

# Custom Calling Features

For further information please contact your service representative at 565-3131.

## **CALL FORWARD \$2.00 PER MONTH**

Call Forwarding lets you transfer your incoming calls automatically to any other telephone you can dial within the continental U.S.A. without the assistance of an operator.

### **To Forward Calls:**

1. Dial \*72 for Tone Dial phones.
2. Listen for confirmation tones followed by a second dial tone
3. Dial the number you intend to forward your calls to. If the "forward to" number is long distance, make certain you dial 1 + Area Code first.
4. Call Forwarding is now in effect.

### **To Cancel Forward:**

1. Dial \*73 for Tone Dial phones.
2. Listen for three short tones.
3. Call Forwarding is now cancelled.

### **Things to Remember:**

Once activated, Call Forward service continues until deactivated from your landline telephone.

You may still make outgoing calls from your landline telephone while Call Forwarding is established.

A reminder ring will occur whenever the landline number is called as a reminder that call forward is active.

You pay applicable charges, if any, for Calls forwarded from your landline telephone.

-Ask about Call Forward-Busy, Call Forward-No Answer and Selective Call Forward

## **THREE-WAY CALLING \$2.00 PER MONTH**

This feature adds a third person to your conversation.

### **To Add A Third Person To Your Call already in progress:**

1. Press the "flash" button. Most cordless phones will have this otherwise press the switch hook for ½ second and immediately release. The active call is put on "hold"
2. Listen for dial tone.
3. Dial the third party telephone number.
4. After the party answers, press the "flash" button again or press the switch hook again for ½ second.

The second "switch hook" or "flash" must occur after the third party call begins to ring. Otherwise the third party is disconnected and you are connected to the original called party.

### **After the Three-Way Calling connection has been established:**

1. The initiating party can disconnect the last party added by a single switch hook flash.
2. The initiating party can terminate Three-Way Calling call by simply disconnecting.

If either of the other two parties hangs up while the initiating party remains off-hook, Three-Way Calling is returned to a two-party connection between the remaining parties.

The party initiating Three-Way Calling may hold one party with privacy exclusion while dialing and talking with another party and can later include the held party in Three-Way Calling by using a subsequent switch hook flash that enables the three way transmission path. The added party may be dropped from the connection by a flash from the initiating party.

## **CALL TRANSFER SERVICE (INCLUDED WITH THREE-WAY CALLING)**

You may wish to transfer a call to another party.

1. During an active call, press the flash button or switch hook.
2. Listen for dial tone
3. Dial the number for the party you wish to transfer the call to.
4. After the called party answers, simply hang up and the transfer is complete. The first party and the second party will stay connected.

Note: Prior to disconnecting the call transfer, pressing the flash button or switch hook will alternate between calls.

## **CALL WAITING \$2.00 PER MONTH**

This service lets you answer an incoming call during a call already in progress. During a call already in progress, you will hear a brief tone signal to notify you of an incoming call.

### **To Answer The Second Call:**

If you wish to end the first call, hang up. Your phone will ring and the second (incoming) caller will be on the line. If you want to "hold" the first call while answering the second call, press the flash button or switch hook once, and release it immediately. You will then be connected with the other call.

### **Returning To The Initial Call:**

To return to the first call, simply press the flash button or switch hook once and release it immediately. With this method you may switch back and forth between the two calls.

### **How To End Either Conversation:**

After you have finished talking with either caller, simply hang up. Your phone will ring and when you answer you will be connected with the remaining caller.

### **Cancel Call Waiting**

If you do not wish to be interrupted during an important phone call by your Call Waiting tone, you may Cancel Call Waiting.



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**How To Cancel Call Waiting:**

Before making your call and dial \*70 then dial the number you wish to call. Your Call Waiting will be cancelled for the length of that call only.

**To Cancel Call Waiting During a Phone Call:**

You must already have Three-Way Calling service. During an active call, simply press the flash button or switch hook. This will put your first call on hold. When you hear the dial tone press \*70. Again, press the flash button or switch hook and keep talking. Your call waiting is cancelled for the length of that call only.

**CALLER ID \$4.00 PER MONTH**

**CALLER ID (with NAME) \$7.50 PER MONTH**

Caller ID displays the phone number of an incoming call. The number will be displayed between the first and second rings. Caller ID service requires a Caller ID compatible phone or device.

If the words “private number” or “anonymous call” appear, the caller may have blocked the delivery of Caller ID.

If the words “unknown number” or “out of area” appear, the caller may be in an area that does not support Caller ID Services.

**CALL WAITING WITH CALLER ID**

Subscribers with both Caller ID (with or without Name) and Call Waiting features benefit from this combined feature. When the subscriber receives a call the Call Waiting tone sounds. The subscriber can then check the display for the calling party’s number and/or name. You may alternate between parties by using the flash button or switch hook

**NUMBER BLOCKING/CALLER ID (No Charge)**

Number Blocking is available on all customer lines for outbound calls. This feature allows you to mask your telephone number on a per-call basis by the called party.

**To activate Number Blocking:**

Dial \*67 followed by the phone number. The words “Private” or “Anonymous” will be shown instead of your telephone number for that call.

**AUTOMATIC CALL BACK \$2.00 PER MONTH**

Automatic Call Back notifies you when a busy line becomes idle.

1. Upon hearing the busy signal, press the “flash” button or switch hook and release.
2. Listen for dial tone
3. Dial \*66

**NOTE:** If the terminating station is idle, the call is connected. If the terminating station is busy, the switch plays a tone.

4. Hang Up. When the called line and caller’s line are idle, the caller hears a special ring.
5. The caller takes the phone off-hook
6. The called party’s line is dialed automatically.

**NOTE:** Call Back service remains active for up to 30 minutes unless cancelled before the 30-minute limit elapses.

**To Deactivate Automatic Call Back** during the 30 minute window dial \*86. An announcement plays saying all outstanding requests are deactivated.

**AUTOMATIC CALL RETURN \$2.00 PER MONTH**

Automatic Call Return reports the phone number of the most recent calling party. Inbound calls from private numbers (Calls with blocked Caller ID) are not reported.

1. Dial \*69. The switch reports the number of the most recent calling party.
2. Press 1 to call the calling party’s number. If the line is idle the call commences. If the line is busy the subscriber hears an announcement.
3. Hang up. When both party’s lines are idle, the subscriber will hear a special ring.
4. Upon going off-hook, the switch will dial the number.

**NOTE:** Automatic Call Return service will remain active for up to 30 minutes.



**CUSTOMER ORIGINATED TRACE**

**\$4.00 PER MONTH**

Customer Originated Trace allows you to trace threatening or harassing phone calls automatically.

1. If you receive a threatening or malicious call, hang up.
2. Pick up the handset, Dial \*57.
3. Follow the voice instructions.

Customer Originated Trace must be used immediately after you hang up on the call to be traced. If another call comes in or if you hear a Call Waiting tone, you will trace the wrong call. The number you successfully trace will be recorded by your phone provider.

Note the time of the call before calling. Legal warrant will be needed for customer to obtain information from the Telephone Company.

**SELECTIVE CALL REJECTION \$2.00 PER MONTH**

Prohibit calls from a specific number. Limit 10

**ANONYMOUS CALL REJECTION \$2.00 PER MONTH**

Prohibit calls from private numbers or blocked Caller ID.

**X-RING**

Also known as Distinctive Ring or Teen-Line, X-Ring adds a second or a third phone number to a primary subscriber phone line with specific ringing patterns for each different number.

A unique tone for each number is provided for customers who also have Call Waiting service. This allows customers to determine for whom an incoming call is intended.

**CHANGED NUMBER ANNOUNCEMENT SERVICE \$7.00 PER MONTH**

A message instructing the caller that the phone number they dialed has changed and provides the new phone number.

**VOICE MAIL**

We do have Voice Mail capability. Call Us for more information and pricing.