

# Custom Calling

Custom Calling services are available to all customers at an additional monthly charge and a one time \$10.00 set up fee. For further information call your Service Representative at 565-3131.

## **CALL FORWARDING \$2.00 PER MONTH**

Call Forwarding lets you transfer your incoming calls automatically to any other telephone you can dial within the continental U.S.A. without the assistance of an operator.

### **To Forward Calls:**

Dial 72 or 72# for Tone Dial phones. Listen for a second dial tone, then dial the number to which you want your calls forwarded. The phone that the number is being forwarded to will ring, then pick it up. Call Forwarding is now in effect.

### **To Cancel Forwarding:**

Dial 73 or 73# for Tone Dial phones. Listen for three short tones. Call Forwarding is now cancelled.

### **Some Things to Remember:**

Call Forwarding continues until you cancel it from your telephone.

You can still make outgoing calls from your telephone while Call Forwarding is established.

A short ring will be heard whenever your number is called to remind you your telephone calls are forwarded you cannot answer these calls.

If other persons use your telephone, let them know when incoming calls are being forwarded-especially if they are expecting an important call.

Don't forget to tell the person who will receive your calls that you are using Call Forwarding-especially if you will

not be where your calls will be forwarded.

You pay applicable charges, if any, for calls forwarded from your telephone.

## **THREE-WAY CALLING \$2.00 PER MONTH**

This service lets you add a third person to your conversation.

### **To Add A Third Person To Your Conversation:**

Press the switch hook once, firmly (1/2 second); and release immediately. This puts the original call on "hold". Listen for three short tones, then a dial tone. Dial the telephone number of the third person to be added. After the third person answers, you may talk with the person before returning to the original call. To return the original caller to the line and complete the three-way conversation, press the switch hook once firmly, (1/2 second), and release immediately.

**NOTE:** If the line is busy or doesn't answer, cancel the three-way call by pressing the switch hook once. Continue the original conversation or try again.

### **To Remove Either Person From The Conversation:**

The original party hangs up to disconnect. The third person is removed by you pressing the switch hook once and releasing it immediately, or by the third person simply hanging up. All three connections are automatically disconnected when you hang up.

### **To Add A Different Person:**

Perform a "remove" step. Then repeat the first four steps.



**SPEED CALLING \$2.00 PER MONTH**

Speed calling provides one or two-digit codes for up to 30 of the telephone numbers you call the most. You can dial both local and long distance calls with Speed Calling.

**To Place a Speed Call:**

When you hear the dial tone, dial the activation code (2 through 9 or 20 through 49) assigned to the number you're calling. If your telephone is Touch-Tone and equipped with the pound symbol (#) key, press the code number and then the # key.

**To Add Or Change A Speed Calling Code Number:**

8-Code or 30-Code Speed Calling  
Listen for dial tone, then dial activation code 74-(8 Code) or 75-(30 Code).

(On a Touch-Tone phone equipped with a pound symbol (#) key, press 74 or 75 and then the # key)

Listen for a second dial tone, and then dial the Speed Calling code number (2 to 9; 20 to 49) to be changed or added.

Next, dial the local or complete long distance number you want assigned to that code number.

Three short tones indicate the new code and telephone number combination have been recorded.

**CALL WAITING \$2.00 PER MONTH**

This service lets you answer a second call while you are using your telephone.

**How It Works**

When you are using your telephone, and someone else calls you will hear a brief tone signal. The person with whom you are talking with will hear a slight click. Ten seconds later you will hear a reminder tone. The incoming caller only hears the usual ringing signal.

**To Answer The Second Call:**

If you wish to end the first call, hang up. Your phone will ring and the second (incoming) caller will be on the line. If you want to hold the first call while answering the second call, press the switch hook once, firmly (1/2 second), and release it immediately. You will be connected with the other person on your line.

**Returning To The First Call:**

To return to the first call, simply press the switch hook once, firmly (1/2 second), and release it immediately. With this method you can switch between the two calls as frequently as you wish.

**How To End Either Conversation:**

After you have finished talking with either caller, hang up. Your phone will ring and when you answer you will be connected with the person remaining on the line.

**CANCEL CALL WAITING**

If you do not want to be interrupted during an important phone call by your Call Waiting tone, you can Cancel Call Waiting.

**How To Use Cancel Call Waiting:**

Lift the receiver and press \*70 (for dial phones 1170).

Dial the number you wish to call. Your Call Waiting will be cancelled for the length of that phone call.

**To Cancel Call Waiting During a Phone Call:**

You must have Three-Way Calling. Simply press the hang up button and put your first call on hold. When you hear the dial tone press \*70 (for dial phones 1170) Press hang up button again and keep talking. Your call waiting is cancelled for the rest of that phone call.

**X-TRA RING \$4.00 PER MONTH**

X-tra Ring allows the Telephone Company to assign a second or a third directory number to a primary single subscriber with specific ringing patterns for each different number. If subscriber also has call waiting, a unique tone for each number is provided. This allows customers to determine for whom an incoming call is intended. If subscriber also has call forwarding, one of two options apply; call forward primary line directory number, or all assigned directory numbers. One directory listing is included with each X-tra Ring number.

**DISCONNECTED CUSTOMER INFORMATION SERVICE \$7.00 PER MONTH**

A recorded message containing specific information designated by the former customer. The message originates at the central office and is activated by calling the customer telephone number.

**VOICE MAIL**

We do have Voice Mail capability. Call us for more information and pricing. 565-3131.

**CRAIGVILLE LONG DISTANCE**

The Craigville Telephone Company provides our customers with Long Distance service. What does this mean to you, our customer?

**One Bill.**

**LOCAL Customer Service**

**No Charge** for changing long distance companies.

If you are interested in switching or have any questions call 565-3131.

We can also provide you with toll free (800) service, and personal blocks on long distance. Please call for more information concerning these services.

**CALLER ID NUMBER \$4.00 PER MONTH**  
**CALLER ID NAME & NUMBER**  
**\$7.50 PER MONTH**

Caller ID lets you see the number of persons calling you before you actually answer. The number will be displayed on a display device between the first and second rings.

Caller ID requires the lease or purchase of a display telephone, or an add-on display unit. (Some phones with displays may not be Caller ID Compatible).

If the words "private number" or "anonymous call" appear, the caller may have blocked the delivery of his number.

If the words "unknown number" or "out of area" appear, the caller is in an area that does not support Caller ID Services.

**NUMBER BLOCKING/CALLER ID**

No Charge

Number Blocking is automatically provided on all customer lines. This allows you to keep your telephone number from being seen on a per-call basis by someone who has Caller ID. To activate Number Blocking: Before you dial the telephone number, just press \*67 (Rotary phones 1167). The words "Private" or "Anonymous" will be shown instead of your telephone number. When you hang up, Number Blocking automatically turns off.



**INSIDE WIRING MAINTENANCE**

**\$1.00 PER MONTH**

All telephone wiring and jacks inside a customer's home or office have been deregulated, meaning that customers are responsible for repair costs should a problem occur. As a customer convenience the Craigville Telephone Company, Inc. offers Inside Wire Maintenance which provides a service call to determine the source of the problem and ½ hour of repair services. Additional parts and labor above ½ hour will be added if problem exists in the customer premise.



2351 N Main St • Craigville, IN 46731  
260-565-3131

**CUSTOMER ORIGINATED TRACE**

**\$4.00 PER MONTH**

Customer Originated Trace allows you to trace threatening or harassing phone calls automatically.

When you get a harassing call, hang up.

Pick up the handset, listen for dial tone.

Press \*57. (Rotary Phone, dial 1157.)

Follow voice instructions.

Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting tone first, you will trace the wrong call. The number you successfully trace will be recorded at the Craigville Telephone Company. Note the time of the call before calling the Telephone Company. Legal warrant will be needed for customer to obtain information from the Telephone Company.

**\*69 CALL RETURN \$2.00 PER MONTH**

Identifies the Phone Number of the last call you received.