

Custom Calling Features

The list below features a description of each of the Custom Calling Features that we offer. There are bound to be several that you will find to be indispensable.

Voice Mail

When you are unable to answer the telephone or are on another call, Voice Mail will automatically take your calls and allow your callers to leave a personal message.

Call Waiting

Call Waiting allows the subscriber to be notified of an incoming call while they are using the telephone and allows them to answer that call without disconnecting the first.

INSTRUCTIONS AND INFORMATION:

If someone tries to call while you are using the telephone:

1. You will hear a short tone to indicate that another call is waiting on your line. The incoming caller only hears the usual ringing signal. A reminder tone will follow ten seconds later if you do not respond to the first signal.
2. If you wish to end the first call, hang up. Your phone will ring and the second (incoming) caller will be on the line.
3. Depress the switch hook for a second to place the first call on "hold" and to answer the second call.
4. Return to the first call by depressing the switch hook again, leaving the second call on "hold."
5. Alternate between the two calls as often as necessary by depressing the switch hook for a second to make the change.
6. To end either call, ask one party to hang up. Then depress the switch hook to return to the other call.

Things to Remember:

- When a call is waiting, the caller hears a normal ringing tone until you answer. Your conversation cannot be overheard.
- If a third party tries to call you when CALL WAITING is in effect, they will get a busy signal. You will not hear a signal.
- CALL WAITING works with local and long distance calls.
- With this service, you cannot talk to both parties at the same time.
- You may use the "Flash" or "Recall" buttons instead of depressing the switch hook. Please refer to your telephone's instructional manual to see whether your telephone is designed to use these buttons for Call Waiting.

Cancel Call Waiting – Comes with Call Waiting

This feature allows you to cancel Call Waiting before or during one telephone call. You may also program your computer to dial *70 before your Internet access phone number to prevent your Call Waiting tone from terminating your connection.

INSTRUCTIONS AND INFORMATION:

To Cancel Call Waiting before making a call:

1. Dial *70, then listen for three beeps and a steady dial tone.
2. Dial the desired telephone number.
3. The Call Waiting is automatically reactivated when you hang up the phone.

To Cancel Call Waiting during a call:

1. Three-way calling feature is required.
2. Depress the switch hook, then listen for three beeps and a steady dial tone.
3. Dial *70, then listen for three beeps.
4. Wait for automatic reconnection to your existing call.
5. The Call Waiting is automatically reactivated when you hang up the phone.

To Cancel Call Waiting before using your computer for dial-up access:

1. Contact your Internet provider's technical support department for assistance, if needed, to set-up your computer dialing instructions to dial *70 before dialing into your Internet service.
2. After setup, when you use your Internet service, the computer will then send calls into your voice mailbox while you are on-line.
3. The Call Waiting will automatically deactivate as long as your computer is set up to dial *70 during dial-up.
4. The Call Waiting is automatically reactivated when you disconnect from your dial-up service.

NOTE: Rotary phones dial 11 and number, instead of * and number.
When Cancel Call Waiting is activated, callers will hear a busy signal.
Call Waiting is automatically reactivated when a call is terminated.

Three-Way Calling

The Three Way Calling feature allows you to add a third party, local or long distance, to an existing telephone conversation.

INSTRUCTIONS AND INFORMATION:**To Add A Third Person To Your Conversation:**

1. Depress the switch hook for 1/2 second. This places the original call on "hold."
2. Listen for three rapid tones followed by a dial tone.
3. Dial the telephone number of the person you want to add to your conversation. When that person answers, you can talk privately before bringing the original call back into the conversation.
4. To return the original caller to the line, and complete the three way conversation, depress the switchhook for 1/2 second and release immediately. This returns the original call and establishes the three-way call.

To remove either party from the conversation:

1. To remove either call from the three-way conversation, ask one of them to hang up. You can continue the conversation with the remaining person.
2. To disconnect the third person, depress the switchhook once and release immediately.
3. When you hang up, all calls are disconnected.

To add a different person:

1. Perform a "remove" step, as explained above.
2. Repeat the first four steps.

Things to Remember:

- If you try to add a third person and the telephone is busy or does not answer, cancel that call by depressing the switchhook once, and releasing immediately each time. This will return you to your original call.
- Call waiting will not operate when a three-way call is in progress. The calls can be two Long Distance points, but Long Distance charges will apply. You may press the flash or recall button on your telephone, rather than depressing the switchhook.

Anonymous Call Rejection – N/C

Anonymous Call Rejection allows you to block calls from anyone who blocks their number from being read by your caller ID.

INSTRUCTIONS AND INFORMATION:

To Turn On ACR:

1. Pick up Phone and listen for dial tone.
2. Press *77 (Rotary phones dial 1177).
3. You will hear 2 beeps, then hang up immediately.

To Turn Off ACR:

1. Pick up Phone and listen for dial tone.
2. Press *87 (Rotary phones dial 1187).
3. You will hear 2 beeps, then hang up immediately.

Automatic Callback – N/C

Automatic Callback redials the last outgoing telephone number dialed from your line, regardless of whether the call was answered, unanswered, or Busy. You can place or get other calls while Auto Redial is active, and you can auto redial more than one number at a time. A special ring signals you when the number is available.

INSTRUCTIONS AND INFORMATION:

To Activate:

1. After placing a call, hang up the phone.
2. Pick up the phone and listen for dial tone.
3. Press *66 (Rotary phones dial 1166)
4. The number of the last call will be called back, and you will hear: Ringing; an announcement telling you the number is busy, or; an announcement telling you that the call cannot be redialed.
5. If the announcement tells you that it is busy, hang up, and it will try to redial for 30 minutes. When both lines are available within 30 minutes, you will hear a special ring. Pick up the phone and the number you are calling will ring.

To Deactivate:

1. Pick up the phone and listen for dial tone.
 2. Press *86 (Rotary phones dial 1186). You will hear an announcement that your auto redial request has been deactivated.
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Caller ID

Lets you know who's calling before you pick up the phone. Calling Number Delivery allows you to identify most callers by letting you see their number on a special display device (sold separately). When you are out, or don't want to answer the phone, Caller Number ID lets you store the numbers so that you may return calls when you wish. If a PRIVATE or ANONYMOUS call appears on your screen, the caller may have blocked the display of their number by pressing *67 before placing the call. If OUT OF AREA, UNAVAILABLE, or UNKNOWN appears, the caller is in an area that does not support Calling Number Delivery services.

All customers have the option of blocking their number from being delivered by pressing *67 before placing a call.

To Use

1. You will need to purchase a CALLER ID UNIT.
2. Wait until the telephone completes its first ringing cycle for the number to appear.

Things To Remember

- All telephone users can block the delivery of their telephone numbers on a per call basis. If you wish to block delivery of your number, dial *67, wait for the dial tone, then dial the number you are calling. Your call will then be classified as "Anonymous" and the number you are calling from, will not be available to Caller ID units. However, be aware that some locations block "Anonymous" calls and do not allow them to ring through. In these cases you would get a recorded message.
- Caller ID Information: If your line is equipped with per-line blocking, you can disable this block on a per-call basis by pressing *82 (rotary phones dial 1182) before you dial your call. This feature turns off per-line blocking for only the call placed after *82 or 1182 is dialed, and will result in your number being received by subscribers of Caller ID.

Call Blocker

Call Blocker can reject specific incoming calls from a designated list of six (6) telephone numbers. You can block the number of the last call you received, even if you don't know the phone number from which it came. You can change the blocked numbers at any time. The blocked caller hears, "We are sorry, the party you have called is not accepting your calls at this time." The person being called by the blocked caller doesn't hear anything; their phone does not ring.

INSTRUCTIONS AND INFORMATION:

To Use:

1. Pick up phone and listen for dial tone.
2. Press *60 (Rotary phones dial 1160).
3. Listen for announcement telling you if feature is on or off. To turn on, press 3.
4. Then follow automated instructions to add or delete telephone numbers.

To Turn Off:

1. Pick up the phone and listen for dial tone.
2. Press *80 (Rotary phones dial 1180).
3. Listen for announcement telling you if feature is on or off. To turn off, press 3.

Automatic Recall

Automatic Recall allows you to automatically return the last incoming call from specific areas, whether you answer it or not. You don't have to know who called or the number. If the number you

call back is Busy, it will keep trying for 30 minutes and then let you know with a special ring when the Busy number is free.

INSTRUCTIONS AND INFORMATION:

To Use:

1. Pick up the phone and listen for dial tone.
2. Press *69 (Rotary phones dial 1169).
3. You will hear the number, date, and time of the last incoming call. To call the number back, press 1.

To Deactivate:

If you want to stop trying to reach a number.

1. Pick up the phone and listen for dial tone.
2. Press *89 (Rotary phones dial 1189).
3. You will hear an announcement stating that your outstanding requests have been deactivated.

Call Trace -

Allows you to trace the last incoming call. The caller's phone number, time and date will automatically be recorded on telephone company equipment, if the call is successfully traced.

This information is only provided to law enforcement agencies upon the serving of a subpoena.

INSTRUCTIONS AND INFORMATION:

To Use:

1. Hang up after receiving the offensive call.
2. Pick up the phone and-listen for dial tone.
3. Press *57 (Rotary phone dial 1157).
4. You will hear an announcement describing Call Trace feature.
5. Press 1 to proceed with trace.
6. Listen for confirmation that call has been traced.
7. Hang up.
8. Write down date and time.
9. Call telephone business office.

Call Forwarding

This feature forwards calls when your phone is not answered after approximately 4 rings. You can also set it up so that your calls are forwarded when your line is Busy.

INSTRUCTIONS AND INFORMATION:

To Activate:

1. Dial *72 -You will hear a second dial tone.
2. Dial the number to which calls are to be forwarded.
3. When the other telephone is answered, stay on the line for at least 5 seconds. Tell the person answering that your calls are being forwarded to their number.
4. If the called telephone line is busy or does not answer, hang up and immediately repeat the first two steps. When you hear two short tones, hang up. The service is automatically

in effect. No answer is required on the second attempt.

To Deactivate:

1. To restore your telephone to normal service, dial *73.
2. Listen for two short tones, followed by a dial tone. This indicates that Call Forwarding has been cancelled.

Things To Remember:

- Call Forwarding continues until you deactivate it from your telephone.
- Your telephone can still be used to place outgoing calls, while incoming calls are being forwarded.
- A short ring will be heard whenever your number is called, to remind you that your calls are forwarded. You cannot answer these calls.
- If the telephone line that your calls are being forwarded to is busy, your caller will receive a busy signal.
- Call Forwarding can be used for local and long distance calls. However, when you forward calls from your telephone to a number that is long distance, your telephone will be billed for the portion of the call from your telephone to the telephone number where calls are being forwarded.
- Transmission is not guaranteed on calls forwarded to a Long Distance point.
- If other persons use your telephone, let them know when incoming calls are being forwarded - especially if they are expecting an important call.
- Don't forget to tell the person who will receive your calls that you are using Call Forwarding - especially if you will not be where your calls will be forwarded.

Speed Calling 8 (Abbreviated Dialing)

Speed Calling provides one-digit codes for up to 8 of the telephone numbers you call most. You can dial both local and long distance calls with Speed Calling.

INSTRUCTIONS AND INFORMATION:

To Enter or Change Your Speed Dialing List

1. Pick up the phone and listen for dial tone.
2. Dial activation code *74.
3. Listen for a second dial tone, dial the Speed Calling code number to be changed or added.
4. Dial the complete local or complete Long Distance number that you are assigning to each Speed Dialing code, including 1+ for Long Distance or any access codes.
5. Two short tones indicate the new code and telephone number have been recorded.

To Dial a Speed Dial Telephone Number

1. Pick up the phone and listen for dial tone.
2. Dial the Speed Dialing code of the number you wish to dial.

Speed Calling 30 (Abbreviated Dialing)

Speed Calling provides one-digit codes for up to 30 of the telephone numbers you call most. You can dial both local and long distance calls with Speed Calling.

INSTRUCTIONS AND INFORMATION:

To Enter or Change Your Speed Dialing List

1. Pick up the phone and listen for dial tone.
2. Dial activation code *75.
3. Listen for a second dial tone, dial the Speed Calling code number to be changed or added.
4. Dial the complete local or complete Long Distance number that you are assigning to each Speed Dialing code, including 1+ for Long Distance or any access codes.
5. Two short tones indicate the new code and telephone number have been recorded.

To Dial a Speed Dial Telephone Number

1. Pick up the phone and listen for dial tone.
2. Dial the Speed Dialing code of the number you wish to dial.

Selective Distinctive Ring

With Priority Call you can give a designated list of six (6) special callers a "priority" status. When you receive a call from one of them, you will get a special ring, but you will not know which of the 6 on the list is calling. If you have Call Waiting it also gives a special Call Waiting signal, too, so you know when someone important is calling. Calls from numbers not on the screening list will ring normally.

INSTRUCTIONS AND INFORMATION:

To Use:

1. Pick up phone and listen for dial tone.
2. Press *61 (Rotary phones dial 1161).
3. Listen for announcement telling you if feature is on or off. To turn on, press 3.
4. Then follow automated instructions to add or delete telephone number.