

Calling Identity Delivery Suppression

Calling Identity Delivery Suppression temporarily cancels the display of your telephone number and/or name to a Caller ID Service. This feature is available to all subscribers at no additional charge.

How To Activate

1. Listen for a Dial Tone.
2. Dial *67
3. Dial the desired telephone number.

Call Hold

Calls may be placed on hold by pressing switch hook and dialing a code. This frees the line to originate another call or to pick up another line.

How To Activate or Deactivate

1. Depress the switch hook or flash button.
2. Dial *50

Call Return

Call Return lets you place a call to the telephone number of the most recent incoming call. The last incoming call does not have to be known or have been answered. If the number called is busy, the system will automatically continue attempting to connect to the number for the next 30 minutes.

How to Activate

1. Listen for a Dial Tone.
2. Dial *69
3. Listen to instructions.

How to Deactivate (This cancels your request before the call is returned)

1. Listen for a Dial Tone.
2. Dial *89

Call Waiting with Cancel Call Waiting

Call Waiting alerts you that another call is waiting. The waiting call may be answered without disconnecting the existing call. With Call Waiting you may switch between calls or end either call at any time.

How to Activate

1. Depress the switch hook. (The first call is placed on hold, and you are connected to the second call.)
2. Depress the switch hook again to return to the original call.

3. Depress the switch hook to alternate between calls.

How to Deactivate before making a call

1. Listen for a Dial Tone.
2. Dial *70
3. Listen for a second Dial Tone.
4. Dial the desired telephone number.

How to Deactivate while a call is in progress

1. Must subscribe to User Transfer & Conferencing.
2. Depress the switch hook to put the call on hold.
3. Listen for a Dial Tone.
4. Dial *70
5. Depress the switch hook to return to the original call.

Speed Calling

Speed Calling allows one- or two-digit dialing to reach frequently called numbers (Local or Long Distance).

Note: Both Speed Calling – 8 Code and Speed Calling – 30 Code may be changed by programming the speed dial code to a new telephone number.

Speed Calling – 8 Code

Speed Calling – 8 Code allows you to assign single-digit codes to represent 8 frequently called telephone numbers.

How to Assign Codes

1. Listen for a Dial Tone.
2. Dial 74#
3. Listen for a second Dial Tone.
4. Select a one-digit code (2-9).
5. Dial the entire telephone number (ex: 1-888-000-0000).
6. One beep confirms your entry.

How to Activate

1. Listen for a Dial Tone.
2. Dial single-digit code, then press #

Speed Calling – 30 Code


Speed Calling – 30 Code allows you to assign double-digit codes to represent 30 frequently called telephone numbers.

How to Assign Codes

1. Listen for a Dial Tone.
2. Dial 75#

3. Listen for a second Dial Tone.
4. Select a two-digit code (20-49).
5. Dial the entire telephone number (ex: 1-888-000-0000).
6. One beep confirms your entry.

How to Activate

1. Listen for a Dial Tone.
2. Dial double-digit code, then press 

Three-Way Conference Calling

Conference Calling allows more than one party to be added to a call in progress.

Three-Way Calling

Three-Way Calling allows another party to be added to a call in progress. The added party may be Local or Long Distance. Toll charges will apply to each leg of a Three-Way Call.

How to Activate

1. Depress the switch hook to put your first call on hold.
2. Listen for a Dial Tone.
3. Dial the third party's telephone number.
4. Depress the switch hook again to add the original caller.

How to Deactivate

1. Depress the switch hook again to disconnect the added third party.
2. Disconnect to terminate the Three-Way Call.

Note: In some areas you must dial    before placing the first call.




Call Forwarding

Call Forwarding allows you to redirect incoming calls to a different telephone number.

Call Forward Variable

Call Forward Variable allows you to forward incoming calls to a different telephone number inside or outside of the local calling area.

How to Activate

1. Listen for a Dial Tone.
2. Dial   
3. Listen for a second Dial Tone.
4. Dial the telephone number to which calls are to be transferred.
5. When the called party answers, Call Forward is activated.
6. If the line is busy and no one answers, hang up and repeat steps 1 through 5.

Note: On the second attempt, no answer is required. However, the attempt must be made within two minutes of the first attempt.

How to Deactivate

(From the phone number you have forwarded)

1. Listen for a Dial Tone.
2. Dial **7 3 #**
3. Wait for two beeps and a Dial Tone.

Note: If calls are forwarded to Long Distance numbers, usage charges will apply to your account, not your caller's account.

Remote Activation Call Forwarding

Remote Activation Call Forwarding (RACF) includes Call Forward Variable and provides the ability to activate and deactivate Call Forwarding of a phone line remotely.

How to Activate:

1. Listen for a Dial Tone.
2. Dial the special Access Number.
3. Dial the 7-digit telephone number equipped with RACF.
4. Dial your Personal Identification Number (PIN), then press **#**
Note: If, after three tries, you fail to enter the correct telephone number equipped with RACF and your PIN, you will be disconnected and will need to try again.
5. Dial *** 7 3**
6. Listen for two short tones followed by a Dial Tone.
7. Dial the number to which calls should be forwarded.
Note: Include 1 or area code if this is regularly required to reach this number. If you hear a busy signal or no answer, RACF may still be established by repeating Steps 1-7, and no answer is necessary.

(After you repeat Steps 1-7, you will hear two short tones followed by a Dial Tone.)

To Deactivate from Remote Location

1. Listen for a Dial Tone.
2. Dial the special Access Number.
3. Dial the 7-digit telephone number equipped with RACF.
4. Dial your PIN, then press **#**
5. Dial *** 7 3**
6. Listen for two short tones confirming the request.

Note: If calls are forwarded to Long Distance numbers, usage charges will apply to your account, not your caller's account.

Call Forward Don't Answer & Call Forward Busy

Call Forward Don't Answer & Call Forward Busy allow you to redirect unanswered incoming calls or calls that would receive a busy signal to a pre-selected telephone number. The number to which incoming calls are directed may only be changed by a service order.

Note: If calls are forwarded to Long Distance numbers, usage charges will apply to your account, not your

caller's account.

Permit Call ID Blocking Deactivation

Permit Call ID Blocking Deactivation allows you to deliver Caller ID to a single call, even when the line is configured as full-time Caller ID blocked.

How to Activate

1. Listen for a Dial Tone.
2. Dial * 8 2
3. Dial the desired telephone number to which you want to temporarily override the Call ID Blocking.

Repeat Dialing

Repeat Dialing allows you to place a call to the telephone number of the most recent outgoing call. The last outgoing call does not have to be known or answered. If the number called is busy, the system will automatically continue attempting to connect to the number for 30 minutes, unless Repeat Dialing is cancelled before the call is picked up.

How to Activate

1. Listen for a Dial Tone.
2. Dial * 6 6
3. The last number called is automatically redialed.

How to Deactivate

1. Listen for a Dial Tone.
2. Dial * 8 6

Call Screening Lists

Call Screening Lists allow you to route particular incoming calls to a pre-determined destination.

Selective Call Rejection

This feature screens incoming calls using a specified screening list, blocking those calls that have been pre-selected for rejection. Rejected calls are routed to an announcement that the called party is not presently accepting calls from the caller's phone number.

How to Activate

1. Listen for a Dial Tone.
2. Dial * 6 0
3. Listen to instructions.
4. Dial 3 to activate.

How to Deactivate

1. Listen for a Dial Tone.
2. Dial * 8 0
3. Listen to instructions.
4. Dial 3 to deactivate.

Selective Call Acceptance

This feature allows only pre-selected incoming calls to be accepted. Selected incoming telephone numbers on the Call Acceptance list may be 7- or 10-digit directory numbers. Calls from parties not on the screening list may be routed to an announcement or alternate directory number.

How to Activate

1. Listen for a Dial Tone.
2. Dial * 6 4
3. Listen to instructions.
4. Dial 3 to activate.

How to Deactivate

1. Listen for a Dial Tone.
2. Dial * 8 4
3. Listen to instructions.
4. Dial 3 to deactivate.

Selective Call Forwarding

This feature forwards numbers selected by the customer during the activation process to another number. These telephone numbers are entered directly by the customer keying the numbers from the keypad or choosing the last incoming call. Numbers not identified on the Call Forwarding screening list will terminate normally (ringing or busy signal).

How to Activate

1. Listen for a Dial Tone.
2. Dial * 6 3
3. Listen to instructions.
4. Dial 3 to activate.

How to Deactivate

1. Listen for a Dial Tone.
2. Dial * 8 3
3. Listen to instructions.
4. Dial 3 to deactivate.

Selective Distinctive Alerting (Distinctive Ringing)

This feature allows you to pre-select certain incoming calls to be distinguished by a distinctive ring type

How to Activate

1. Listen for a Dial Tone.
2. Dial * 6 1
3. Listen to instructions.
4. Dial 3 to activate.

How to Deactivate

1. Listen for a Dial Tone.
2. Dial * 8 1
3. Listen to instructions.
4. Dial 3 to deactivate.

User Transfer & Conferencing

This feature allows a controlling party to transfer an incoming call to, or conference a third party in with, any other telephone number. The controlling party may then make and receive calls without disconnecting the original call and third party from conducting a two-way call.

How to Activate

1. Answer incoming call.
2. Depress switch hook.
3. Listen for a Dial Tone.
4. Dial the third party phone number. (At this point, the controlling party and the third party may conduct a private conversation.)
5. Depress switch hook and release to conference both parties and yourself.
6. Return hook to cradle to allow third party and original caller to speak privately.

Other Features

No activation by customer is required for the following features. You must subscribe to the feature which will then be activated by a service order.

Hunting

Rolls calls to the next available line in a group when there is a busy condition.

Anonymous Call Rejection

Rejects calls from parties who choose to prevent the delivery of their telephone number.

Call Forward Busy Line

Forwards incoming calls to another pre-selected telephone number when the line is busy. This pre-selected number may only be changed by a service order.

Customized Code Restriction Options

Blocks calls being made to certain calling areas.

Caller ID

Reveals the telephone number of incoming calls.

Caller ID Deluxe

Reveals the name and telephone number of incoming calls.

Caller ID Block

Prevents the name and telephone number from being forwarded to a called party.

Enhanced Caller ID

Allows the calling party's name and/or number to be displayed for Call Waiting incoming calls.

Distinctive Ring

Assigns a distinctive ring pattern to all incoming calls to a particular telephone number.

Ring Select I and II

Assigns two telephone numbers to one access line, where each number is recognized by a distinctive ring type and ring duration.