Pigeon Telephone Company

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SERVING: PIGEON, TWINING, ALBA, AND LAKES OF THE NORTH

PLAN C

Automatic Recall

This feature allows a subscriber to place a call to the source of the last incoming call to the subscriber.

To Activate:
1. Lift the handset. Listen for Dial tone.
2. Dial *69 (On rotary phone, dial 1169).
3. If the called party is idle, the call is completed.
4. If the called party is busy, confirmation tone will be heard and the phone will continue to attempt to connect to the called party after the calling party goes on hook. When the call is successful, a distinctive ring alerts the calling party.

To Cancel Automatic Recall:
1. Lift the handset. Listen for Dial tone.
2. Dial *89 (On rotary phone, dial 1189). Confirmation tone is given and the feature is deactivated.

Call Forwarding

Allows you to redirect all calls to another telephone number.

To Activate:
1. Lift the handset. Dial tone is returned.
2. Dial *72 (On rotary phone, dial 1172). Recall dial tone is returned.
3. Dial the directory number where calls are to be forwarded. The call is completed normally, and when the call is answered the forwarding feature is activated for subsequent calls. If the call is not answered, you must redial the directory number within 2 minutes to activate Call Forwarding. Make sure you hear conformation tone.

To Deactivate:

1. Lift the handset on the telephone, which is to have the feature canceled. Dial tone is returned.
2. Dial *73 (On rotary phone, dial 1173). Confirmation tone is returned.
3. The feature is deactivated. Replace the handset.

Call Forwarding Busy

Allows your calls to be forwarded if your line is busy.

To activate:
1. Lift the handset. Dial tone is returned.
2. Dial *90 (On rotary phone, dial 1190). Recall dial tone is returned.
3. Dial the directory number where calls are to be forwarded. The call is completed normally, and when the call is answered the forwarding feature is activated for subsequent calls. If the call is not answered, you must redial the directory number within 2 minutes to activate Call Forwarding Busy.

To Deactivate:
1. Lift the handset on the telephone, which is to have the feature canceled. Dial tone is returned.
2. Dial *91 (On rotary phone, dial 1191). Confirmation tone is returned.
3. The feature is deactivated. Replace the handset.

Call Forwarding No Answer

Allows calls to be forwarded when you don't answer, or after a fixed number of rings.

To Activate:
1. Lift the handset. Dial tone is returned.
2. Dial *92 (On rotary phone, dial 1192). Recall dial tone is returned.
3. The feature is deactivated. Replace the handset.

Caller Identity Delivery & Suppression

Calling Identity Delivery & Suppression allows the calling party to override the permanent privacy status of their name and number on a "per call" basis by dialing feature access codes.

To Activate Call Identity Suppression:
1. Lift the handset and listen for dial tone.
2. Press *67 (On rotary phone, dial 1167).
3. Dial the number of the party you wish to call.
4. The person you've called will not be able to see your name and number displayed on their telephone.

Caller ID Block

This feature prevents your telephone number from being displayed on called parties' Caller ID unit or telephone.

To override Caller ID Permanent Blocking & Activate Call identity Delivery:
1. Lift handset and listen for dial tone.
2. Press *82 (On rotary phone, dial 1182).
3. Dial the number of the party you wish to call.
4. Blocking will be canceled for the call and your number will be delivered. When you hang up your Permanent Blocking will be restored.

Caller ID Name & Number Receiving

This feature is activated through the Central Office if a customer requests and pays for it. Caller ID displays the name and number of the party calling you on your display telephone or Caller ID Unit. (Some numbers will not be displayed if the calling party blocks their number or if their telephone company does not have the necessary equipment to handle Caller ID.

Call Transfer

This feature allows a subscriber to transfer calls to another local or long distance telephone number.

Call Waiting

If you have an incoming call while you are already on the line. Call Waiting will alert you with a beep tone only you can hear.

To Answer A Waiting Call and Retain The Current Caller:
1. Flash the switchhook or press the recall button to place the current on soft hold.
2. The subscriber is connected to the new caller.
3. The caller on soft hold remains held while the subscriber is connected to the new caller.

To Return To The Original Call:
1. Flash the switchhook or press the recall button. The new caller is placed on soft hold.
2. The subscriber is connect to the new caller.
3. The subscriber may alternate between the tow callers by flashing the switchhook or pressing the recall button.

Call Waiting Cancel

Allows a subscriber with the Call Waiting feature enabled and invoked to disable the Call Waiting feature for the duration of a call.

To Activate Cancel Call Waiting Prior to Placing a Call:
1. Lift the handset. Dial tone is returned.
2. Dial *70 (On rotary phone, dial 1170). Listen for dial tone.
3. A normal call may now be made and no Call Waiting tones will be received for the duration of this call.

To Activate Cancel Call Waiting During an Established Call:
1. Flash the switchhook or press the recall button during an established call. Recall dial tone is returned and the other party is placed on hold.
2. Dial *70 (On rotary phone, dial 1170). Confirmation tone is returned and the holding party is reconnected.
3. Call Waiting is disabled for the duration of this call and will be automatically restored when the subscriber disconnects.

Call Waiting Delay Cancel
Allows a subscriber with the Call Waiting feature enabled and invoked to disable the Call Waiting feature for the next call received.

To Activate Delayed Cancel Call Waiting:
1. Lift the handset. Dial tone is returned.
2. Dial *71 (On rotary phone, dial 1171). Listen for dial tone.
3. A dial-up/dial-back call may now be made and no Call Waiting tones will be received for the duration of the second call.

Call Waiting Deluxe
Includes Call Waiting (See Above) Plus Caller ID with Call Waiting. Allows a subscriber with the Call Waiting feature enabled and activated to see the name and number of the second caller.

Clearing All Features
To Clear All Features:
1. Lift the handset. Listen for confirmation tone.
2. Dial *40 (On rotary phone, dial 1140). Listen for confirmation tone.
3. Hang up receiver. All features are Deactivated.

Intercom (Revertive Call)
This feature allows a subscriber to use any extension in a home or business as an intercom device to call other extensions connected to the same line.

Last Number Redial/Automatic Callback
This feature automatically calls back the last Phone number dialed, whether busy or idle, and whether the call was answered or not. It alerts the subscriber when the line is free and the call is ready to go through.

Message Waiting Indication

This feature allows a subscriber to hear a special (stutter) dial tone when they go off-hook and a message is waiting. This feature is used as an enhancement to voice mail services.

Speed Call

Call up to 30 of your most frequently dialed numbers just by dialing a two digit code. Includes direct-dialed long distance numbers.

To Store a Speed Call Number:
1. Lift the handset. Dial tone is returned.
2. Dial *75 (On rotary phone, dial 1175). Listen for Dial Tone.
3. Dial a two-digit speed code. (Choose any number, 20 through 49).
4. Dial the full directory number which is to be stored. (For long distance calls, be sure to include "1" plus the area code). A brief silence is followed by confirmation tone, indicating that the new number has been successfully stored.
5. Replace the handset, or wait for the return of dial tone before entering the next number to be stored.

Using A Speed Call Number:
1. Lift the handset. Listen for dial tone.
2. Dial the two digit speed code to access the desired stored number. Press the # key (On a rotary phone wait four seconds after dialing.) The call proceeds as though the actual directory number had been dialed.
3. Error tones are given if a directory number has not been stored for the selected speed call number.
4. To Delete a Speed Calling/Abbreviated Dialing number you must replace it with a new number.

Teen Ring/Personal Ring

Enables the customer to have an additional phone number associated with a single access line. The primary number will ring normally, while the other number will have its own distinctive ringing pattern for identification of incoming calls.

Warm Line

This feature allows a call to be made to a programmed destination if no digits are dialed before first digit timeout.

Wake-Up Call

This feature allows a wake-up to be set up to ring a subscriber's telephone at a pre-programmed time. If the call is not answered, or the line is busy, the wake up call will be retried 3 minutes later.

To Activate:
1. Lift the handset. Dial tone is returned.
2. Dial *94. (On rotary phone, dial 1194).
3. Enter the time in 24 hour format (0000 to 2359) including the leading zeros. If the time is valid, confirmation tone will be returned. Otherwise, reorder/NU tone will be given. If a wake-up call is already programmed, this action will overwrite the previous programming.

Canceling a Wake-Up Call
1. Lift the handset. Dial tone is returned.
2. Dial *95. (On rotary phone, dial 1195).
3. If the wake-up call can be canceled, confirmation tone is received. Otherwise reorder/NU tone is given.

Querying a Wake-Up Call
1. Lift the handset. Dial ton is returned.
2. Dial *96. (On rotary phone, dial 1196).
3. If the wake-up call is set, confirmation tone is received. Otherwise reorder/NU tone is given.

Querying a Wake-Up Call for a specific time:
1. Lift the handset. Dial tone is returned.
2. Dial *97. (On rotary phone, dial 1197).
3. Enter the time in 24 hour format (0000 to 2359) including the leading zeros.
4. If the wake-up call is set, confirmation tone is received. Otherwise reorder/NU tone is given.

3-Way Calling
This feature allows a subscriber to add a third party to an existing conversation.

VOICE MAIL

Getting Started
Subscribers will need to follow these procedures before voice mail is activated.

Access The Voice Mail System:
1. From the subscriber's phone line, dial 7777.
2. During the greeting, press #.

3. When asked for a personal identification number, enter the <u>default</u> personal identification number: 0000 then #.
4. Follow the tutorial to change personal identification number and greeting.

<u>Activating Voice Mail</u>

Before voice mail can be utilized, it must be activated from the subscriber's phone line. Voice mail may be activated to answer calls immediately, after a certain number of rings or when the subscriber's line is busy.

To Activate Voice Mail/Immediate Answer:
1. From the subscriber's phone line, dial *72 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.
3. Hang up phone line.

To Deactivate Voice Mail/Immediate Answer:
1. From the subscriber's phone line, dial *73 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.
3. Hang up phone line.

To Activate Voice Mail/After Ringing:
1. From the subscriber's phone line, dial *92 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.
3. Hang up phone line.

To Deactivate Voice Mail/After Ringing:
1. From the subscriber's phone line, dial *93 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.
3. Hang up phone line.

To Activate Voice Mail/Line Busy:
1. From the subscriber's phone line, dial *90 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.
3. Hang up phone line.

To Deactivate Voice Mail/Line Busy:
1. From the subscriber's phone line, dial *91 and listen for confirmation tone.
2. Dial 7777 and wait for personal greeting to play.

3. Hang up phone line.

<u>Retrieving Messages</u>

A "Stutter Tone" when the handset is lifted indicates messages on the system and may be retrieved from the subscriber's phone or another location.

To Retrieve Your Voice Mail Messages From Your Phone:

1. Lift the handset on telephone, which has Voice Mail on it.
2. Dial 7777. During greeting press #.
3. Enter your four-digit passcode then # when prompted.
4. Follow tutorial.