CTC™
PhoneFeatures

Call Waiting

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered.

What Call Waiting will do for you:
- Prevent missed calls.
- Callers will hear ringing. After 8 rings it will go to a busy signal.
- Provides many of the advantages of an additional line, but at a fraction of the cost.

To end an existing call and answer a waiting call:
- Hang up, allow the telephone to ring, and answer it.

To hold an existing call & answer a waiting call:
- Depress switchhook.

To alternate between calls:
- Depress switchhook.

To disconnect call:
- Hang up.

*Note: If you have call hold, you must dial *9# after depressing the switchhook to accept the waiting call*

Cancel Call Waiting

Cancel Call Waiting allows you to cancel Call Waiting before or during a telephone call.

What Cancel Call Waiting will do for you:
- Prevents Call Waiting interruptions on important calls and long distance calls.
- Prevents data transmission errors caused by Call Waiting tones when using computer modems.

To cancel Call Waiting before making a call:
- Dial *70 then listen for 3 beeps and a steady dial tone.
- Dial desired telephone number.

To cancel Call Waiting during a call:
(Three-Way Calling feature or Call Hold feature is required).
- Depress Switchhook, then listen for 3 beeps and a steady dial tone.
- Dial *70, then listen for 3 beeps.
- Wait for automatic reconnection to existing call.

Note: When Cancel Call Waiting is activated, caller will hear a busy signal.

Three-Way Calling

Three-Way Calling allows you to add a third party to an existing telephone conversation.

What Three-Way Calling does for you:
- Reduces the need for call backs when trying to confirm plans and schedules.
- Brings families and friends together.

To set up a Three-Way call:
- Depress the switchhook, then listen for 3 beeps and a steady dial tone (present call is placed on hold).
- Dial third party's telephone number. If busy or no answer, depress switchhook twice to reconnect the first call.

Note: a. You may privately converse with third party as long as you wish before using switchhook to establish three-way call.
  b. After a three-way call is established, you may depress switchhook to drop third party at any time.
  c. Toll charges apply on long distance calls.

Personal Ringing

Personal Ringing allows you to have up to 3 telephone numbers with unique ringing patterns (and unique Call Waiting tones if you have the Call Waiting feature.)

What Personal Ringing Service does for you:
- Allows you to determine for whom a call is intended (children's or parent's number).
- Allows you to determine the type of call.
- Provides many of the advantages of an additional line, but at a fraction of the cost.

To use:
- Listen to ringing tone pattern:
- Main number - Regular ring or tone.
- 2nd number - 2 short rings.
- 3rd number - Short ring, long ring, short ring.

Note: All billing will appear on the primary directory number.

Speed Calling

Speed Calling allows you to call selected telephone numbers quickly by dialing an assigned 1 or 2 digit code.

What Speed Calling does for you:
- Eliminates the need to look up or remember telephone numbers.
- Saves time when dialing numbers, especially long distance numbers.
- Allows fast, accurate dialing of emergency numbers.

To set up Speed calling numbers:
- Lift handset and listen for dial tone.
- Dial *74 for 1 digit codes (2-9). Limited to 8 numbers.
- Dial *75 for 2 digit codes (20-49). Limited to 30 numbers.
- Listen for dial tone.
- Dial the code number you wish to substitute for the telephone number, plus all digits of the telephone number including 1+ area code if it is a long distance number.
- Wait 4 seconds for 2 bursts of tone, then hang up.
- Repeat the steps above for each number to be stored using a different code number each time. You can replace a previously stored number with a new one by repeating the steps.

To use:
- Dial the selected code number and wait for the call to be placed.

Call Transfer

Call Transfer allows you to transfer an existing call to another telephone number by flashing the switchhook to using your flash button on your phone and dialing the number to which the call is to be transferred to (You must also have Three-Way Calling on your line).

To transfer the call:
- Establish a Three-Way call as described on the Three-Way instruction sheet.
- Hang up.
- The other parties may continue talking and it frees up your phone to take other incoming calls. Long distance rates still apply for the call after you hang up.

Call Hold

Call Hold lets you dial a special code and place someone on hold when you want to initiate a second call, or when you need to talk privately with someone else in the room. You can also place a call on hold, hang up, listen for ringing, and retrieve the call from another extension off the same phone line.

To activate:
- Flash the switchhook or push the flash button on your telephone.
- Then dial *9.
- You will receive a dial tone and you may dial out to another number.

The controlling party can alternate between the 2 conversations by using the switchhook or flash button on the phone.

If you have both Call Waiting and Call Hold, to answer a Call Waiting call, you must Hook-Flash, then dial *9.

Call Forwarding

Call forwarding allows you to transfer your incoming calls to another local or long distance number.

To activate:
- Dial *72
- You will hear 3 bursts then a dial tone.
- Dial the number to which you want to forward your calls (remember to dial 1 the area code if it is a long distance number). Stay on the line and if the distant party answers, your call forwarding has become active.

If the party does not answer, <u>you must hang up within two minutes, lift the receiver, and dial *72 and the same exact number again</u>. You will receive 3 bursts of tone confirming your call forwarding is established. Hang up (After this repeated procedure, your call forward will be activated).

To Cancel:
- Dial *73.
- Wait 4 seconds and listen for 3 bursts of tone. Your Call Forwarding has now been cancelled.

Note: Calls forwarded to long distance numbers will be charged at long distance rates.

Call Forwarding Don't Answer

Call Forwarding Don't Answer redirects your calls to another phone number if you do not answer your phone within a specified number of rings.

What Call Forwarding Don't Answer does for you:
- You don't need to remember to activate Call Forwarding.
- Reduces Missed Calls.
- Calls are answered when your line is not answered.

To forward calls:
- Dial *92 and listen for 3 beeps and a steady dial tone. Customers will then enter the number of rings (2-9 rings) they would like before the call is transferred.
- Dial the telephone number to which all calls will be forwarded when your line is not answered. If someone answers, the feature is activated.
- If the call is not answered, hang up and repeat the procedure again by dialing *92 and the same exact number.
- You will receive 3 bursts of tone to confirm that the feature is activated.

To cancel:
- Dial *93 and listen for 3 beeps.
- Hang up.

Call Forwarding Busy Line

Call forwarding Busy Line allows you to direct calls to another number when the line is busy.

What Call Forward Busy Line does for you:
- Reduces missed calls.
- Calls are answered when your line is busy, so you won't miss important calls.

To activate:
- Dial *90 and listen for 3 beeps and a steady dial tone.
- Dial the telephone number to which all calls will be forwarded to when your line is busy.
- If the call is not answered, you must hang up and within 2 minutes, redial *90 and the same exact number again.
- You will receive 3 bursts of tone confirming that the feature is active.
- Hang up.

To cancel:
- Dial *91 and listen for 3 beeps.
- Hang up.

Caller ID Blocking

This service is automatically provided free of charge on your telephone line. With this feature, a subscriber is able to place a call without their telephone number being delivered and displayed on the called party's Caller ID unit.

To activate:
- Dial *67.
- Then dial the telephone number you wish to call - your telephone number will not be delivered or displayed to the called party <u>for that call only</u>. The next call you place will be delivered unless you dial *67 again.

Caller ID Name & Number

Caller ID lets you see the calling party's name and 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 party.

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 names and numbers of people who called, even while you were out. You can easily review these numbers and return their calls.
- Caller ID/Call Waiting is also available.

Note: If PRIVATE appears on your screen, the caller may have blocked the display of his or her name - you can choose whether to answer or not. If OUT OF AREA or UNAVAILABLE appears, the caller is calling from an area or equipment where the information is not available.

This feature will not work with calls originating from an area or long distance carrier where this feature is not provided or with 500, 800, 855, 866, 877, 888, or 900 prefix numbers.

Priority Calling

Priority Calling 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.

What Priority Calling does for you:
- Allows you to identify a special and important call.
- Helps you determine who's calling.

To use Priority Calling:
- Dial *61.
- Listen to the voice instructions which will guide you through the steps of how to turn Priority Calling on or off and how to make changes to your Priority Calling list.

To Cancel:
- Dial *81 and listen for 3 beeps.
- Hang Up.

Anonymous Call Rejection

Anonymous call rejection blocks calls from those who are blocking their number when calling you. Anyone else who uses one of the blocking options when calling you will be automatically sent to a recorded message informing them you do not wish to receive their call.

To turn this service on or reject these calls, simply dial *77.
To accept these calls or deactivate, simply dial *87.

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.

What Call Trace does for you:
  · Helps you put an end to harassing and offending calls.
  · Enhances your security and privacy.

To use Call Trace:
  · Hang up after receiving the annoying call.
  · Lift the receiver and listen for dial tone.
  · Dial *57 then listen for an announcement informing you when the trace was successful or not.
  · Record the date and time of the call.

After activating a Call Trace, you should call your telephone company if you want the call to be investigated further.

Note: a. Traced call information is provided to a law enforcement agency only, not to the subscriber.
*   b. It is important that you activate Call Trace immediately after the offending call. If you delay taking action and receive a subsequent incoming call, Call Trace will not trace the correct number.*
*   c. If a Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting call rather than the original calling number.*

Remote Activation of Call Forwarding

Remote activation of Call Forwarding allows you to activate and deactivate Call Forwarding features from a remote number. The remote activation capability is optional and can be used in conjunction with any or all of the following Call Forwarding features assigned to a line: Call Forwarding Variable, Call Forwarding Busy Line Variable, and Call Forwarding Don't Answer Variable.

What Remote Activation of Call Forwarding does for you:
- Eliminates missed calls.
- Convenience and increased flexibility.
- Time savings.

To activate:
- Dial 1-XXX-XXX-1244. (Dial 1+ your area code + you exchange prefix + 1244. You will hear a recording that tells you to enter your home telephone number. Using your touch tone phone, dial only your ten-digit telephone number that you wish to have calls forwarded from.
- You will hear a recording to enter your four-digit security code. After doing this, you will hear 3 bursts of tone.
- Dial *72. You will hear 3 bursts of tone.
- Dial the number to which you want the calls forwarded to. Remember to dial 1+ the area code if it is a long distance number.
- Stay on the line. If the distant party answers, your call forwarding is now active. Or, if you are calling from the number you wish to have the calls forwarded to, repeat steps 1-3. At this point you will get a recording that says "you cannot complete your call as dialed..."
- Your call forwarding is now activated.
- If the distant party does not answer, you must hang up and immediately lift the receiver, repeat steps 1-4, and dial the same exact telephone number you previously entered. This completes the call forward.

To deactivate:
- Follow steps 1 and 2.
- Dial *73, wait 4 seconds, and listen for 3 bursts of tone. Call forwarding has now been cancelled.

Note: Customer can request any 4 digit security code. Does not work with Call Hold.