

How to use your Calling Features

Repeat Dialing

Repeat Dialing allows you to dial a code to have your phone continuously attempt to redial a busy number that you tried to call. When the line is free, you will be alerted with a special ringing, and a call will automatically be made. You can also use Repeat Dialing to redial the last number.

To use Repeat Dialing:

1. Hang up, then lift the receiver and listen for dial tone.
2. Press *66 (from rotary (dial) phone, dial 1166)
3. *If the line is busy:*
 - Listen for three beeps or an announcement telling you the number is busy.
 - Hang up.
 - You will hear a short-short-long ring when the line is free.
 - Your call will automatically be made when you lift the handset.
4. *If the line is not busy:*
 - Listen for ringing.
 - Wait for answer.

To cancel Repeat Dialing: Press *86 and listen for tone or announcement (from rotary (dial) phone, dial 1186).

Notes:

- While Repeat Dialing is activated, you may still make and receive other calls.
- Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled.
- You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which of the numbers it is.
- If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made

Call Return

Call Return allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

To use Call Return:

1. Press *69 (from rotary (dial) phone, dial 1169)
2. Listen for an announcement that will tell you the phone number of the party who last called you.
3. *If you wish to return the call:*
 - Press 1

- Listen for ringing
- Wait for answer

4. *If you do not wish to return the call, hang up*

5. *If the line is busy:*

- Listen for announcement telling you the number is busy.
- Hang up.
- You will hear a short-short-long ring when the line is free.
- Your call will automatically be made when you lift the handset.

To cancel Call Return:

Press *89 and listen for tone or announcement (from rotary (dial) phone, dial 1189).

Notes:

- There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.
- If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made.
- After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting.

Call Trace

Call Trace allows you to automatically request a trace of an obscene, threatening or harassing call. After receiving such a call, you simply dial a special code to have the calling party's phone number printed at the Telephone Company.

To use Call Trace:

1. When you receive a call that is to be traced, hang up the phone.
2. Lift the receiver and listen for dial tone.
3. Dial * 57 and wait for the recording that tells whether the call was successfully traced.
4. If the trace is successful, call 755-1630 and leave your name, phone number, the date of the traced call, and time of the traced call. An authorized representative will pull the information and start a file.

Call Waiting

You can answer a second call while you're already on the phone. You know someone is trying to call you when you hear a beep. If you don't answer the first beep you'll hear another one in ten seconds.

- If you want to end the first conversation and begin the second, just hang up. Your telephone will immediately ring with the second call.
- If you want to answer the second call without ending the first, press and release the receiver button quickly. The first call will be put on hold while you are connected to the second call.
- To return to the first call, press and release the receiver button again. You can switch back and forth between calls as often as you like.

To temporarily cancel Call Waiting before making a call:

- Listen for dial tone.
- From Touch-Tone phone: Dial *70 (From Rotary (dial) phone: Dial 1170)
- Listen for a second dial tone.
- Dial the number you wish to reach.
- Call Waiting is automatically reactivated when you hang up.

To temporarily cancel Call Waiting while a call is in progress if you have Three-Way Calling:

- Press receiver button for a half-second to put the call on hold.
- Listen for dial tone.
- From Touch-Tone phone: Dial *70 (From rotary (dial) phone: Dial 1170)
- Wait for automatic reconnection to existing call.
- Call Waiting is automatically reactivated when you hang up.

Note: You cannot cancel Call Waiting while a call is in progress and a third party is trying to reach you.

Call Waiting ID

Call Waiting ID enhances your Caller ID service by allowing you to see the calling name and number of an incoming call when you are already on the line.

It works just like Call Waiting, except when you hear the Call Waiting tone you will be able to see the Caller ID information on the incoming call.

Note: Call Waiting ID requires Caller ID service and a Call Waiting ID-compatible phone. Not all Caller ID phones or display units are compatible with Call Waiting ID. (Some manufacturers' information will refer to it as "Caller ID on Call Waiting".)

Call Forwarding

To transfer all your calls to another phone:

- Listen for dial tone.
- From Touch-Tone phone, dial 72, then push the # button, listen for dial tone. From rotary (dial) phone, dial 1172, wait approximately 5 seconds for dial tone.
- Dial the phone number to which you want your incoming calls transferred. Then Press (#) button.

To cancel Call Forwarding:

- From a Touch-Tone phone, dial 73, then push the # symbol. Wait for two beeps.
- From rotary (dial) phone, dial 1173, and wait for two beeps.

While your calls are being forwarded, remember...

- You can still make outgoing calls.
- You will hear one short ring at your telephone when a call is being forwarded. You cannot answer these calls from your telephone.

- You pay appropriate long distance charges for calls forwarded from your telephone.
- Call Forwarding continues until you cancel it from your telephone.
- Include 1+ the area code if you forward your call to a long distance number.

3-Way Calling

Solve the dilemma of how to talk to two people at the same time. You can add a second party to your conversation. You can do this for local and long distance calls.

To set up a three-way call:

- Ask the party you're speaking with to hold.
- Press receiver button for 1 second and release. Your first call is now on hold.
- Listen for three short tones followed by a dial tone.
- Dial the phone number of the second party (If the party you wish to add is on your Speed Dialing list, dial the code instead of the regular telephone number).
- Depress receiver button again to connect the three-way call.

To end three-way call: When you hang up, both parties are automatically disconnected.

If the first party is finished talking they just hang up. You and your second party can still continue talking.

If the second party is finished: They just hang up. Then depress the receiver button for one second and release it. Now you can continue talking to your first party

Speed Calling

You can get Speed Calling for either 8 or 30 numbers. These numbers can be either local or long distance.

For 8-call service:

- Select a code (any one-digit number between 2 and 9)
- From Touch-Tone phone, dial 74#, listen for dial tone. (From rotary (dial) phone, dial 1174, listen for dial tone.)
- Dial the code you have selected and the complete telephone number it will represent. Three beeps will confirm your entry. Be sure to include 1+ the area code if it is a long distance number.
- To call that number, just dial the single digit you selected as a code. If you have Touch-Tone service also, press the # sign after dialing the code.

For 30-call service:

- Select a two-digit number code. Numbers must range from 20-49.
- From Touch-Tone phone, dial 75#, listen for dial tone. (From rotary (dial) phone, dial 1175, listen for dial tone.)
- Dial the code you have selected and complete telephone number it will represent (example 20+1+800 555-1212). Three beeps will confirm your entry.
- To call numbers selected for Speed Calling, simply dial digit code (if you have Touch-Tone service push # symbol after dialing the code).

Do Not Disturb

Do Not Disturb service allows a subscriber to prevent incoming calls from ringing at his/her location by diverting them to a recorded announcement within the telephone Digital Central Office. This feature maybe deployed in one of three ways.

Option 1: Without Personal Identification Number (PIN) Override

Option 2: With PIN Override (Telephone Company Administers PIN)

Option 3: With PIN Override Administered by Subscriber

To activate Do Not Disturb:

1. Press *78, then listen for three beeps (from rotary (dial) phone, dial 1178).
2. Hang up.

Note: When Do Not Disturb is activated, callers will receive an announcement. At this time, callers who know your PIN may dial it and ring your telephone.

To cancel Do Not Disturb:

1. Press *79, then listen for three beeps (from rotary (dial) phone, dial 1179) .
2. Hang up.

To set or change your PIN:

1. Press *79, (or *10), then listen for three beeps and a steady dial tone (from rotary (dial) phone, dial 1179).
2. Enter PIN (maximum of 7 digits).
3. Press # and/or listen for three beeps, then listen for three beeps.
4. Hang up.

Note: The selected PIN remains in storage unless you change or delete it. Deactivation of Do Not Disturb will not erase your PIN.

Preferred Call Forwarding

Preferred Call Forwarding allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

To use Preferred Call Forwarding:

1. Press *63 (from rotary (dial) phone, dial 1163)
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Preferred Call Forwarding on or off
 - Make Changes to your Preferred Call Forwarding list

Press *If you want to:*****

- | | |
|---|--|
| 0 | Repeat the instructions. |
| 1 | Review the numbers on your Preferred Call Forwarding list. |
| 3 | Turn Preferred Call Forwarding on/off. |
| # | Add a number to your Preferred Call Forwarding list. (Dial 12 for rotary phone sets.) |
| * | Delete a number from your Preferred Call Forwarding list. (Dial 11 for rotary phone sets.) |

0 8 Delete all numbers from your Preferred Call Forwarding list.

3. Voice instructions will also guide you through the steps of how to enter, confirm or change the number to which your calls will be forwarded:

Press If you want to:

- 0 Confirm the forward-to number.
- 1 Change the forward-to number.

Call Screening

Call Screening allows you to create a list of phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

To use Call Screening:

1. Press *60 (from rotary (dial) phone, dial 1160).
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Call Screening on or off.
 - Make changes to your Call Screening list.

Press If you want to:

- 0 Repeat the instructions.
- 1 Review the numbers on your priority ringing list.
- 3 Turn Call Screening on/off.
- # Add a number to your Call Screening list. (Dial 12 for rotary phone sets.)
- * Delete a number from your Call Screening list. (Dial 11 for rotary phone sets.)
- 0 8 Delete all numbers from your Call Screening list.

3. After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number).

- Hang up, then lift the receiver and listen for the dial tone.
- Press *60 and listen for instructions.
- Press # 01 #

Note: If a number that is on your Call Screening list is also put on any of your other lists (for example, Priority Ringing), Call Screening will override the other services for that phone number.

Priority Ringing

Priority Ringing allows you to program your telephone line to ring with a special pattern whenever you are called from a select list of phone numbers. Your phone will ring with a normal ringing pattern for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

To use Priority Ringing:

1. Press *61 (from rotary (dial) phone, dial 1161)
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Priority Ringing on or off.
 - Make changes to your Priority Ringing list.

Press If you want to:

- 0 Repeat the instructions.
- 1 Review the numbers on your Priority Ringing list.
- 3 Turn Priority Ringing on/off.
- # Add a number to your Priority Ringing list. (Dial 12 for rotary phone sets)
- * Delete a number from your Priority Ringing list. (Dial 11 for rotary phone sets)
- 0 8 Delete all numbers from your Priority Ringing list.

Special Call Acceptance

Selective Call Acceptance allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time

To use Special Call Acceptance:

1. Press *64 (from rotary (dial) phone, dial 1164)
2. Listen to the voice instructions which will guide you through the steps of how to:
 - Turn Selective Call Acceptance on or off.
 - Make changes to your Selective Call Acceptance list.

Press If you want to:

- 0 Repeat the instructions.
- 1 Review the numbers on your Selective Call Acceptance list.
- 3 Turn Selective Call Acceptance on/off.
- # Add a number to your Selective Call Acceptance list. (Dial 12 for rotary phone sets)
- * Delete a number from your Selective Call Acceptance list. (Dial 11 for rotary phone sets)
- 0 8 Delete all numbers from your Selective Call Acceptance list.

Caller ID

Caller ID lets you see the calling party's name and phone number before answering a call. A special display device located on or next to your phone is required to allow you to view the calling name and number. The customer is responsible for purchasing the display device. The availability to display names varies based on the caller's telephone service provider.

To use Caller ID:

1. Wait for the start of the second full ring of your phone set.
2. The name and number of the calling party will appear on your display.

For more information, please refer to the instructions for your Caller ID display device. If you do not want your number displayed when you place a call, you can prevent your number from being shown by using one of two special blocking options.

Per-Line Blocking

Per-Line Blocking will be available free of charge UPON REQUEST at any time to single-line residences, single-line businesses, PBX Trunks, PTAS lines and key system lines. Per-Line Blocking prevents calls made from your phone line from being displayed without dialing any additional numbers before placing a call. However, with this type of blocking, you have the option of allowing your name and number to be displayed on chosen calls by dialing *82 on a Touch-Tone phone (1182 on rotary dial sets) before placing a call. You may telephone our business office if you wish immediate Per-Line Blocking.

Per-Call Blocking

Per-Call Blocking is automatically provided free-of-charge to single-line residences, single-line businesses, Public and Semi-Public Coin Stations, PTAS lines, PBX Trunks and key system lines. With this blocking arrangement, simply dial *67 on a Touch-Tone phone before placing each call to automatically block your name and number from being seen. (Dial 1167 on rotary dial phones to activate the blocking service.)

Remember, you do not need to take any action to establish availability of the Per- Call Blocking feature.

Personal Ringing

Personal Ringing allows you to have up to three telephone numbers with unique ringing patterns (and unique Call Waiting tones if you have the Call Waiting feature).

To use Personal Ringing:

1. Listen to the ringing tone or pattern:
 - Main number - One long ring or tone
 - Second number - Two short rings or tone
 - Third number - A short-long-short ringing pattern or tone
2. Answer appropriately.

Note: There are two Personal Ringing options with the Call Forward features:

- a. Redirect all calls for the main, second and third numbers to another telephone number.
- b. Redirect only calls for the main number to another telephone number.

(To use or change these options, contact the telephone company)

Anonymous Call Rejection

Anonymous Call Rejection lets you refuse calls from those who have blocked their numbers. When you have activated this service, any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls and they should remove blocking and call back. All other calls will ring through as usual.

To "turn on" the service:

1. Lift the handset and listen for the dial tone.
2. Press *77. (On a rotary phone, dial 1177.)
3. Listen for a confirmation tone or announcement. Hang up.

To "turn off" the service:

1. Press *87. (On a rotary phone, dial 1187.)
2. Listen for a confirmation tone or announcement. Hang up.

(You will not be notified when or how many calls have been rejected)