

# CALLING FEATURES

**Calling features from Toledo Telephone, offer advanced capabilities that are simple to use. This is a quick reference of the features available for your individual line, and easy-to-follow instructions for using them.**

**Call Waiting** - Informs you that another party is trying to contact you while you are engaged in a telephone conversation. You can answer the incoming call and talk privately without losing the original party. You can also alternate between parties.

To use: When you are notified of an incoming call by a call waiting alert tone, “flash” the hookswitch. The first call is placed on hold and you are then connected to the second caller. To alternate between calls, “flash” the hookswitch again, and you’ll be connected to the first call. If you ignore the initial call waiting tone, you will hear it again 10 seconds later and can answer it at that time.

To cancel before a call, press \*70. When you hear a second dial tone, you may place your call. When you hang up, Call Waiting is automatically restored.

To Cancel during a call, “flash” the hookswitch, then press \*70. Listen for the confirmation tone. Your call is then reconnected.

**Call Forward** - Automatically reroutes all your calls to another number of your choice (You are responsible for any toll charges when the forward to number is not a local call).

To use, Press \*72. To Cancel, Press \*73

**Three-way Calling** - Allows you to add a third party to a previously established connection. To use: Place your call to the first party. “Flash” The hookswitch,

to place the first party on hold. After confirmation tone, dial the third party. When the party answers, you can “Flash” the hookswitch again to connect all three.

**Speed Calling** - 8 Number - Allows you to call any one of the eight frequently called number by dialing just one digit.

To program or change, go off-hook, and listen for the dial tone. Press \*74 Listen for the confirmation tone. Dial a one-digit code (2-9), then the telephone number to be assigned to that code. Long distance numbers require 1 plus the area code. Listen for the confirmation tone, and then hang up.

Note: If you have voice mail, 8 is already used.

**Programmable Call Forwarding, Don’t Answer** - Allows you to reroute your calls (after a specified number of rings) to another number of your choice, when you are unable to answer them.

To use, Press \*92 and follow the instructions as explained for Call Forward. To cancel, press \*93.

To change, cancel Call Forward as above, then, follow the instructions to activate Call Forward, entering a new “forward to” number.

Notes: This feature is used to forward your calls to voice mail. Making changes to this feature will disrupt your voice mail.

# CALLING FEATURES

## **Programmable Call Forward, Busy -**

Allows you to re route all your calls to another number of your choice, while your line is busy.

To use, Press \*90 and follow the instructions. To Cancel, press \*91.

To change, cancel Call forward as above, then follow the instructions to active and enter a new forward to number.

Notes: This feature is used to forward your calls to voice mail. Making changes to this feature will disrupt your voice mail.

**Preferred Line** – Up to 3 additional numbers enables you to add additional directory numbers to your existing line, without adding additional lines. A distinct ringing pattern is provided for each additional number. This allows you to determine in advance which telephone number a calling party has dialed. Distinct call waiting tones are also provided. This is an economic alternative to an additional fax line. Most faxes will recognize the distinct ringing patterns.

**Speed Calling** - Allows you to call any one of 30 frequently called numbers by dialing just two digits.

To program or change, go off-hook and listen for the dial tone. Press \*75. Listen for the confirmation tone. Dial a two-digit code (20-49), then the telephone number to be assigned to that code. Listen for the confirmation tone, and then hang up.

## **Long Distance Toll Control with Authorization Codes -**

This gives you the ability to dial long distance numbers that incur toll charges using a personal authorization code or codes. Incoming, local, or 911 calls are not affected by this feature.

To use, go off-hook and dial the long distance number directly as normal. You will hear a tone, then enter your 1-15 digit authorization code and the call will be placed. Additional codes will require an additional charge.

**Call Transfer** - Allows you to transfer an incoming call to another number. The calling party and or the “transfer to” party can be outside your local calling area. Any message toll charges applicable to the forwarding are charged to the customer with the Call Transfer feature. Call Transfer operates the same way as Three-Way Calling, except, when the person initiating the transfer drops out, the remaining parties are still connected.

**Calling Number Delivery (Caller ID) -** Allows the customer to receive the calling party’s number (when available) on their “Caller ID” equipment before answering the call.

**Calling Number Delivery Blocking** – allows the calling party to block the listing and telephone number from displaying to a Caller ID subscriber. Caller ID blocking must be activated each time the customer wants to prevent the telephone number and listing from displaying to a caller ID subscriber. This is a FREE service and is automatically on all customers lines.

# CALLING FEATURES

To use, press \*67 prior to placing the call. Anonymous or Private, or similar will display instead of the name and number.

Notes: If you have a private, non listed number already and you want to make it appear public, press \*82 prior to placing the call. Some parties will only accept calls from a public number.

**Repeat Dialing** - 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 available, you will be alerted with a special ringing, and when answered, a call will automatically be made. You can also use Repeat Dialing to redial the last number you called.

To use, hang up, then lift the receiver and listen for dial tone. Press \*66. 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 available. Your call will automatically be made when you lift the handset.

To Cancel, press \*86 and listen for tone or announcement.

Notes:

While Repeat Dialing is activated, you may still make and receive other calls.

Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be cancelled.

You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of the numbers becomes idle; however you will

not be able to tell which of the number it is.

If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

**Call Return** – 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, press \*69 and listen for an announcement that will tell you the phone number of the party who last called you. If you wish to return the call, press 1. Listen for ringing and wait for an answer. If you do not wish to return the call, hang up. If the line is busy, listen for the announcement telling you the number is busy. Hang up. You will hear a short-short-long ring when the line is available. Your call will automatically be made when you lift the handset.

To Cancel, Press \*89 and listen for the tone or announcement.

Notes:

There is no time limit for returning a missed call. However, you will only be able to return the last incoming call you received.

If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made.

After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting number.

# CALLING FEATURES

**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. This service will only work with numbers in our LATA area. (For a LATA map, see our telephone directory.)

To use, press \*61 and listen to the voice instructions, which will guide you through the steps of how to turn on or off, or make changes to your Distinctive Ringing list.

**Selective Call Forwarding** - 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 (LATA Only).

To use, press \*60 and listen to the voice instructions, which will guide you through the steps of how to turn on or off or make changes to your Selective Call Rejection list.

Notes:

After receiving an annoying call, you may wish to prevent that person from calling you in the future. Selective Call Rejection voice instructions, will explain how to add the number of the last caller to your list (even if you do not know the party's number)

Hang up, then list the receiver and listen for dial tone. Press \*60 and listen for instructions. Press #01#.

If a number that is on your Selective Call Rejection list is also put on any of your other lists (for example, Priority Ringing), Selective Call Rejection will override the other services from that phone number.

**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 phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time (LATA only).

To use, press \*64 and listen to the voice instructions, which will guide you through the steps of how to turn on or off, or make changes to your Selective Call Acceptance list.

**Call Trace** - Allows you to automatically request a trace of an obscene, threatening or harassing call. You must first request call trace from The Toledo Telephone Co., Inc. Immediately after receiving such a call, you simply dial \*57 to activate. You are charged \$1.50 each time you active Call Trace.

Notes: If you receive a call or a Call Waiting tone is received during a call that is to be traced, tracing will occur on the call or Call Waiting call, rather than the original calling number.

**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 this list

## CALLING FEATURES

are sent an announcement that informs them that you are not receiving calls at this time (LATA only). To use, press \*60.

Notes: After receiving an annoying call, you may wish to prevent that person from calling you in the future. Selective Call Rejection voice instructions, will explain how to add the number of the last caller to your list, even if you do not know the party's number.

To use, hang up and then lift the receiver and listen for dial tone. Press \*60 and listen for instructions. Press #01#

Notes:  
If a number that is on your Selective Call Rejection list is also put on any of your

other lists (for example, Priority Ringing), Selective Call Rejection will override the other services for that phone number.

**Anonymous Call Rejection** - allows the customer to reject calls from callers using Caller ID Blocking. The caller then receives an announcement that you are not receiving calls at this time (LATA only). To use, press \*77.

To cancel, press \*87

If a customer has Anonymous Call Rejection turned on, a caller must deactivate his caller ID Blocking by pressing \*82, then placing the call, for the call to go through.

Call Waiting, Call Forwarding, Three-Way Calling, Speed Calling – 8 numbers and Programmable Call forwarding Busy and Don't Answer, are all included free of charge with our basic single line telephone service (This applies to service in the Toledo area, as phone service packages in Winlock may differ). All other calling features must be requested by the subscriber and are not part of basic service. A nominal monthly charge will apply to your telephone bill for each feature, with the exception of Call Trace. When Call Trace is requested, a charge is only incurred, when it is used.

The initial installation order for any feature is free of charge. Any changes beyond the initial order, except for a feature removal, will incur a \$25.00 Service order fee