TOPSHAM TELEPHONE PHONE FEATURES

These features are billed monthly and are only activated by Topsham Telephone upon subscription.

3 WAY CALLING

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.

CALL BACK

Call Back allows the subscriber to automatically recall the last phone number that had been dialed by dialing an activation code after hanging up with the call. When the call is completed by the calling station, a distinctive ringing pattern alerts the subscriber to pick up the phone at which time the call is automatically completed to the called number.   If the phone number is busy, the subscriber does not hear a busy signal but is notified by a tone after which automatic call back of the number continues for up to 30 minutes or until the call is completed.   The subscriber and the called party can make or receive calls during this time without affecting the Call Back service.

*To Activate: *66 immediately after hanging up with the caller*
*To de-activate: Take the phone off-hook and dial *86, an announcement plays letting the subscriber know that the service was de-activated*

CALL BLOCK

Call Block allows the subscriber to create a list of up to 10 phone numbers that are rejected. Calls from these numbers receive a fast busy signal and the subscriber's telephone does not ring.
The subscriber must access the service and enter in each telephone number they want to block.

The service is **accessed by dialing *60**
Press 3 to turn the service on or off
Add an entry by dialing # phone number # or #01# for the last number that called in.
*To delete an entry, dial *phone number*. The blocked list can be reviewed by dialing a 1.*

CALLER ID BLOCK

This feature allows the subscriber to block his name/number from displaying on the recipient's Caller ID box. The display will read, "private or unavailable". This is implemented as a permanent block, then, the subscriber can turn the feature on or off with a code entered prior to placing a call.

*Caller ID **unblock** is a free service with purchase of Caller ID Block; **activated** by dialing *82 prior to placing a call.* The next call placed *will* display your information on a Caller ID device.

To re-Activate the Block: *dial *67* before placing a call. Your information *will not* display on Caller ID. Your name/number will be blocked until you chose to unblock it again.

CALLER ID

Caller ID allows the recipient of the call to identify the caller placing the call by displaying the telephone number of the caller. A phone number will only display on a device or telephone with Caller ID capabilities.

CALLER ID WITH NAME

The name and phone number will display if the subscriber has purchased this feature.   If the number is private or unable to be identified, the display will say, "private" or "unavailable/out-of-area".   The information will display between the first and second ring. The subscriber must have a telephone with Caller ID capabilities.

CALL FORWARDING

The Call Forwarding feature allows the subscriber to forward calls to another number so that an important call is not missed.

To activate, dial *72, then, listen for confirmation tones and a dial tone and, then, dial the forwarding number.
To de-activate, dial *73 wait for confirmation tones and dial tone that indicates Call Forwarding was de-activated.

CALL WAITING

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 Waiting Caller ID : This feature allows a subscriber, while on a call, to receive information about a party calling in on the Call Waiting line. The name and number of the caller displays on the Caller ID box so the subscriber can decide whether to take the new call or not. The subscriber must have Caller ID service to be able to have this feature.

Cancel Call Waiting is a free service with purchase of Call Waiting; **activated by** *dialing *70 before placing a call or during a call by using "flash" to put the call on hold and then *70 to cancel and "flash" to pick up the call again.*

CALL REJECT

The subscriber with Caller ID can have calls blocked that are not identified (ie. Non-published, private or out-of-area). This blocks calls that are not identified by Caller ID. The calls will be routed to a system message that enables the caller to identify himself by unblocking their telephone with a code. The telephone does not ring at the recipient's number unless the caller identifies himself.

To activate: dial *77 and listen for confirmation.
To de-activate: dial *87 and listen for confirmation announcement.

CALL RETURN

This feature allows the subscriber to place a call to the number of the last call that was received. The system dials the number of the last incoming call (ie. Returns the call). If the number called is busy, the subscriber does not hear a busy signal but is notified by a tone, after which the system continues to dial for up to 30 minutes. When the phone number dialed rings through, the system rings a distinctive ring to allow the subscriber to pick up the telephone.

*To Activate: caller takes the phone off-hook and dials *69*
*To de-activate: dial *89 An announcement states that it is de-activated.*

CALL TRACE

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 for future use in tracing the caller. Information related to the call remains in the memory slot until another incoming call overwrites it. The results of the trace are not provided directly to the subscriber. The results are only provided to an authorized agency such as local law enforcement. This service should only be used if law enforcement is involved.

The subscriber decides what calls to trace and is only billed for those calls on a per call basis.

*To activate, the subscriber hangs up on the caller, waits for dial tone and presses *57.*
The subscriber calls the agency after activating to determine if further action is necessary.

CALL TRANSFER

This feature allows the subscriber to redirect a call to another line. The subscriber receives or completes a call and then "flashes" putting the call on hold.   The waiting line has a dial tone and the subscriber dials another number. The second party answers and the subscriber hangs up. The first and second party stay connected.

DISTINCTIVE RING

This feature allows up to six separate phone numbers to be assigned to the same subscriber's line without the expense of additional lines. If the primary number is dialed, the telephone rings as normal. Each of the other numbers has a distinctive ring assigned to it. Example: 2 short rings or 1 short –1 long –1 short ring etc.   Billing for this service is charged to the primary telephone number. Uses for this service can distinguish between calls for: roommates, fax machines, teens and business or non-business calls.

The service is set up by Topsham Telephone (including the ring type) when service is established.

NON PUBLISHED

With this service, the subscriber's name, phone number and address is omitted from the phone book and is unavailable through directory assistance. Caller ID will display as "private" caller.

SELECTIVE CALL ACCEPTANCE

This service allows the subscriber to only receive incoming calls from a specified list of 10 numbers. An incoming call from a phone number not on the list will be routed to an announcement stating that the called party will not receive the call. The subscriber does not receive notification when a call is rejected.   This feature allows the subscriber to select important calls that they want to receive without being bothered by unwanted calls.

*To Access Selective Call Acceptance: press *64*
The subscriber can press 3 to turn the service on or off.
*Press #phone number# to add an entry or *phone number* to delete an entry.*
Press 1 to review the list of entries.

SPEED DIALLING

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.* To use the Speed Dial feature, the subscriber after hearing the dial tone, dials the speed dial code then #. To review the Speed Dial list, dial *78 or *79 code. An announcement plays the speed dial list.

PRIORITY CALL

This service allows the subscriber to create a list of up to 10 phone numbers that ring with a distinctive ring tone (1 short - 1 long - 1 short ring). Incoming calls have a distinctive ring or distinctive call waiting tone when used with Call Waiting. All calls from numbers *not* on the screening list ring normally.   The subscriber may modify the call list at any time within the system.

The subscriber *dials *61 to access the service*.
(An announcement states whether the service is on or off.)
To turn the service on or off dial 3.
*Press # to add an entry or press * to delete an entry.*
To review the entry list dial 1# or dial 0# to hear the announcement from the beginning.