

## Citizens Telephone Company Calling Features List

ALL WAITING per month \$2.50 Residential \$3.20 Business

The Call Waiting feature allows the subscriber to talk to one party and receive another incoming call. Pressing the flash button transfers to the incoming call and puts the original caller on hold; pressing the flash button again will disconnect the caller. (If there is no flash button, then, pressing the receiver button one time will connect to the incoming call and will put the original caller on hold.)

CALL FORWARDING per month \$1.60 Residential \$2.50 Business

The Call Forwarding feature allows the subscriber to forward calls to another number so that an important call is not missed. Great for home or business, forward your calls to any phone anywhere.

Activate by dialing \*72, then, listen for confirmation tones and a dial tone and, then, dial the number you wish the calls to be forwarded to.

To de-activate, dial \*73 wait for confirmation tones and dial tone that indicates Call Forwarding was de-activated.

THREE WAY CALLING per month \$2.50 Residential \$3.25 Business

This feature allows a subscriber to add a third party to the call without operator assistance. Three Way Calling can be used whether the first call was placed or received by the subscriber.

To add a third party to the call, the subscriber flashes once to place the connected party on hold; the waiting line has a dial tone and the subscriber dials the third party's number. After the call is answered, the subscriber flashes again to establish the Three Way connection. Press the flash button once to disconnect the last call or hang up to terminate the Three Way connection. Wait four seconds before making another call.

SPEED DIALING (8) per month \$1.60 Residential \$2.50 Business

SPEED DIALING (30) per month \$2.75 Residential \$3.50 Business

Speed Dial allows a subscriber to call a pre-selected directory of phone numbers by dialing a one or two digit code instead of the entire phone number. Speed Dial 8 refers to the single digit codes (2 to 9) which can hold up to 8 phone numbers and Speed Dial 30 refers to the two digit codes (20 to 49) that can hold up to 30 phone numbers. A subscriber may subscribe to both and have a capacity of 38 speed dial numbers.

To assign or change the codes dial \*74 for Speed Dial 8 or \*75 for Speed Dial 30, then, dial the code and the phone number assigned to that code followed by the #. You will hear a confirmation tone. Repeat steps for each number you wish to add to your list.

To use the Speed Dial feature, the subscriber after hearing the dial tone, dials the speed dial 1 or 2 digit code and the call will be automatically dialed.

To review the Speed Dial list, dial \*78 or \*79 code. An announcement plays the speed dial list.

**DISTINCTIVE RING** per month \$3.30 Residential \$5.50 Business

This feature allows a second number to be assigned to the same subscriber's line. If the primary number is dialed, the telephone rings as normal. The other number has a distinctive ring assigned to it.

Example, two short two long rings or one short one long one short ring etc. Billing for this service is charged to the primary telephone number. This feature is perfect for families with teens who get a lot of calls. This service can distinguish between calls for: adults or teens and business or non-business calls.

**WARM LINE** per month \$1.50 Residential \$2.50 Business

This feature improves security for children and seniors. When the phone is off the receiver for 30 seconds, a call is placed to a preset number. No manual dialing is required. Simply call our business office with the special number that you would like programmed into your telephone. The special number is automatically dialed if the phone is off the hook for 30 seconds. You can still dial other numbers provided that you dial within the 30 seconds. To change or remove your special number, simply call our business office.

**CALL ID** per month \$4.50 Residential \$5.50 Business

A very popular feature that shows you who is calling before you answer the phone. This feature requires the rental or purchase of a display unit or display telephone.

To use Call ID allow the phone to ring twice for the ID to be displayed. The letter P or the word PRIVATE on the display indicates that the party calling has blocked their number. The O or OUT OF THE AREA indicates that the call came from an area that does not support Call ID.

**ER CALL RESTRICT** No Charge

Subscribing to this feature allows you to prevent your number from being displayed on a Call ID device. This is on a per call basis and a code must be entered before each call placed. If the person you are calling has Call ID, a P or the word PRIVATE will appear on their display.

To use: Lift the handset and dial \*67. Listen for a confirmation tone and then dial the number as usual.

**ALL CALL RESTRICT** No Charge

This feature prevents your number from being displayed on all calls made. This feature is always on unless a code is dialed to deactivate the feature. Your number will not appear on Call ID but will appear as P or PRIVATE on the display. Dial \*82 to deactivate this feature on a per call basis.

**AUTOMATIC REDIAL** Per Use \$0.50 Residential \$0.70 Business

Tired of getting a busy signal? Let Automatic Redial keep calling the number for you. After getting a busy signal, hang up, then lift the handset and dial \*66. Your phone will check the line for 30 minutes. When the line becomes free, Automatic Redial will notify you with a special ring. All you have to do is lift the handset to complete the call.

**CALL TRACE** Per Use \$2.50 Residential \$3.00 Business

Call Trace allows the subscriber to request the trace of the last call received. It is typically used for

obscene, harassing or threatening calls. The calling party's number and other information is stored in an incoming memory slot at the main office for future use in tracing the caller. The results of the trace are not provided directly to the subscriber. The results are only provided to an authorized agency such as the local police.

To use Call Trace: After receiving a harassing call, hang up the receiver then pick back up and dial \*57, you will hear a recording giving you the option to trace your call. Dial 1 and your call will be traced. Make note of the date and time of the call to inform local law enforcement.

SELECTIVE CALL ACCEPTANCE per month \$2.50 Residential \$4.00 Business

Allows only those callers on your list to reach you. Those not on your list will receive a recording that you are not accepting calls at this time.

To use: Lift the handset and dial \*64 then listen for an announcement telling you whether the feature is on or off. Follow the prompts to review, add or delete numbers from your list.

SELECTIVE CALL FORWARDING per month \$2.50 Residential \$4.00 Business

This feature allows the subscriber to forward calls from telephone numbers identified on their Selective Call Forward list (up to 10 phone numbers) to another phone number. Only the incoming calls on the list are forwarded to the remote location.

To use: Lift the handset and dial \*63. The first time the service is used, an announcement will ask for the phone number to forward the calls to, followed by #. Listen for an announcement telling you whether the feature is on or off. Follow the prompts to review, add or delete numbers from your list.

SELECTIVE CALL REJECTION per month \$2.50 Residential \$4.00 Business

This feature allows the subscriber to create a list of up to 10 phone numbers that are rejected. All other callers will be able to reach you. The callers that are blocked receive a recording that you are not accepting calls at this time.

To use: Lift the handset and dial \*60. Listen for an announcement telling you whether the service is on or off. Follow the prompts to review, add or delete numbers from your list.