

Special Services Offered By Eastern Slope Rural Telephone Association, Inc.

CALL WAITING & CANCEL CALL WAITING

Call Waiting allows you to receive a second call while you are using your phone, so you don't have to worry about missing an important call. If someone dials your number while you are using your phone, you may do one of the following:

1. Hang up. This ends your first call. The phone will ring and when you pick it up you are connected to the second call.
2. Depress the receiver button for 1 second and release. Your first call is put on "hold" and you are connected to the second caller. You can alternate between calls each time you depress and release the receiver button for 1 second. Each conversation is private.
3. Ignore the beep. Keep talking to your first call. The second caller will not interrupt you, but they may think you are not at home because they will hear normal ringing.

To "Turn Off" Call Waiting or Use Your Cancel Call Waiting Feature:

- Lift the receiver for dial tone.
- Push *70 (rotary dial 1170).
- You'll hear a dial tone again. Simply dial your call as you normally would.
- Your Call Waiting will be canceled for the remainder of that one call only. Caller will hear a busy signal. When you hang up, your Call Waiting feature will be automatically reactivated.

After You Receive A Call:

If you have Three-Way Calling, you may receive a call during which you do not want the Call Waiting tone. You may depress the receiver button for 1 second, to put your call on "hold". You'll receive a dial tone. Dial *70 (rotary dial 1170). Depress and release the receiver or "tap", "flash" or "link" button again to return to your caller. Your Call Waiting will be canceled for the remainder of that call.

CALL FORWARDING

You can forward your incoming calls to another number. Call Forwarding is great for the business person who wants to catch after-hours business calls at home or for anyone on the go who does not want to miss an important call.

To Forward Your Calls:

- Lift the receiver and listen for the dial tone.
- Dial *72 (rotary dial 1172).
- Again, listen for the dial tone.
- Now dial the number where you wish your calls forwarded, followed by a # sign (rotary simply wait). Speed Calling Codes may be used if you also have this feature.
- If someone answers at the number, Call Forwarding is established.
- If the call is not answered, hang up, and within 2 minutes repeat the process. Call Forwarding will be activated, and you will hear confirmation beeps.

Once you have activated Call Forwarding, the phone will ring one short time each time a call is forwarded. You can still make out-going calls from this phone without interfering with incoming calls.

To Deactivate:

If you wish to deactivate your Call Forwarding, or change the number your calls are being transferred to, just push *73 (rotary dial 1173) and wait for the confirmation beeps. You may now repeat the Call Forwarding procedure.

REMOTE CALL FORWARDING

Remote Call Forwarding subscribers may now turn their Call Forwarding feature "on or off" from any touchtone telephone. It is no longer necessary to return to your home or office to forward your calls to another number or turn your Call Forwarding feature "on or off".

*YOU MUST SUBSCRIBE TO THE
CALL FORWARDING FEATURE BEFORE
REMOTE CALL FORWARDING WILL WORK*

To Use Remote Call Forwarding:

- Lift the receiver and listen for the dial tone again.
- Dial the Access Directory Number and wait for dial tone again.

Dial your own telephone number and your Personal Identification Number (five digits) and wait for special dial tone. Your PIN is assigned by your telephone company.

Follow the Instructions for the **Call Forwarding** feature you wish to activate or deactivate.

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THREE WAY CALLING

Three-Way Calling allows you to add a third party to a local or long distance conversation.

To Use Three-Way Calling:

- Establish your first call. Someone can call you or you can call them.
- Depress the receiver button for 1 second and release. This puts the first person on "hold".
- Dial the third person's telephone number.
- After dialing or when the third person answers, again depress the receiver button for 1 second and release to complete the Three-Way Call.
- If you do not get an answer, depress and release the receiver button twice, each time for 1 second to return to your first call and then release the second call.

CALLER ID

This service lets you know who is calling by displaying their telephone number on a special phone or a display unit attached to your phone. Helps you to identify annoying or harassing calls and gives you peace of mind. Additionally, your phone number will appear to the person you are calling if they subscribe to Caller ID and have a display unit or Caller ID telephone.

The telephone number of the person calling you will appear on your Caller ID display after the first full ring on your phone unless they have blocked delivery of their number with one of the following Caller ID Blocking features.

Caller ID Per Call Blocking... This service is automatically provided free of charge on your telephone line. To prevent your telephone number from appearing to the person you are calling, simply dial *67 (rotary dial 1167) before dialing each call.

Caller ID Per Line Blocking... You may subscribe to this service to keep your number from appearing to the person you are calling unless you Unblock the service on a per call basis by dialing *82 before making a call (rotary dial 1182). If you subscribe to Caller ID Per Line Blocking use this code before you call, and your number will appear to the person you are calling.

IMPORTANT NOTE: You cannot block transmission of your telephone number for calls to 911 or 800/888 numbers, regardless of the blocking option you choose.

DISTINCTIVE RINGING OR "TEEN LINE"

Gives you a second telephone number which will ring differently on your phone. Calls to this Distinctive Ringing number will also give you a distinctive Call Waiting tone if you are also a Call Waiting subscriber. Great for kids, roommates, husbands and wives, anytime you want to know who the calls are for.

CALL TRACE

Call Trace allows you to automatically trace the last incoming call you received. A successful trace receives a success message. At this time contact the police for further assistance.

To Activate Call Trace:

- Hang up.
- Lift the receiver and dial *57 (rotary dial 1157).

Notes On Call Trace:

** Traced call information is provided to a law enforcement agency only, not to the subscriber.*

It is essential that Call Trace action, dialing *57 (rotary dial 1157) be done **immediately** after you hang up the phone following the offending call. If you delay taking action and receive a subsequent call, Call Trace will not trace the original number. There will be a charge for each activated Call Trace.

SPEED CALLING

Now you can call emergency, frequently dialed, or long distance numbers just by dialing one or two numbers.

You have a choice of selecting either a short list of eight (8) telephone numbers or a longer list of thirty (30) numbers. If you have selected 8 Number Speed Calling, but want to switch to 30 Number Speed Calling, just call to let us know.

To Enter or Change Your Speed Calling List:

- Lift the receiver and listen for the dial tone.
- If you have 8 Number Speed Calling dial *74 on a touch tone phone (1174 on a rotary phone).
- If you have 30 Number Speed Calling, dial *75 on a touch tone phone (1175 on a rotary phone).
- Listen for the second dial tone.

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- Dial one of the Speed Calling codes: on 8 Number Speed Calling dial any number from 2 through 9; on 30 Number Speed Calling dial any number from 20 through 49.
- Then immediately dial the phone number you wish to enter under that Speed Call number. (For long distance entries, remember to include the "1" and area code if needed).
- Press the # button (on rotary dial phone, omit this step and wait).
- Listen for the confirmation beeps which indicate that your number has been entered.

To Use Your Speed Calling Feature:

- Lift the receiver and listen for the dial tone.
- Dial the appropriate Speed Calling Code.
 - 8 Number Speed Calling (2 through 9).**
 - 30 Number Speed Calling (20 through 49).**
- Press the # button (on rotary dial phones, omit this step and wait).
- Your call will now be automatically dialed.

AUTO CALL BACK

Automatic Call Back will enable you to automatically reach busy numbers. You may also use it to redial the last number dialed from your phone.

To Activate Automatic Call Back:

- Upon reaching a busy number, hang up.
- Immediately lift the receiver again and dial *66 (rotary dial 1166).
- You may listen to the recorded announcement or simply hang up.
- The telephone system will check the line you called for 30 minutes. When that line clears, your phone will get a special ring.
- If you answer it, it will then ring through to the number you wished to call.
- You may also dial *66, (rotary dial 1166) to redial the last number you called.

To Deactivate:

Dial *86 (rotary dial 1186).

AUTOMATIC RECALL

Returns calls to the last number that called you, whether or not you answered the phone.

To Activate Automatic Recall:

- Lift the receiver and listen for the dial tone.
- Dial *69 (rotary 1169).
- Follow recorded instructions.
- If the line is:
 - not busy, listen for the normal ringing.
 - busy, listen for announcement, then hang up. When the line clears, your phone will get a special ring.
- When you pick up the receiver, the number will automatically be redialed.

To Deactivate:

Dial *89 (rotary dial 1189).

WARM LINE

Warm Line increases the security and convenience of your telephone service. With Warm Line, you can call another telephone number simply by lifting the receiver.

When you order Warm Line, tell the representative what telephone number you wish to call without having to dial.

Your service will be programmed to automatically dial that one telephone number whenever you lift the receiver and DO NOT DIAL within 30 seconds. This gives you plenty of time to begin dialing other numbers for normal service. However for convenience, or especially in an emergency, all you have to do to reach your designated number is:

- Lift the telephone receiver.
- If you do not dial within 30 seconds...
 - The number you designated when you ordered this service will be automatically dialed for you.
 - This helps to provide extra security in emergencies.
 - The predesignated number may be changed by calling the Eastern Slope Rural Telephone Company office. There may be an additional service charge to change the number at a later date. Your Warm Line will call the predesignated number you have designated when you ordered the service.

IF YOU ENCOUNTER ANY PROBLEMS,
CALL THE EASTERN SLOPE RURAL TELEPHONE
OFFICE AT 719/743-2441