CUSTOM CALLING INSTRUCTIONS

CALL WAITING

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 answer your second call. It will greatly reduce missed calls due to a busy phone!

Here's How Your Call Waiting Feature Alerts You
1. A beep tone tells you another call is waiting. Only you hear this tone.
2. Another reminder tone will be heard 10 seconds later if the waiting call remains unanswered.
3. The second caller hears the normal ringing tone only.

To Answer the Second Call
1. Depress the switchhook / plunger for about one second to place your first call on hold.
2. You will automatically be connected with the second caller.

To Alternate Between Calls
1. By depressing the switchhook / plunger for about a second, you may alternate between calls.
2. Each conversation is private and cannot be heard by the other caller.

To Terminate Either Call
1. Simply hang up.
2. Your telephone will then ring.
3. When you answer it, you'll be connected with the other caller.

If you have the Call Waiting option, make sure you answer all calls you receive as the party reaching you on a Call Waiting basis will not get a line busy condition. The calling party will hear a call ringing indication.

CANCEL CALL WAITING

Lets you cancel your call waiting service on a per-call basis.

Now, when you have a call that you don't want interrupted, you can prevent a second call from breaking into your line if you subscribe to CALL WAITING. To CANCEL CALL WAITING, simply dial an access code prior to placing your call. If you have 3-WAY CALLING, you can CANCEL CALL WAITING during a call.

In either case, the cancel request stays in effect for the duration of the call. An incoming call will now receive a busy signal. This feature is especially helpful if you use a computer to send or receive data transmissions through your phone line.

To CANCEL CALL WAITING before calling:
1. Pick up the handset and listen for the dial tone.
2. **Press *70**, and listen for the special dial tone.
3. Dial the number you wish to call. When you dis-con-nect your call, CALL WAITING is automatically reactivated.

To CANCEL CALL WAITING *during a call:*
YOU MUST HAVE 3-WAY CALLING TO DO THIS
1. Place your current call on hold by depressing the switchhook for one second (or press the "Flash" or "Link" button if your phone has one).
2. Listen for the dial tone.
3. **Press *70**, and listen for two "beeps."
4. Return to your call by depressing the switchhook for one second (or press the "Flash" or "Link" button). When you disconnect your call, CALL WAITING is reactivated.

CALL FORWARDING

This feature means your phone can transfer incoming calls to another number of your choice. Call forwarding is great for the business-person who wants to answer after hours business calls at home, or for anyone who doesn't want to miss an important call.

To Forward Your Calls
1. Lift the receiver and listen for the dial tone.
2. Depress the ***** button, and then **press 72** (with a rotary dial, skip this step and wait for a 4-second pause).
3. Again, listen for the dial tone.
4. Now, dial the number where you wish your calls forwarded. (Speed calling codes may be used if you also have this feature.)
5. When someone answers at 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
1. Lift the receiver and listen for the dial tone.
2. Depress the ***** button and then **dial 73** (with a rotary dial, skip this step and wait for 4- second pause).
3. Listen for two beeps. Call forwarding is now dis-continued.

CALL FORWARDING BUSY/ NO ANSWER

This feature offers flexible call forwarding for incoming calls while you are on the phone or away. There are two components to this feature, and each operates independently of the other:

1. **Call Forward Busy:** Immediately forwards call attempts to another telephone number when your line is busy.
2. **Call Forward No Answer:** Transfers call attempts, after a specified number of rings, to another telephone number when you don't answer. You program the number of rings (2-9) before the call attempt transfers.

To Activate Call Forward Busy:
1. Pick up the handset and listen for the dial tone.
2. **Press * 90**. On a rotary phone, dial 1190.
3. You will hear a "stutter" tone, then normal dial tone. You may now enter the number you wish your calls to be transferred to when your line is busy. If someone answers at that number, the task is completed. If there is no answer, you must repeat steps 1, 2, and 3 within two minutes.

To Deactivate Call Forward Busy:
1. **Press *91**. On a rotary phone, dial 1191.1

To Activate Call Forward No Answer
1. Pickup the handset and listen for the dial tone.
2. **Press *92**. On a rotary phone, dial 1192.[1]
3. You will hear a "stutter" tone, then normal dial tone. First enter the number of rings (2-9) desired before the call is to be forwarded. Next,enter the number you wish your calls to be transferred to when your line is busy. If someone answers at that number, the task is completed. If there is no answer, you must repeat steps 1, 2, and 3 within two minutes.[1]

To Deactivate Call Forward No Answer
1. **Press *93**. On a rotary phone, dial 1193.[1]

[1] After this step, a confirmation tone ("beep-beep") signals successful programming.

THREE-WAY CALLING

This feature lets you turn an everyday two-way phone call into a three-way conversation. It's easy!

To Add A Third Party
1. First, to hold your existing call, depress the switchhook / plunger for about a second.
2. Then dial the third number. (Speed calling codes may be used if you also have this feature.)
3. When the third party answers, you may talk privately before completing your three-way connection.
4. With your third party on the line, depress the switchhook / plunger for 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
1. Depress the switchhook / plunger for about a second. You will now have only the original party on the line.

To Disconnect Completely
1. Simply hang up.
2. If either of the other two parties hangs up, you can continue to talk to the one remaining.

CUSTOM CALLING & CLASS INSTRUCTIONS

VOICE MAIL

SETTING UP YOUR VOICE MAIL:

To access your Voice Mail (Coop Members):
1. **Dial XXX-MAIL (your exchange number + 6245)**
   - If you call from your home phone using Auto Login, you don't have to press anything. To set-up Auto Login: access your mailbox, press 9 for mailbox set-up, and then press 4 to disable or enable Auto Login.
   - **Dial your telephone number** if you're calling from a phone other than your home phone.
2. If requested, enter your four-digit password, followed by the # key. **If this is your first time accessing your Voice Mail, the default password is 0000 (four zeros) until you change it.**
3. If you have sub-mailboxes, follow Step 1 above, then press * to access the Group Greeting Menu and follow the voice prompts.

To access your Voice Mail (Lincoln County Expansion Customers):
1. **From your home phone:**
   - **Dial *94.** If you call from your home phone using Auto Login, you don't have to press anything. To set-up Auto Login: access your mailbox, press 9 for mailbox set-up, and then press 4 to disable or enable Auto Login.
2. **Remotely, from a phone other than your home phone:**
   - **Dial 507.368.6245, enter your home phone number and four-digit password followed by the # key.**
   - If this is your first time accessing your Voice Mail, the default password is 0000 (four zeros) until you change it.
   - If you have sub-mailboxes, follow step 1 above, then press * to access the Group Greeting Menu and follow the voice prompts.

ALL ITC:

Once you have accessed your Voice Mail, you can do all of the things listed below:

Record your greeting:
1. Access your Voice Mailbox.
2. **Press 9** for the mailbox set-up menu.
3. **Press 1** for greeting options (disregard this step if you choose to use the default greeting).
4. **Press 2** to record your greeting.
5. **Record your greeting and then press the # key.**
6. **Press 1** to listen for your greeting.
7. If you would like to record multiple greetings: Press 5; choose a new greeting #(2-9); Press 2 to record your greeting; and Press # to end your recording. If you would like to record more greetings, follow step 7 again.
8. **Press *** to return to the Main Menu.

Change your password:
1. Access your Voice Mailbox.
2. **Press 9** for the mailbox set-up menu.
3. **Press 2** to change your password.
4. Enter your new password and then **press the # key** (your password is any series of up to 16 numbers you choose.) You can't access your mailbox from a number other than your home number without it, so choose a password you can remember easily!
5. To verify, enter your password again and **press the # key**.

Retrieve your messages:
1. Access your Voice Mailbox.
2. When prompted, press 1 to listen to voice mail messages.
3. **Press 1** to listen to new messages.
4. **Press 2** to listen to saved messages.
5. **Press *** to return to the Main Menu.

When retrieving messages, you can:
1. **Press 1** to play the message again.
2. **Press 2** to save the message and play the next.
3. **Press 3** to delete the message and play the next. If you accidentally delete a message, don't hang up! Follow the voice prompts to listen to the messages. Once you've played the message you deleted, press 4 to save the message as new.
4. **Press 7** to rewind the message.
5. **Press 8** to pause or continue the message.
6. **Press 9** to fast forward the message.
7. **Press *** to return to the Main Menu.

Rather than following the above instructions, you may also hold on the line and a friendly voice will guide you through these operations.

If you need additional assistance with any calling features, give us a call at 1-800-417-8667!

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
1. Lift the receiver and listen for the dial tone.
2. **Dial 74**.
3. Then press the # button. (With rotary dial phone, skip this step and allow a 4-second pause.)
4. Again, listen for the dial tone.
5. Dial one of the 8 one-digit access code numbers (2-9).
6. Then dial the number you wish to Speed Code. (For long distance entries, dial "1" and the area code before the number.)
7. Then press the # button. (With rotary dial phone, skip this step and allow a 4-second pause.)
8. 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
1. Lift the receiver and listen for the dial tone.
2. Dial the appropriate one-digit access number (2-9).
3. Push the # Button. (With rotary dial phone, skip this step and allow a 4-second pause for your number to be connected.)

To Change Your Speed Calling List
1. Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

CLASS INSTRUCTIONS

AUTOMATIC RECALL

Redials your last caller even if you couldn't answer in time.

AUTOMATIC RECALL is an incoming call management feature that enables you to return a call to the party that last called or attempted to call you. Example: If you hear the telephone ringing, but are unable to answer the call before it stops ringing, activate AUTOMATIC RECALL to return the call.

To activate AUTOMATIC RECALL:
1. Pick up the handset and listen for the dial tone.
-OR-
2. If you were already on the phone and ignored a call waiting tone, press the "switchhook" and release quickly.
3. **Press *69**. On a rotary phone, dial 1169.[1] The number of the calling party will be announced along with the date and time of the call. You will be instructed to either dial "1" to return the call, or hang up.

If the line is busy:
1. Hang up. Your phone will keep trying the line for up to 30 minutes.
2. A special callback ring alerts you if the line becomes free.
3. Pick up the handset to automatically place the call.

To cancel:
1. **Press *89**. Listen for announcement. Hang up.

[1]Automatic Recall will not call a number back that has been "blocked."

AUTOMATIC CALL BACK

Keeps redialing busy numbers and tells you when the line is free.

Automatic Call Back is an outgoing call management feature which will enable the subscriber to have the system redial the last number called from his/her station. This will apply regardless of whether the original call was answered, unanswered, or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to 30 minutes. The activation of this feature can be canceled by the customer when desired.

How to use:
1. When you hear a busy signal, press the "switchhook" and release quickly. Listen for a special dial tone.
2. If you've already hung up, pick up the handset and listen for a normal dial tone.

BASIC CALL ANSWERING INFORMATION — PLEASE READ

	RES/BUS #1 OR #2	RES/BUS #3 OR #4
Caller's Message Length	3 Minutes	3 Minutes
Total Stored Message Time	20 Minutes	30 Minutes
Retention Period (checked messages)	5 Days	5 Days

3. **Press *66**. On a rotary phone, dial 1166.
4. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
5. A special callback ring alerts you if the line becomes free (some phones ring normally).
6. Pick up the handset to automatically place the call.

To cancel:
1. Press the "switchhook" and release. Listen for a special dial tone.
2. If you've already hung up, lift the handset and listen for a normal dial tone.
3. **Press *86**. On a rotary phone, dial 1186.
4. Listen for confirmation tone or announcement. Hang up.

CALLING NAME/NUMBER DELIVERY

Lets you see the name and number of who's calling before you answer the phone.

Calling Name/Number Delivery will enable the customer to receive the calling name/number on incoming calls. The name/number will be delivered to the called party's Customer Premises Equipment (CPE) in the interval between the first and second ring. The calling name/number will remain for the duration of the call and can be viewed from the display on the CPE.

How to use:
1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number calling you—and the name associated with that number in telephone company records—will automatically appear on your display screen.
3. If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

Note:
- The "switchhook" is the round, flat, or square button you push to hang up the phone.
- The CLASS features listed presently do not function on a long-distance call.
- The Calling Name and Number Delivery or Calling Number Delivery requires subscription to these services and the purchase or lease of a display telephone and/or an add on display unit.

CALL WAITING ON CALLER ID

This service provides Caller ID information when a second call is coming in while you are on a call with someone else. It works like an enhanced Call Waiting feature.

Here's how it works: You're on the line with someone, and you hear a Call Waiting beep indicating that someone is attempting to call you. If you look on your Caller ID display screen, you will see the number and name of the person who is calling.

If you decide you want to speak to the new caller, simply press the "Link" button, "Flash" button, or the telephone's hook-switch if you have neither of these buttons; and you will be connected to the second caller. Repeating this will link you to the original caller or you can toggle back and forth between callers if you wish.

This calling feature helps you to decide whether to inter-

rupt your first call, thus giving you more control over your phone. Any incoming calls will be stored in your Caller ID terminal's memory for later review, just as they would be on a normal call.

CALLER ID (CALLER IDENTIFICATION):

How it works
Caller ID shows you the number and name of the person who is calling before you answer the phone, so you can choose which calls to pick up and which to return at a more convenient time. Since you get a record of all incoming calls while you were out, you can tell at a glance who's called before you wade through the messages.

With Caller ID, you are able to see the number of the person calling after the first ring. However, if the caller has blocked delivery of their number or if the call comes from an area not supported by a Caller ID network, it will not be displayed. A telephone or display box that supports Caller ID is needed to display the phone number of the incoming call before you pick up the phone.

PER CALL BLOCKING

Prevents your phone number from being displayed to the person receiving your call.

Calling Number Delivery Blocking suppresses your directory number delivery so that parties with Calling Number Delivery will not receive that information. If you have "blocked" your number, the called party's display will show a "PRIVATE" message.

PER CALL BLOCKING capability is on your line, unless you have requested PER LINE BLOCKING (with this option, your directory number is always blocked unless you unblock for any individual call). With PER CALL BLOCKING, your directory number will be displayed unless you dial the blocking code before making each call.

To BLOCK your number from being displayed:
1. Pick up the handset and listen for the dial tone.
2. **Press *67**. On a rotary phone, dial 1167.
3. Dial the number you're calling as usual.
4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "Private" message, or "P" will be displayed.

Note:
- You must dial *67 before each call you wish to block. Otherwise, your phone number will be released to the person receiving your call.
- There is no monthly charge or per-use charge for Calling Number Delivery Blocking; however, should you wish to change from Per Call Blocking (normally not blocked...the standard option) to Per Line Blocking (normally blocked), or vice versa, after 90 days of service establishment, a service order charge will apply.

PER LINE BLOCKING

Prevents your phone number from being displayed to the person receiving your call.

Calling Number Delivery Blocking suppresses your

directory number delivery so that parties with Calling Number Delivery will not receive that information. If your number is "blocked," the called party's display will show a "PRIVATE" message.

The PER LINE BLOCKING option suppresses your directory number on all calls you make unless you dial an unblocking code before making any individual call.

Your directory number is NORMALLY BLOCKED if you have PER LINE BLOCKING.

To UNBLOCK your number for display to the called party:
1. Pick up the handset and listen for the dial tone.
2. **Press *82**. On a rotary phone, dial 1182.
3. Dial the number you're calling as usual.
4. The people you've called will now be able to see your number displayed on their telephone display screen. When you hang up and place another call, your number will again be blocked unless you use the unblock code before dialing.

Note:
- You must dial *82 before each call you wish to unblock. Otherwise, your phone number will not be released to the person receiving your call.
- There is no monthly charge or per-use charge for Calling Number Delivery Blocking; however, should you wish to change from Per Line Blocking to Per Call Blocking (or vise versa) after 90 days of service establishment, a service order charge will apply.
- Business customers can subscribe to Per Line Blocking only by demonstrating a need, under criteria set forth in the ITC tariff. The demonstration of need is waived for law enforcement centers, shelters for battered persons, and government agencies engaged in undercover operations.

SELECTIVE CALL FORWARDING

Routes important callers to an alternate phone number.

Selective Call Forwarding will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a telephone number which has been indicated on a list of numbers, referred to as the Selective Call Forwarding screening list. Terminating calls from telephone numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.

How to use:
1. Pick up the handset and listen for the dial tone.
2. **Press *63**.
3. 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 on your forward list.
4. 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:
1. **Press #01#**.

To enter your "forward-to" number:
1. 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.
2. If the current number is correct, dial 1.
3. If you wish to change the current "forward-to" number, dial 0 and then follow voice instructions.

To hear the phone numbers on your list:
1. **Dial 1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:
1. **Press #**.
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your forward list.

To remove a number from your list:
1. **Press ***.
2. Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:
1. **Dial 0**.

When someone calls:
1. If your service is turned ON, and the caller is on your forward list, the call will be re-routed to your "forward-to" number. If the caller is not on your forward list, the call will ring at your home as usual.

ANONYMOUS CALLER REJECTION

Rejects calls for which Calling Name/Number has been intentionally blocked.

When a call is made to a line with this feature activated, *from* a line on which caller identification is blocked, the calling party hears this message: "We're sorry, your current privacy status does not allow the completion of this call. Please hang up, change your privacy status, and try calling again." If the caller removes the blocking feature, the call is allowed to be completed. *See below for an explanation of blocking.*

If the display information is not available due to network restrictions or other reasons, your receiving Caller ID equipment will display an "Unknown Number" indication.

To activate ANONYMOUS CALLER REJECTION:
1. **Pick up the handset and listen for the dial tone.**
2. **Press *77**. On a rotary phone, dial 1177. An announcement will state that "Your ANONYMOUS CALLER REJECTION is now on. Incoming calls will be checked for privacy status before they are allowed to complete to your line."
3. **Hang up.**

To cancel:
1. **Press *87**. Listen for announcement. Hang up.

Note:
Calling Number Delivery Blocking suppresses the calling party's directory name and number so that a called person utilizing Calling Number/Name Delivery will not receive that information. If the number is "blocked" by the caller, the *called* party's Caller ID display indicates that the caller's number is "PRIVATE." Callers can *unblock* their name and number prior to making a call (by dialing *82 from a phone which is normally blocked on all calls) to allow that call to be completed to persons who have activated the Anonymous Call Rejection feature to intercept blocked calls, or if they want the party they're calling to recognize who it is that is calling.

SELECTIVE CALL REJECTION

Blocks unwanted calls from disturbing you.

Selective Call Rejection will allow the subscriber to define a list of calling DNs to be screened. Any calling numbers on this list will be routed to announcements and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not presently being accepted by the called party.

How to use:
1. Pick up the handset and listen for the dial tone.
2. **Press *60**.
3. 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 on your rejection list.
4. 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:
1. **Press #01#**.

To hear the phone numbers on your list:
1. **Press 1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:
1. **Press #.**
2. Follow the voice instructions you'll hear. You can store up to 31 phone numbers on your rejection list.

To remove a number from your list:
1. **Press *.**
2. Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:
1. **Dial 0.**

When someone calls:
1. If your service is turned ON, callers who are on your rejection list will hear an announcement that your number is not accepting calls at this time. All other calls will ring through as usual.

SELECTIVE CALL ACCEPTANCE

Gives you control over which calls you'll take.

Selective Call Acceptance will allow customers to define a list of calling directory numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted directory numbers as desired.

How to use:
1. Pick up the handset and listen for the dial tone.
2. **Press *64**.
3. 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 on your acceptance list.
4. 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:
1. **Press #01#**.

To hear the phone numbers on your list:
1. **Dial 1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:
1. **Press #**.
2. 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:
1. **Press ***.
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:
1. **Dial 0**.

When someone calls:
1. When your service is turned ON, you'll receive calls only from those on your acceptance list.
2. Callers who are not on your list will simply hear an announcement that you are not accepting calls at this time.

DISTINCTIVE RINGING

Announces important callers with a special ring.

Distinctive Ringing is an incoming call management feature which will allow the subscriber to define a list of calling DNs that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from telephone numbers which are not on the list, or which cannot be identified, will be given standard treatment.

How to use:
1. Pick up the handset and listen for the dial tone.
2. **Press *61**.
3. 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 on your list.
4. 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 VIP list:
1. **Press #01#**.

To hear the phone numbers on your list:
1. **Dial 1**.
2. After the list is read, voice instructions will follow.

To add a number to your list:
1. **Press #**.
2. 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:
1. **Press ***.
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:
1. **Dial 0.**

When someone calls:
1. If the call is from someone on your VIP list, you'll hear a special ring. All other calls will have a normal ringing pattern.

2. If you have Call Waiting and get a call from a number on your list while you're on another call, you'll hear a special Call Waiting tone. All other calls are signaled by a normal tone.

CUSTOMER-ORIGINATED TRACE

Lets you track harassing callers through the phone company.

Customer-Originated Trace allows subscribers to initiate a trace on the last incoming call by dialing an activation code. The call is traced automatically, and the printout of the originating DN and the time the call was made is forwarded to a predetermined location, not to the subscriber. The subscriber then contacts their law enforcement agency to determine further action.

How to use:

1. When you get a nuisance call, just press the "switch-hook" and release quickly. Listen for a special dial tone.
2. If you've already hung up, just pick up the handset again and listen for a normal dial tone.
3. **Press *57**. On a rotary phone, dial 1157.
4. Listen for a confirmation announcement that the last call has been traced.
5. Hang up.
6. 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 local authorities.

SMART TELEMARKETER CALL SCREENING

With Terminating Call Manager service, essentially all calls are screened before your telephone even rings. Callers will hear the announcement *"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. If you are not a telemarketer, please press '1'."*

If the caller presses '1,' the service will remember their phone number so the next time they call you they will not hear the message.

The service effectively screens telemarketers, because they should not press the 1 to connect. You do not have to activate anything for Terminating Call Manager to work. However, if you wish to take advantage of the call management features provided by the service, Terminating Call Manager can be used to block specific or private (anonymous) callers.

Dial *98 **From your home telephone**

1. **Press 1** To ADD a number to your Blocked list.
2. **Press 2** To Remove a number from your Blocked list.
3. **Press 3** To Remove ALL numbers from your Blocked list.

4. **Press 4** To ADD a number to your Known list.
5. **Press 5** To change the Language of your menu options.
6. **Press 6** To turn the Entire service ON.
7. **Press 7** To turn the Entire service OFF.
8. **Press 8** To Block calls from Private callers.
9. **Press 9** To Allow calls from Private callers.
10. **Press *** To Repeat menu options.

If you wish to add the last caller's number to your Blocked list, simply hang up and dial ***99**.

PERSONAL BILLING

Each user is required to enter their PIN when making a toll call. A user-friendly voice prompt notifies the user when to enter the PIN. This PIN is verified against the PBS (Personal Billing Subscriber) User Table in the Application Peripheral (AP) for the line being used. When a correct PIN is entered, the call is completed using AIN (Advanced Intelligent Network) AMA (Automatic Message Accounting) record generation to identify the charge number associated with that PIN and line. The service supports a single pre-subscribed carrier per line as well as per-call selection of the carrier using casual calling. The PINs are assigned when end users are added to the service and are changed by Service Order if required. This service applies to out-going toll calls and it requires using the PIN for 0+ and 0- calls as well as for the 1+ toll calls.