

## How to Setup Your Voice Mail

1. Enter your Voice mail access code (see below) from your home phone.
2. Enter password (default is 0000) and press #.
3. The voice mail prompts you to select your language preference.
  - To hear instructions in English press 1.
  - To hear instructions in Spanish press 3 (Spoken in Spanish).
4. Select your language preference.
  - 4.1. The voice mail verifies your language change.
5. The voice mail prompts you to change your password.
6. Enter new password and press #
  - 6.1. The voice mail prompts you to verify your password.
7. Re-enter password and press # to verify.
  - 7.1. The voice mail verifies your password change.
8. The voice mail prompts for new messages.
  - 8.1. If there are no new messages, you are taken to main menu.

## Features At A Glance

FEATURE	TOUCH TONE		IRONTON ONLY	
	USE	STOP	USE	STOP
Anonymous Call Rejection	*77	*87	1177	1187
Per Call Blocking	*67	----	1167	-----
Deactivate Line Blocking	*67	----	1167	-----
Call Forward Variable	*72	*73	1172	1173
Call Forward Remote Activation	*72	*73	1172	1173
Deactivate Call Waiting	*70	----	1170	-----
Priority Call	*61	----	1161	-----
Repeat Call	*66	*86	1166	1186
Return Call	*69	*89	1169	1189
Selective Call Acceptance	*64	----	1164	-----
Selective Call Forwarding	*63	----	1163	-----
Selective Call Rejection	*60	----	1160	-----
Call Trace	*57	----	1157	-----
Voice Mail Access - SECV, SEBC & CATV	*84	----		
Voice Mail Access - Ironton & SECTV	*82	----		
Voice Mail Access - Businesses	*82	----		

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## National Directory Assistance - 411 Service

Dial 411 and get ANY number ANYWHERE in America and get connected.

Now you can use 411 for all your directory assistance needs. 411 is the quick and easy way to get:

- *Local Listings*
- *National Listings*
- *Canadian Listings*
- *800 Numbers*

We've got your number for directory assistance!

- **\$0.75 for Local**
- **\$1.00 for National**

Dialing 411 offers considerable savings from using 555-1212. 411 is now the only number you need to know when you need to know a number. No hassles. No hang-ups. No fussing with area codes. Just dial 411 for any number, anywhere in the United States or Canada. Start using 411 today.

- *Toll charges may apply to calls connected outside your service area. (even if you dialed the number directly-know your free calling area to avoid charges)*
- *Local call completion may not be available in all areas.*
- *Toll charges will apply to 'optional call connect' at 18-cents-per-minute. (This is the service feature that connects the call for you)*
- *Local call connect to 610, 215, 484, and 267 is unavailable.*

### Note

- *If a customer requests a number from 411 and the number is non-pub, the customer will be told non-pub and charged for this inquiry. We will not give credit for this call.*
- *If a customer requests a number from 411 and the number is not found, the customer will be told not found and charged for this inquiry. We will not give credit for this call.*

## Operator Assisted Calls

“Direct Dial” is a telecommunications term for a network provided service in which a call originator may, WITHOUT operator assistance, call any other user.

An OPERATOR ASSISTED CALL is one in which the calling party places a telephone call which requires an operator to provide some form of assistance in completing the call.

OPERATOR ASSISTED CALLS are more expensive, than direct dial calls.

OPERATOR ASSISTED CALLS may include the following telephone calls:

1. COLLECT - (the calling party wants to place a call at the called party's expense).
2. THIRD NUMBER CALLS - (calls can be billed to the party other than the calling and called party).
3. PERSON-TO-PERSON - (is a method of placing a telephone call, in which the calling party wants to speak to a specific party and not simply to anyone who answers. The caller is not charged for the call unless the requested party can be reached).
4. STATION-TO-STATION - (is a method of placing a telephone call, in which the calling party agrees to talk to whoever answers the telephone).

Other Operator Assisted Calls may include calls billed to a credit card and certain international calls which cannot be dialed directly.

### **PLEASE REMEMBER:**

When an OPERATOR helps you place your call it is an OPERATOR ASSISTED CALL and fees will apply.

## Unlimited Long Distance (ULD)

**The Unlimited Long Distance service area includes the Continental United States, plus Alaska, Hawaii, Canada, Puerto Rico, and Mexico.**

In order to have Mexico included in the unlimited long distance service area, customers must use the Unlimited Long Distance plan carrier. This service is provided and powered by Ironton Long Distance-ILD. ***If the customer opts to select another long distance carrier, for their international calling then Mexico will not be part of the Unlimited Long Distance service area.*** This is due to the fact that Mexico is not part of the North American Number dialing plan; it is part of the International dialing codes. The Service Electric Unlimited Long Distance plan was specifically designed, customized and uniquely provisioned for Service Electric customers to allow unlimited calling in both the North American Numbering Plan and International Plan, thus allowing 'Mexico' as a service area.

Additionally, at no charge to the customer, when subscribing to the Unlimited Long Distance the line is/can be programmed with 'International Line Block', which blocks international calls from being made. ***However, international block does not block 10-digit dialed calls to US territories outside the continental United States.***

***Note: International block will not block the unlimited long distance to Mexico, as long as the Unlimited Long Distance plan carrier is not changed, as explained above.***

A telephone numbering plan is a system of allocating and routing telephone numbers in a telephone network. The term dial plan should not be confused with numbering plan. A dial plan establishes the expected number and pattern of digits for a telephone number. This includes access codes, country codes, area codes and all combinations of digits dialed. For instance, the North American Numbering Plan uses a 10-digit dial plan that includes a 3-digit area code and a 7-digit telephone number.

Every country has both an 'international access code' used to dial out of the country and a 'country calling code' used to dial into a country. An International call that is part of the International dialing plan requires a customer to dial a valid international access code such as 011 (USA) , and a country code, and then the ten digit phone number.

The North American Numbering Plan (NANP) is an integrated telephone numbering plan serving 19 North American countries that share its resources. These countries include the United States and its territories, Canada, Bermuda, Anguilla, Antigua & Barbuda, the Bahamas, Barbados, the British Virgin Islands, the Cayman Islands, Dominica, the Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, and Turks & Caicos.

***Although the locations above may appear to be international locations, they are actually part of the North American Numbering Plan Area.*** Therefore, these calls do not require the international dialing pattern ('international access code' and/or a 'country calling code'). These calls can be dialed using 1+ 10 digit dialing. Therefore, they will not be blocked by the 'international block' service feature. Additionally, please be aware that they are not included in the Unlimited Long Distance service area.

While there is a general geographic NANPA grouping, many exceptions exist for various political and historical reasons. Thus, the geographical indicators below are approximations and provided for informational purpose only. Please verify information prior to placing your call.

Areas within NANPA (North American Numbering Plan Area) are assigned area codes as if they were all areas within one country. The codes below in format +1-XXX represent area code XXX within the +1 NANPA zone — not a separate country code.

## **The North American Numbering Plan Area includes:**

+1 United States of America, including U.S. territories:

+1-340 U.S. Virgin Islands

+1-670 Northern Mariana Islands

+1-671 Guam

+1-684 American Samoa

+1-787 and +1-939 Puerto Rico

+1 Canada

+1 Many, but not all, Caribbean nations:

+1-264 Anguilla

+1-268 Antigua and Barbuda

+1-242 Bahamas

+1-246 Barbados

+1-441 Bermuda

+1-284 British Virgin Islands

+1-345 Cayman Islands

+1-767 Dominica

+1-809, +1-829 and +1-849 Dominican Republic

+1-473 Grenada

+1-876 Jamaica

+1-664 Montserrat

+1-869 Saint Kitts and Nevis

+1-758 Saint Lucia

+1-784 Saint Vincent and the Grenadines

+1-868 Trinidad and Tobago

+1-649 Turks and Caicos Islands

## **Toll Restriction**

- *Toll restriction blocks all long distance calls and calls to 411 National directory assistance.*
- *Toll restriction does not block toll free numbers or the use of a calling card.*

# How Voice Mail Works

## **Voice mail answers a call**

A call is answered by your voice mail when you do not answer your phone after a designated number of rings, or when you are on the phone and do not subscribe to call waiting.

## **The message is stored in your mailbox**

The caller hears your greeting and can then leave a message. The message is stored in your mailbox until you listen to it. The mailbox holds 30 minutes of messages. You can then delete the message or keep it to play again later. New Messages are held for 30 days. Saved messages are saved for 7 days and then are deleted automatically unless they are resaved as new.

## **How your mailbox works**

Your Mailbox contains your messages, your personalized greeting, and your password. You play your messages at your home phone or any other touch tone phone by calling your system access number to reach your mailbox.

You will also record your greeting and change your password through your mailbox. All the interaction with the voice mail system is confidential: no one else has access to your mailbox without your password.

## **The voice mail guides you**

At each step prompts tell you which key to press or what your options are. Pressing 0 (zero) will repeat the prompts for the menu you are using. Pressing the star key (\*) Will take you back to the previous level.

## **Your telephone**

For complete system use, a touch tone telephone and touch tone service is required.

## **Getting started**

Call Answering starts working as soon as you subscribe by answering callers with a standard greeting and storing their messages for you.

You can listen to your messages from your own phone simply by calling the system access number. To play, keep, or delete your messages, See "Listening to your messages."

When you use call answering for the first time, you will be prompted to select between English and Spanish. You will be prompted set up a password and then taken to your new messages or taken to the main menu.

Once entering the main menu, you can navigate to mailbox setup to record your personalized greeting or leave the default greeting in place.

# Accessing Your Mailbox From Your Home Phone

**NOTE:** When you pick up a phone from your primary phone number or location, you will hear stutter dial tone if you have new messages. If there is a normal dial tone, you have no new messages, but you may still access the voice mail service to review saved messages.

## 1. Dial your voice mail speed dial number to enter the voice mail system.

### 1.1. Speed dial numbers

- *\*84 - Residential Subscribers*
    - *Service Electric Cablevision*
    - *Service Electric Broadband Cable*
    - *CATV*
  - *\*82 - Residential Subscribers*
    - *Ironton Telephone Company*
    - *Service Electric Cable TV*
  - *\*82 - All Business Subscribers*
- *If you have a private number or are using Line Block, please refer to Line Block & Voice Mail for further instructions.*

**2. The system will play the message “Please enter your password followed by the pound key”.**

**3. Enter your password then press the pound key (#).**

- *Your Password is initially set as four zeros (0000). You are prompted to change the password during the mailbox initialization process.*
- *If you cannot remember your password, call your customer service representative.*
- *Your password will be reset to four zeros (0000)*

**4. You hear the mailbox message summary**

4.1. If there are no new or saved messages, you will be taken to the main menu.

## Accessing Your Mailbox From Another Phone

**NOTE:** Toll charges may apply when dialing the access number depending on the location of the phone you are using.

### 1. Dial your voice mail access number to enter the voice mail system.

#### 1.1. Voice mail access numbers.

- 610-799-0021
- 610-799-0157
- 570-495-4555
- 570-495-4050
- 908-777-7050

### 2. The system will play the message *“Please enter your mailbox number followed by the pound key”*.

2.1. If the system plays the following message *“Please enter your password followed by the pound key”*.

2.2. Interrupt the system by dialing the star key (\*).

2.2.1 You will then be asked to enter your mailbox number (10 Digit Phone Number), this will allow you to enter the system as normal.

### 3. Enter your 10 digit phone number then press the pound key (#) .

### 4. The system will play the message *“Please enter your password followed by the pound key”*.

### 5. Enter your password then press the pound key (#) .

- Your Password is initially set as four zeros (0000). You are prompted to change the password during the mailbox initialization process.

### 6. You hear the mailbox message summary

6.1. If there are no new or saved messages, you will be taken to the main menu.

## Line Block & Voicemail

If you have ordered Line Block on your number, on the initial mailbox setup you must unsuppress your telephone number by dialing \*67 before the access number.

This will allow your telephone number to be recognized by the voicemail system. If you do not send your number to our voicemail system it will not recognize your attempt to do the initial setup.

Thereafter, you may access your mailbox by one of the following ways...

- *Dial \*67 and then the 10 digit access number.*
- *Dial \*67 to unsuppress your telephone number before dialing the access number or speed dial number (\*82 or \*84).*
- *Dial the speed dial number (\*82 or \*84) to enter voicemail and then enter your voice mailbox number (10 digit telephone number) followed by #.*
- *Dial the 10 digit access number and then your voicemail box number (10 digit telephone number) followed by #.*

### Note:

- *You can call the system access number from a local or long distance area, but of course, long distance charges may apply.*
- *The way you will know if you have messages is by hearing a stutter dialtone. (beep, beep, beep)*
- *You can listen to the messages right away or you can simply dial.*

# Voice Mail at a Glance

## Message Menu



## Main Menu



\*\* Future Business Feature Option

## Message Retrieval Menu



## Greeting Menu



## Mailbox Setup Menu



## Listening To Your New Messages

**NOTE:** Your phone may have a message-waiting light to indicate new messages, or you may hear a special dial tone when you pick up the handset. When you play your messages, you hear new messages first, followed by stored messages.

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. The system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

### 3. Press 1 to listen to new messages.

### 4. Hear your first new message and call information.

4.1. The system will play the message retrieval menu.

### 5. Select how to handle the message.

- *To play the message press 1*
- *To save this message and play the next message press 2*
- *To delete this message and play the next message press 3*
- *To save this message as new press 4*
- *To return this call press 5*
- *To forward the message to another mailbox press 6*
- *To hear these instructions again press 0*
- *To return to the main menu press the star key (\*)*

### 6. When you have retrieved all of your new messages, the system will play a message associated with how you handled the message(s).

6.1. If you are finished with your voice mail session, you may hang up the phone.

6.2. Press the star key (\*) to return to the main menu.

**Note:** If you hangup or end your session before selecting how you wish to handle a message in step 5, the system will keep the message as new.

## Listening To Your Saved Messages

**NOTE:** The voice mail system will automatically delete unheard new messages after 30 days & saved messages 7 days after they have been saved. Once they have been deleted they cannot be recovered. To prevent the deletion of saved messages you wish to keep, save the desired message as new and re-save the message before the 7 day deletion period or leave as new for the 30 day retention period.

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. The system will play the message “You have zero (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

### 3. Press 2 to listen to saved messages.

### 4. Hear your first new message and call information.

4.1. The system will play the message menu.

### 5. Select how to handle the message.

- *To play the message press 1*
- *To save this message and play the next message press 2*
- *To delete this message and play the next message press 3*
- *To save this message as new press 4*
- *To return this call press 5*
- *To forward the message to another mailbox press 6*
- *To hear these instructions again press 0*
- *To return to the main menu press the star key (\*)*

### 6. When you have retrieved all of your new messages, the system will play a message associated with how you handled the message(s).

6.1. If you are finished with your voice mail session, you may hang up the phone.

6.2. Press the star key (\*) to return to the main menu.

## Reply To A Message

Automatically dials back the number of the person who left you a message.

**NOTE:** Toll charges may apply depending on LD plan and termination number's location.

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. If you have any new or saved messages, the system will play the message "You have (X) new messages and (X) saved messages".

2.1. The system will play the message menu.

### 3. Listen to your message and call information.

3.1. The system will play the message menu.

### 4. Press 5 to reply to the message.

4.1. The system will play the message "Reply to phone number 6105555555".

4.2. The system will call number announced.

### 5. Hang up phone to end call and voice mail session

5.1. This step is required if you reach an answering machine or voice mailbox.

### 6. (OR) Allow called party to hang up phone.

6.1. The system will play the message menu.

### 7. Select how to handle the message.

- *To play the message press 1*
- *To save this message and play the next message press 2*
- *To delete this message and play the next message press 3*
- *To save this message as new press 4*
- *To return this call press 5*
- *To forward the message to another mailbox press 6*
- *To hear these instructions again press 0*
- *To return to the main menu press the star key (\*)*

### 8. When you have retrieved all of your new messages, the system will play a message associated with how you handled the message(s).

8.1. If you are finished with your voice mail session, you may hang up the phone.

8.2. Press the star key (\*) to return to the main menu.

## Forwarding A Message

**FUTURE BUSINESS OPTION:** Forwarding a message can only be performed when the person you wish to forward the message to is a subscriber to voice mail services supplied by Service Electric Telephone. **Messages cannot be forwarded outside of this voice mail system.**

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- Accessing your voice mail from home.
- Accessing your voice mail from another phone.

### 2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

### 3. Listen to your message and call information.

3.1. The system will play the message menu.

### 4. Press 6 to forward the message to another mailbox.

4.1. The system will play the message “Forward. Enter a list of mailboxes separated by the number sign. End the list with an extra number sign”.

### 5. Enter the mailbox numbers where you want to forward the message.

5.1. Press the pound sign (#) between each mailbox number

5.2. End with two pound signs (##).

5.2.1 2 mailbox example: 6105555555 # 5705555555 # #.

5.3. The system will play the message “To record an introduction to attach to this message press star or press pound to forward without an introduction”.

### 6. Press the star key (★) to record your introduction

6.1. The system will play the message “Record your introduction after the tone. When you are finished press the pound key”.

#### 6.2. Record your introduction and press the pound key (#).

6.2.1 The system will play the forwarding options.

#### 6.3. Select the option you wish to perform.

- To forward now press 1
- To review the message press 2
- To re-record your introduction press 3
- To access the message options press 4
- To cancel forwarding the message press 9

6.4. After the message is forwarded, the system will play the message “Message forwarded. To delete the copy in your mailbox press 1 or to continue press 0”.

Continued on next page.....

## Forward A Message - continued

**6.5. If you press 1 to delete the message the system will play the message** *“Message deleted. You have (X) new messages and (X) saved messages”*.

6.5.1 The system will play the message menu.

6.5.2 If you are finished with your voice mail session, you may hang up the phone.

6.5.3 Press the star key (\*) to return to the main menu.

**6.6. If you press 0 to continue the system will play the message menu.**

6.6.1 If you are finished with your voice mail session, you may hang up the phone.

6.6.2 Press the star key (\*) to return to the main menu.

**7. (OR) Press the pound key (#) to simply forward the message.**

7.1. The system will play the message *“Message forwarded. To delete the copy in your mailbox press 1 or press 0 to continue”*.

**7.2. If you press 1 to delete the message the system will play the message** *“Message deleted. You have (X) new messages and (X) saved messages”*.

7.2.1 The system will play the message menu.

7.2.2 If you are finished with your voice mail session, you may hang up the phone.

7.2.3 Press the star key (\*) to return to the main menu.

**7.3. If you press 0 to to continue the system will play the message menu.**

7.3.1 If you are finished with your voice mail session, you may hang up the phone.

7.3.2 Press the star key (\*) to return to the main menu.

## Changing Your Password

Your password protects the security of your mailbox. Your password can only be changed by a user who has already logged into the mailbox. If you forget your password the system administrator can only reset it to four zeros (0000).

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### 3. If you do not have any new or saved messages, the system will play the message “There are no messages”.

3.1. The system will take you to the main menu.

### 4. Press 9 to access the mailbox setup menu.

4.1. The system will play the setup menu.

### 5. Press 2 to change your password.

5.1. The system will play the message “Please enter your new password followed by the pound key”.

### 6. Enter your new password then the pound key (#).

6.1. The system will play the message “Verify your new password by re-entering it now followed by the pound key”.

### 7. Re-enter your password then the pound key (#).

7.1. The system will play the message “Your password has been changed”.

### 8. The system will play the mailbox setup menu.

8.1. Select another option if you wish to continue with mailbox setup.

8.2. If you are finished with mailbox setup, you may now hang up the phone.

8.3. Press the star key (\*) to return to the main menu.

## Recording Your First Greeting

You can record a personalized greeting, including information such as your number or name, or you can use the standard greeting supplied by the voice mail system, which does not contain any personal identification.

*The First Greeting Recorded Is Greeting Zero (0).*

### **1. Access the voice mail system.**

- 1.1. Refer to one of the following sections.
  - *Accessing your voice mail from home.*
  - *Accessing your voice mail from another phone.*

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

- 2.1. The system will play the message menu.
- 2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

- 3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

- 4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

- 5.1. The system will play the message “*There is currently no greeting recorded*”.
- 5.2. The system will play the greeting menu.

### **6. Press 2 to record your greeting.**

- 6.1. The system will play the message “*Please record your custom greeting after the tone. When you are finished press the pound key*”.

### **7. Record your greeting after the tone and press the pound key (#).**

- 7.1. The system will play the message “*Greeting saved*”.

### **8. The system will play the greeting menu.**

- 8.1. If desired, press 1 to review your greeting.
- 8.2. If desired, press 2 to re-record your greeting.
- 8.3. If you are finished with mailbox setup, you may now hang up the phone.
- 8.4. Press the star key (\*) to return to the main menu.

## Recording Alternate Greetings

Alternate greetings can be recorded for special occasions or to change the style of greeting. For business subscribers they can be recorded to alternate between holidays, snow days or general close of business allowing the main greeting to be unaltered.

### ***Alternate Greetings Can Be Recorded As Greetings 1-9***

#### **1. Access the voice mail system.**

- 1.1. Refer to one of the following sections.
  - *Accessing your voice mail from home.*
  - *Accessing your voice mail from another phone.*

#### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

- 2.1. The system will play the message menu.
- 2.2. Press the star key (\*) to return to the main menu.

#### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

- 3.1. The system will take you to the main menu.

#### **4. Press 9 to access the setup menu.**

- 4.1. The system will play the setup menu.

#### **5. Press 1 to access the greeting menu.**

- 5.1. The system will play the greeting menu.

#### **6. Press 5 to pick a new greeting.**

- 6.1. The system will play the message “Please enter the greeting number or press star for the current active greeting”.

#### **7. Press the greeting number you wish to record.**

- 7.1. The system will play the message “Your current greeting is (X). There is currently no greeting recorded”.
- 7.2. The system will play the greeting menu.

#### **8. Press 2 to record your greeting.**

- 8.1. The system will play the message “Please record your custom greeting after the tone. When you are finished press the pound key”.

#### **9. Record your greeting after the tone and press the pound key (#).**

- 9.1. The system will play the message “Greeting saved”.

#### **10. The system will play the greeting menu.**

- 10.1. If desired, press 1 to review your greeting.
- 10.2. Press 5 to set your greeting back to greeting 0 if desired.
- 10.3. Select another option if you wish to continue with the greeting setup.
- 10.4. If you are finished with mailbox setup, you may now hang up the phone.
- 10.5. Press the star key (\*) to return to the main menu.

## Re-Recording Your Greetings

*The First Greeting Recorded Is Greeting Zero (0).*

*Alternate Greetings Are Recorded As Greetings 1-9*

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

5.1. The system will play the greeting menu.

### **6. Press 2 to re-record current greeting.**

6.1. The system will play the message “*Please record your custom greeting after the tone. When you are finished press the pound key*”.

#### **6.2. Record your greeting after the tone and press the pound key (#).**

6.2.1 The system will play the message “*Greeting saved*”.

### **7. Press 5 to pick a new greeting.**

7.1. The system will play the message “*Please enter the greeting number or press star for the current active greeting*”.

#### **7.2. Press the greeting number you wish to record.**

7.2.1 The system will play the message “*Your current greeting is (X)*”.

7.2.2 The system will play the greeting menu.

#### **7.3. Press 2 to re-record your greeting.**

7.3.1 The system will play the message “*Please record your custom greeting after the tone. When you are finished press the pound key*”.

#### **7.4. Record your greeting after the tone and press the pound key (#).**

7.4.1 The system will play the message “*Greeting saved*”.

### **8. The system will play the greeting menu.**

8.1. If desired, press 1 to review your greeting.

8.2. If you are finished with mailbox setup, you may now hang up the phone.

8.3. Press the star key (\*) to return to the main menu.

## Changing Your Greetings

*The First Greeting Recorded Is Greeting Zero (0).  
Alternate Greetings Are Recorded As Greetings 1-9*

### **1. Access the voice mail system.**

- 1.1. Refer to one of the following sections.
  - *Accessing your voice mail from home.*
  - *Accessing your voice mail from another phone.*

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

- 2.1. The system will play the message menu.
- 2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

- 3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

- 4.1. The system will play the setup menu.

### **5. Press 1 to access the greeting menu.**

- 5.1. The system will play the greeting menu.

### **6. Press 5 to pick a new greeting.**

- 6.1. The system will play the message “Please enter the greeting number or press star for the current active greeting”.

### **7. Press the greeting number you wish to have active.**

- 7.1. The system will play the message “Your current greeting is (X)”.
  - 7.1.1 If no greeting is recorded, see “**Recording Alternate Greeting**”

### **8. The system will play the greeting menu.**

- 8.1. If desired, press 1 to review your greeting.
- 8.2. Press 5 to select a different greeting.
- 8.3. Select another option if you wish to continue with the greeting setup.
- 8.4. If you are finished with mailbox setup, you may now hang up the phone.
- 8.5. Press the star key (\*) to return to the main menu.

## Recording Your Name

Your recorded name is called your personal verification. This option plays for your callers and other call answering and voice messaging users to identify your mailbox or submailbox.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will take you to the main menu.

### **4. Press 9 to access the setup menu.**

4.1. The system will play the setup menu.

### **5. Press 8 to record your name.**

5.1. The system will play the message “Please record your name after the tone. When you are finished press the pound key”.

### **6. Record your name then press the pound key (#).**

6.1. The system will play the message “Name saved”.

### **7. The system will play the setup menu.**

7.1. To re-record your name press 8.

7.2. Select another option if you wish to continue with the setup menu.

7.3. If you are finished with mailbox setup, you may now hang up the phone.

7.4. Press the star key (\*) to return to the main menu.

## Change Your Language Settings

Allows changing the languages between English and Spanish.

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### 3. If you do not have any new or saved messages, the system will play the message “There are no messages”.

3.1. The system will play the main menu.

### 4. Press 9 to access the setup menu.

4.1. The system will play the setup menu.

### 5. Press 5 to change your language setting.

5.1. The system will play the message “To hear instructions in English press 1. To hear instructions in Spanish press 3 (Spoken in Spanish)”.

### 6. Select your Language Preference.

6.1. The system will play the message “Language changed”.

### 7. The system will play the setup menu.

7.1. If you are finished with mailbox setup, you may now hang up the phone.

7.2. Press the star key (\*) to return to the main menu.

## Playing The Current Time & Date

Plays the current time and date in the voice mail system.

### **1. Access the voice mail system.**

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### **2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.**

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### **3. If you do not have any new or saved messages, the system will play the message “There are no messages”.**

3.1. The system will play the main menu.

### **4. Press 7 to play the current time and date.**

4.1. The system will play the current time and then the current date.

### **5. The system will play the main menu.**

5.1. If you are finished, you may now hang up the phone.

5.2. Press the star key (\*) to return to the main menu.

## Send A Memo

**FUTURE BUSINESS OPTION:** A memo can only be performed when the person you wish to forward the message to is a subscriber to voice mail services supplied by Service Electric Telephone. **Messages cannot be sent outside of this voice mail system.**

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### 3. If you do not have any new or saved messages, the system will play the message “There are no messages”.

3.1. The system will play the main menu.

### 4. Press 3 to send the message to another mailbox.

4.1. The system will play the message “Compose. Enter a list of mailboxes separated by the number sign. End the list with an extra number sign”.

### 5. Enter the mailbox numbers where you want to send the message.

5.1. Press the pound sign (#) between each mailbox number

5.2. End with two pound signs (##).

5.2.1 2 mailbox example: 6105555555 # 5705555555 # #.

5.3. The system will play the message “To record your memo after the tone and press pound key to end your recording”.

### 6. Record your message and press the pound key (#).

6.1. The system will play the send options.

### 7. Select the option you wish to perform.

- *To send now press 1*
- *To review the message press 2*
- *To re-record your introduction press 3*
- *To access the message options press 4*
  - *See “Record A Message for Future Delivery” for delivery options.*
- *To cancel sending the message press 9*

7.1. After sending the message, the system will play the message “Message sent. To delete the copy in your mailbox press 1 or to continue press 0”.

### 8. The system will play the setup menu.

8.1. If you are finished with mailbox setup, you may now hang up the phone.

8.2. Press the star key (\*) to return to the main menu.

## Record A Message For Future Delivery

**FUTURE BUSINESS OPTION:** *Sending a recorded message can only be performed when the person you wish to forward the message to is a subscriber to voice mail services supplied by Service Electric Telephone. Messages cannot be sent outside of this voice mail system.*

### 1. Access the voice mail system.

1.1. Refer to one of the following sections.

- *Accessing your voice mail from home.*
- *Accessing your voice mail from another phone.*

### 2. If you have any new or saved messages, the system will play the message “You have (X) new messages and (X) saved messages”.

2.1. The system will play the message menu.

2.2. Press the star key (\*) to return to the main menu.

### 3. If you do not have any new or saved messages, the system will play the message “There are no messages”.

3.1. The system will play the main menu.

### 4. Press 3 to send the message to another mailbox.

4.1. The system will play the message “Compose. Enter a list of mailboxes separated by the number sign. End the list with an extra number sign”.

### 5. Enter the mailbox numbers where you want to send the message.

5.1. Press the pound sign (#) between each mailbox number

5.2. End with two pound signs (##).

5.2.1 2 mailbox example: 6105555555 # 5705555555 # #.

5.3. The system will play the message “To record an introduction to attach to this message press star or press pound to forward without an introduction”.

### 6. Record your message and press the pound key (#).

6.1. The system will play the send options.

- *To send now press 1*
- *To review the message press 2*
- *To re-record your introduction press 3*
- *To access the message options press 4*
- *To cancel sending the message press 9*

### 7. Press 4 to access the message options.

*Continued on next page.....*

## Record A Message For Future Delivery - Continued

7.1. The system will play the message options.

- *For urgent delivery press 1*
- *For standard delivery press 2*
- *For private delivery press 3*
- *For acknowledgement press 4*
- *For timed delivery press 6*
- *To send now press 9*

### **8. Press 6 for timed delivery for the message.**

8.1. The system will play the message "*Timed Delivery. Delivery month. Press pound for the current month or enter the two digit month*".

### **9. Enter your desired month.**

9.1. The system will play the message "*Press pound for the current day or enter the two digit day*".

### **10. Enter your desired day.**

10.1. The system will play the message "*Please enter the two digit hour*".

### **11. Enter desired the delivery hour.**

11.1. The system will play the message "*Please enter the two digit minutes*".

### **12. Enter the desired delivery minutes.**

12.1. The system will play the message "*Press zero (0) for AM or 1 for PM*".

### **13. Enter the desired selection for AM or PM.**

13.1. The system will play the message "*Your message has been pegged for timed delivery for (states date and time)*".

### **14. The system will play the message options.**

- 8.3. If you are finished with mailbox setup, you may now hang up the phone.
- 8.4. Press the star key (\*) to return to the main menu.

## Anonymous Call Rejection

*Anonymous Call Rejection* - Allows you to refuse calls from those who have blocked their numbers.

### How Anonymous Call Rejection Works:

When you've turned this service "on" any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls - and they should remove Blocking and call back. All other calls will ring through as usual.

#### To "turn on" the service:

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1177.)

3. Listen for the confirmation tone or announcement. Hang up the handset.

#### To "turn off" the service:

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1187.)

3. Listen for the confirmation tone or announcement. Hang up the handset.

#### Note




- Available free to all residences and businesses who subscribes to caller ID.
- You will not be notified when or how many calls have been rejected.

## Call Forwarding (Variable)




**Call Forwarding (Variable)** - Allows subscribers to forward all incoming calls to any telephone number that can be dialed directly, while still being able to make outgoing calls.

- While your calls are being forwarded, your telephone will ring briefly each time your number is dialed.
- You cannot answer calls while call forwarding is active.
- Call Forwarding will remain active until it is deactivated.

### How to use Call Forwarding (Variable):

1. Pick up the handset and listen for the dial tone.
2. Press:     
(On a rotary phone, dial 1172.)
3. Dial the number to which you want the calls forwarded.
4. Wait for the forwarded party to answer. In order for Call Forwarding to become active: keep the connection for at least six seconds.
5. If the number you dialed is busy or does not answer, hang up and repeat steps 1 and 2.
6. If you wish to confirm the activation of call forwarding, redial the activation code for Call Forward, \*72 or 1172 on a rotary/dial pulse phone. You will hear two short tones when Call Forwarding has been activated.




### To Deactivate Call Forwarding (Variable):

1. Pick up the handset and listen for the dial tone.
2. Press:     
(On a rotary phone, dial 1173.)
3. When you hear two short tones and a dial tone, call forwarding is cancelled.




## Call Forward Remote Activation

**Call Forward Remote Activation** - Allows subscribers to activate or deactivate all types of Call Forwarding or to change the forward-to destination when subscribers are at a remote location.

### How to use Call Forward Remote Activation:

1. Dial access number \_\_\_\_ - \_\_\_\_ - \_\_\_\_ .
2. Enter the telephone number to be forwarded followed by your pin number. \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Your assigned pin number is the last four digits of your telephone number.  
You can change your pin number at a later date.
3. Press:     
(On a rotary phone, dial 1172.)
4. You will receive a long tone.
5. Enter the ten digit number to be forwarded to.  
Enter 1+ ten digit number if applicable.  
A toll charge may apply.

### How to deactivate Call Forward Remote:

1. Dial access number \_\_\_\_ - \_\_\_\_ - \_\_\_\_ .
2. Enter the telephone number to be forwarded followed by your pin number. \_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_
3. Press:     
(On a rotary phone, dial 1173.)

## Caller ID

Caller ID is an optional feature which allows a subscriber to see the telephone number of an incoming call which is displayed on the customer provided display unit.

Private numbers will not be displayed. Private numbers will be displayed as “Private Call”.

## Caller ID w/ Name (Caller ID Deluxe)

Caller ID w/ name is an enhancement of the Caller ID Service.




Caller ID w/ name allows the subscriber to view the telephone number of the incoming call and the name of the person listed as the holder of the telephone number on a customer provided display unit before the call is answered.

1. The Caller ID w/ name feature requires customer provided equipment. The customer must select and purchase a unit, display box or feature compatible equipped telephone. Products are sold at most retail stores. Check instructions and information provided by the product manufacturer.
2. Display units / telephones may display a message of: “No Data Sent”, “Unavailable”, or “Out of Area” from calls outside of especially equipped areas, calls made through an operator and / or calls from lines not accepting incoming calls.
3. Blocked callers will display “Blocked Call” or “Private Call” unless customers have activated anonymous call rejection, see feature information.

## Call Trace

**Call Trace** - Allows you to trace the telephone number of harassing calls through the phone company. Only law enforcement officers may retrieve this information from the phone company.

### How to use Call Trace:

1. When you get a threatening or obscene call, depress the “switchhook” and release quickly. Listen for a special dial tone.
2. Press:     
(On a rotary phone, dial 1157.)
3. Listen for the confirmation announcement that the last call has been traced.
4. Hang up.
5. The number you traced will be recorded at the phone company. If you decide to follow up on the matter, contact the proper authorities.

### Note

- Call Trace should be used immediately after you hang up on the call you wanted traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- If you wish, you may still place outgoing calls before activating Call Trace.
- A fee of \$1.00 will be applied to your phone bill for each use.

## Call Waiting

**Call Waiting** - Alerts you to an incoming call with a special tone to let you know that someone else is calling.

### How to use Call Waiting:

1. Briefly press (do not hold down) your telephone receiver or flash button to answer the second call.
2. To return to the first call, just press the receiver or flash button again.
3. You can switch between callers as often as you like by pressing the receiver or flash button.
4. Each conversation is private and can't be heard by the other caller.

### How to Deactivate Call Waiting:

1. Pick up the receiver.

2. Press:   

(On a rotary phone, dial 1170.)

3. Make your outgoing call.
4. The tone block is deactivated after you complete your call and hang up the receiver.

## Call Waiting w/ Caller ID

**Call Waiting w/ Caller ID** - A combination of Caller ID and Call Waiting which displays the name of the call waiting.

1. Refer to "How to use Call Waiting".
2. Displays the name of the call waiting when alert tone sounds.
3. Features requires customer provided Caller ID display box or feature compatible equipped telephone.

## Distinctive Ring

*Distinctive Ringing - Know who the call is for - as soon as it rings.*

### How Distinctive Ringing works:

Two, three, or four different phone numbers can be assigned to your telephone line. Use one number for adults and another for the children. You can answer the phone differently for each call.

#### To use:

1. When someone dials your main telephone number, you'll hear normal ringing (one long ring).
2. When someone dials any of the other telephone numbers, you'll hear a special ring that identifies that number (such as two short rings).
3. Wait until the full ring pattern is complete before answering. You'll know whether the call is for you - and how you should greet the caller.

### If you also have Call Waiting:

1. If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.
2. If someone dials one of the other numbers, you'll hear a special Call Waiting tone that identifies that particular number.

#### Note

- Only one conversation can be held at a time. Although you have more than one telephone number, you still only have one line.
- Your telephone company determines how many different numbers can be assigned to your line.

## Per Call Blocking

**Per Call Blocking** - Blocks the delivery of your name and number to the location you are calling.

### How to Use Per Call Blocking:

1. Pick up your handset and listen for the dial tone.

2. Press:   

(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 display screen. Instead, the word "private" or "anonymous" will be displayed.

### How to Deactivate Line Blocking:

(To allow your number to be displayed when subscribed to Line Blocking.)

1. Pick up your handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1167.)

3. Place your call as normal.

### Note

- You must dial \*67 each time you wish to place a call using Per Call Blocking, otherwise your name and number will be released to the person receiving your call.
- Line Blocking - this feature can be ordered allowing the placement of automatic blocking on all of your calls. However, each time you place a call to a party who rejects blocked callers you will need to unblock your name/number to reach your party.
- These features are available free to all residences and businesses.
- A \$10.00 charge will be charged if you remove and reinstall Line Blocking.

## Priority Call

**Priority Call** - Allows you to create a list of 12 important numbers that you can identify by a special ring. If you have call waiting, calls will automatically have a matching distinctive tone.

### How to use Priority Call:

1. Pick up the handset and listen for the dial tone.

2. Press: **\*** **6** **1**

(On a rotary phone, dial 1161.)

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 forwarding list.

4. Choose from the following options.

Press: **3** to turn on/off.

Press: **1** to review your list

### Adding the last caller to your list:

1. Press: **#** **0** **1** **#**

(On a rotary phone, dial 1201.)

### Note

- Casual use - \$0.50 per day
- Monthly subscription Rates: Residence - \$2.00, Business - \$3.00
- Your selected calls will have a specialized ring. Call Waiting will have a matching distinctive tone.
- You do not have to use a complete list for this service.

## Adding a number to your Priority Call list:

1. Pick up the handset and listen for the dial tone.
2. Press: **\*** **6** **1**  
(On a rotary phone, dial 1161.)
3. Press: **#**  
(On a rotary phone, dial 12.)
4. Dial the number you are accepting.
5. Press: **#**  
(On a rotary phone, dial 12.)

## Removing a number from the list:

1. Pick up the handset and listen for the dial tone.
2. Press: **\*** **8** **1**  
(On a rotary phone, dial 1181.)
3. Press: **\***  
(On a rotary phone, dial 11.)
4. Dial the number to be removed.
5. Press: **\***  
(On a rotary phone, dial 11.)

## To hear instructions again:

6. Press: **0**

## Remote Call Forward

**Remote Call Forward** - A call to your number will automatically forward to another number. This number is programmed in our switch by a Central Office Technician. It is a fixed number and it can only be changed by the customer by contacting a customer service representative.

## Repeat Call

**Continuous Redial** - Redials a busy number for you, then alerts you when it is available. Continuous Redial can check as many as 12 busy lines at once for you.

### How to use Continuous Redial:

1. When you hear a busy signal, depress the “switchhook” and release quickly. Listen for a special dial tone.

If you've already hung up, just pick up the handset again and listen for a normal dial tone.

2. Press:   

(On a rotary Phone, dial 1166.)

3. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
4. A special callback ring alerts you if the line becomes free.
5. Pick up the handset to automatically place the call.

### To Deactivate Continuous Redial:

1. Press:   

(On a rotary phone, dial 1186.)

### Note

- To restart the 30-minute clock, repeat steps 1 through 3.
- Service does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or on lines where Call Forward and some other call services have been activated.
- You may still place and receive calls while waiting for a busy line to become free.
- A fee of \$.50 will be applied to your phone bill for each use. Monthly subscription rates are available upon request.

## Return Call

**Last Call Return** - Allows you to automatically dial the number of your last incoming call, whether you answered it or not.

### How to use Return Call:

1. Pick up your handset and listen for the dial tone.

2. Press:   

(On a rotary Phone, dial 1169.)

3. You will hear the number of the last incoming call. *To place the call, press 1*

### 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 Deactivate Return Call:

1. Press:   

(On a rotary phone, dial 1189.)

### Note

- Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines using Call Forward and some other call services.
- You may still place and receive calls while waiting for a busy line to become free.
- A fee of \$.50 will be applied to your phone bill for each use.
- Monthly subscription rates are available upon request.

## Selective Call Acceptance

**Selective Call Acceptance** - Allows you to create a list of up to 12 numbers. Only those callers on your list will ring onto your line. When someone not on your list tries to call you, they will be notified that you are not accepting calls from them at this time.

### To access or turn on/off Selective Call Acceptance: *(Once your list is established.)*

1. Pick up the handset and listen for the dial tone.

2. Press:   

*(On a rotary phone, dial 1164.)*

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 forwarding list.

4. Choose from the following options.

Press:  to turn on/off.

Press:  to review your list

### Adding the last caller to your list:

5. Press:    




*(On a rotary phone, dial 1201.)*

### Note

- Casual use - \$0.50 per day
- Monthly subscription rates: Residence - \$3.00, Business - \$4.00

## Adding a number to your list:

1. Pick up the handset and listen for the dial tone.

2. Press:     
(On a rotary phone, dial 1164.)




3. Press:   
(On a rotary phone, dial 12.)

4. Dial the number you are accepting.

5. Press:   
(On a rotary phone, dial 12.)

## Removing a number from the list:

1. Pick up the handset and listen for the dial tone.

2. Press:     
(On a rotary phone, dial 1164.)

3. Press:   
(On a rotary phone, dial 11.)

4. Dial the number to be removed.

5. Press:   
(On a rotary phone, dial 11.)

## To hear instructions again:

6. Press: 

### Note

- You may press 1, 0, # or \* at any time rather than waiting for the voice instructions.
- You do not have to use a complete list for this service.

## Selective Call Forwarding

**Selective Call Forwarding** - Allows you to create a list of up to 12 numbers, and program a forwarding number. When someone on your list calls you, their call will ring at the forwarding number location. All other calls ring into your line as normal.

### How to use Selective Call Forwarding:

1. Pick up the handset and listen for the dial tone.

2. Press: **\*** **6** **3**

(On a rotary phone, dial 1163.)

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 forwarding list.

4. Press: **3** To turn on / off.

5. Enter the number your call forwarding to.

6. Press: **#** To confirm.

(On a rotary phone, dial 12.)

### 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 remind you of the current “forward-to” number.

2. Press: **1** If number is correct.

3. Press: **3** If you wish to change the current “forward-to” number.

## Adding the last call to the list:

1. Press: **#** **0** **1** **#**

(On a rotary phone, dial 1201 and wait for announcement.)

## Adding a number to the list:

1. Press: **#**
2. Enter the telephone number
3. Press: **#**

(on a rotary phone, dial 12 for #.)

## Remove a number from your list:

1. Press: **\***
2. Enter the telephone number
3. Press: **\***

(On a rotary phone, dial 11 for \*.)

## To hear instructions again:

1. Press: **0**

### Note

- Casual use - \$0.50 per day
- Monthly subscription Rates: Residence - \$3.50, Business - \$4.50
- You may press 1,0,# or \* at any time rather than waiting for the voice instructions.

## Selective Call Rejection

**Selective Call Rejection** - Allows you to create a list of up to 12 numbers. When your service is turned "on", all callers on your list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

### To access or turn on/off Selective Call Rejection: (Once your list is established.)

1. Pick up the handset and listen for the dial tone.

2. Press: **\*** **6** **0**

(On a rotary phone, dial 1160.)

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 forwarding list.

4. Choose from the following options.

Press: **3** to turn on/off.

Press: **1** to review your list

### Adding the last caller to your list:

1. Press: **#** **0** **1** **#**

(On a rotary phone, dial 1201.)

### Note

- Casual use - \$0.50 per day
- Monthly subscription rates: Residence - \$3.00, Business - \$4.00

## Adding a number to your list:

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1160.)

3. Press: 

(On a rotary phone, dial 12.)

4. Dial the number you are rejecting.

5. Press: 

(On a rotary phone, dial 12.)

## Removing a number from the list:

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1180.)

3. Press: 

(On a rotary phone, dial 11.)

4. Dial the number to be removed.

5. Press: 

(On a rotary phone, dial 11.)

## To hear instructions again:

1. Press: 

### Note

- You do not have to use a complete list for this service.

## Referral Service

This Service will give callers your new number for up to one year through an automated announcement if you disconnect your service. Referral Service is available for three months free of charge. A customer may request additional months not to exceed one year total for an additional charge. Additional months must be prepaid prior to receiving service.

### Note

- Free for 3 months then \$3.00 per month for up to 1 year.

## 3-Way Calling

*Three (3) Way Calling* - Allows you to add a third person to your phone conversation.

### How Three (3) Way Calling Works:

1. Press and release the receiver or flash button to put your first call on hold.
2. You will hear chirp-beeps and then dial tone.
3. Dial the second party. (You may talk without including the first call.)
4. Press and release the receiver or flash button to bring the first call back on the line.
5. All Three parties will be on the line.

### Note

- \$3.00 per month for Residential Service.
- \$5.00 per month for Business Service.

## International Call Block

**Block International dialing. You will not need to worry about unintended International Calls that may increase your phone bills.**

### Note

- **This only includes countries requiring an International Dialing Code. Example: IAC + Country Code + Area Code + Local Number.**
- **This does not include 10 digit international dialed calls in the North American Numbering Plan. Example: 1 + Area Code + Local Number.**

## 900 Call Block

**This Block restricts access from your phone to numbers that begin with the area code 900. The 900 area code is commonly used by entertainment or informational services that can carry considerable per-call or by-the-minute charges. However, be aware that it may be possible to dial around blocks by dialing a regular long distance phone number, 800 access numbers, or an international toll number to another country.**

### Note

- **These features are available free to all residences and businesses.**
- **A \$10.00 charge will be charged if you remove and reinstall International or 900 Blocking.**