Calling Features:

*** Denotes services that come with your basic package.

Call Forwarding Services: ($8.95/mo. to include All Call Forwarding Services)

- Unconditional Call Forwarding:
  - This service forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first.
    - *72 Enable
    - *73 Disable
- Busy Call Forwarding:
  - This service *forwards* incoming calls to an alternative number only when the subscriber's line is busy.
    - *90 Enable
    - *91 Disable
- *** Delayed Call Forwarding:
  - Applies to calls that are not answered on the subscriber's telephone and are forwarded to another number. This service forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line.
    - *92, Followed by the number to forward to
    - *93 Disable
- Selective Call Forwarding:
  - This service allows subscribers to select a list of calling numbers whose calls will automatically be forwarded.
    - *63 or *83 to configure
- Remote Access to Call Forwarding:
  - This service allows a call forwarding subscriber to access and change their call forwarding configuration from any phone.
  - Subscribers are provided with a directory number to call for Remote Access to Call Forwarding, which can be called from any phone.
- Basic Line Hunting:
  - This service provides an alternative to Busy Call Forwarding and Delayed Call Forwarding. Basic Line Hunting forwards an incoming call by going through a list of alternative numbers until it finds a line that is not busy and can accept the call.
    - *Configured through Web Interface
    - * At customers request ITU can add up to 10 numbers. ITU reserves the right to charge $5.95 (one- time fee) per login, not per number.
- SimRing:
  - This service is available on Individual Lines including Teen Service Lines.
  - This service provides a way *for* subscribers to configure additional numbers (up to a maximum of 32) which will ring as well as the subscriber's own number, any of which can answer the call.
  - The SimRing service always rings the subscriber's own number. They may also configure one or more additional numbers that will ring simultaneously. For example, they could configure calls to their home phone number to also ring their mobile phone.

- ▪ *361 Enables
- ▪ *362 Disables
- ▪ * At customers request ITU can add up to 32 numbers. ITU reserves the right to charge $5.95 per login, not per number.
- Find- Me- Follow- Me:
  - o This service is available on Individual lines including Teen Service Lines.
  - o This service provides a way *for* subscribers to configure additional numbers that will be rung instead of or as well as the subscriber's own number, any of which can answer the call. A pre-defined order is used to determine which number(s) to ring next. Once one number has answered the call, ringing on the other Configured numbers is stopped.
  - o The Find-me-follow-me service allows the subscriber to configure a number of rules (up to a maximum of 32) that set an order for numbers to be rung.
    - ▪ *371 Enable
    - ▪ *372 Disable
- Call Forwarding Number Restriction:
  - o In all types of call forwarding, the *forwarding* number selected by the subscriber is checked against a list of restricted numbers and rejected if it matches any of the numbers in this list.
  - o The following numbers are restricted by default:
    - ▪ All numbers starting in 0
    - ▪ All number starting in 950
    - ▪ X11 (including 911)
      - ❖ If no Internet connection is available; at customers request ITU can add Number Restrictions. ITU reserves the right to charge $5.95 (one- time fee) per login, not per number.
- Call Forwarding for SIP Subscribers:
  - o For a SIP subscriber, Call Forwarding may be configured using redirection on the subscriber's SIP phone, as well as (or instead of using the other *forms* of Call forward) to this subscriber are redirected using 3xx redirection responses. From the user's perspective, SIP call *forwarding* operates in the same way as Unconditional Call Forwarding.

Caller ID Services: ($3.95/ mo. to include All Caller ID Services)

- *** Calling Number Delivery/ Calling Name Delivery (CND)
  - This service displays the number of the incoming caller on the subscriber's telephone, if the subscriber's phone has a Caller Display screen or Caller Display Unit.
    - *65 Enable
    - *66 Disable
- Calling Number Delivery Blocking/ Calling Name Delivery Blocking (CNDB):
  - This service is sometimes also known as Calling Identity Delivery and Suppression.
  - It allows a subscriber to block delivery *of* their own calling number on outgoing calls. The service can be configured in one of two ways.
    - The subscriber can withhold their calling number *for* an individual call by dialing an access code before the rest of the number.
    - The subscriber can permanently withhold their calling number, unless this is over-ridden by an access code dialed before the rest of the number.
    - *67 Enable Single Call Blocking
    - *82 Allow Calling Name Delivery if blocked
- ***Automatic Recall:
  - This service allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number and them optionally return the call.
  - The service operates in one of two ways:
    - One- stage activation: The subscriber dials an access code that immediately returns the call without playing the last calling number first.
      - ❖ *69 for one- stage activation
    - Two- stage activation: The subscriber dials an access code that plays the last calling number, and provides the option of returning the call. The time of the call is also given, using the local time zone settings for this subscriber.
      - ❖ *69 and 1 for two- stage activation
- Last Caller ID Erasure:
  - This service allows the subscriber to erase the record of the last caller's number, including the date and time of the call, so that it cannot be accessed by any call service.
  - The service clears the record of the last called number and the call lists so that there is no longer any record of the most recent calls to and from the subscriber
    - *320 Erasure
- Automatic Callback:
  - This service allows the subscriber to automatically redial the last outgoing call.
  - The customer requests this service by dialing an access code. If the call to the last called number fails because the called party's line is busy, call setup is performed automatically as soon as the line becomes idle.
    - *66 Automatically call back the last outgoing call
    - *86 Cancel all outstanding callback attempts
- ***Call Trace:
  - This service allows a subscriber to request a trace of the incoming call. This information is provided to the Service Provider, not to the subscriber, and may then be passed on to

an appropriate authority. This service in invoked by dialing an access code. The code may be dialed following a flash-hook during a call, or after the call is completed.

- ▪ *57 Perform trace on current call
- ▪ ***An additional charge of $14.95 will be applied per instance.

<u>Incoming Call Services:</u> ($8.95/mo. to include All Incoming Call Services)

- • ***Selective Call Rejection:
  - o This service allows subscribers to select a list of number from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.
    - ▪ *60 or *80 will configure Selective Call Rejection
- • Anonymous Call Rejection
  - o This service automatically rejects all calls from withheld numbers.
    - ▪ *77 Enable
    - ▪ *87 Disable
- • Do Not Disturb:
  - o This service allows the subscriber to block his or her line temporarily to prevent incoming calls. Outgoing calls can still be made as normal, but incoming calls are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.
    - ▪ *78 Enables
    - ▪ *79 Disables
- • Selective Call Acceptance:
  - o This service works alongside "Do Not Disturb". It allows the subscriber to block his or her line temporarily to prevent incoming calls, but to allow pre-configured number through. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on the subscriber's configure list are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.
    - ▪ *64 or *84 to configure
- • Priority Call:
  - o This service allows users to select a list of number from which incoming calls will ring with a distinctive tone. Works in conjunction with other calling features.
    - ▪ *61 or *81 to configure

Message Services: ($8.95/mo. to include All Message Services)

- ***Voicemail:
    - o The calling party may leave messages on the server. The subscriber dials an access code to retrieve these messages. As well as unanswered or busy calls. This also includes calls that cannot be connected to the dialed number.
        - ▪ *99 from landline to access the voicemail server, enter PIN
        - ▪ Dial: 319-332-0019, then phone number, then PIN to access remotely
- Reminder Call/ Wake- Up Call:
    - o This service allows the subscriber to book calls from the switch at a set time of day. An announcement is played when the subscriber answers.

Multi- Party Call Services:

- ***Three- Way Calling:
    - o This service allows a subscriber to call another party during an existing call and add this party to the call, creating a three- way conversation. To add a third party to an active call, hit flash- hook again to add both of you the original call, connecting all three parties. If the third party does not answer or their line is busy, hit flash- hook twice to rejoin the original call. If you hang up you will receive a ring back reminding you that the original call is still on hold, and can rejoin the call by picking up the phone. This service is known as three- way calling ring back.
- ***Call Transfer:
    - o This service allows a subscriber to call another party during an existing call, and transfer the call to the second party.
    - o To transfer a call to a second number (for analog subscribers), hit flash-hook and dial the second number. You can then hang up either before or after the second number answers and the call will be transferred to their line.
- ***Call Hold:
    - o This service allows the subscriber to put a call on hold and then dial another number. The subscriber can then switch back and forth between the two callers.
        - ▪ To put the current call on hold so you can dial a second number, hit flash-hook, dial ***52**, and dial the second number. You can then hit flash- hook again to switch back to the first call (putting the second call on hold), and again to switch between the two numbers.
            - ❖ If you attempt to dial a second number but the number you dial is not valid, you hear an error announcement, and you are then connected back to the original call.
            - ❖ If the caller you are talking to goes on hook and you have another caller on hold, there is a period of silence (for disconnect timing) and you are then connected back to the on- hold call. You can hit flash-hook during the silence to be connected to the on- hold call immediately without waiting for disconnect timing.
            - ❖ If you go on hook while you have a call on hold, your phone rings again, and you are connected to the held call when you pick up.
- ***Call Waiting:

- o This service is always enabled by default, and can only be disabled on per- call basis using the Cancel Call Waiting service.
    - *70 Before or during you call will disable call waiting for that call
- ***Call Waiting with Caller ID:
    - o Applies to the delivery of the caller's name and number for both incoming calls and outgoing calls on the subscriber's line.
        - *65 Enables
        - *85 Disables
- ***Cancel Call Waiting:
    - o This service allows a Call Waiting subscriber to disable call waiting for an individual call so that important calls are not interrupted.
    - o The service is enabled by dialing an access code before or during the call for which Call Waiting is to be canceled.
        - To disable Call Waiting for the next call, press ***70** before the call
        - To cancel call waiting during an active call (when three- way calling is activated) press ***70** during the call.
        - To cancel Call Waiting during an active call when Three- Way calling is not activated, flash- hook and press ***70** during the call (assuming that global level configuration supports this option)

Outgoing Call Services:

- ***Speed Calling:
    - o This service allows one- digit or two- digit codes to be used as shortcuts for selected phone numbers. The subscriber enters the code and this is interpreted as if the complete desired phone number was dialed.
        - *74 One- digit code
        - *75 Two- digit code
        - *Code* # Speed dial using code
- ***Call Barring:
    - o This service allows the subscriber to bar outgoing calls to certain types of numbers from their line.
        - To Enable Call Barring for:
            - *341 All calls except emergency
            - *342 National, International, and Mobile
            - *343 International
            - *344 Operator
            - *345 Calls to access codes
            - *346 Premium Rate Calls
        - To Disable Call Barring for:
            - *351 All calls except emergency
            - *352 National, International, and Mobile
            - *353 International
            - *354 Operator
            - *355 Calls to access codes
            - *356 Premium Rate calls