

The services listed in this guide are for traditional telephone service and may not be available or work the same on other technologies. Call 611 from your Lumos Networks landline phone to speak with a Customer Care representative about these features. If it is more convenient to call from your wireless or office phone, please dial 1.800.262.2200.

ANONYMOUS CALL REJECTION

Reject incoming calls that are marked private. Your phone will not ring, and the caller will hear an announcement that you are not accepting blocked calls. The call will be accepted if blocking is removed. This service is provided at no charge to Caller ID customers and is available to other customers for an additional monthly charge.

How it works:

- You must first turn on Anonymous Call Rejection. Once it has been activated, it will continuously reject calls marked private.
- With a touch calling phone, press *77 to activate.
- To deactivate Anonymous Call Rejection press *87 on your touch calling phone.

AUTOMATED CALL BACK

(Busy Redial – Repeat Call)

READY TO USE
WITHOUT CALLING
CUSTOMER CARE

Redial busy numbers for up to 30 minutes. Usage is available on a per-call basis-a small charge only when you use it!

How it works:

- When you receive a busy signal, depress the switchhook and listen for the stutter dial tone.
- Press *66 on your touch calling phone.
- An announcement will tell you the number is busy, and it will try to reach the party for the next 30 minutes. Then hang up the phone.
- If you decide to discontinue Busy Redial before your call is connected or the time expires, press *86. An announcement will tell you that it has been canceled.

CALL BLOCK

Create a list of telephone numbers from which you do not wish to receive calls. When someone calls from a telephone number on your list, he will hear an announcement that you are not receiving calls. You can have up to 12 numbers on your list.

How it works:

- From your touch calling phone, always dial *60 before using any of the options below. A recording will give you instructions.
- Press 1 to review your list of telephone numbers. (You may delete numbers from your list by dialing 07 after the number is announced.)
- Press 3 to turn service on or off.
- Press #01 # to add the last caller to your list automatically. This number will be treated as a private number and will not be announced.

Note: If a customer has used Per Call Blocking, an announcement will inform you that this is a private number and cannot be announced. It will, however, be added to your list.

CALL FORWARDING

Forward your calls to a number of your choosing. All calls forwarded to a long distance number will be charged to your bill.

How it works:

- Press *72 on your touch calling phone and wait five seconds for a dial tone.
- Dial the number to which your calls are to be forwarded.
- When someone answers the phone, your calls will be forwarded. If no one answers or the line is busy, simply hang up and immediately repeat the process.
- Three beeps will indicate the feature is in effect.
- Once activated, your phone will ring once before forwarding all calls. Even though you cannot answer calls, you can still make outgoing calls.

To cancel Call Forwarding:

- Press *73 on your phone.
- Three beeps indicate the feature has been canceled.

CALL FORWARDING REMOTE ACCESS

Activate or deactivate Call Forwarding when you are away from your home or business phone.

How it works:

- From any touch calling phone, lift the receiver and listen for the dial tone.
- Dial the special telephone number, _____ to access Remote Call Forwarding service for your area.
- Listen for instructions and then dial the telephone number which has the Remote Call Forwarding capability on it (typically, your home or business phone number).
- Confirmation of number will be requested.
- Enter the Personal Identification Number (PIN) assigned to you, then dial *72.
- Enter the forward-to telephone number.
- A voice recording will confirm the forward-to number.

To cancel Call Forwarding:

- Steps are basically the same; however, instead of entering *72 for activation, you would enter *73 on your touch calling phone to cancel.
- A voice announcement will tell you that service is deactivated.

CALL HOLD

Place a call on hold, make another call, and then return to the original call.

How it works:

- While on the phone with your party, depress the switchhook and listen for a stutter dial tone.
- Press *52 and the party will be placed on hold. You will receive 4 seconds of stutter dial tone in which to make another call.
- You may retrieve the original call by depressing the switchhook and pressing *52 again.
- If you hang up after the second call, your telephone will ring and reconnect you back to the original caller.

CALL TRACE

READY TO USE
WITHOUT CALLING
CUSTOMER CARE

Trace the number of the last call you received. This information will be reported to your local telephone company and can be used in criminal proceedings. You will be charged for every trace that you request, and this should be used only for serious calling offenses such as life-threatening or obscene calls. You do not need to subscribe to this service to use it.

How it works:

- After you hang up from the offending call, immediately pick up and press *57 on your touch calling phone.
- A recording will answer. Press 1 to trace the call, then stay on the line. Another recording will tell you whether the trace was successful.
- Your local telephone company will provide the information to the appropriate law enforcement agency if you decide to press charges.

CALL WAITING

A special tone lets you know that a second caller is trying to reach you when you are on the phone.

How it works:

- To answer the second caller, depress the switchhook for a second. This puts your first call on hold and connects you with the second caller.
- You are automatically connected to your first call when the second call hangs up.
- You can also depress the switchhook for a second to return to the first call or to alternate between calls.
- If you hang up with the first caller still on the line, the phone will ring and and connect you back to the first caller.

CALLER ID WITH NAME DELIVERY

This feature provides the billing name and number of the caller on the Caller ID unit. Names are easier to recognize than just numbers, and you don't have to call the number back to see who has called. The phone must ring at least twice for the Caller ID to be received.

How it works:

- When you receive a call, your Caller ID unit will give you the name, number, date, and time of day that you received a call.
- The name will be the billing name in the telephone company record.

CANCEL CALL WAITING AND TONE BLOCK

READY TO USE
WITHOUT CALLING
CUSTOMER CARE

This feature allows you to temporarily cancel Call Waiting for the duration of a call. If you are using a modem for data or Internet call, you should cancel Call Waiting before making the call. There is no charge for this feature.

How it works:

- To cancel Call Waiting, press *70 from your touch calling phone.
- You will then hear a distinctive dial tone. Place your call as usual.
- Call Waiting will be restored as soon as you finish your call.
- If you have Three-Way Calling, you can turn this service on during a call.

ENHANCED RING

Allows you to have multiple telephone numbers on just one phone line. A distinctive ring for each number determines which number is being called.

How it works:

- A second number is assigned to the main phone number. A distinctive ring notifies the customer that his second number is being called. Only one physical line is actually working. If the customer has Call Waiting, two tones will be heard to identify the call as the Enhanced Ring instead of just one tone.

EXTENSION INTERCOM

Use your phone like an intercom system.

How it works:

- Pick up the receiver and dial your 7-digit home telephone number, then hang up. The other telephones in your home will ring. Ringing will stop when someone else picks up the phone. The connection will be made when you pick up the phone again.

PER CALL BLOCKING

READY TO USE
WITHOUT CALLING
CUSTOMER CARE

Allows you to mark your number private so that it will not show up on the Caller ID display or be announced on certain features such as Return Call. There is no charge for this service.

How it works:

- Press *67 on your touch calling phone.
- You will hear a stutter dial tone.
- Enter the number that you want to call.
- *Private Number* will be displayed or announced instead of your telephone number or name.

Note: You must dial the code each time you want to mark your number private.

PER LINE BLOCKING

Automatically mark each of your calls private without having to enter *67 before every call. This feature prevents your number from displaying on the Caller ID units and being announced on certain features such as a Return Call.

PRIORITY CALL

Develop a list of your most important callers. When someone on your list calls, the call is identified with a unique ring.

How it works:

- From your touch calling phone, always dial *61 before you select any of the options below. A recording will give you instructions.
- Press 1 to review your list of telephone numbers. You may delete numbers from your list by dialing 07 after the number is announced.
- Press 3 to turn service on or off.
- Press #01# to add the last caller to your list automatically—this number will be treated as a private number and will not be announced.

RETURN CALL

READY TO USE
WITHOUT CALLING
CUSTOMER CARE

Call back the last number that called you whether you answered the call or not. You may have unlimited use or this feature is also available on a per call basis for nominal fee.

How it works:

- Before you receive another call, pick up the receiver and dial *69 on your phone.
- A recording will announce the telephone number of the last caller, (unless marked private or the local telephone company doesn't provide an announcement). You may choose to return the call by pressing 1, or by simply hanging up.
- If the number is busy after you press 1, the service will attempt the call up to 30 minutes, then automatically terminate.

To cancel the service:

- If the call does not go through because your line is busy, you can cancel the service before the thirty minutes are up by pressing *89 on your phone.

Return Call Restrict:

- Allows you to restrict your phone from using return call. There is no charge for this service. Simply call 611 for customer service to provision.

SELECTIVE CALL ACCEPTANCE

Create a list of up to 12 telephone numbers from which you are willing to accept calls. All other calls are forwarded to a recording letting the caller know that you are not receiving calls.

How it works:

- From your touch calling phone, always dial *64 before using any of the options below. A recording will give you instructions.
- Press 1 to review your list of telephone numbers. You may delete numbers from your list by dialing 07 after the number is announced.
- Press 3 to turn service on or off.
- Press #01# to add the last caller to your list automatically—this number will be treated as a private number and will not be announced.

SELECTIVE FORWARDING

Create a list of selected telephone numbers that you want to be forwarded to another number. Calls from numbers on your list will be forwarded to the number you choose. Calls from all other numbers will not be forwarded.

How it works:

- From your touch calling phone, always dial *63 before selecting any of the options below. A recording will give you instructions.
- You must first press 3 to turn the service on.
- You will then be asked to enter the number to which you want calls forwarded. Enter the number.
- Press the # key.
- Press 0 to change the forward-to number.
- Press 1 to confirm existing forward-to number.

SPEED CALLING (8 or 30)

Allows you to place local or long distance calls by dialing either one or two digits.

How it works:

- Dial the one or two digit code for the number you are calling, and the call will be placed quickly.

To establish your Speed Calling 8 List:

- Press *74 on your phone.
- Assign a single digit number (2-9) as your speed access code.
- Then enter the number you wish to use for that code (For long distance, be sure to add the 1 in front of the area code and number).
- Listen for a tone which will indicate that your Speed Calling number is established.

To establish your Speed Calling 30 List:

- Use the same process as above except press *75 to establish your list. Then assign a number between 20 and 49 for your speed access code.

THREE WAY CALLING AND THREE WAY CALL TRANSFER

Allows a third person to be added to the conversation or for a call to be transferred.

How it works:

- Depress the switchhook for about a second to place your existing call on hold.
- Dial the third number. Speed Calling codes may be used if you also have this feature.
- When the third party answers, you can talk privately before completing the three way conversation.
- Depress the switchhook again for a second, and all three parties will be on the line. If the third number is busy or does not go through, depress the switchhook twice to return the party on hold.

Three Way Call Transfer:

- Hand off the first part of your call to another party by hanging up after adding the third party. They can continue to talk while you drop off.

TOLL CONTROL

Prohibit making any long distance calls from your telephone by unauthorized persons. Long distance calls can be made only by dialing your personally assigned access code.

How it works:

- Dial 2-digit access code *94 and pause momentarily. You will hear a single beep or tone for confirmation.
- Enter 4-digit security code.
- Wait for dial tone.
- Dial your long distance number.