have to hit your headset button and you'll go off hook and you have your call right there. You can adjust volume, usually 6 is a pretty good setting for most people.

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WOMAN: So you have to take the phone off the hook in order to make the headset work?

WOMAN: Yes you do.

WOMAN: And it remains off.

WOMAN: Yes. Throughout the conversation.

WOMAN: When you are done you can just go back on the hook.

[undiscernible]

WOMAN: I know that has been stressed about these phones in the training sessions. You can just leave it in the headset mode once you have this on and you are ready to go to work. You can just leave this on and just leave it in the headset disconnect button. Next call comes, off the hook you've got ... when you are done ...

WOMAN: Is there a clip on there?

WOMAN: Yes there is a clip on here and you can adjust this by just pinching this little gizmo here and you can attach it ... once you have this in position then, it is not gone to be sliding around as your moving, this is where the tugging is going to take place, it's not going to take place ... right, so you are not always pulling it off.

[mixed verbal and laughter] I can just see with the arrangement I can see it a million times ... you don't walk away. Whoa.

WOMAN: I'm glad you brought that up, quick disconnect, if Paulette says you have a real hot one here, you can real quick disconnect, you will not, I recommend you put your caller on hold with the hold button, you will not disconnect her if you forget to do that. If it is a real urgent situation, if you disconnect the caller is going to be there until you can get help. So you can do that quick disconnect you don't have to take this off, and then when you come back you are all set you are ready to go and all you have to do is connect back. But, I don't know how you make this work, I've got the wrong head for this. That'll do it.

WOMAN: You will see that the girls in the Center don't remove them. They keep them on all the time.

WOMAN: Once you get them in place and it's comfortable ...

WOMAN: You have to keep readjusting it, if you keep taking it off every time.

WOMAN: This quick disconnect works real well then for running or getting whatever help you need or tending to whatever you need to tend to and then just coming back [low verbal] ... right. You've received your call, you are talking to them, let me think, whoops, I have got to get some information here, I am going to put you on hold, disconnect, then go get whatever information

you need for that caller and then come back.

PAULETTE: The only thing I am going to say about that is that it is only in an emergency. We do not put people on hold in the Center. I don't know, you can call me back or I will get back with you, but I am not going to say we never do that, because there is no absoluteness in this business. So, you may have to do that. But it is preferred that you do not put them on hold.

WOMAN: And probably what is going to happen more than putting a call on hold is you will have your head set on and you will want to go talk to someone because you are off your phone and they are off theirs, again even though you don't have a caller and you don't have to put any one on hold, you can still use that disconnect to go to the next work station. Have your conversation and then come back and just reconnect. Then you don't have to readjust your headset.

WOMAN: Somebody said walking around with them all the time. Those little clips are simple.

WOMAN: That's in the Legal Department, they have them on walking around a lot.

WOMAN: Yes. I just put in about 14 of them in the Legal Department, these are really becoming popular. There is a run on them right now. I can hardly keep them in supply.

WOMAN: When there are that many calls coming at you, it is very convenient. Your hands are free you can look in, what I call my bible, where I put my notes. You know, your hands are free, you can write, you can do other things....

[mixed verbal]

Yes I use my headset. I spend a lot of time on the phone and boy it sure These are so much nicer, the marketing folks have done a good job and the engineering folks in developing the headsets, because I was in an antique shop and saw a headset from, I don't know how many years ago, may be 30 or 40 years ago, and when I picked it up, I thought I wouldn't even want to hold it in my hand for five minutes let alone try to put it on my head and leave it there all day.

WOMAN: My first job, when I was 18 years old, was a long distance operator for Michigan Bell, sitting on the high stools, plugging in the jack.

AUDIENCE: Wow ... I did that in Saginaw ... improvement ... I guess ... I was an information operator for Michigan Bell at 18 years. You had this cord that always had to be pressed to our hip ... right ... and sitting at the board, the same deal ... did they have any of those pills for you? They use to dispense all those pill. There were green pills ... Well may be not ... some of them were caffeine pills ... If I thought about it now, they had a little pharmacy going there ... Yes I had them

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TAPE 6 SIDE A

WOMAN: There is a mute button on here. It basically does same thing as your hold button. You can still hear your caller but your caller can no longer hear you. It disengages the mike. This is when you don't want the caller to hear you speak.

So that's the mute button. I would recommend you use this hold button, because when you are on a call you will continue to get the flashing to remind you that you have a call waiting for you. You don't have any indication over here so... [undiscernible].

So that's it for me. If there are no questions?

[background discussion not discernible]

Donna has these and she didn't.

These are some [undiscernible] features for your lines, not your telephone, your lines. This goes into more detail [laughing] and what that tells you is all the features for your lines and it goes into and explains more for the transfers and the conference calls, forwarding to another number and all that. It is just telling you what you line can do. On the back there is speed dial for numbers you are going to have to call quite frequently. It might not be a bad idea to have the Memphis number already programmed in so instead of having to remember what it is all you do is hit 22# and it is already going for you. So then you don't have to worry about that much at least.

WOMAN: Another feature that may be of interest to you is we have distinctive ringing if it is an outside call you'll get two rings, if it is an inside call you'll get one ring. Two rings outside, one ring inside.

WOMAN: Does this also have the feature that tells you that you have messages waiting?

WOMAN: [undiscernible]

WOMAN: That is a Centrex feature for BMX. That's kind of one of those gray areas.

WOMAN: If when you read this pamphlet or after you get back to your workstations at any time, if you have any questions on these features or the telephone [verbal low], please feel free to call me the number is 5757.

PAULETTE: I was just going to mention to that we have many numbers programmed into our phones. At the beginning of the Implant Center did not have these phones [low verbal]....we should probably program the same numbers that we have ...

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WOMAN: And everybody have the same numbers.

PAULETTE: And then everyone would have the same numbers.

WOMAN: Oh, great.

WOMAN: You have 30 that you can program in so you can still have your baby sitter on there.

[garbled verbal with all audience]

WOMAN: In my other job, I had all these numbers programmed, when I was at someone elses phones, couldn't remember the number.

WOMAN: Right. It was like it was gone.

INSTRUCT: I would recommend going to like Wendy's or Paula's number, finding out the order she has them in, have them all the same order. I have two lines on my telephone, I have them programmed exactly the same, so no matter which line I happen to be on to make those calls, I have them programmed exactly the same. Although, you might never be making phone calls out on the primary hotline one, it wouldn't probably hurt to have it there also. Just as a back up.

WOMAN: [low verbal]

INSTRUCT: Are you familiar with speed dialing. These are for Paulette first of all. These are the updates, except where there are no names, basically for your area. What this is is a listing of all the phone numbers in your Implant Information area and the Program Assistance area. It gives you the names of the people and their numbers, which is what you might need at some time. Plus like I just said to Paulette, I didn't have names nor did I have numbers to go with names, so unfortunately, you are no ones! But that will change as soon as I get the information there. I did see that Paulette or Brigit had made copies of the second one, and I thought well I will be nice to you guys and have it made up for you already. Here's for everybody else the updates.

AUDIENCE: These are so good.

INSTRUCT: Depending on how fast you guys retain your information... I'll ask you real quick Paulette, for the BMX IDs, do you want them to have a copy of that?

PAULETTE: [low verbal]

INSTRUCT: Just happen to have that. What this is Donna showed the hunt groups, and those are for you to Paula to and also for everybody else. For your hunt group, each one of these telephones has a BMX mail box, is everybody here on BMX? Are you familiar with BMX? Okay.

Each one has a BMX mail box. The only two numbers that should ever have messages in there is the very first one 8146 and the second one 8708, because those are the 800 numbers that dial directly into there. The other ones should never get messages unless somebody calls a wrong number. I don't recall if Paula, I think some of them we have [undiscernible] out there and some of them we don't or any of them. I don't recall exactly, [mixed dialogue] the reason I said the only two that will ever get them are those with, the set up with Michigan Bell, when somebody calls this number it is saying this number is really equals 496-8146, I have a mail box that equals that but before it can get to a mail box it has to go through this whole configuration. If you are all on your phones, it makes it all the way over to here and says okay. After I made it to this phone and it is still busy, I am going to 6200 BMX. It still remembers that it belongs to this number and it was trying to go there, so it doesn't pull up the greeting that you guys got right now that says you are unable to take any calls, you know the whole thing, please leave your name [coughing] cause it still remembers who it belongs to because of the data pack, that is the most important thing to remember. No matter how many times and wherever you forward it to, if you had a 100 numbers in her, it still has that data pack that says I belong. I am sure some of you have caught me trying to find ways around the system to try to get somebody elses mail box their phone line to go to somebody elses phone BMX, it won't happen because of this data packet. It has to equal an actual phone number and that way it will pull up the appropriate greeting for the people. So the numbers that have to be checked, the numbers that are getting messages, 8146, but because you guys are so special and you get so many phone calls, we had to set up an over flow because you were killing my system, which means that now you can get unlimited numbers of messages. There is an over flow on this one which very conveniently has this [undiscernible] 442-5442 which as you recall back in February, when the Data Link went down and people were calling and could not leave a message for the Implant Information Center, we kept telling them hit 442-5442, they wouldn't make it into this mail box but there is one out there with that address. So people could still leave messages. So they still had the option, it gave them something, it wasn't the best perfect fit, but it was someplace people could leave information. It wasn't the best perfect fit for us that it went down. You know it was down for 20 some hours in two days. You know, you can't always control the weather. This one your Canada number, I think the most I have ever seen on that was 16.

AUDIENCE: People in Canada are happy. Oh, good. They really aren't as [low verbal] it is a different situation in Canada.

INSTRUCT: Yes there are very very few phone calls that ever come through on that one. I don't know how Paulette has it set up for you retrieving messages, if it is one person, I know at one time we had to get a contractor to come in and take care of that, as things slow down, ha, ha.... If she's going to start rotating between people going in there. What you have here are all the IDs for those mail boxes up there including the over flow which is the second one down.

AUDIENCE: 442-5442 is the over flow?

INSTRUCT: Yes. And so the true critical ones to watch are the very first two [coughing] whoever wants, Wendy and Dawn and I think two other people actually have 8146 showing up on their phone, four more.... and if they picked up those phones they could hear beeping to let

them know there are messages out there which is pretty much all the time.

AUDIENCE: So who actually takes the messages off?

PAULETTE: Staff.

INSTRUCT: And if it ever slows down, you guys might.

PAULETTE: That's right. We are a team, we all pitch in. We do what we can.

INSTRUCT: But those four support phones are going to hear that beep. But you can even go in there without the beeps, it is not required, if you have time and you know that nobody else can get in there or if I call and say you guys have 700 messages in your over flow get some one on there now ...

[mixed and low verbal]

INSTRUCT: When it tells how many messages, it is only the mail box you are in so if you went into 496-8146, a good key is if you go into 8146 and it says you have 50 messages as soon as you get off go into that over flow. But what you want to do once, if you go up to that primary and it says you have 50, get as many of those babies off you can, as long as that is below 50 it doesn't go into the over flow. Or if you are in the and it says 50, I'm in here get some one on the overflow, because that is going to be the critical one that keeps going. Then when you go into the over flow it will tell you how many messages. I don't think we have set up to be saved because they should all be new until you get done with them and they are erased with a few exceptions there are a problem

[all talking at once]

INSTRUCT: If you get messages like that make sure that Paula is aware of them too.

PAULETTE: It just depends...for one thing.

WOMAN: Do you save those?

PAULETTE: Usually what happens is they save them until I hear them and then I decide [low verbal] or forward them on to anyone else that wants to listen to them.

INSTRUCT: The big thing to remember on that is the first two and the fourth one down the 880-8708, that is the Canada number. Those are the ones that should be getting messages in there. The other ones will be mistakes and if you hear beeping just go in there and get rid of that because you don't need that annoyance. The thing I was mentioning about forwarding on to the 118's you get that 1/4 ring, I think we have the, there was a problem when you did the 118 and forwarded it on, it would still keep ringing on your phone until the next person picked it up and BMXd it, and if you tried to pick up your phone you are not going to hear anything. You won't hear the caller, you will hear the dial tone so just be aware of that at your

workstation. You cannot pick up incoming calls with the 118 in progress.

[low verbal] and that's how you cancel it.

INSTRUCT: For BMX, these are the best little cheat sheets around, this instruction is really for the very first time you go in ... this is instructions for the very first time. The mail box thing, the password has already been recorded, the [undiscernible] has already been turned on on these phones. What you need to remember to do is to go 6200 to get in, enter the ID equals the 6 digit ID, the four digit password. That's not ever going to prompt you except when the password has expired for the password, or if you forget it and tell me to reset it for you. Actually, some of them are already made up.

WOMAN: Question about our BMX right now is on our old line?

PAULETTE: We aren't there yet.

INSTRUCT: To get messages, most of these phones have a feature called name scan already turned on. What you are going to hear and this is where it can actually get kind of interesting most of the time it should say call answering and that is telling you an outside caller or someone not on BMX is on the BMX Centrex System called you. What you can hear is if someone within the Corporation called that 800 number, well if they called that number you will actually hear because it is a Centrex Number, you will hear their name if they are on the BMX. Like say for example, I called it you would hear it say this is Debra Rice in Voice Services. So that can be kind of an interesting thing and if that is not turned on that is a simple command to change that.

PAULETTE: It is telling you whose calling you. Based on the phone number the call is coming from.

INSTRUCT: Yes. Now where it can kind of tricky, Paulette called from Denises' number, a couple of weeks ago and all of a sudden Paulette is calling on the line. Whoa. So it is the number that triggers it. And that's nice because what that does is especially even for your personals is it gives you an idea of who the caller is to get the kind of right mind set, say okay, Paulette it's about the training session this afternoon or something like that when you hear a name. So that's the name scan. In that name scan mode when you hear it say somebodies name, the words call answering or message desk, when you hear any one of those four press the number 2 immediately to get the message. On most of yours it probably says you have so many new, so many saved messages, press 2 to get the messages and your star for other features. It is not going to tell you that any more, it is going to give you the name and you can decide if you want those messages. So even on your personals, if you are waiting for a message from Paulette and you have all these other ones, they are no big deal, you can just avoid them until you get to Paulette's. So you don't have to listen to them all. And, if you want to turn the name scan on, 050, and that's in the same cycle where it says 011 for new messages and 012 for saved, 050 turns that on.

AUDIENCE: That is not on our cheat sheet.

INSTRUCT: No. Because of all the people since August that as automatic [low verbal]

To get into this system, if for some reason, this could be a big media [undiscernible] weekend if you get to be the lucky one to get to go check for messages, and you live outside the Midland area, there is an 800 number to call and get the messages.

PAULETTE: I can use that to my advantage. I work at home over the weekend [mixed and low verbal]....

INSTRUCT: Use 800 if you live outside Midland, if you live in Midland please dial 496-8161, because that way, however many times the 800 gets out is what increases the cost of the BMX ...

[voices over] 6200.

PAULETTE: We are all going to call you.

INSTRUCT: 496-6200, 8161 is my number.

AUDIENCE: [undiscernible] you can use that 800 number for changing that number for changing a message from off site give a message to call [low verbal]

INSTRUCT: If like for your personal ones which we are still getting to are not there yet. If you are going to be sick, you can call in, change your personal greeting to state that you are going to be off, while you are in there you can send a message to Paulette and everybody else in the group you want the day you are sick. So you don't even have to actually call her, you can just send the call through the system. You just send her a message and she will get it when she comes in the morning to get her BMXs. If she gets her BMXs! The thing to remember is you don't have to be on your phone any touchtone phone will work. If you have a phone that you can switch from pulse to tone, dial the 6200 get enter ID now, switch it to tone and you can use your phone then.

You have a phone, say you have the old dial one here, excuse me you don't have a rotary, pulse, you have the line set up so you have to have a dial, but all those new phones now, it can have the touch tone it has a little button over there that says TT or PT (pulse tone or touch tone), you have to have it on pulse if you are on this rotary exchange, so you dial and you push numbers and it take forever to get to 6200 you get in there switch it to TT and then you can just press the buttons and it will work, and still get your messages.

Now, if you are at a phone that has the rotary dial, I have toning letters that I can give you that you, it gets really nice and complicated because you have to hold the phone and hold the tone emitter and then punch in the numbers -- so if you have a rotary phone that will still work.

PAULETTE: In other words, it just reads tones.

INSTRUCT: The other thing that might be to your advantage, if you ever have to travel, I

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don't know how many of you notice this but a lot pay phones are changing, most of them you don't get these true tones any more you get these garbldy gook tones. BMX won't work. You probably could use these tone emitters when you are traveling to get your messages.

That's up to you if you really want to get them or not.

What this is is a BMX Quick Reference Guide you probably might have these already or not. I call this the bible, every thing is in here. When I started I got all my information from. Sometimes it is not the easiest to comprehend.

PAULETTE: I was going to ask you, how did you figure it out?

INSTRUCT: I spent many hours playing on the phone. What page 4 and 5, what that is that is a written version of everything you hear in BMX. If you are one of these people that in order to visualize something you have to have a picture, that is your picture right there. So it tells you if you are listening to a message what you can you do while listening to a message. What are the options that you have to do until after you hear the message. It says then after listening you can erase the message, then you can forward, then you can redirect.

PAULETTE: Oh, you can back up?

INSTRUCT: Yes. 33 to the back.

As we were mentioning back before, before your personal ones. Now, because I didn't have any names there, I couldn't do any checking you were all on BMX ... what's your phone number 6089. I was thinking you were a 77 number.

[low verbal]

What your callers, is there anybody in your position yet.

PAULETTE: No.

INSTRUCT: Do they have any plans or are they putting anyone in your position.

PAULETTE: No. I don't think so.

INSTRUCT: What we can do is take your old BMXs and transfer them to your new private numbers as soon as I find out what they are so you don't have to remember a new ID or Password for that number any more. You may have to go up there and change your mail box name, like mine says this is Deborah Rice, Employee Services, well if I came into this Department I should change mine to this is Deborah Rice in the Implant Information Center, so your mail box name might have to change. Like I was telling you turn on the name scan to change your mail box name is 075. That might be something, that's kind of like on your boiler plates for your prompt notes, you'll probably have to change that.

075 that is called your mail box name and when you do 075 it will say to change your mail box name press 1 now record, then press 5. It's kind of like for your greeting and 15 is like for recording for BMX.

If you are listening to a message and you know something happens you can hit 2 and that will pause the message right there. I think you have up to 30 seconds for a pause, press 2 again and it will take you off. Sometimes that disengages. Like we are saying if you get to one that is a lot of long silence, press 44 and that will take you to the end. With your calls, if you ever get into the over flow, press 44 then press 3, 3 go back 10 seconds, some people are very hesitant to leave messages in the beginning you don't want to go 44 and then erase it, because they might have actually waited about 30 seconds before they said anything.

WOMAN: So if you are 44 ten that is giving you, that's moving you up 10?

INSTRUCT: Well before if you do 44 once it takes you forward 10 do 4 again it takes 10, 3 takes you back another 10. I recommend going all the way to the end and going back down. Because what we have gone through in the very beginning with you guys. Your messages tend to be very long, that's why I am saying go all the way to the end and then come back. Instead of keep doing 4 you don't ever usually do 3. Because you'll do 4 a lot more than you ever will do 3. Backwards is easily a lot quicker than going forward. As Paulette will tell you this is something we learned through the whole course of learning experience.

The thing, when you do transfers, to this group over here, when you transfer to them unless it has changed go 8875, if you happen to make it all the way through and hit the BMX, you are going to bring that caller back on so you got the caller you have gone down the 8875, now if you hear the BMX message, you are going hit down one second, down one second, now you have just the caller on the phone and you are going to say all the operators are busy right now, would you like to leave your name and number and I'll have them call you as soon as they are available? Or would you like to call back later?

WOMAN: So basically it's the same as transferring it to another number, rather than taking it back to yourself.

PAULETTE: Before you transfer a call, what you should say, if you have any questions about implants, may be I could answer those for you first.

If they are only after removal then ship them ... or they may ask you questions ... then you may have to transfer them over. But by this time you have developed some kind of repore with this person, good, bad or in between. By the time you get over there, if they make it all the way through [undiscernible] and you get a BMX, I don't want you just to ship them into BMX. I want you [undiscernible] pick those up and take those next door. The same happens next door for calls that need to come back to us. [low verbal] ...

INSTRUCT: You know the other thing, if you have to bring them back, okay you have gone down and done the 8875 and got into BMX, you have the caller and your BMX on the phone now, so you don't want the caller to hear to much so you are going to do a click again. The

last click is the important one make sure it is for the second, don't go like that, because what you have done now is you have a three way conversation going, you are talking to the caller and it is being recorded in the BMX mail box, they were having problems with that.

What is this, you know I get this, you see this, I got this pink slip and out of all this information, I just heard in my mail box. So it is the same information. So just make sure that last click is the second. You know one Mississippi, whatever you have to do to remember the second. To get it you have to completely disconnect.

Any thing else you can think of Paulette?

PAULETTE: No.

INSTRUCT: A lot of it I have done in more detail in case you ever have to use it. Any questions, any problems with BMX, 8161 is my number. I am not going to be here tomorrow so don't call me tomorrow.

You can call Donna. You can press 05226 and you will be transferred to my supervisor who is my back up tomorrow until I get my back up trained.

PAULETTE: I can almost guarantee no one [low verbal] [laughter]

INSTRUCT: For your old BMXs what I would recommend, I am sure you probably have already done this, put either a greeting or an announcement depending on whether or not you want to get messages, tell them you have taken a new job assignment, your new number is, Paulette will be telling you that shortly what your new number is. You can either call me if you dial 0 and that number now and you will be transferred to me. I might not be able to take your call, but you can try calling me there. If you need back, or need to talk to someone about whatever position you were before, 0 and whatever that person is backing you up or covering your position until they get it filled. Say for example that I was your back, press 08161 now and you will be transferred to Deb who is now covering my position until someone gets it full time. That way your caller does not have to hang up and make another phone call, which is a very big plus for most people. Or if you want to, you can call me, I can change it so that all your caller has to do press 0 and they will go to whoever is backing you up or covering your phone while you are gone and that way you say or press 0 if you are calling my [coughing] or the area that you work in and then they can get transferred to them. Until you guys get all settled and figure out what to do about your old mail box. Kind of like until they get somebody over there, I would like to kind of keep your mail boxes there, or at least, transfer your current ones to your new number and set up with all of you a temporary one over there at your old positions that has something out there for your callers because a lot of people know your numbers. Especially [undiscernible] and you don't want them to just get a ring -- no answer. We want them to go somewhere.

But you might have to talk it over with your old supervisors or you know think it over among yourselves as to what would be the best way to have coverage over there and then just let me know what to do. You guys are in a little bit of a different situation where you are coming over

here balancing the two groups as to which way, where there are contractors covering temporary assignments. Yours are going to be a much more permanent position.

[low verbal discussion]

INSTRUCT: That's it for me, any other questions.

[low verbal]

PAULETTE: Let's go over some more questions, when we were talking about complications and then we'll finish this up today. What we are going to do is shoot out some questions, I have heard from you previously and I will tell you what the answers to those are, if you have any questions, just stop me and we'll talk about it.

Why did the FDA say reconstruction patients can have implants and augmentation patients cannot? The answer to that is that was what the FDA Advisory Panel recommended understand that the FDA still has to reach their decision, it is expected to come down on April 20th. If you would like, you can call the FDA and request a copy of Panel transcription. You can also get just that section of the transcription. Then give them the 800 number for the FDA. [undiscernible] .. no it's public domain.

WOMAN: Will many people ask you if there is a charge for it.

PAULETTE: Yes. As a matter of fact, I wouldn't say that to them. If they said is there a charge for these? I would say I don't know you would have to ask the FDA. I know that they are publicly available.

WOMAN: And that's the 20th.

PAULETTE: Yes April 20th, they expect that to come down.

We've kind of gone over this earlier, your packet indicates implants cause sarcoma in rats, do humans get this type of cancer? Yes [coughing] however, the incidents of this is rare. From 1973 to 1986, and during that 13 years period there were 445 cases reported in this country, none of those women had implants. However, please understand that on statistics alone we would expect to eventually see a woman with implants get sarcoma.

[low verbal]

PAULETTE: We don't want to read from script.

WOMAN: Would it help some women to say yes in the 14 year study only 440 cases were recorded and none of those were implants.

PAULETTE: And I think Ann is making a really good point. And that's not really the point, the point is that when you begin quoting statistics you better make sure you have them right.

Otherwise, don't quote them exactly.

WOMAN: Because if somebody, off the top of my head, but if they specifics, what years were those studies, I would say I'll have to get back to you.

PAULETTE: Dawn will talk in generalities much as that and if they ask you for statistics specifically she'll say I don't want to misquote a statistic and that is why I don't quote them. Because I don't have a head for numbers and I may not remember them, if you want it specifically, I'll try to find it out and she drops it at that. The gist of it is ...

WOMAN: The point you want to make is the few number in that long period of time.

PAULETTE: I want them to realize that sooner or later, just statistically, someone with implants is going to get sarcoma. Some where that is going to fall in.

Why didn't Dow Corning tell women all of the things that could happen to them with these implants. This is a very common question. The answer to that question is that we are a manufacturer, we certainly can tell people about our product, we cannot tell you, however, our product will react with you. Your doctor is the one who has to do that, he has your medical history. He knows about you. Dow Corning, as a manufacturer, has always felt that we didn't belong in that very private loop between doctor and patient.

Package Inserts in our package inserts, it states in bold print, it is the responsibility of the surgeon that the patient reads this package insert prior to surgery. Again, we cannot sit in every doctors office and make sure that this is done. We cannot do that. [coughing] .. do not have contact with the patient.

WOMAN: I have a question about that. Are most of these surgeries in a doctors office where a doctor would actually be opening up the sterile package rather than an OR Nurse or a Hospital Supply Clerk?

PAULETTE: Both. But doctors do have copies of package inserts, that are not in the sterile packaging. I know what you are saying. Because they do come in the sterile packet. But doctors do have them in their office, they could talk to them about it before they get into surgery.

WOMAN: I don't remember seeing a packet in that film when he opened up that packet.

PAULETTE: She is correct. There is a packet.

Again, you don't [undiscernible].

I am afraid my implants are ruptured. How will I know? Again it goes back to the monthly breast exams. Have you noticed any changes in your breasts are they shaped any differently, does it feel different? Have you consulted a physician? What does he say? If the implant is

ruptured, we recommend that it be removed, if it is not fulfilling the purpose for which it was there.

My left breast is long and hard and my right breast is soft. What's the matter? Is it ruptured? What's the matter with it? Have you seen your doctor? What did he say? It sounds to me as if it could be capsilliary contracture. Capsilliary contracture [coughing] some women have it to a lesser degree, it can happen on one side and not on the other. Capsilliary contracture is simply when you have planted any foreign object into your body whether it is an implant or a pace maker or a sliver in your finger, the body will encapsulate it with scar tissue. That scar tissue can become firm and tighten down your [undiscernible], we have no way of knowing prior to implantation, who will have capsilliary contracture and who will not. It is the most common problem.

So how safe are these implants any way? Main question.

WOMAN: Can you back up a minute. When you make a statement then that you know what they are talking about that one breast is harder and one breast is soft and did they have rupture, you said that you would say something to them like you have capsilliary contracture. Can they then turn around and say well the person I talked to said I had capsilliary contracture.

PAULETTE: They probably can. But you have your notes where you are saying that I informed her that what she said sounded like capsilliary contracture and she still needs to see a physician. That is why in a lot of the instances, the first question out of your mouth is that have you seen your physician? and what did he say?

WOMAN: I'm wondering if terminology like, instead of saying sounds like you could have -- what you describe sounds similar to the description... without saying you have or could have ... I wonder how volatile some of these women are and jumping all over.

PAULETTE: Right. And you have to judge as to what they are going to jump on and that's perfect, that's fine. Even I have heard this in connection to capsilliary contracture, and I will tell you that almost 95 to 98% of the women you talk to have heard about capsilliary contracture. It is one complication that they are talking about, talked to about, because it is such a common complication. WOMAN: But on almost all of these throwing out the phrase have you seen the deposition, what does he say?

PAULETTE: I am sorry, I didn't hear the question.

WOMAN: I was just making it a point, that it would make it safe on any of these questions, [low verbal]

PAULETTE: To us it is the perfect reply [coughing] doctors are the doctors and they need to do that.

My breasts are hard and the doctor beat on them and it was very painful. What does that mean, I heard this popping [low verbal], then you talk about [low verbal] pressure applied is to great,