



Instructions to Participants - pick one clip to perform from below:

IVR 1

For holiday information, press 2.

On Monday, December 24th and Tuesday, December 25th, America Online's customer service centers will be closed. Thank you for calling America Online.

042 IVR 2

For balance and available credit, press 4.

Your available balance is being gathered. You can get further information and your balance 24 hours a day at wells Fargo.com.

043 IVR 3

For a local Compuserve point of presence, please enter your three digit area code.

Please copy this number down. In area code 202, POP number one: 202 555 1212.

044 IVR 4

If you have the Macintosh version of the Digicam software, please press 1. If you have the Windows version of the Digicam software, please press 2.

045 IVR 5

For information on silencing your Chrysler 300's horn when locking or unlocking your car, press 3.

To silence the horn feedback, press and hold down both the red panic button and the gray unlock button on your key fob for 10 seconds.

046 IVR 6

For our 14.96 Bring Your Own Access plan, which includes 2 free hours of emergency dialup access when roaming in the United States and Canada, please press 4.

047 IVR 7

Please listen carefully as our menu of options has changed.

To create a new online account for your new Volkswagen, press one. To update an existing account, press two. To hear these options again, press the pound key.

048 IVR 8

For DSL internet connection troubleshooting, press 6.

Many connection problems can be solved by simply unplugging your DSL modem, waiting 30 seconds and plugging the modem back in.

049 IVR 9

Thank you for calling the ABC/Disney Retirement Plan Service Center. Our office is currently closed. Our normal business hours are from 8 am to 7 pm Eastern Time. Please call back during those hours. Goodbye.