

## How To Use Custom Calling Services

NOTICE: Please contact your telephone company business office to determine the availability and operation of custom calling features.

### 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 one, just hang up. Your telephone will immediately ring with the second call.
- If you want to answer the second call without ending the first, excuse yourself from the first call, 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.

With Call Waiting you don't need to worry about missing important calls while you're on the phone.

### Cancel Call Waiting

You can cancel the **CALL WAITING** feature for the duration of a call by dialing 1170 and waiting about 5 seconds for a second dial tone (if you have touch tone service, press \*70). After you receive the second dial tone, dial the number you wish to call. **CALL WAITING** is cancelled for this call. When you hang up **CALL WAITING** is restored for the next call.

### Call Forward Busy

You can transfer all your calls to another phone when your line is busy.

- Dial 1190 and wait for a dial tone. (If you have Touch Tone Service, press \*90.)
- \* Dial the number that will be accepting your calls. After you receive two short tones, your call forward busy is activated. Hang up receiver.
- \* To cancel **Call Forward Busy**, dial 1191 and wait for dial tone (if you have touch tone service, press \*91.)
- \* Listen for confirmation tone, then hang up.

### Call Forwarding

You can transfer all your calls to another phone so you won't have to miss important calls when you're someplace else. Here's how.

- Dial 1172 and wait about 5 seconds for a dial tone. (If you have Touch Tone Service, press \*72.)
- Dial the number that will be accepting your calls. After you

receive two short tones, your call forwarding is active. Hang up receiver.

- To cancel **CALL FORWARDING**, dial 1173 and wait about 5 seconds for two beeps and a dial tone. (If you have Touch Tone Service, press \*73.)
- Your phone will ring briefly each time your number is called.
- You cannot answer the calls. The ring is just a reminder that **CALL FORWARDING** is working.
- You can still call out even when your incoming calls are forwarded.

### Call Forward No Answer

You can transfer all your calls to another number when you are unable to answer the phone.

- Dial 1192 and wait for dial tone. (If you have touch tone service, press \*92.)
- Dial the number that will be accepting the calls. Hang up receiver. To cancel **Call Forward No Answer**, dial 1193 and wait for dial tone (if you have touch tone service, press \*93.)
- Listen for confirmation tone, then hang up.

### Three-Way Calling

You can add a third person to a conversation without operator assistance. You can also arrange meetings and activities with two other people without calling back and forth. Here's how.

- Press and release the receiver button to put your first call on hold. You will hear three beeps and a dial tone.
- Dial the number of the third person you wish to add to the call. When someone answers, only you will be able to talk to that person.
- To begin the three-way call, press and release the receiver button. Now, all three of you are on the line.
- If the line is busy or you get no answer, you can return to the original call by pressing and releasing the receiver button.
- If the person you are talking to hangs up, you can add another caller by repeating the steps above.
- **THREE WAY CALLING** works whether you have received or made the first call.

Everyone is disconnected when you hang up.

## Do Not Disturb

Allows you to divert incoming calls to an announcement stating that your phone is in a **DO NOT DISTURB** status. Only callers who know and use your programmable Personal Identification Number (PIN) can override the **DO NOT DISTURB** status and ring through.

- To initiate **DO NOT DISTURB** - Dial the feature code \*78 (rotary service dial 1178). Listen for confirmation tone, then hang up.
- To deactivate **DO NOT DISTURB** - Dial the feature code \*79 (rotary service dial 1179). Listen for confirmation tone, then hang up.
- To enter a PIN - Dial the feature code \*10 (rotary service dial 1110). Listen for recall dial tone, then dial your PIN (up to four digits) followed by a # (with rotary dial phone, allow a 4-second pause). Listen for confirmation tone.

\* Your PIN may be changed at any time, whether **DO NOT DISTURB** is active or inactive.

## Speed Calling 8

Now you can call up to 8 of your most frequently dialed numbers just by dialing a one-digit code. This includes long distance DDD numbers.

### To Establish Your Speed Calling List

- Lift the receiver and listen for the tone.
- Dial \*74 (rotary service dial 1174).
- Again, listen for the dial tone.
- Dial one of the 8 one-digit access code numbers (2-9).
- Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number.)
- Then depress the # button. (With a rotary dial phone, skip this step and allow a 4-second pause.)
- Listen for 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 receiver and listen for the dial tone.
- Dial the appropriate one-digit access number (2-9).

### 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.

## Speed Calling 30

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 receiver and listen for the tone.
- Dial \*75 (rotary service dial 1175).
- 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 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 receiver 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.
- Contact your local Business Office for further information.

## Selective Call Forwarding

**SELECTIVE CALL FORWARDING** allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this feature, 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 Selective Call Forwarding:

1. Press \*63.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - Turn **SELECTIVE CALL FORWARDING** On or Off.
  - Make changes to your Selective Call Forwarding list.

## Selective Call Rejection

**SELECTIVE CALL REJECTION** 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 **SELECTIVE CALL REJECTION**:

1. Press \*60.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - Turn **SELECTIVE CALL REJECTION** On or Off.
  - Make changes to your Selective Call Rejection list.

## Selective 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 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 **SELECTIVE CALL ACCEPTANCE**:

1. Press \*64.
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.

## Automatic Callback

**AUTOMATIC CALLBACK** 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 **AUTOMATIC CALLBACK** to redial the last number you called.

To use **AUTOMATIC CALLBACK**:

1. Hang up, then lift the receiver and listen for a dial tone.
2. Press \*66.
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 Automatic Callback:

1. Press \*86 and listen for tone or announcement.

## Automatic Recall

**AUTOMATIC RECALL** 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 **AUTOMATIC RECALL**:

1. Press \*69.
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 Automatic Recall:

1. Press \*89 and listen for tone or announcement.

## Distinctive Ringing

**DISTINCTIVE RINGING** allows you to program your telephone line to ring with a special ringing 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 **DISTINCTIVE RINGING**:

1. Press \*61.
2. Listen to the voice instructions which will guide you through the steps of how to:
  - Turn **DISTINCTIVE RINGING** On or Off.
  - Make changes to your Distinctive Ringing list.

## Caller ID

**Caller ID** lets you see the calling party's 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 number.

What **CALLER ID** Does For You:

Allows you to determine who is calling before answering or deciding to answer the phone.

Enhances security and helps eliminate harassing calls.

Your Caller ID display device can store the phone numbers of people who called, even while you were out. You can easily review these numbers and return their calls.

To Use **CALLER ID**:

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

For more information, please refer to the instructions for your Caller ID display device.

## Caller ID With Name

**CALLER ID/NAME** lets you see the calling party's phone number and name before answering a call. A special display device located on or next to your phone is required to allow you to view the calling number and name.

What **CALLER ID/NAME** Does For You:

Allows you to determine who is calling before answering or deciding to answer the phone.

Enhances security and helps eliminate harassing calls.

Your Caller ID/Name display device can store the phone numbers

and name of the people who called, even while you were out. You can easily review these numbers and return their calls.

To Use **CALLER ID/NAME**:

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

For more information, please refer to the instructions for your Caller ID/Name display device.

## Caller ID Blocking

**CALLER ID BLOCKING** allows the calling subscriber's directory number public/privacy status to be toggled by the subscriber on a per call basis. The called subscriber's CPE displays a single letter P in place of the calling subscriber's directory number that is marked as private. To activate Per Call Blocking, pick up your receiver and press \*67 on your touch tone phone or dial 1167 on your rotary dial phone. When you have completed this step, you will have "stutter dial tone" and you can complete your call. The sending of your telephone number information is blocked for the duration of that call.

## Voice Mail

Let CTC's Voice Mail help you "get the message." CTC's new central office based Voice Mail service can replace your conventional answering machine with a reliable, easy to use service that lets you "get the message" every time. No tapes to replace, no equipment to find a place for.

Voice mail is available with either audible "stutter" dial tone or visual indicator notification of waiting messages. Tailor the service to meet your needs! Call our office for pricing and operating instructions.

## Toll Restriction w/PIN Override

Stop unauthorized long distance calls without limiting your own usage. CTC's Toll Restriction with PIN Override offers the ability to prevent unauthorized calls, and still allows you the capability to make toll calls when you need to. Using your Personal Identification Number (PIN), you have access to complete service, while providing limited service for others. Please call our office for details and operating instructions.

## Telemarketer Block

Stop solicitation calls. Sign up for CTC's Telemarketer Block. Not available in all areas. Call our office for details and pricing.