



# Calling Services Overview

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The document is an introduction of our call features and gives you a brief overview of each service and how to configure and/or operate them from your phone or web self-care interface (web self-care is explained on the next page). This information is also available on our website under the Call Features link at [www.allband.org](http://www.allband.org)

The features listed in this document are available free-of-charge and are automatically enabled on your account unless otherwise noted or disabled at your request during your initial installation set-up.

If you have any questions, troubleshooting problems or comments, please feel free to contact Allband at **989-369-9999** at anytime.

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## **Allband Web Self-care**

Allband Web Self-care gives you the ability to configure your calling features with an online interface at <https://selfcare.allband.org>. This feature is available to all of our members free of charge. You do not have to purchase Allband's Internet services to use it, although you will need access to the Internet to utilize the self-care service.

To log into the Allband Web Self-care website, point your browser to <http://selfcare.allband.org> and enter your **telephone number** and **pin**. You can also access this feature on our website at [www.allband.org](http://www.allband.org)

Your default pin is: **123456**

This can be changed once you log into the interface.

Assistance with the configuration of your call services is also available on the self-care website. Click on the service manual link on the bottom-left of the web page to access the manual.

Note: Not all of our calling features are configurable on the web self-care website. If a calling feature is available on web self-care, this *web self-care* graphic will be noted next to the feature's title throughout this document.

## **Call Forwarding Services**

These services apply to calls that are not answered on your telephone and are forwarded to another number. They include Unconditional Call Forwarding, Busy Call Forwarding, Delayed Call Forwarding, Selective Call Forwarding, Remote Access to Call Forwarding, and Line Hunting.

### ***Unconditional Call Forwarding (UCF)*** *web self-care*

This service forwards all of your incoming calls on to an alternative number, without ringing your phone first.

The standard access codes for this service are as follows:

- Dial **\*72**
- Wait for a confirmation tone, and then dial the number to forward to
- To activate the feature, wait for the courtesy call to be answered.
- To disable UCF, press **\*73**

### ***Busy Call Forwarding (BCF)*** *web self-care*

This service forwards incoming calls to an alternative number only when your phone line is busy.

The standard access codes for this service are as follows:

- Dial **\*90**
- Wait for a confirmation tone, and then dial the number to forward to
- Wait for the courtesy call to be answered for verification purposes
- To disable BCF, press **\*91**

### ***Delayed Call Forwarding (DCF)*** *web self-care*

This service forwards incoming calls to an alternative number only if the call is not answered on your telephone line.

The standard access codes for this service are as follows:

- Dial **\*92**
- Wait for a confirmation tone, and then dial the number to forward to
- Wait for the courtesy call to be answered for verification purposes
- To disable DCF, press **\*93**

### ***Selective Call Forwarding (SCF)*** *web self-care*

This service allows you to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number.

The standard access code for this service is as follows:

- To configure SCF via the Screen List Editing menu, press **\*63** or **\*83**

The following codes are used in the Screen List Editing menu:

- **0** to hear the main instruction menu
- **3** to turn the call service on or off
- **#** to add a number to the list, then **01** to add the last calling number to the list
- **1** to review the list of numbers, then **07** to delete an individual number from the list
- **\*** to delete an individual number from the list
- **08** to delete all the numbers on the list
- **09** to delete only the anonymous entries on the list

Users may dial during announcements for faster service.

### ***Remote Access to Call Forwarding (RACF)***

This service allows you to access and change your call forwarding configuration from any phone.

To use the RACF service:

- Call the RACF directory number: **989-369-9985**
- Enter your own directory number and PIN when prompted (Default Pin is **0000**)
- Enter the Call Forwarding access code you require (for example, to access Unconditional Call Forwarding, enter **\*72**).
- Configure the call service as for normal Call Forwarding configuration.

### ***Line Hunting***

This service provides an alternative to Busy Call Forwarding and Delayed Call Forwarding. 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. By default, Line Hunting continues hunting until the call is answered; if it finds a line that is not busy but the call is not answered within a specified delay time, it continues hunting through the remaining lines in the group. Alternatively, you can configure it to stop at the first non-busy line in the group; the call services configured for this line then apply to the call (not those configured for the original called line), so the call may be processed by other services such as Delayed Call Forwarding or Voicemail if it is not answered.

There are no user-configurable access codes or options for this service, either through Web Services or the handset. Line Hunting must be requested by the member and can only be

activated by Allband. If you are interest in this service, please call Allband at 989-369-9999 to request this service.

### ***PIN Change*** *web self-care*

This service allows subscribers to change their personal identification number (PIN), which they use to access Remote Access to Call Forwarding, and to deactivate Call Barring. The PIN is initialized to **0000** for new subscribers. It can be changed to any four digit number.

The default access code for this service is as follows:

- To access the PIN Change service, press **\*319**
- When prompted, enter your current PIN.
- If the current PIN is correct, you are prompted to enter a new four-digit PIN.
- An announcement confirms the new four-digit PIN.

### ***SimRing*** *web self-care*

*Note: Web-self Care is required to configure this feature.*

This service provides a way for you to configure additional numbers (up to a maximum of 32) which will ring when a call is received, as well as your own number, any of which can answer the call. Note: the SimRing service will always ring your own number. For example, you can configure calls to ring your home phone number and to ring your mobile phone at the same time.

The standard access codes to enable/disable this service are as follows:

- To enable SimRing, press **\*361**
- To disable SimRing, press **\*362**

Additional numbers to call can be added or removed by using the Web Self-Care service.

### ***Find-me-follow-me*** *web self-care*

*Note: Web-self Care is required to configure this feature.*

This service provides a way for you to configure additional numbers that will be rung instead of or as well as your 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. You can configure numbers for each of six steps. For each step, they can configure one or more number(s) that will be rung for a set amount of time before moving on to the next step. (If the numbers at a given step in the order are given different durations, they will all be rung for the longest duration before proceeding to the next step.) If you want your own number to ring at any point, you must configure Find-me-follow-me with a rule that alerts the subscriber's own number; this will **not** be done by default. If rules are set up so that a number is repeated, it will be called the first time it is encountered in the rules but will not be called again at a later step.

The standard access codes to enable/disable this service are as follows:

- To enable Find-me-follow-me, press **\*371**
- To disable Find-me-follow-me, press **\*372**

Rules (numbers to be called, and the order in which they are called) can be changed by using the Web Self-Care service.

### ***Voicemail using Call Forwarding***

Allband includes support for transferring calls to our voicemail system using Call Forwarding services; for example, setting up Busy Call Forwarding to our voicemail server's designated telephone number (989-369-9990) means that incoming calls will be sent to voicemail when the called line is busy. This allows subscribers to control their voicemail service using the existing access codes for Call Forwarding services. It also provides additional flexibility in determining which calls go to voicemail; for example, you can send all calls to voicemail using Unconditional Call Forwarding, send calls from particular callers to voicemail using Selective Call Forwarding, or send calls to voicemail as the last rule in Find-me-follow-me if none of the numbers specified in earlier rules can take the call.

To activate this feature:

Use the Allband remote voicemail directory number: **989-369-9990**, as your call forwarding number and all forwarded calls will go directly to your voicemail.

## Caller ID Services

These services apply to the delivery of the caller's name and number for both incoming calls and outgoing calls on your telephone line. They include Incoming Calling Name and Number Delivery, Outgoing Caller ID Presentation, Charge Number, Automatic Recall, Last Caller ID Erasure, Automatic Callback and Call Trace.

### ***Incoming Calling Name and Number Delivery (CND)*** *web self-care*

This service displays the number of the incoming caller on your telephone, if your phone has a Caller Display screen or Caller Display Unit.

The standard access codes for Calling Number Delivery are as follows:

- To enable CND, press **\*65**
- To disable CND, press **\*85**

The same codes also enable and disable Calling Name Delivery, which is described below.

CND will not display the calling number for:

- Some international calls
- Withheld numbers
- Some calls from older parts of the telephone network.

### ***Outgoing Caller ID Delivery*** *web self-care*

This service determines whether your name and number is displayed on outgoing calls. The services can be configured in one of two ways:

- The subscriber can withhold their calling name for an individual call by dialing an access code before the rest of the number.
- The subscriber can permanently withhold their calling name, unless this is over-ridden by an access code dialed before the rest of the number.

The standard access codes are as follows:

- To withhold the calling number for a single call, press **\*67** (before dialing)
- To allow delivery of the calling number if it is blocked by default, press **\*82**

If you would like to permanently block your outgoing caller ID services, please contact Allband at **989-369-9999** to have this service disabled or select this feature in web self-care.

## ***Charge Number***

This service allows subscribers' calls to be billed to a different number from the directory number assigned to their line. For example, a subscriber who has two or more lines can have all calls for these lines billed to one number and therefore receive a single bill for all calls.

If you are interested in this calling feature, please contact Allband at **989-369-9999**.

## ***Automatic Recall (AR)***

This service allows you to return the most recent incoming call, or to hear the last incoming caller's number and then optionally return the call.

The service is a two-stage process: You dial 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.

If the call to the last calling number fails because the called party's line is busy, a recall is made automatically as soon as the line becomes idle. Your Automatic Recall phone will then ring with a distinctive ring so that you can identify the recall. If the last caller's line does not become idle within the set timeout period, or if it does become idle but call setup fails for another reason (for example if the subscriber's line becomes busy again before the call can be set up), the attempt is abandoned. Dialing the access code again will reactivate the service and reset the timeout period, and another access code can be used to cancel all outstanding recall requests.

The standard access codes for this service are as follows:

- To hear the last caller's number, press **\*69**
- To then return the call, press **1**
  
- To cancel all outstanding AR attempts, press **\*89**

## ***Last Caller ID Erasure***

The service allows you 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 also 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 your phone.

When the access code is dialed, you will receive an announcement to confirm that all records of recent calls have been deleted.

The default access code for this service is as follows:

- To erase the ID of the last caller, press **\*320**

### ***Automatic Callback (AC)***

This service allows you to automatically redial the last outgoing call. 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. Your Automatic Recall function will then create a distinctive ring on your phone so that you can identify the callback. If the called party's line does not become idle within the set timeout period, or if it does become idle but call setup fails (for example if your line becomes busy again before the call can be set up), the attempt is abandoned. Dialing the access code again will reactivate the service and reset the timeout period.

All outstanding callback requests can be canceled using another access code.

The standard access codes for this service are as follows:

- To automatically callback the last outgoing call, press **\*66**
- To cancel all outstanding callback attempts, press **\*86**

### ***Call Trace (CT)***

In the event that you receive a malicious phone call, this service allows you to request a trace of the incoming call. This information is provided directly to Allband and will be passed on to an appropriate authority.

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

To perform Call Trace during an active call flash-hook before dialing the codes below.

The standard access codes for this service are as follows:

- To perform a trace on the current or last call, press **\*57 and \*1**

In the event that a call trace is needed, please contact Allband at **989-369-9999** immediately after the trace has been activated.

## **Incoming Call Services**

These services apply to incoming calls to your telephone and allow you to filter important and unwanted calls. They include Selective Call Rejection, Anonymous Call Rejection, Do Not Disturb, Selective Call Acceptance, and Priority Call.

### ***Selective Call Rejection (SCR)*** *web self-care*

This service allows you to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.

There are two standard access codes for this service, which lead to exactly the same menu system.

- To configure SCR via the Screen List Editing menu, press **\*60** or **\*80**

### ***Anonymous Call Rejection (ACR)*** *web self-care*

This service automatically rejects all calls from withheld numbers.

The standard access codes for this service are as follows.

- To enable ACR, press **\*77**
- To disable ACR, press **\*87**

### ***Do Not Disturb (DND)*** *web self-care*

This service allows you to block your 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.

The standard access codes for this service are as follows.

- To enable DND, press **\*78**
- To disable DND, press **\*79**

### ***Selective Call Acceptance (SCA)***

This service works alongside Do Not Disturb. It allows you to block your line temporarily to prevent incoming calls, but to allow pre-configured numbers through. Outgoing calls can still be made as normal, but incoming calls from numbers that are not on your configured list are not connected; instead, the caller hears an announcement that the subscriber is not currently accepting calls.

**Note:** If you enable Selective Call Acceptance this way, you will also enable Do Not Disturb as Selective Call Acceptance depends on Do Not Disturb to work.

The standard access codes for this service are as follows:

- To access Selective Call Acceptance, press **\*64** or **\*84**

Also, enabling and disabling Do Not Disturb will enable and disable Selective Call Acceptance.

***Priority Call*** *web self-care*

This service allows you to select a list of numbers from which incoming calls will ring with a distinctive tone.

The standard access code for this service is as follows:

- To configure Priority Call via the Screen List Editing menu, press **\*61** or **\*81**

## Messaging Services

### ***Voicemail available online!***

Allband's voicemail service allows a calling party to leave a message for you on our voicemail servers. Our system is very similar to mobile phone voicemail systems and it allows you to retrieve your messages from your main telephone and remotely from another location.

When you have a message waiting, the system will notify with two methods:

- If your phone is equipped with a message waiting indicator or light, it will begin to flash.
- When you pick up your handset, you will hear a brief stutter-tone and then a normal tone.

The standard access code for this service is as follows:

- To retrieve messages, press **\*15**
- Enter your pin
- When dialing into the system for the first time, your default pin is **123456**
- During your first login into the voicemail system, the attendant will guide you through your mailbox setup, where you will change your password pin, record your greeting and your name.
- To retrieve messages remotely (from another phone), dial **989-369-9990**
- Enter your telephone number (per attendant)
- Enter your pin (per attendant)

In ***web self-care***, you have the ability to change the amount of time it takes for the voicemail to answer your calls.

### **You also have the ability to access your voicemail *online!***

To do so, direct your browser to <http://mailadmin.metaswitch.com> to retrieve and play your voicemails on your computer. Or go to <http://www.allband.org> and click on the 'Check Voicemail' link.

Once you have reached the website, do the following:

- Enter your telephone number
- Enter your pin (same as pin used on your phone)

Please refer to the attached 'Voicemail Guide' for more detailed information about your voicemail features.

## **Reminder Call** *web self-care*

This service allows you to book calls with Allband's telephone system at a set time of day. It is essentially an alarm service provided by Allband that will call your telephone as a reminder. An announcement is played when you answer. Reminder calls can be individual or regular reminders. Individual reminders are made once at a set time, up to 24 hours after the reminder was configured.

To enable a regular reminder call through the handset:

- Dial the appropriate access code (see below)
- An announcement will prompt the user to dial the desired time, in 24-hour clock format, followed by \*
- An announcement will prompt the user to dial the repeat option code (see below) followed by #
- The options are every Monday (**1**) to every Sunday (**7**), every weekday (**8**) and every day (**9**)
- An announcement will confirm that the reminder has been set, with the option to cancel at this point if desired.

Regular reminders conflict if they are set for the same time and their repeat options have a day in common. It is not possible to configure conflicting regular reminders.

The default access codes for this service are as follows:

- To enable an individual reminder, press **\*310**
- To disable all individual reminders, press **\*311**
- To disable one individual reminder, press **\*312**
- To check individual reminders, press **\*313**
- To enable a regular reminder, press **\*314**
- To disable all regular reminders, press **\*315**
- To disable one regular reminder, press **\*316**
- To check regular reminders, press **\*317**

## **Multi-Party Call Services**

These services apply to calls on your line that involve more than one other party, and include 3-Way Calling, Call Transfer, Call Hold, Call Waiting, Call Waiting with Caller ID, Cancel Call Waiting, Home Intercom, and Off-premises Extension Services.

### ***3-Way Calling (TWC)***

This service allows you 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 and then dial the third party's number. If the third party answers, hit flash-hook again to add both of you to 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 3-Way Calling Ring-back.

### ***Call Transfer (CT)***

This service allows you to call another party during an existing call, and transfer the call to the second party.

To transfer a call to a second number, 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 (CHD)***

This service allows you to put a call on hold and then dial another number. The subscriber can then switch back to the first call (putting the new call on hold), and subsequently switch between the two callers.

To put the current call on hold so that 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 (CW)***

This service notifies you that a second call is on the line and allows you to switch between then calls. There are no access codes for enabling, disabling or checking Call Waiting.

When you hear a Call Waiting tone during a call hit flash-hook to swap between the callers. If you hang up while a call is still on hold, you will receive a ring-back reminding you to reconnect the call.

### ***Call Waiting with Caller ID***

This service displays the calling number and/or the calling name (depending on whether the subscriber has Calling Number Delivery and/or Calling Name Delivery enabled) as part of the notification that a second call is on the line.

This service is enabled and disabled using the same access codes as Calling Number Delivery, and the same restrictions apply. These codes will only take effect if Call Waiting is already enabled.

The standard access codes for this service are as follows.

- To enable Call Waiting with Caller ID, press **\*65**
- To disable Call Waiting with Caller ID, press **\*85**

### ***Cancel Call Waiting (CCW)***

This service allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted. The service is enabled by dialing an access code before or during the call for which Call Waiting is to be canceled.

The standard access codes for this service are as follows:

- 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.

### ***Home Intercom***

If you have multiple customer premises extensions on your phone line, this service allows you to do the following:

- Call other extensions
- Transfer an incoming call between extensions.

For example, this service might be used when you wish to contact an extension in an outbuilding some distance away from the home. You can optionally use distinctive ringing to distinguish

Home Intercom calls from incoming calls. This service is known as Home Intercom Distinctive Ringing.

To call another extension using the Home Intercom service:

- Pick up an extension and dial your own directory number.
- When you hear the busy tone, hang up.
- All the extensions will start ringing. Do not answer, but wait for the other extension to pick up.
- When the other extension picks up, the extensions will stop ringing. Pick up your extension and you will be connected to the other party.
- If no one answers on another extension, the extensions will stop ringing after a timeout period. If you then pick up your extension, you will hear the normal dial tone.

To transfer an incoming call to another extension using the Home Intercom service:

- While you are in the call to be transferred, flash-hook and hang up.
- All the extensions will start ringing. Do not answer, but wait for the other extension to pick up.
- When the other extension picks up, the extensions stop ringing. The other party is connected to the transferred call.
- If no one answers on another extension, the extensions will stop ringing after a timeout period. The caller will be cut off. If you then pick up your extension, you will hear the normal dial tone.

### ***Off-Premises Extension Service***

This service allows an Individual Line to be associated with a second physical telephone line on a different access device, typically in a different location. The two lines act exactly as two extensions of the same line would operate. This service can be used when a subscriber wants to install an extension line in a location that is too far to run an extension cable.

The two lines share a single directory number, and both ring when a call comes to this number.

When one of the two lines is in an active call, a user on the other line can pick up and join the call, effectively creating a three-way call between the two lines and the remote line.

Alternatively, the line in the call can dial an exclusion code before or during the call, which prevents the other line from joining the call.

It is not possible to exclude the other line from emergency and operator calls.

To join an existing call on the other line, pick up your phone. If the other user has not excluded your line, you will automatically join the existing call.

There are two ways to exclude the other line from a call:

- Before making a call, dial the default access code **\*58**. You will hear a confirmation tone followed by a second dial tone. You can now dial as usual, and the other line will be unable to join the call.
- During a call, flash-hook and when you hear a dial tone, dial the default access code **\*58**. You will hear a confirmation tone. The other line is now unable to join your call.

If you attempt to join a call that has been excluded on the other line, you will hear a busy tone.

If you are interested in utilizing this service, please contact Allband at 989-369-9999.

## **Outgoing Call Services**

These services apply to outgoing calls from your telephone line, and allow you to select the types of outgoing calls that can be made and use speed dialing codes to make them. They include Speed Calling, Call Barring, Mandatory Account Codes, Warm Line, and Hot Line.

### ***Speed Calling*** *web self-care*

This service allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers.

The short codes have a one-digit range and a two-digit range. The defaults are 2-9 and 20-49 respectively.

- To use speed dialing, dial the short code and then either dial # or wait four seconds.
- To configure one-digit speed dialing, press **\*74**
- To configure two-digit speed dialing, press **\*75**

To add a short code mapping through the handset:

- Dial the one-digit or two-digit access code (**\*74** and **\*75** respectively).
- A broken dial tone is played, continue with entering the short code without waiting for a prompt.
- Enter the one-digit or two-digit short code, followed immediately by the number to which the short code maps.
- A confirm tone is played, then after a second of silence, either the reorder tone or dial tone is played (depending on the type of subscriber line).

### ***Call Barring*** *web self-care*

This service allows you to bar outgoing calls to certain types of numbers from their line. The types of call that can be barred are:

- International calls
- National calls (long-distance, interLATA and intraLATA)
- Local calls
- Operator calls
- Calls to any call service access codes
- Calls to those call service access codes which can affect configuration (for PBX lines)
- Premium rate calls.

Note that when calls to access codes have been barred, users can still enter the codes to disable access code barring and to check call barring status.

Certain types of call are never barred. These are:

- Toll-free calls
- Calls to service access codes

- Emergency calls

To activate barring for a certain type of call through the handset:

- Dial the appropriate access code
- An announcement confirms that call barring has been activated.

To deactivate barring for a certain type of call through the handset:

- Dial the appropriate access code
- An announcement prompts you to enter your PIN code
- Enter your PIN code
- An announcement confirms that call barring has been deactivated.

The default access codes for this service are as follows:

To enable call barring for:

- All calls except emergency calls, press **\*341**
- National and international calls, press **\*342**
- International calls, press **\*343**
- Operator calls, press **\*344**
- Calls to access codes, press **\*345**
- Premium rate calls, press **\*346**

To disable call barring for:

- All calls except emergency calls, press **\*351**
- National and international calls, press **\*352**
- International calls, press **\*353**
- Operator calls, press **\*354**
- Calls to access codes, press **\*355**
- Premium rate calls, press **\*356**

### ***Mandatory Account Codes*** *web self-care*

This service allows you to correlate their outgoing calls with a numerical account code, which is reported in billing information for the call. Account codes can be used for a number of purposes. For example, residential subscribers sharing a telephone line can use separate account codes to determine how to split the cost of calls, or business subscribers can use different account codes for calls to different customers to determine how to calculate expenses.

Account codes can either be validated (the supplied code must match one on a configured list) or non-validated (the code is recorded as entered, but not checked). If the account codes are validated, you can configure a number of incorrect attempts that may be made by a subscriber. If this number is exceeded, the account is locked out except for toll-free or emergency calls. An entry is added to the log when the account is locked out in this way.

If you are interested in this service, please contact Allband at 989-369-999 to setup your account codes.

The following types of calls can be configured to require an account code:

- International
- National (long-distance, interLATA and intraLATA)
- Regional
- Carrier dialed
- Local
- Operator
- Premium
- Directory Enquires
- Local Intra-Business (intercom)
- Other Intra-Business (intercom)

Certain types of call never require an account code. These are:

- Toll-free calls
- Calls to service access codes
- Emergency calls

If you subscribe to long distance service, you can configure this service to require account codes for some or all of the subscribers using the service. These account codes operate in a similar way to those for local subscribers making outgoing calls, but are configured separately.

After dialing a number that requires an account code, the subscriber hears either a continuous or a stutter dial tone, and must enter the account code before the call can be set up. If a code is not entered, or if a validated code is incorrect, an error announcement is played and the call is not connected. After dialing the number, you can dial the account code immediately without waiting for the continuous or stutter dial tone.

When using validated codes, if you make more than a specified number of incorrect attempts at entering an account code, an error message is played and the subscriber's account is locked. The subscriber cannot make any further calls requiring an account code until the account is unlocked. If your account is locked, you must contact Allband at 989-369-9999 to have your account unlocked.

### ***Warm Line***

This service allows your telephone line to be configured with a number that is dialed automatically when the phone has been off the hook for a configurable amount of time. This allows a subscriber to be given a default outgoing call, which can be useful to people who may not be able to reliably dial a number without assistance. For example, the outgoing call could be configured to go to a relative or emergency contact.

If you are interested in using this service, please call Allband at 989-369-9999 to configure your telephone line with warm line functionality. This service cannot be changed through the handset or Web Services.

### ***Hot Line***

This service allows your telephone line to be configured with a number that is dialed automatically when the phone is taken off the hook. For example, this could be used in an airport to provide a phone that dials a local taxi company, but no other numbers.

If you are interested in using this service, please call Allband at 989-369-9999 to configure your telephone line with hot line functionality. This service cannot be changed through the handset or Web Services.

## **Teen Service** *web self-care*

Teen Service allows you to have up to three additional directory numbers while retaining only one physical line. Calls to the additional numbers go through to the existing phone line, but have a distinctive ring tone for each number.

Outgoing calls are made only from the primary directory number. However, some call services can be configured specifically for incoming calls to the new Teen Service directory numbers.

Three common uses for this service are:

- In a household where parents may give an additional number to their teenage children, so that calls for the children can be ignored by the adults
- A 'hotline' service, where high-priority callers are given the additional number, enabling the subscriber to filter important calls
- For home-workers, where a single phone line may be used for both business and personal calls, and it is desirable to ignore business calls outside working hours, for example by forwarding business calls to a voicemail system.

No outgoing calls can be made from Teen Service directory numbers. This means that subscribers cannot use access codes through the handset to manage call service configuration for Teen Service lines. Instead, subscribers can configure call services in the following ways:

- Web Services can be used to configure all available call services for Teen Service lines.
- Remote Access to Call Forwarding can be used to manage call forwarding configuration for Teen Service lines.

If you are interested in using this service, please call Allband at 989-369-9999 to configure your telephone line with teen line functionality. This service cannot be changed through the handset or Web Services.