Minburn Communications
Voice Services

CALL FEATURE DESCRIPTION AND ACTIVATION

CALL FORWARD

Basic – to forward a call from one designated number to another designated number. When a call is forwarded – the called phone will ring once as a reminder that call forwarding is on. A number can be forwarded to any number but the number that call forwarding is active on WILL BE responsible for any long distance charges that may apply.

How to use:

1. Lift the handset and dial *72.
2. Dial the number you want the phone transferred to and wait for the other end to pick up (i.e. voice mail).
3. Hang up and the phone is forwarded. If you receive a busy signal hang up and repeat the steps again. This time you will hear a 10 second silence followed by a confirmation tone. Hang up and the phone is now forwarded.

To deactivate:

1. Lift the handset and dial *73. A confirmation tone will be heard followed by silence. Hang up and the phone is now returned to normal.

Busy – Forward your calls to another number while your line is busy.

How it works:

When activated, your calls will forward to another number only when your line is busy.

How to use:

1. Lift the handset and listen for a dial tone.
2. Press *90
3. Wait for the confirmation tone.
4. Dial the telephone number that calls are to be forwarded to. Toll charges will be billed to your number for each call that is forwarded long distance.
5. Forwarding is activated if the ringing telephone is answered. If no one answers or the number is busy, hang up, then repeat the above steps, and forwarding is activated.

To deactivate:

Lift handset and listen for dial tone.

1. Press *91 **No answer-** Forward your calls to another number after a predetermined number of rings.

How it works: When activated, your calls will forward to another number after a certain number of rings if not answered before the last ring.

How to use:

1. Lift the handset and listen for dial tone.
2. Press *92
3. Wait for the confirmation tone
4. Enter number of rings you want your phone to ring before it is forwarded (2-9)
5. Hear confirmation tone
6. Dial the telephone number calls are to be forwarded to. Toll charges will be billed to your number for each call that is forwarded long distance.
7. Forwarding is activated if the ringing telephone is answered. If no one answers or the number is busy, hang up, repeat the above steps, and forwarding is activated.

To deactivate:

1. Lift handset and listen for dial tone
2. Press *93

Selective – Decide which callers should follow you to another number

How it works:

You can program your phone to forward only those calls from a special list of numbers. When your service is turned "on" calls from numbers in your forward list will be re-routed to your "forward-to" number.   All others will ring at your phone as usual. Only numbers in the 438 or 677 prefixes are allowed to be put in the special list of numbers.

How to use:

1. Lift the handset and listen for dial tone
2. Press *63
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the instructions and dial 3 to turn the feature ON (if it is currently off) or turn the feature OFF (if it is currently on)

To add the last caller to your forward list:

1. Press #01#

To enter your "forward-to" number:

1. The first time you turn on the services, you'll be asked to enter the number you'd like your special calls forwarded to. From then on, the system will simply remind you for the current "forward-to" number.
2. If the current number is correct, dial 1.
3. If you wish to change the current "forward-to" number, dial 0 and then follow the voice instructions.

To hear the phone numbers on your list:

1. Dial 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #
2. Follow the instructions. You can store 31 numbers.

To remove a number from your list:

1. Press*
2. Follow the instructions to remove numbers

CALL FORWARD FIXED

To forward a call from one designated number to another designated number. When a call is forwarded the called phone will ring once as a reminder that call forwarding is on. A number can be forwarded to any number but the number that call forwarding is active on WILL BE responsible for any long distance charges that may apply. This feature is set up in the dial office at the time it is turned on.

How to use:

1. Lift the handset and dial 68# - a confirmation tone will be heard and dial tone will return.
2. Hang up.

To deactivate:

1. Lift the handset and dial 88#, a confirmation tone will be heard followed by silence. Hang up and the phone is now returned to normal.

CALL FORWARDING REMOTE ACTIVATION 438-5114 - $1.25/month

To allow a phone to be call forwarded to another number from a remote location.   Forwarding is done just as if the customer is using the phone at home.   A number can be remotely forwarded to any number but the number that call forwarding is active on WILL BE responsible for any long distance charges that may apply. A customer picked pin number (5 digits long) is used to provide security for this feature.

How to use:

1. Call 438-5114 from anywhere in the world. The phone will ring 2-3 times and a confirmation tone will be heard followed by normal dial tone.
2. Dial the number you wish to remotely call forward, followed by their 5 digit pin. Confirmation tone heard again followed by normal dial tone.
    At this point forwarding the phone is done just as if the customer was at his/her home phone with the exception that the number that they phone is forwarded to does not have to be answered. A confirmation tone is heard instead. Call forwarding remote activation must be on the line as well as the type of call forwarding desired.

To deactivate:

Call 438-5114 from anywhere. The phone will ring 2-3 times and a confirmation tone will be heard, followed by normal dial tone. At this point the customer dials the number they wish to remotely call un-forward, followed by their 5 digit pin. Confirmation tone heard again followed by normal dial tone. At this point forwarding the phone is done just as if the customer was at his/her home phone using the deactivation code. Confirmation tone is heard and the customer hangs up.

*Call forwarding must be activated and deactivated from your telephone number.

AUTOMATIC CALLBACK

How it works:

You can save time dialing busy numbers over and over. Your phone rings you as soon as the line is free and automatically connects you.

How to use:

1. When you hear a busy signal, press and release "switch hook." Listen for a special tone.
2. If you've already hung up, lift handset and listen for dial tone.
3. Press *66
4. If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
5. A special callback ring alerts you if the line becomes free.
6. Lift the handset to automatically place the call.

To cancel your callback request:

1. Depress the "switch hook" and release. Listen for the special dial tone.
2. If you've already hug up, lift the handset, listen for normal dial tone.
3. Press *86
4. Listen for the confirmation tone or announcement. Hang up.

CALLER ID NAME AND NUMBER - $5.00/month

When you receive a call, the number of the person calling you is shown on your Caller ID display screen.

How to use:

1. When you receive a call, wait until your telephone completes the first ringing signal.
2. The telephone number of the person calling you will automatically appear on your display screen.
3. If you choose to answer the call, the number will remain on the screen until you or the caller hangs up.

CALLER ID BLOCKING PER LINE –NON PUBLISHED

How it works:

To keep a customer's caller ID information from showing up on other customer's caller ID boxes.

How to use:

Once feature is activated on line, dial as normal. To allow caller ID information to be displayed see caller ID blocking per call.

PER CALL BLOCKING – no charge

How it works:

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID of the person receiving your call.

How to use:

1. Lift the handset and listen for dial tone.
2. Press *67
3. Dial the number you're calling as usual.
4. The person you've called will not be able to see your number displayed on their telephone display screen. Instead, a "P" or "Private" will be displayed.
5. Press *82 to deactivate.

CUSTOMER ORIGINATED TRACE

Identify harassing callers through the phone company

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company.

How to use:

1. When you get a nuisance call, press and quickly release the "switch hook." Listen for a special dial tone.
2. If you've already hung up, just lift the handset again and listen for a normal dial tone
3. Press *57
4. Listen for a confirmation announcement that the last call has been traced.
5. Hang up. Record the time that you performed the call trace.
6. The number you traced will be recorded at the phone company. If you decide to follow up on the matter, we'll provide that number to the local authorities.

SELECTIVE CALL ACCEPTANCE

Decide which call you'll take.

How it works:

You can program your phone to accept only those calls from a special list of people. When your service is "turned on," your phone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you're not accepting calls at this time.

To "turn on the service":

1. Lift the handset and listen for dial tone
2. Press *64
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will tell you how many (if any) numbers are currently stored in your acceptance list.
4. Follow the voice instructions and dial 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

To add the last caller to your acceptance list:

1. Press #01#

To hear the phone numbers on your list:

1. Dial 1
2. After the list is read, voice instructions will follow.

To add a number to your list:

1. Press #

2. Follow the voice instruction you'll hear. You can store up to 31 phone numbers on your list.

To remove a number from your list:

1. Press *
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Dial 0

SELECTIVE CALL REJECTION

Don't let unwanted calls disturb you.

How it works:

 You can program your phone to reject calls from any number you place in the rejection list. When your service is turned "on" any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

How to use:

1. Lift the handset and listen for the dial tone.
2. Press *60
3. Listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored in your rejection list.
4. Follow the voice instructions and dial 3 to turn the feature ON if it is currently off, or turn the feature OFF if it is currently on.

To add the last caller to your rejection list:

1. Press #01#

To hear the phone numbers on your list:

1. Dial 1
2. After the list is ready, voice instructions will follow.

To add a number to your list:

1. Press #
2. Follow the instructions you'll hear. You can store up to 32 phone numbers in your rejection list.

To hear instructions again:

1. Dial 0

ANONYMOUS CALL REJECTION

To block incoming calls to a phone that does not want to receive calls that have had their caller-id information blocked at the far end. If no caller-id information is sent at all the call terminates normally.'

How to use:

1. Lift the handset and dial *77, a confirmation tone will be heard, followed by silence. Hang up and Anonymous Call Rejection is activated.

To deactivate:

1. Life the handset and dial *87, a confirmation tone will be heard, followed by silence. Hang up and Anonymous Call Rejection is deactivated.

DISTINCTIVE RINGING/CALL WAITING

Call Trace is a FREE feature provided to all Minburn Communications local telephone customers. If you are receiving obscene or harassing calls at all hours, this feature allows Minburn Communications to identify the calling party. Customers must place a formal request to our office for monitoring of your phone line. Customers then decide if it is necessary for Minburn Communications to follow up with the authorities. Authorities will use the traced number to find out where the call came from and help make sure it doesn't happen again.

How it works:

When you make a list of special callers, your phone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone. A list of up to 4 numbers can be programmed with a distinctive ring.

How to use:

1. Lift the handset and listen for dial tone
2. Press *61
3. Listen for an announcement telling you whether the feature is currently on or off.
4. Follow the instructions and dial 3 to turn the feature ON or OFF.

To add the last caller to your list:

1. Press #01#

To hear the phone numbers on your list:

1. Dial 1
2. After the list is read, follow the instructions.

To add a number to your list:

1. Press #
2. Follow the instructions. You can store 31.

To remove a number from your list:

1. Press *
2. Follow the voice instructions

To hear instructions again:

1. Dial 0

CALL WAITING/DEACTIVATION

To allow a customer to know there is an incoming call while they are on the phone by way of a "beep" that is generally only heard by the customer with call waiting. A customer is also able to put the first call on hold and answer the second by means of a switch hook flash.

How to use:

Call waiting once assigned to a line is always active. The customer hears the call waiting "beep" and does a switch hook flash to answer the new incoming call, at which point the customer is able to do another switch hook flash to be reconnected with the original call.

To deactivate:

Lift the handset and dial 70#. Confirmation tone will be heard and normal dial tone is returned. Simply complete call as normal. Call waiting is able to be turned off for the duration of the call. Once the phone is hung up the line is returned to its previous state.

CALL WAITING ID

The CWID feature causes the identity of a calling party in a waiting call to be displayed on the called party's station, unless the identity of the calling party is private or is unavailable for display. The call waiting feature is REQUIRED for this to work properly.

LAST CALL IDENTIFICATION

To allow a customer to know who the last call was that was completed to their line.   There is no per use charge, only a monthly.

How to use:

1. Lift the handset and dial *69. The voice prompt will read back the last number that called the customer line. The customer has the option to be able to be connected with the last calling party or they can simply hang up.

LAST CALL RETURN

To allow a customer to be connected to the last call that was completed to their line. There is no per use charge, only a monthly.

How to use:

1. Lift the handset and dial *69. The customer will then be immediately connected with the last calling party, if available. Any long distance charges will apply for long distance calls.
2. To deactivate press *89.

SPEED CALLING (short list)

To allow a customer to have a speed dialing list of 8 numbers.

How to use:

Lift the handset and dial *74. Dial any number from 2-9, then dial the number you wish to store at that number. Wait 5-10 seconds for the confirmation tone and hang up. To use a stored number lift the handset and dial the stored numbers location followed by the # sign. Long distance charges apply for long distance numbers stored as speed dial numbers.

SPEED CALLING (long list)

To allow a customer to have a speed dialing list of 30 numbers.

How to use:

Lift handset and dial *75. Dial any number from 20-49, then dial the number you wish to store at that number. Wait 5-10 seconds for the confirmation tone and hang up. To use a stored number lift the handset and dial the stored numbers location followed by the # sign. Long distance charges apply for long distance numbers stored as speed dial numbers.

TELEMARKETER CALL SCREENING

To stop a call from terminating on a customer's phone when the incoming call has no caller-id information sent with it. Towns without local caller id will also be stopped but allowed to pass by pressing 1 or waiting on the line to be connected. A blocked call will pass through.

How to use:

This feature is turned on in the switch and cannot be turned on or off at the customer's phone.

3-WAY CALLING

The 3way calling feature allows a single-party subscriber to add another call to an existing two-way talking connection. This feature includes both hold and add-on capabilities.

How to use:

Subscriber A has the 2way calling feature and is in a normal call with subscriber B. If A wishes to add a third party (C), A flashes the switch hook, B is placed on hold and, after receiving the special dial tone, A dials subscriber C. To bring B back into the call, A flashes the switch hook

again. If, for some reason, the call to the third party is not completed, subscriber A depresses the switch hook twice to return to a normal connection with subscriber B. If, after connecting with subscriber C, subscriber A wishes to disconnect subscriber C, subscriber A depresses the switch hook for about 1 second. Upon releasing the switch hook, subscriber A will be connected only to subscriber B.

TOLL RESTRICT BY PIN

How to use:

1. Customer chooses 4 digit PIN (telephone company will not have this number).
2. The phone number to dial from customer's telephone number is 438-5113 to call and change the PIN.
3. When calling 438-5113 number it will ask for code – enter 0000, enter YOUR PIN#, reenter PIN#

This works for toll calls only –NOT Des Moines calls.