Custom Calling Features

MONTHLY CHARGE

Anonymous Call Rejection	16	2.50
Automatic Callback	17	2.50
Call Waiting	18	2.00
Call Waiting with Caller ID	19	2.50
Calling Name/Calling Number Delivery	19	5.00
Conferencing Service	20	.SEE CHART
Delayed Call Forwarding	21	2.50
Find Me Follow Me	22	2.00
Remote Access to Call Forwarding	23	2.00
Selective Call Forwarding	24	2.50
Selective Call Rejection	25	2.50
Teen Service	26	4.00
Telemarketer Call Screening	27	3.00
3-Way Calling	28	2.00
Unconditional Call Forwarding	29	2.00
Voicemail	30-32	.SEE CHART

A one time charge of $10.00 will be billed to install or change any of these features.

Custom Calling Features

ANONYMOUS CALL REJECTION

Monthly Rate
$2.50

Refuse calls from those who have blocked their numbers

HOW IT WORKS:
When you've turned this service "on" 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:

- Lift the receiver and listen for the dial tone.
- Press *77 and listen for a confirmation tone or announcement.

To "turn off" the service:

- Lift the receiver and listen for the dial tone.
- Press *87 and listen for a confirmation tone or announcement.

Note:

- An incoming call that is rejected by Anonymous Call Rejection does not appear in any of the called subscriber's call lists.
- "Private" unpublished numbers will not be stopped.

Custom Calling Features

AUTOMATIC CALLBACK

Monthly Rate
$2.50

Get through to busy numbers as soon as they're free.

This service is not available for PBXs or ISDN subscribers.

HOW IT WORKS:
You can save time dialing busy numbers over and over. Your phone rings as soon as the line is free and automatically connects you.

How to use:
- When you hear a busy signal, press and release the "switchhook." Listen for a normal dial tone.
- If you've already hung up, lift the receiver and listen for a normal dial tone.
- Press *66.
- If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- A special call back ring alerts you if the line becomes free (some phones ring normally).
- Lift the receiver to automatically place the call.

To cancel your Call back request:
- Depress the "switchhook" and release. Listen for a normal dial tone.
- If you've already hung up, lift the receiver and listen for a normal dial tone.
- Press *86 and listen for the confirmation tone or announcement.

Notes:
- To start the 30-minute clock repeat steps "How to use".
- Automatic Callback can check multiple lines at once for you. To know which call is being completed, you must subscribe to the Calling Name/Calling Number service.
- This feature does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines where Call Forward and some other call services have been activated.
- The "switchhook" is the button the handset pushes down when you hang up the phone. Some telephones have a Link or Flash key you can press instead.

Custom Calling Features

CALL WAITING

Monthly Rate
$2.00

Alerts you of incoming calls while you are talking.
This service is not available for PBXs, or for ISDN subscribers.

HOW IT WORKS:
If you have an incoming call while you're already on the line, the Call Waiting feature will alert you. You may then put the first party on hold while you catch your second call. It will greatly reduce missed calls due to a busy phone. The service is always enabled by default, and can only be disabled on a per-call basis using the Cancel Call Waiting service.

Here's How Your Call Waiting Feature Alerts You:
A beep tone tells you another call is waiting. Only you hear this tone. Another reminder tone will be heard 10 seconds later if the waiting call remains unanswered. The second caller hears the normal ringing tone only.

To answer the second call:
When you hear a Call Waiting tone during a call, hit flash-hook to swap between the callers (some phones have flash or call waiting buttons). If you hang up while a call is still on hold, you will receive a ringback reminding you to reconnect the call. You will automatically be connected with the second caller.

To alternate between calls:
By depressing the flash-hook for about a second, you may alternate between calls. Each conversation is private and cannot be heard by the other caller.

To terminate either call:
Simply hang up.

Note: Call Waiting interacts with Delayed and Busy Call Forwarding as follows.

- If Delayed Call Forwarding is active and the call waits for longer than the delay timer, the call is forwarded.
- If Busy Call Forwarding is active and there is an incoming call while the subscriber line is busy, the call is held in Call Waiting.
- If Busy Call Forwarding is active and there is another incoming call while a call is already being held in Call Waiting, the second call is directly forwarded by Busy Call Forwarding, without being held in Call Waiting first.

Custom Calling Features

CALL WAITING WITH CALLER ID

Monthly Rate
$2.50

Displays identity of calling party in call waiting.
This service is not available for PBXs, or for ISDN subscribers.

HOW IT WORKS:
This feature provides the subscriber with a display of the identity of the calling party in call waiting. For this to work you must have Call Waiting, Calling Name/Calling Number Delivery and a special Caller ID box or phone to display the number in Call Waiting.

Note: Must have Caller ID and Call Waiting to add this service.

CALLING NAME/CALLING NUMBER DELIVERY

Monthly Rate
$5.00

See the name and number calling before you answer the phone.
This service is not available for non-ISDN or analog PBX lines.

HOW IT WORKS:
When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

How to use:
- When you receive a call, wait until your telephone completes the first ringing signal.
- The name and number associated with the number in the telephone company record will automatically appear on your display screen.
- If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

Notes:
- Subscription to Calling Name/Calling Number service requires purchase of a display telephone or an add-on display unit.
- If the letter "P" or "Private" appears on your display after the first ring, the caller may have blocked the display of their name by pressing *67 before placing the call. You can choose whether or not to answer the call.
- If "unknown name, "unknown number, "out of area", or "0" appears, the caller is in an area that does not support Calling Name services.
- Must have a Caller ID capable phone or a Caller ID box.
- Lift the receiver and listen for the dial tone.

  *85 will disable this feature

  *65 will enable this feature

Custom Calling Features

CONFERENCING SERVICE

Managed by Phone or Internet

Rates - See Chart Below

Allows you to set up conference calls

HOW IT WORKS:

Conference calling is a quick method to communicate information and conduct meetings remotely. Conference calling services are not limited to the boundaries of your service area. The records can be processed and presented with your regular toll charges.

Scheduled Conferencing enables subscribers to manage and conduct conferences without the Telco's assistance. This service allows optional Conference Internet Access where subscribers can manage multiple aspects of the conference right from the Internet.

Conference Rates - One Time Initial Set Up Fee

- $5.00 **Conference** - Initial charge associated with each scheduled conference.
- $.12 **Direct/Toll-Free Call** - Per minute rate charged for each attendee that joins a scheduled conference via the Direct/Toll-Free Call access number.
- $.15 **Out Dial Call** - Per minute rate charged for each attendee that is added to a scheduled conference by using the Out Dial feature. The Out Dial feature allows conference administrators to add attendees to a conference that is in progress. This feature is accessible only in the Conference Manager Web-browser-based interface.

Custom Calling Features

DELAYED CALL FORWARDING

Monthly Rate
$2.50

Forwards calls after specified number of rings.

HOW IT WORKS:
User programmable Delayed Call Forwarding allows the customer to activate Call Forwarding to forward the call after a specified number of rings.

To activate this feature:

- Lift the receiver and listen for the dial tone.
- Press *92 and listen for dial tone.
- Dial the number you wish your calls forwarded and wait for the courtesy call to be answered.
- Calls will be forwarded after 6 rings (contact a Customer Service Representative if you need the number of rings changed).

To Deactivate this feature:

- Lift the receiver and listen for the dial tone.
- Press *93 and listen for the confirmation tone.

Custom Calling Features

FIND ME FOLLOW ME

Monthly Rate
$2.00

Allows you to be contacted anywhere.

HOW IT WORKS:

This service provides a way for subscribers to configure additional numbers that will be rung instead of or as well as the subscriber's own number, any of which can answer the call. A pre-defined order, which is provided by the customer, is used to determine which number(s) to ring next. Find Me Follow Me alerts the caller that it is attempting to locate the subscriber by announcing "Attempting to locate (name)." Once one number has answered the call, ringing on the other configured numbers is stopped.

Customers designate the phone number where the sequence of calls originates. When a caller dials that telephone number (in this example, the office), the call is routed to the switch and search begins. Assume that John Smith's rules are set as follows:

Step	Call	Seconds Ringing	Special Instructions
1	Office	6	Do not go to Voice Mail
2*	Wireless	12	Do not go to Voice Mail
2*	Home	12	Do not go to Voice Mail, Verify
3	Office	6	Go to Voice Mail

* occur at the same time

- When a caller dials John's office number, his office phone rings for 5 seconds but will not go to voice mail if the line is busy or if the call goes unanswered. If John does not answer...
- The switch places simultaneous calls to John's wireless phone and his home phone but will not go to voice mail. If John's wife answers the home phone she will be prompted to verify if John is available. She hangs up because John is not available...
- After not finding John in 15 seconds (defined by end user), the caller will hear a message to stay on the line as the service attempts to locate John.
- The switch hangs up and places another call to his office. The call will go to voice mail if the line is busy or he does not answer.

User operation:

To enable or disable the service through the handset, the subscriber dials an access code. The standard access codes to enable/disable this service are as follows.

- To enable Find Me Follow Me, press *371
- To disable Find Me Follow Me, press *372
- This feature does not allow for customer programming. Please call TCT to initiate set up.

Custom Calling Features

REMOTE ACCESS TO CALL FORWARDING

Monthly Rate
$2.00

Activate or deactivate call forwarding from a remote location.

HOW IT WORKS:
You can use a touch-tone phone at another location to change your Call Forwarding on your home or business phone.

To activate:

- Lift the receiver and listen for dial tone.
- Dial (xxx) xxx-9920 (your area code and local exchange code followed by 9920) and listen for confirmation tones.
- Input your 10 digit telephone number followed by your four digit PIN# and listen for confirmation tones.
- Dial *72 and listen for confirmation tones.
- Dial the telephone number of the line where you want your calls to be forwarded and listen for the confirmation tone.

To deactivate:

- Lift the receiver and listen for dial tone.
- Dial (xxx) xxx-9920 (your area code and local exchange followed by 9920) and listen for confirmation tones.
- Input your 10 digit telephone number followed by your four digit PIN# and listen for confirmation tones.
- Dial *73 and wait for a confirmation tone.

Note: Must have Call Forwarding for this feature to work. Does not work with Call Forward Busy. Incoming calls will ring busy if you have this feature and are on a 3-way call. 0000 is no longer a valid PIN option.

Custom Calling Features

SELECTIVE CALL FORWARDING

Monthly Rate
$2.50

Decide which callers should follow you to another number.

HOW IT WORKS:
You can program your phone to forward only those calls from a special list of numbers to another number-such as your cellular phone. When your service is turned "on," calls from numbers in your forward list will be re-routed to your "forward-to" number. All others will ring at your phone as usual.

To activate this feature:

- Lift the receiver and listen for the dial tone.
- Press *63 and listen for an announcement indicating the current status of the service.
- Follow the voice instructions and select the appropriate option (refer to Screen List Editing menu codes below).

To deactivate this feature:

- Lift the receiver and listen for the dial tone.
- Press *83 and listen for the confirmation tone.

Notes:

- Please contact TCT for set up of original programming list.
- The first time you turn on the service, you'll be asked to enter the number you'd like your selected calls forwarded to. From then on, the system will simply remind you of the current "forward-to" number.
- Numbers can be entered in 10 digit or 7 digit format, but not in 1+10 digit format.

The following codes are used in the Screen List Editing menu (you may dial during announcement for faster service):

- 0 to hear the main instruction menu
- 3 to turn the call service on or off
- # to add a number to the list, then 01 to add the last calling number to the list.
- 1 to review the list of numbers, then 07 to delete an individual number from the list
- *to delete an individual from the list
- 08 to delete all the numbers on the list
- 09 to delete only the anonymous entries on the list

Custom Calling Features

SELECTIVE CALL REJECTION

Monthly Rate
$2.50

Don't let unwanted calls disturb you.

HOW IT WORKS:

You can program your phone to reject calls from any number you place in the rejection list. When your service is turned "on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

- Lift the receiver and listen for the dial tone.
- Press *60 or *80 and listen for the current status of the service.
- Follow the voice instructions and select the appropriate option.

Notes:

- If the call has already been forwarded before reaching this subscriber, selective call rejection acts on the Caller ID information that is provided on the call. Depending on the configuration of the previous forwarding party or parties, this may be either the original calling number or the previous forwarding party's number.
- Calls are selectively rejected by this service before any type of call forwarding can be applied.
- Selective Call Rejection takes priority over Anonymous Call Rejection. In practice, this means that the calling party hears the selective rejection announcement when the call is rejected, rather than the anonymous call rejection announcement.
- Calls from numbers on the Selective Call Rejection list will be rejected even if the caller withholds their number.
- An incoming call that is rejected by Selective Call Rejection does not appear in any of the called subscriber's call lists.
- This feature will only allow 32 numbers to be stored.

Custom Calling Features

TEEN 1, 2, 3

Monthly Rate
$4.00

Have up to three directory numbers on single party line.

HOW IT WORKS:

This feature allows a subscriber to have up to three additional directory numbers while retaining only one physical line. Calls to the additional numbers go through to the existing phone line, but have a distinctive ring tone for each number. All billing is done to the PDN.

Three common uses for this service are:

- in a household where parents may give an additional number to their teenage children, so that calls for the children can be ignored by the adults.
- a 'hotline' service, where high-priority callers are given the additional number, enabling the subscriber to filter important calls.
- for home-workers, where a single phone line may be used for both business and personal calls, and it is desirable to ignore business calls outside working hours, for example by forwarding business calls to a voicemail system.

User operation:

No outgoing calls can be made from Teen Service directory numbers. This means that subscribers cannot use access codes through the handset to manage call service configuration for Teen Service lines.

Instead, subscribers can configure call services in the following ways.

- CommPortal or Web Self-Care can be used to configure all available call services for Teen Service lines.
- Remote Access to Call Forwarding can be used to manage call forwarding configuration for Teen Service lines.

TEEN 1, 2, 3 - VOICEMAIL

Monthly Rate
$2.50

Makes available separate mailboxes.

HOW IT WORKS:

Teen Service Voicemail makes available a separate mailbox for Teen Service 1, 2, 3 subscribers when the main telephone number has Voicemail service. Thus when calls are placed to the Teen number, the calls can be forwarded to a separate Voicemail.

Custom Calling Features

TELEMARKETER CALL SCREENING

Monthly Rate
$3.00

Screen incoming telemarketing calls.

HOW IT WORKS:
This service *does not prevent* a customer from receiving a telemarketing call, but instead, notifies callers who are identified as "unknown" that the customer does not accept that type of call.

"The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your "do not call" list and hang up now. Otherwise, please press 1 or stay on the line."

The option of pressing 1 is provided because line number information may not always be transmitted to the terminating central office (non-pub, unavailable, etc).

This feature also allows the customer to customize other screening options:

Dial *95 from your home phone. Manual entry is required.

- Press 1 to add a number to your blocked list.
- Press 2 to remove a number from your blocked list.
- Press 3 to remove all numbers from your blocked list.
- Press 4 to add a number to your known list.
- Press 5 to change the language of your menu options.
- Press 6 to turn the entire service on.
- Press 7 to turn the entire service off.
- Press 8 to block calls from private callers.
- Press 9 to allow calls from private callers.
- Press * to repeat menu options.

If you wish to add the last caller's number to your blocked list, simply hang up and dial *96.

Note:
This option is not compatible with Do Not Disturb W/override code.

Custom Calling Features

3-WAY CALLING

Monthly Rate
$2.00

Allows three-way conversations.

This service is not available for PBXs, or for ISDN subscribers. It is also not available for all SIP subscribers.

HOW IT WORKS:

Turn an everyday two-way phone call into a three-way conversation.

User operation:

To add a third party to an active call, flash-hook and then dial the third party's number. If the third party answers, flash-hook again to add both of you to the original call, connecting all three parties.

If the third party does not answer or their line is busy, flash-hook twice to rejoin the original call. If you hang up you will receive a ringback reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as 3-Way Calling Ringback.

Custom Calling Features

UNCONDITIONAL CALL FORWARDING

Monthly Rate
$2.00

Allows incoming calls to be transferred to another number.

HOW IT WORKS:

Unconditional Call Forwarding permits a customer to transfer all incoming calls to another telephone number within the local calling area or on the Long Distance Telecommunications Network, where facilities permit. The Unconditional Call Forwarding customer is responsible for the payment of charges for each call between his Unconditional Call Forwarding equipped access line to where the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal Company standards.

To forward your call:

- Lift the receiver and listen for the dial tone.
- Dial *72 and wait for a confirmation tone.
- Dial the 10 digit number where you wish your calls forwarded. "1" is only required if the number is considered long distance.

When someone answers the forwarded number, Unconditional Call Forwarding is put into effect. If there's no answer, or the line is busy, hang up and repeat the previous steps. If you do this within two minutes, you'll hear two beeps meaning your Unconditional Call Forwarding feature is in effect. Once you've activated Unconditional Call Forwarding, the phone will make one short ring each time a call is forwarded. However, you can still make out-going calls from this phone. If you wish to change the number your calls are being transferred to, just discontinue the feature first (see below), and redirect your calls using the above steps.

To discontinue Unconditional Call Forwarding:

- Lift the receiver and listen for the dial tone.
- Dial *73 and listen for confirmation tone.

Custom Calling Features

VOICE MAIL

Callers can leave messages when you are on or away from your phone.

Features	Basic Voice Mail	Enhanced Voice Mail	Deluxe Voice Mail
Monthly Rate	**$4.00**	**$6.00**	**$9.00**
Sub-Mailboxes	0	2	8
New Message Storage	15	20	80
New Message Length	1 Minute	2 Minutes	4 Minutes
Messages Kept For	30 days	30 days	30 days
Message Waiting Indicators	Included	Included	Included
Auto Login	Included	Included	Included
E-Mail Notification	N/A	Included	Included
Pager Notification	N/A	Included	Included
Multiple Greetings	N/A	Included	Included
Multiple Associated Numbers	N/A	Included	Included
Daily Notification	N/A	N/A	Included
Distribution Lists	N/A	N/A	Included
Out Dial (local numbers only)	N/A	N/A	Included
Additional sub-mailboxes available for $1.00 per mailbox per month			

Custom Calling Features

VOICE MAIL (CONT'D)

To Access your Mailbox

Dial XXX (Your Area Code) + XXX (Your Prefix) + 9999 (for long distance dial 1+ area code)

- If calling from the phone your voice mail is assigned to, Press the * key.
- If using Auto Login and calling from the phone your voice mail is assigned to, no entry is required.
- If calling from a phone away from home, enter your mailbox number (10 digit telephone number).

If requested, enter your password, followed by the # key. Your password will be a default of four zeros (0000) until you change it.

Main Menu

- Press 1 - **Message Retrieval**
- Press 3 - **Send Message to Mailbox**
- Press 7 - **Play Date and Time**
- Press 9 - **Mailbox Setup**

To Set-Up Mailbox

At **Main Menu** - Press 9 **Mailbox Setup**

Press 1 - **Greeting Options**

- Press 1 - to hear your greeting (if already in)
- Press 2 - to re-record greeting or change greeting, followed by the # key
- Press 3 - to delete greeting
- Press 5 - to pick up new greeting

To create Multiple Greetings

- Press 5 - to pick a new greeting (select mailbox 2-9)
- Press 1 - to hear greeting
- Press 2 - to re-record new greeting, followed by # key
- Press 3 - to delete greeting
- Press 5 - to pick new greeting

Repeat process to create additional greetings (select different mailbox #2-9)

Press 2 - **Change Password**

- Enter new Password followed by the # key
- To verify, enter your password again, followed by the # key

Press 3 - **Notification Options** (works with enhanced and deluxe voice mail)

Press 4 - **Enable/Disable Auto-Login**

Press 6 - **Distribution List**

Press * - Return to **Main Menu**

VOICE MAIL (CONT'D)

To Retrieve Messages From Your Home Phone

Refer To - **To Access Your Mailbox**

At **Main Menu**

- Press 1 - **Message Retrieval**
  - Press 1 - **New Message**
  - After you have listened to the message a voice prompt will ask you to:
    - Press 1 - to play the message again
    - Press 2 - to save the message and listen to next message
    - Press 3 - to delete the message and listen to the next message
    - Press 4 - to save the message as new
    - Press 6 - to forward the message to another mailbox
    - Press * - to return to the **Main Menu**

To Retrieve Messages When Away From Home

Long Distance - Dial 1+ and your home phone number.

- When the greeting begins, press the * key.
- When prompted, enter your Password followed by the # key.
- At **Main Menu** Press - **Message Retrieval**, follow prompts.

Or

Local - Refer To - **To Access Your Mailbox**

- When prompted, enter your mailbox number (10 digit telephone number).
- When prompted, enter your Password followed by the # key.

At **Main Menu** Press 1 - **Message Retrieval**, follow prompts.