

# CUSTOM CALLING SERVICES

## CALL FORWARDING

Allows you to redirect calls to another telephone number so calls can follow you anytime, anywhere. Choose the forwarding that best fits your needs.

### FIXED CALL FORWARDING

Directs all your calls to the same number. All you do is turn it on and off.

#### **To Activate "Fixed" Call Forwarding:**

1. Press **\*59**. Two beeps tell you the forwarding is activated. Activation can be verified by dialing **\*59** again and you will hear a fast busy.

#### **To Cancel "Fixed" Call Forwarding:**

1. Press **\*73**. Two beeps tell you the forwarding is cancelled. Cancellation can be verified by dialing **\*73** again and you will hear "Your call can't be completed as dialed."

### NO ANSWER CALL FORWARDING

Forwards all calls after a certain number of rings. Just supply us with a number where you would like the calls forwarded.

### VARIABLE CALL FORWARDING

Will forward your calls to the phone number of your choice.

#### **To Activate "Variable" Call Forwarding:**

1. Press **\*72**. When you hear dial tone again, dial the number to which calls are to be forwarded. Two beeps tell you the forwarding is activated. Activation can be verified by dialing **\*72** again and you will hear fast busy.

#### **To Cancel "Variable" Call Forwarding:**

1. Press **\*73**. Two beeps tell you the forwarding is cancelled. Cancellation can be verified by dialing **\*73** again and you will hear "Your call can't be completed as dialed."

### SELECTIVE CALL FORWARD

Allows you to create a list of phone numbers that are to be forwarded when they call you. When you use this service, calls from the numbers on your list are forwarded to the number of your choice, but numbers not on your list will ring in the normal way.

1. Press **\*63**. Listen to voice instructions which will guide you on how to make changes to the selected list and how to turn Selective Call Forward on/off. Keep in mind that a long distance number requires 1+ an area code, but a local number won't allow one.  
Press **1** to review the numbers on your list.  
Press **3** to turn Selective Call Forward on/off.  
Press **#** to add a number to your list.  
Press **\*** to delete a number from your list.  
Press **08** to delete all numbers from your list.  
Press **0** to repeat the instructions.

2. While the service is ON, listen to voice instructions on how to enter, confirm, or change the phone number where your calls should be forwarded.

Press **1** to confirm the forward-to number.

Press **0** to change the forward-to number.

### BUSY CALL FORWARD

Redirects calls when your line is in use. Instead of a busy signal, your callers would be forwarded to the number of your choice.

### REMOTE ACCESS CALL FORWARDING

Allows you to program a call forwarding number for your phone while you are away from home

1. Dial your exchange access number: 608-536-RACF, 608-537-RACF, 608-538-RACF, 608-624-RACF, or 608-735-RACF. (You'll need to dial area code 608 when calling from a cell phone or 1+ 608 from a long distance number.)
2. You will hear two rings and then confirmation tones (such as a beep beep).
3. Dial the seven-digit directory number that subscribes the forwarding service and the 4-digit PIN. (For instance xxx-xxxx, followed by the chosen PIN number xxxx). You will hear confirmation tones.
4. Dial **\*72**.
5. After confirmation tones, you will hear dial tone. Enter the number you want to call forward to and #. You will hear confirmation tones. (If it is a local number, including local cell phone numbers, you won't need to enter 608, but for a long distance number, include the area code.

#### **To Cancel Remote Call Forwarding:**

1. Complete steps 1 through 3.
2. Then dial **\*73**.

Note: These instructions can also be used from the number to be activated or cancelled.

## CALL TRANSFER

Allows you to transfer a call to another telephone number. To transfer your call, flash the hookswitch, dial the telephone number the call is being transferred to, and hang up the telephone. Customers must also have Three-Way Calling on their line for this optional calling service.

## CALLER ID

Allows you to see the name and phone number of the calling party before you answer your Caller ID phone. Caller ID on your TV is available for video customers. You'll be able to tell when a caller has blocked their number from being revealed to you.

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## BLOCKING OPTIONS

### PER-LINE BLOCKING

Blocks the number display for all calls originating from your line. Per-line blocking is automatically given to all Richland-Grant Telephone Cooperative non-published customers. Free per-line blocking will also be provided, on request, to victims of domestic abuse, law enforcement agencies, fire departments, social service agencies, and similar organizations.

1. Press **\*82** to "unblock" an individual call when you have per-line blocking. (Or dial 1182 on a rotary or pulse phone.)

### PER-CALL BLOCKING

Used when you, as the caller, do not have per-line blocking and do not want your number revealed to the party that you are calling. Use per-call blocking whether you have Caller ID or not. It must be done for each call you want blocked. The party you are calling will see a message that indicates that you have blocked your number from being revealed.

1. Press **\*67** (Or dial 1167 on a rotary or pulse phone.)

Note: Calls to 800, 900, and 911 numbers *cannot* be blocked.

## DISTINCTIVE RING (TEEN LINE)

Your one line allows one conversation at a time, but a second phone number lets you know who the call is for before you answer the phone.

Each number has its own distinctive ring. You can assign a number solely to the children or to a fax machine. Wait until the full ringing pattern is complete before answering your telephone, so you will know which telephone number was dialed.

## SELECTIVE CALL REJECTION (SCR)

Allows you to enhance privacy and security by blocking calls from a list of up to 32 numbers that you create.

1. Press **\*60**. An announcement will tell you if the service is on/off. Then listen to the instructions for making changes.

Press **0** for instructions.

Press **3** to turn SCR on/off.

Press **1** to review your SCR list.

Press **#** to add a number to your list.

Press **#01#** to add the number of the last calling party.

Press **\*** to delete one number from the list.

Press **08** to delete all the numbers on your list.

Press **09** to delete all 'private' numbers from your list.

## SELECTIVE CALL ACCEPTANCE (SCA)

Allows you to create a list of up to 32 phone numbers from which you are willing to accept calls. An announcement that you are "not accepting calls at this time" is provided to phone calls from numbers **not** on your list.

1. Press **\*64**. An announcement will tell you if the service is on/off. Then listen to the instructions for making changes.

Press **0** for instructions.

Press **3** to turn SCA on/off.

Press **1** to review your SCA list.

Press **#** to add a number to your list.

Press **\*** to delete one number from the list.

Press **08** to delete all numbers on your list.

## CALL WAITING

Alerts you with a beep during a telephone conversation, indicating that another call is waiting to be answered.

### To Use Call Waiting:

1. Flash the hookswitch. The first call is on hold and you are now connected to the second call. You may alternate between calls each time you flash the hookswitch.

or

2. Hang Up. This will end the first call and the phone will start ringing with the second call.

or

3. Ignore the beep. The second caller will hear normal ringing.

### CANCEL CALL WAITING

Allows you to cancel the call waiting feature before making a telephone call.

### To Use Cancel Call Waiting:

1. Press **\*70**. Listen for two beeps and a steady dial tone. Call waiting will automatically be reactivated after you have completed your call.

## THREE-WAY CALLING

Allows you to add a third party to an existing telephone conversation.

### To Use Three-Way Calling:

1. Depress the hookswitch. Then listen for two beeps and a steady dial tone. (Your present call is placed on hold.)
2. Dial the number of the third party.
3. When ready to be reconnected to the original party, depress the hookswitch once for a three-way call.
4. When the originating party hangs up, all parties are disconnected.

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## **TOLL CONTROL WITH PIN**

Allows long distance calls to be made on a toll denied line on a per call basis.

### **To Use Toll Control With PIN #:**

1. Press **\*13**. Listen for dial tone.
2. Enter PIN number. Wait for dial tone.
3. Enter long distance telephone number.

### **To Change The PIN #:**

Contact the RGTC business office by dialing 611.

## **SPEED CALLING**

Allows you to dial selected telephone numbers quickly by dialing an abbreviated code. Choose Speed Dial 8 or 30.

### **To Program Speed Calling:**

1. Press **\*74** or **74#**, for 8 number speed dialing (codes 2-9).  
Press **\*75** or **75#**, for 30 number speed dialing (codes 20-49).
2. Listen for two-three beeps and a steady dial tone.
3. Enter the speed dialing code (2-9 or 20-49).
4. Enter the desired telephone number, then listen for two confirmation beeps.

### **To Use Speed Calling:**

1. Press the desired speed calling code (2-9 or 20-49).

## **AUTOMATIC RECALL (CALL RETURN)**

Will redial the last number that called you, whether the incoming call was answered or not, except if it is a private number.

### **To Use Call Return:**

1. Press **\*69** to call the last caller that called you. The recorded announcement will tell you the telephone number and time they called, and then Press 1 to activate Auto Recall.

## **AUTOMATIC CALL BACK (REPEAT DIAL)**

Will continuously attempt to redial a busy number that you have tried to call. When the line is free you will be alerted with a special ring and the call will automatically be made. It can also be used to call back the last outgoing call.

### **To Use Repeat Dialing:**

1. Hang up on the number you tried to call. Then pick up the phone and listen for a dial tone.
2. Press **\*66**.
3. If the line is still busy, listen to the announcement for instructions. You will hear two short rings When the line is free. Then your call will be made automatically when you lift the handset.

### **To Cancel Repeat Dialing:**

1. Press **\*86**. Listen for the announcement.

# CUSTOM CALLING SERVICES

## VOICE MAIL

Records messages when your line is busy or no one is available to take the call. Both the Basic and Enhanced Voice Mail packages include email notification which automatically forwards voice mail messages to an email address.

### ENHANCED VOICE MAIL

Optional upgrade to your package for more mailbox space, more greeting time, and more message time.

**To Access Your Voice Mail Use Option 1, 2, or 3** (Option 1 can only be used from the subscribed telephone location.)

#### **Option 1:**

1. Dial \*19.
2. Enter your mailbox (phone number). Or instead, if you push the # key, the system will know the number you are calling from).
3. Enter your password, then #.  
(The default password is 0000 until changed.)

#### **Option 2:**

608-536-5000  
608-537-5000  
608-538-5000  
608-624-5000  
608-735-5000

1. Dial your access number (see box at left).
2. Enter your telephone number (mailbox) number.
3. Enter your password & then # key.

#### **Option 3:**

1. Dial your subscribed telephone number.
2. Press \* key during the greeting.
3. Enter your password and then #.

#### **To Enable Auto Login**

Allows access to voice mail without entering the mailbox number or password.

1. Access your voice mailbox.
2. From the Main Menu, Press 9 for mailbox setup
  - Press 4 to change auto login options.

#### **To Record Your Greeting**

1. Access your voice mailbox.
2. From the Main Menu, Press 9 for mailbox setup
  - Press 1 for greeting options.
  - Press 2 to record your greeting.

#### **To Change Your Password**

1. Access your voice mailbox
  - From the Main Menu, Press 9 for mailbox setup.
  - Press 2 to change your password.
  - Enter your new password, then press #.
  - When prompted, verify the password by entering it again, then press #.

*Note: When you pick up the phone and hear a "short burst of stutter tones," you know that you have messages. Please dial \*19 daily to check for messages.*

#### **To Retrieve Messages**

Access your voice mailbox. If messages do not play immediately, press 1 to listen to new messages. You will hear the announcement "You have X new messages and X saved messages."

- Press 1 to listen to new messages.
- Press 2 to listen to saved messages.

#### **When retrieving messages, you can also:**

- Press 1 Play the message again.
- Press 2 Save the message and play the next.
- Press 3 Delete the message and play the next.
- Press 4 Save the message as new.
- Press 6 Fwd. message to another mailbox.
- Press 7 Skip backward in the message.
- Press 8 Pause the message.
- Press 9 Skip forward during the message.
- Press \* Return to the Main Menu.

#### **To Undelete a Message**

Don't hang up. Follow the voice prompts to listen to the message.

#### **To Use the Telephone Notification Feature:**

1. Contact the office to activate the feature. (no charge)
2. Dial into the voice mail system.
  - In the Main Menu, push 9 for the Setup Menu.
3. In the Setup Menu, push 3 for Notification options.
4. Turn the feature ON.
5. Set the time you wish it to ring.

#### **To Use Voice Mail to an Email Address:**

1. Give us your email address.
2. A new voice mail message will generate an email with an attachment from vmail@yourvoicemail.com to your inbox.
3. Open the attachment and use the media player to hear the message.
4. Save or delete the message or forward it to another email inbox.

## **PSC 160.071(6), WIS. ADM. CODE**

Customers with certified disabilities who deem one or more custom calling services essential in order to receive service that is useful and comparable to the essential service provided to other customers shall receive those services without charge.