

## *SpeedNet Telephone Service Features*

### **Caller ID with Number**

#### Overview

Caller ID with Number is a service that displays the caller information before you pick up the phone. You will see the listed telephone number of the calling party on the Caller ID display telephone or an alternative display unit.

#### Features and Benefits

- See The Number – you no longer have to wonder if you've missed important calls, or may choose to answer or not.
- Incoming Call History – the Caller ID enabled telephone set or alternative device will keep an incoming call history for your review making return calls simple to do.

#### Availability

Caller ID may not be available in all areas or on all calls and may not be available internationally. Some calls may be blocked or otherwise unavailable.

### **Call Forwarding**

#### Overview

Call Forwarding is a service that automatically forwards calls to most numbers you choose whether it's another residential number, cellular, or office phone number. No need to wait by the phone or miss calls while you're away.

#### Features and Benefits

- Freedom to Go – forward calls to your wireless phone.
- Puts You in Control – Switch call forwarding on and off or forward your calls to any number.
- Reduce the chances of missing an important telephone call

#### Set Up

Turn On – to activate Call Forwarding, press **\*72** on your home phone, you'll hear a tone and then dial the full ten digit number you want to forward calls to, followed by the # key. After this sequence, you'll hear a fast busy signal – this will confirm the Call Forwarding feature is active.

Turn Off – To stop forwarding calls, press **\*73** on your home phone. You'll hear dial tone. Call Forwarding is now deactivated.

### **Call Waiting**

#### Overview

Call Waiting is a service that lets you put one call on hold while answering another. You can even alternate between the two. If you're trying to call home, you can get through even when the line is in use. Likewise, you'll know that others can reach you when you're on the phone.

#### Features and Benefits

- While you're on the phone, another call can ring through – the new caller won't hear a busy tone
- Easily Turned Off – before placing a call, press **\*70** to disable the Call Waiting feature. It automatically turns back on when you hang up.

#### How it Works

While you're on the phone, a gentle tone will alert you when you have an incoming call. To take the other call, just click the receiver or flash button. You can press the receiver or flash button repeatedly to alternate between the two calls. If a third caller tries to reach you, that caller will be forwarded to voice mail.

## **Speed Dialing**

### Overview

With Speed Dialing, you can assign one-digit numbers to your most frequently called numbers for fast, easy dialing. It works on all phones sharing the same line.

### Features and Benefits

- Fast – quickly dial numbers you call most often with one push of a button
- Convenient – works on all phones sharing the same line

### How It Works

Make a list – compile your list of frequently called numbers. Then decide what Speed Dial numbers you're going to assign them. Choose starting with the number 2-9 for the first eight for example.

Assign a Number – Press **\*74** and wait for the dial tone, Enter the Speed Dial number you want to assign to the first number on your list. Enter the phone number including the area code if you normally have to dial it. Two short tones confirm your request.

To use a Speed Dial number, pick up the phone and dial the single digit number associated with the speed dial the number assigned.

## **Three-Way Calling**

### Overview

With Three-Way Calling, three people in three different places are able to talk on the same line at the same time.

### How to Use

Add a Caller – to add a caller, press and release the receiver or flash button to get a second dial tone. Dial the number of the person you want to add to the conversation. When the person answers, press and release the receiver or flash to connect them

## **Voice Mail**

### Overview

Replace your answering machine with residential voice mail. With voice mail, you can check your messages from any touchtone phone within your house.

### Features and Benefits

- Helpful prompts for managing messages
- Message indicator – You will hear an intermittent dial tone when you pick up your home phone, or if your phone has a message indicator light, it will blink when you have a message.

### Set Up

To set up you Voice Mail box from home, simply dial \*98, enter your home telephone number with area code, and then enter your temporary pass code of 1234 and follow the prompts.

### Accessing Messages

To access your Voice Mail mailbox from home, dial \*98 and follow the prompts.