

Custom Calling Features

MONTHLY CHARGE

1.	Anonymous Call Rejection	\$2.50
2.	Automatic Call Back	2.50
3.	Automatic Recall	2.50
4.	Call Blocking Per Call.....	0.00
5.	Call Forwarding	2.00
6.	Call Forward/Busy	2.50
7.	Call Forward/Don't Answer.....	2.50
8.	Call Forwarding Remote Access.....	2.00
9.	Call Waiting/Cancel Call Waiting.....	2.00
10.	Calling Identity on Call Waiting	2.50
11.	Calling Name Delivery.....	4.50
12.	Calling Number Delivery.....	4.50
13.	Calling Name & Calling Number Delivery	5.00
14.	Conferencing Service	See Chart
15.	Customer Originated Trace.....	5.00 per call
16.	Distinctive Ringing/CW.....	2.50
17.	Do Not Disturb w/Override Code.....	2.00
18.	Find Me Service	2.00
19.	Long Distance Alert	2.00
20.	On Hold	2.00
21.	Originating Call Management.....	5.00
22.	Prepaid Budget Toll.....	5.00
23.	Selective Call Acceptance.....	2.50
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25.	Selective Call Rejection.....	2.50
26.	Speed Calling 30	2.00
27.	Teen Service	4.00
28.	Teen Service Voice Mail.....	2.50
29.	Telemarketer Call Screening.....	3.00
30.	Three Way Calling.....	2.00
31.	User Transfer	2.00
32.	Voice Mail Business/Residence	See Chart
33.	Wake-Up/Reminder Service.....	2.00
34.	Warm Line	2.50

A onetime charge of \$10.00 will be billed to install or change any of these 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 handset and listen for the dial tone.
- Press *77 (On a rotary phone, dial 1177).
- Listen for a confirmation tone or announcement. Hang up.

To “turn off” the service:

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

Note:

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

AUTOMATIC CALL BACK

Monthly Rate

\$2.50

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

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 handset and listen for a normal dial tone.
- Press *66 (On a rotary phone, dial 1166).
- 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 handset 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 handset and listen for a normal dial tone.
- Press *86 (On a rotary phone, dial 1186).
- Listen for the confirmation tone or announcement. Hang up.

Note:

- To start the 30-minute clock, repeat steps “How to use”.
 - Automatic Callback can check as many as 31 busy lines at once for you. To know which call is being completed, you must subscribe to Calling Number service.
 - 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.
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AUTOMATIC RECALL

Monthly Rate

\$2.50

Easily dial your last caller—even if you didn't answer.

HOW IT WORKS:

If you couldn't get to the phone in time, you can still find out who called. Return the call by dialing a simple code.

How to use:

- Lift the handset and listen for a normal dial tone.
- If you were already on the phone and ignored a call waiting tone, press and quickly release the “switchhook.”
- Press *69 (On a rotary dial phone, dial 1169). Your call will go through like a normal call.

If the line is busy:

- Hang up. Your phone will keep trying the line for up to 30 minutes.

- A special callback ring alerts you if the line becomes free (Some phones ring normally).
- Lift the handset to automatically place the call.

To cancel your Automatic Recall request:

- Press *89 (On a rotary phone dial 1189).
- Listen for the confirmation tone or announcement. Hang up.

Note:

- 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.
 - In some areas, after you dial *69, a recorded voice will give you the phone number of the call you missed and ask you if you want to use the Automatic
 - Recall feature. Just follow the voice instructions.
 - 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.
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CALL BLOCKING – PER CALL

Block your number and name from being displayed to others.

HOW IT WORKS:

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call.

How to use:

- Lift the handset and listen for the dial tone.
- Press *67 (On a rotary phone, dial 1167).
- Dial the number you’re calling as usual.
- The person you’ve called will not be able to see your number displayed on their telephone display screen. Instead, a “P” or “Private” will be displayed.

Note:

- You must dial *67 before each call you place. Otherwise your phone number will be released to the person receiving your call.
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CALL FORWARDING

Monthly Rate

\$2.00

Allows incoming calls to be transferred to another number.

HOW IT WORKS:

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 Call Forwarding customer is responsible for the payment of charges for each call between his 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” Depress the # button (with rotary dial, skip this and wait for a 4-second pause).
- Again listen for the dial tone.
- Now, dial the number where you wish your calls forwarded (Speed calling codes may be used if you also have this feature).

When someone answers the forwarded number, 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 Call Forwarding feature is in effect. Once you’ve activated 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 first (see below), and redirect your calls using the above steps.

To discontinue Call Forwarding:

- Lift the receiver and listen for the dial tone.
 - Dial "73" depress the # button (with a rotary dial, skip this wait for a 4-second pause).
 - Listen for two beeps. Call Forwarding is now discontinued.
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CALL FORWARD-BUSY

Monthly Rate

\$2.50

Forwards calls when line is busy.

HOW IT WORKS:

User programmable Call Forward-Busy allows the customer to activate Call Forwarding to forward only when the access line is in a busy condition.

To activate this feature:

- Press *90.
- Listen for dial tone.
- Dial the number where you wish your calls forwarded.
- When someone answers call forwarding is in effect.

To deactivate this feature:

- Press *91.
- Listen for confirmation tone.

Note: This feature does not work with Call Waiting.

CALL FORWARD-DON'T ANSWER

Monthly Rate

\$2.50

Forwards calls after specified number of rings.

HOW IT WORKS:

User programmable Call Forward-Don't Answer allows the customer to activate Call Forwarding to forward the call after a specified number of rings.

To activate this feature:

- Press *92.
- Listen for dial tone. Dial the number of rings (2-9) followed by the number you wish your calls forwarded.
- When someone answers call forwarding is in effect.

To deactivate this feature:

- Press *93.
 - Listen for confirmation tone.
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CALL FORWARDING REMOTE ACCESS

Monthly Rate

\$2.00

Activate or deactivate call forwarding from a remote location.

HOW IT WORKS:

You can use a touch-tone telephone at another location to change your Call Forward on your home or business phone.

To activate:

- Raise the receiver and listen for dial tone.
- Dial xxx-9920 (your local exchange code followed by 9920) and listen for confirmation tones.
- Dial your home telephone number followed by your 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:

- Raise the receiver and listen for dial tone.
- Dial xxx-9920 (your local exchange followed by 9920).
- Listen for confirmation tones and then dial your home telephone number followed by your PIN.
- Listen for confirmation tones.
- Dial *73 and wait for a confirmation tone.
- Hang up.

Note: Must have Call Forwarding for this feature to work.

CALL WAITING/CANCEL CALL WAITING

Monthly Rate

\$2.00

Alerts you of incoming calls while you are talking.

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.

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:

Depress the switchhook/plunger (some phones have flash or call waiting buttons) for about one second to place your first call on hold. You will automatically be connected with the second caller.

To alternate between calls:

By depressing the switchhook/plunger 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.

CALL WAITING/CANCEL CALL WAITING (CONT'D)

Cancel Call Waiting

Allows you to suspend Call Waiting.

HOW IT WORKS:

Cancel Call Waiting allows you to temporarily suspend Call Waiting for uninterrupted calls. This is beneficial when making important calls or using your computer modem.

To activate Cancel Call Waiting:

- Before you make your call, lift the receiver and listen for dial tone.

- Dial "70". Depress the # button (with rotary dial, skip this step and wait for a 4-second pause).
 - Don't hang up.
 - Wait for the dial tone again, and make your call. Cancel Call Waiting is in effect for that call only.
 - Cancel Call Waiting is disconnected when you hang up.
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CALLING IDENTITY ON CALL WAITING

Monthly Rate
\$2.50

Displays identity of calling party in call waiting.

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, Caller ID & a special Caller ID box to display the number in Call Waiting.

CALLING NAME DELIVERY

Monthly Rate
\$4.50

See who's calling before you answer the phone.

HOW IT WORKS:

When you receive a call, the name 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 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 will remain on the screen until you or the caller hangs up.

Note:

- Subscription to Calling Name 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 (or dialing 1167 on a rotary phone) 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.
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CALLING NUMBER DELIVERY

Monthly Rate
\$4.50

See the number calling before you answer the phone.

HOW IT WORKS:

When you receive a call, the 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 telephone number of the person calling you will automatically appear on your display screen.
- If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

Note:

- Subscription to Calling Number 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 number by pressing *67 (or dialing 1167 on a rotary phone) 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 Number services.
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CALLING NAME/CALLING NUMBER DELIVERY

Monthly Rate

\$5.00

See the name and number calling before you answer the phone.

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. See Calling Name Delivery (page 22) and Calling Number Delivery (above) for more detailed information.

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

- \$25.00 **Conference** – Initial charge associated with each scheduled conference.
 - \$ 2.00 **Reserved Attendees** – Amount charged for each attendee scheduled to participate in the conference.
 - \$.10 **Direct Call** – Per minute rate charged for each attendee that joins a scheduled conference via the Direct Call access number.
 - \$.15 **Toll-Free Call** – Per minute rate charged for each attendee that joins a scheduled conference via the Toll-Free Call access number.
 - \$.25 **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.
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CUSTOMER ORIGINATED TRACE

To activate this feature contact the business office.

Rates per Call Traced

\$5.00

Identify harassing callers through the phone company.

HOW IT WORKS:

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company. This service needs to be put on your line by the telephone company before activating the trace.

How to use:

- When you get a nuisance call, press and quickly release the “switchhook.” Listen for a special dial tone.
- If you’ve already hung up, just lift the handset again and listen for a normal dial tone.
- Press *57 (On a rotary phone, dial 1157).
- Listen for a confirmation announcement that the last call has been traced.
- Hang up.
- The number you traced will be recorded at the phone company. If you decide to follow up on the matter, we’ll provide that number to the authorities.

Note:

- 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.
- Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- In some areas, after you dial *57, you’ll hear an announcement that the call can be traced. Just follow the voice instructions to dial an additional code, and the call will be traced.

DISTINCTIVE RINGING/CALL WAITING

Monthly Rate

\$2.50

Know when someone special is calling.

HOW IT WORKS:

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you’ll hear a special Call Waiting tone.

How to use:

- Lift the handset and listen for the dial tone.
- Press *61 (On a rotary phone, dial 1161).
- Listen for an announcement telling you whether the feature is currently on or off.
- The recorded voice will then tell you how many (if any) numbers are currently stored in your list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your list:

- Press #01# (On a rotary phone, dial 1201).

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press # (On a rotary phone, dial 12).
- Follow the voice instructions you’ll hear. You can store up to 31 phone numbers on your VIP list.

To remove a number from your list:

- Press * (On a rotary phone, dial 11).
- Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

- Dial 0.

Note:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.

- The list you create here is separate from any other lists you may be using for Selective Call Acceptance, Selective Call Forwarding, and similar services.

DO NOT DISTURB W/OVERRIDE CODE

Monthly Rate

\$2.00

Establish a time of day when all incoming calls are blocked.

HOW IT WORKS:

The calling party hears a message stating that the customer is not accepting calls at this time. The Do Not Disturb option may be turned on for specific times of the day or night and the calling party may override the option by inputting the 4-digit PIN (override code) provided to them by the customer.

To set up:

- After dialing xxx-4603 (local exchange code followed by 4603) the customer will hear the following message:
- *Your do not disturb service is now (off) or (on).*
- To turn this service (off) or (on) press 1 or 0 to continue.

Note:

Pressing 1 will alternately turn the service off or on.

- When the customer selects 0 to continue, they will be given the following choices:
 - Press 1 to check or change the start of your quiet time.
 - Press 2 to check or change the end of your quiet time.
 - Press 3 to check or change your override code.
 - Press 0 to exit.
- When the customer programs the start and stop of their quiet time they will be prompted to enter the hours and minutes in a 2-digit format.
 - 01 for one o'clock
 - 45 for 45 minutes past the hour.
- This option is not compatible with Telemarketer Call Screening.

FIND ME SERVICE

Requires Access to Internet

Monthly Rate

\$2.00

Allows you to be contacted anywhere

HOW IT WORKS:

Subscribers to the Find Me service can specify up to six (6) telephone numbers to be dialed at the same time or in succession when they receive a call. Find Me alerts the caller that it is attempting to locate the subscriber by announcing "Attempting to locate (name)." Therefore, the caller knows to stay on the line as the service attempts to locate the subscriber. Find Me will not allow calls to go to a machine or to voice mail unless specifically instructed to do so.

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 AP and search begins. Assume that John Smith's Find Me rules are set as follows:

Step	Call	Seconds Ringing	Special Instructions
1	Office	5	Do not go to Voice Mail
2*	Wireless	10	Do not go to Voice Mail
2*	Home	10	Do not go to Voice Mail, Verify
3	Office	5	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 AP 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 AP 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.

To turn the service on/off:

- Dial the administration number for the Find Me service (your prefix + 9995).
- Enter your subscriber number (10-digit telephone number).
- Enter your password.
- Press 1 to turn the service on/off.

To change your PIN:

- Dial the administration number for the Find Me service.
- Enter your subscriber number (10-digit telephone number).
- Enter your password.
- Press 5 to change your PIN number.
- Enter your new PIN.
- Re-enter your PIN to verify.

To record your name:

- Dial the administration number for the Find Me service.
- Enter your subscriber number (10-digit telephone number).
- Enter your password.
- Press 3 to record your name.
- Record your name and press the # key when done.

LONG DISTANCE ALERT

Monthly Rate

\$2.00

A distinctive ring on long distance calls.

HOW IT WORKS:

When long distance calls are placed to your phone, it will ring with a distinctive ringing pattern. If your phone is busy, it will receive a distinctive call waiting tone.

ON HOLD

Monthly Rate

\$2.00

Allows subscriber to put call on hold.

HOW IT WORKS:

This service allows a subscriber to put any call in progress on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to a previously held call. If a second call is established, the subscriber, who initiates it, may alternate between calls. The two calls may not be conferenced, and only one call may be held at a time.

To activate:

- Depress Switchhook/plunger.

- Lift the receiver and listen for the dial tone.
- Dial *0.

To return to call on hold:

- Depress Switchhook/plunger.
 - Dial *0.
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ORIGINATING CALL MANAGEMENT

Monthly Rate

\$5.00

Control the calls originating from your telephone.

ORIGINATING CALL TYPES INCLUDE:

- International
- 10-10-X
- Operator Assisted
- Long Distance
- Local

HOW IT WORKS:

The customer can select a specific number, area code, or type of call to block or allow.

To Allow Selected Numbers Only:

The Customer will provide Tri-County Telephone service personnel with a list of numbers that may be called from their telephone line. All other calls will be blocked unless a valid 4-digit PIN has been entered. The customer may change their PIN at any time by calling a local number and following the voice prompts.

Blocked Calls:

Permits the customer to specify a list of numbers, type of call or area code that cannot be called from their telephone line. The restriction may be overridden by using a PIN, and the PIN may be changed at any time by calling a local telephone number and following the voice prompts.

PREPAID/BUDGET TOLL

Monthly Rate

\$5.00

Purchase a specific number of minutes of toll service.

HOW IT WORKS:

A warning tone will be announced when there are 1.5 minutes remaining. The call will be disconnected after that time. The caller will receive an announcement and will be unable to place another call until an additional number of minutes have been purchased.

SELECTIVE CALL ACCEPTANCE

Monthly Rate

\$2.50

Decide which calls you'll take.

HOW IT WORKS:

You can program your phone to accept only those calls from a special list of people. When your service is "turned on" your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

To "turn on" the service:

- Lift the handset and listen for the dial tone.

- Press *64 (On a rotary phone, dial 1164).
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your acceptance list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your acceptance list:

- Press #01# (On a rotary phone, dial 1201).

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press #. (On a rotary phone, dial 12).
- Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

- Press* (On a rotary phone, dial 11).
- Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

- Dial 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Forwarding, Selective Call Rejection, and similar services.

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 car 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.

How to use:

- Lift the handset and listen for the dial tone.
- Press *63 (On a rotary phone dial 1163).
- Listen for an announcement telling you whether the feature is currently stored in your forward list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your forward list:

- Press #01# (On a rotary phone, dial 1201).

To enter your “forward-to” number:

- The first time you turn on the service, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you of the current “forward-to” number.
- If the current number is correct, dial 1.
- If you wish to change the current “forward-to” number, dial 0 and then follow the voice instructions.

To hear the phone numbers on your list:

- Dial 1.

- After the list is read, voice instructions will follow.

To add a number to your list:

- Press # (On a rotary phone, dial 12).
- Follow the voice instructions. You can store up to 31 phone numbers on your forward list.

To remove a number from your list:

- Press * (On a rotary phone, dial 11).
- Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

- Dial 0.

Notes:

- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.
- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Acceptance, Selective Call Rejection, and similar services.
- This service can work with Call Forward (all calls). Numbers on your preferred list will follow you to your Selective Call Forward number. All other calls will be routed to your regular Call Forward number.

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 handset and listen for the dial tone.
- Press *60 (On a rotary phone, dial 1160).
- Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
- Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your rejection list:

- Press #01#. (On a rotary phone, dial 1201).

To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

To add a number to your list:

- Press # (On a rotary phone, dial 12).
- Follow the voice instructions. You can store up to 31 phone numbers on your rejection list.

To remove a number from your list:

- Press * (On a rotary phone, dial 11).
- Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:

- Dial 0.

Notes:

- You will not be notified when or how many calls have been rejected.
- You may press 1, 0, #, or * at any time rather than waiting for the voice instructions.

- The list you create here is separate from any other lists you may be using for Distinctive Ringing/Call Waiting, Selective Call Acceptance, Selective Call Forwarding, and similar services.
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SPEED CALLING 30

Monthly Rate

\$2.00

Dialing short cut.

HOW IT WORKS:

Now you can call up to 30 of your most frequently dialed numbers just by dialing a two-digit code. This includes long distance DDD numbers. It's a real time-saver.

To establish your Speed Calling list:

- Lift the handset and listen for the dial tone.
- Dial *75.
- Depress the # button (With a rotary dial phone, skip this step and allow a 4-second pause).
- Again, listen for the dial tone. Dial one of the 30 two-digit access code numbers (20-49) then dial the number you wish to Speed Code (For long distance entries, dial "1" and the area code before the number).
- Listen for the confirmation tone to indicate your Speed Calling number is established. At any time you may repeat this process for each number you wish to Speed Code, assigning each a different code number.

To use your Speed Calling feature:

- Lift the handset and listen for the dial tone.
- Dial the appropriate two-digit access number (20-49).
- Push the # button (With a rotary dial phone, skip this step and allow a 4-second pause for your number to be connected).

To change your Speed Calling list:

Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

TEEN SERVICE

Monthly Rate

\$4.00

Have two directory numbers on single party line.

HOW IT WORKS:

This feature allows a station to have two directory numbers on the same single-party line so that a subscriber can receive calls dialed to separate numbers without installing a second line. The subscriber is issued a Primary Directory Number (PDN), identified by normal ringing, and a Secondary Directory Number (SDN), identified by distinctive ringing. Calls originate from the PDN only; calls can terminate to either the PDN or to the SDN. All billing is done to the PDN.

The following conditions apply to Distinctive Ringing:

- CFW offers two modes of operation. With the first mode, calls to both the PDN and the SDN can be forwarded. With the second mode, only calls to the PDN can be forwarded. A PDN cannot be forwarded to the SDN.
 - Call Waiting (CWT) applies single and double tone bursts to announce a PDN and an SDN call respectively.
-

TEEN SERVICE VOICE MAIL

Monthly Rate

\$2.50

Makes available separate mailboxes.

HOW IT WORKS:

Teen Service Voice Mail makes available a separate mailbox for Teen Service subscribers when the main telephone number has Voice Mail Service. Thus when calls are placed to the Teen Number, the calls can be forwarded to a separate Voice Mail mailbox.

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.

- 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.

THREE-WAY CALLING

Monthly Rate

\$2.00

Allows 3-way conversations.

HOW IT WORKS:

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

To add a third party:

- First, to hold your existing call, depress the switchhook/plunger for about a second.
- Dial the third number (speed calling codes may be used if you also have this feature).
- When the third party answers, you may talk privately before completing your three-way connection.
- With your third party on the line, depress the switchhook/plunger for about a second to add the holding party. Your Three-Way Call is now in effect.

- If for some reason the call to the third party is not completed, depress the switchhook/plunger twice to get back to your held party.

To disconnect the third party:

- Depress the switchhook/plunger for about a second. You will now have only original party on the line.

To disconnect completely:

- Simply hang up.
- If either of the other two parties hangs up, you can continue to talk to the one remaining.

USER TRANSFER

Monthly Rate

\$2.00

Transfer an established call to another line.

HOW IT WORKS:

To use this feature, a customer can take an existing call, quickly press and release the switchhook, after receiving a special dial tone, dial the third party. The customer transferring the call can disconnect anytime following completion of dialing.

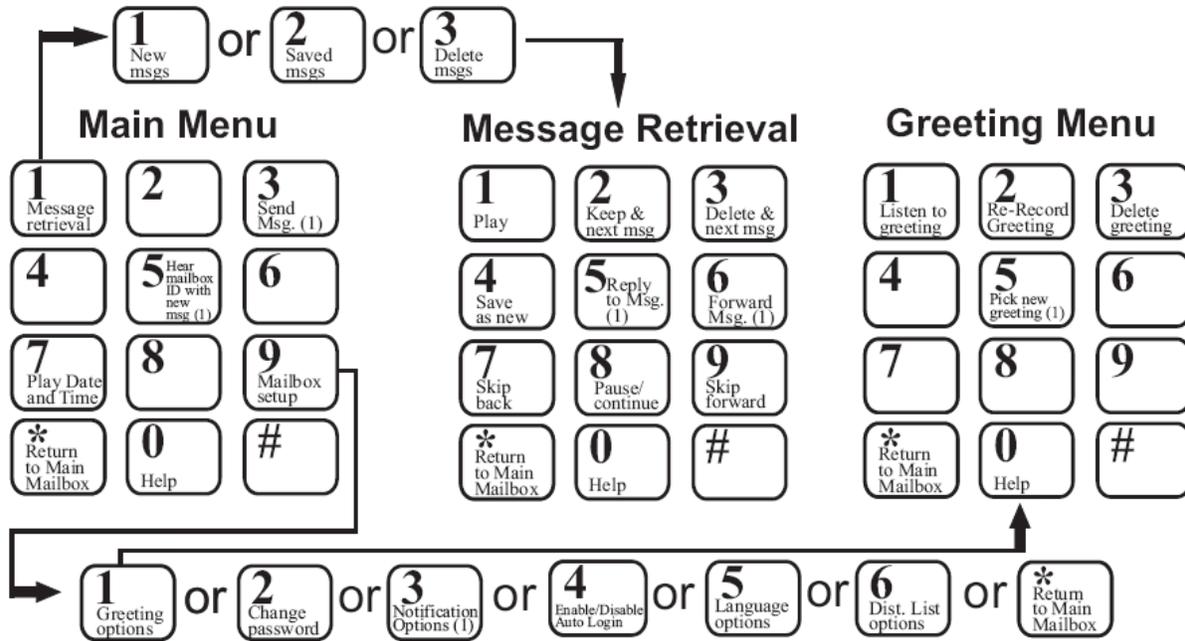
Note:

Customer transferring the call must have the three-way calling feature and will be responsible for all applicable charges on transferred call.

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
Phone Central Manager	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			



To Access your Mailbox

Dial XXX (your prefix) + 9999 (for long distance dial 1+)

- 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 Access Your Sub-Mailbox

Refer To - [To Access Your Mailbox](#)

- You will hear which sub-mailboxes have messages.
- Enter your sub-mailbox number.

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

If you have a message, it will go directly to the message, give the time it was received and play it.

- After messages are played, Message Retrieval prompts options 1 thru 9.
- Press * to return to Main Menu.

If you do not have a message, you are returned to the Main Menu.

Main Menu

- Press 1 – **Message Retrieval**
- Press 3 – **Send Message to Mailbox**
- Press 5 – **Hear Mailbox ID with New Messages**
- 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
- 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**

To Set Up Voice Mail with Sub-Mailboxes

Administrator Setup:

Record Your Group Greeting (this must be done by the Administrator before messages can be left for any mailbox).

Refer To - [To Access Your Mailbox](#)

- When prompted for your mailbox number, press the * key. This will take you to the Group Greeting Menu.
- Press 4 – to record a Group Greeting
- Record your greeting – for example: *"Welcome to the Jones family voice mail. To leave a message for Tom, Press 1; to leave a message for Nancy, Press 2; for Bobby, Press 3; and so on."*
- When finished press the # key.

The system will ask you if you want to:

- Press 1 – to listen to your greeting
- Press 2 – to save the greeting
- Press 3 – to delete greeting
- Press 4 – to record your greeting again, followed by the # key
- Press * – to return to **Mailbox Setup**

Sub-Mailbox Setup

Refer To - [To Access Your Mailbox](#)

- Must enter mailbox ID number
- When prompted for your password, follow the prompt and enter your Password (0000 until changed), followed by the # key.

To Record Your Personal Greeting

- Press 9 – **Mailbox Setup**
- Press 1 – **Greeting Options**

- Press 4 – Record Sub-Mailbox Greeting
- At the tone, record greeting, when finished press the # key.

The system will ask you if you want to:

- Press 1 – to listen to your greeting
- Press 2 – to save the greeting
- Press 3 – to delete
- Press 4 – to record your greeting again, followed by the # key
- Press the * key two times to return to the **Main Menu**.

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.

WAKE-UP/REMINDER SERVICE

Monthly Rate

\$2.00

Permits the customer to request a Wake-Up call at a specific time of day.

HOW IT WORKS:

The user can schedule up to two (2) wake-up calls at any time within the next 24-hour period.

To activate:

After dialing xxx-4604 (local exchange followed by 4604) the customer will be given the following choices:

- Dial 1 to schedule a wake-up call.
- Dial 2 to delete a wake-up call.
- Dial 3 to check schedule of wake-up calls.
- Dial 0 to exit.
- When the customer selects 1 to schedule a call they will be given the following choices:
 - Press the 2-digit hour – for example, 01 for one o'clock.
 - Press the 2-digit hour – for example, 45 for 45 minutes past the hour.
 - Press 0 for A.M.
 - Press 1 for P.M.

WARM LINE

Monthly Rate

\$2.50

After 30 seconds of dial tone, call is routed to a specific number.

HOW IT WORKS:

When a call is originated on a Warm Line, the customer is given 30 seconds of dial tone before the call is automatically routed to a specific terminating number. For example, if the customer picks up phone and does not dial a number, then after a period of 30 seconds the call might be routed to 911 or any other number.