

OPTIONAL CALLING FEATURES AT A GLANCE

To order, call your local business office. For more information call 1-888 PTC-COOP

Feature	To Activate	To Cancel
Caller ID	Display Unit Required	
Caller ID Blocking	* 6 7 before making a call	
Anonymous Call Rejection	*7 7	* 8 7
Call Block	* 6 0 # Dial the number to be blocked, #	* 6 0 and follow prompts
Call Trace	Hang up, wait 10 seconds, pick up phone then press *5 7 and follow prompts (per use fee applies)	
Priority Call	* 6 1 dial the number, #	* 6 1 and follow prompts
Repeat Dialing	* 6 6	* 8 6
Call Return	* 6 9 (per use fee applies)	* 8 9
Select Call Forwarding	* 6 3 and follow prompts	* 6 3 and follow prompts
Call Waiting	Press switchhook (Flashbutton)	* 7 0
Speed Call 8 or 30	Enter the assigned speed calling code followed by #	
Call Forwarding	* 7 2 and enter forwarding number	* 7 3
Remote Access to Call Forwarding	Enter assigned access code, follow prompts	* 7 3
Three-Way Calling	Press switchhook (Flashbutton) and dial the second number, depress switchhook again to connect all three parties	

If you are using a rotary dial telephone, simply dial 1 1 in place of *, ignore the # instruction, and wait four seconds before proceeding.

Not all services are available in all areas on all calls. Some restrictions may apply.

OPTIONAL CALLING FEATURES

*Your busy household needs more than a phone...
It needs a receptionist!*

Believe it or not, you've already got a super-efficient receptionist ready to help run your busy household...Someone who can screen calls, keep trying busy numbers, and even trace harrassing calls. Take a look at the following Optional Calling Features Pioneer has to offer.

Calling Number

...See the number calling before you answer the phone.

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

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.

See "Note" at the bottom of this page.

Calling Name

...See who's calling before you answer the phone.

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

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

Note:

- Subscription to Calling Number or Name requires the lease or purchase of a display telephone or an add-on display unit.
- If the "P" or "Private" appears on your screen, the caller may have blocked the display of their whether or not to answer the call.
- If "unknown name," "unknown number," "out of area," or "0" appears, the caller is in an area that does not support Calling Number or Name services.

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OPTIONAL CALLING FEATURES

Call Forwarding

...Let your calls follow you to another number.

To “turn on” the service:

1. Lift the handset and listen for the dial tone.
2. Press * 7 2 (On a rotary phone, dial 1172.)
3. Listen for the dial tone.
4. Dial the number where you want your calls forwarded.
(You can use Speed Calling codes if you have this feature.)
5. The CALL FORWARDING feature is in effect when someone answers at the forwarding number.

If the line is busy, or there’s no answer:

6. Hang up.
7. Within two minutes, repeat steps 1-4 above. You’ll hear a confirmation tone, to let you know your Call Forwarding is now working.

To “turn off” the service:

1. Lift the handset and listen for the dial tone.
2. Press * 7 3 (On a rotary phone, dial 1173.)
3. Listen for the confirmation tone, then hang up. Your Call Forwarding is now “off,” and calls will ring normally on your phone.

To change the “forward to” number:

- Turn off Call Forwarding.
- Repeat steps 1-5 above to turn on Call Forwarding, entering the new “forward to” number.

NOTE: Dial the number exactly as if you are calling directly. For a local number, dial the 10-digit phone number. For a long distance number, dial “1” plus the area code. Or if you have speed calling, you may dial one of your codes instead.

Remote Access to Call Forwarding

...From any location—turn on, turn off, or change your forwarding number.

You can use a touch call telephone at another location to change your Call Forwarding on your home or business phone.

To access your telephone’s Call Forwarding service remotely:

1. Lift the handset of any touch-tone phone and listen for the dial tone.
2. Dial the Call Forwarding access number provided by the Cooperative.
3. After the line rings, listen for the special dial tone.
4. Dial your seven-digit home or business telephone number that has Call Forwarding.
5. Dial your Personal Identification Number (PIN).
6. Listen for the special dial tone. You are now ready to change your Call Forwarding by following the steps listed above under Call Forwarding.

Smart Ring

...You’ll know when the call is for you.

With Smart Ring, you can have an additional telephone number added to an existing line for a nominal cost. This feature allows the phones to ring differently for each number but the person calling notices no difference in the ring sounds. This feature is activated by the local office-call for details.

Alert Dial

..Reach a predetermined number by lifting the handset.

Alert ring allows a subscriber’s phone to automatically dial a predetermined phone number after lifting the handset and waiting a certain period of time.

1. Subscriber lifts the handset.
2. If no number is dialed within the timed period, the predetermined number, which was selected by the subscriber, is dialed.

Note: Call your local office for more information and to subscribe to this service.

OPTIONAL CALLING FEATURES

Call Waiting

...You'll know when another caller is trying to reach you.

You can use your telephone without missing other calls. A special tone alerts you to a waiting call when you are on the phone; the person calling you hears normal ringing. You can then place your current call on temporary hold and answer the new call.

Plus, you have the option of turning CALL WAITING off before making a call. This is especially useful for those times when you don't want your call interrupted or when you are using a computer on the line.

To answer a waiting call:

1. When you're on the phone, a special tone tells you a second call is waiting.
2. If you don't answer the call within 10 seconds, another "beep" reminds you it's there.
3. Simply press and quickly release the "switchhook" or press the flashbutton to automatically place your first call on hold.
4. You are automatically connected with the second caller.

To alternate between callers:

1. Simply press and quickly release the "switchhook" or press the flashbutton to alternate between calls.

To end either call:

1. Hang up.
2. Your telephone will ring.
3. When you answer it, you'll be connected with the remaining caller.

To "turn off" CALL WAITING before making a call:

1. Lift the handset and listen for the dial tone.
2. Press * 7 0
3. Listen for the confirmation tone.
4. Dial the telephone number you wish to call. Now, your call will not be interrupted by the Call Waiting tone. Other callers will hear a busy signal.
5. After you hang up, Call Waiting automatically "turns on" again.

To "turn off" CALL WAITING during a call:

(You must subscribe to Three-Way Calling to use this feature.)

1. Press and release the "switchhook" or press the flashbutton.
2. Press * 7 0 (On a rotary phone, dial 1170.)
3. Listen for the confirmation tone. You'll automatically be reconnected to your call.
4. After you hang up, Call Waiting automatically "turns on" again.

Three-Way Calling

...Talk with two people in different places—at the same time.

When you're talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues.

To add a third person to the call:

1. Press and quickly release the "switchhook" or press the flashbutton to place the first person on hold.
2. Listen for the dial tone.
3. Dial the third person's phone number. (If you have speed calling, you may dial one of your codes instead.)
4. When the third person answers, you can talk privately before making it a three-way conversation.
5. To make the three-way connection, press and quickly release the "switchhook" or press the flash button. You can now talk with both people at the same time.

To cancel the three-way connection:

1. If the third person did not answer or you wish to disconnect them, just press and quickly release the "switchhook." You'll be reconnected to the person holding.
2. Or, if either of the two people hang up, you can continue talking with the remaining person.

To end the call completely:

- Simply hang up.

OPTIONAL CALLING FEATURES

Speed Calling 8

...Quickly dial eight of your most frequently called numbers.

You can enter up to eight telephone numbers—local or long distance—into your Speed Calling list. Then, you can reach those people by dialing just one digit.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * 7 4 (On a rotary phone, dial 1174.)
3. Listen for the dial tone.
4. Dial a one-digit speed code. (Choose any number, 2 through 9.)
5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
6. Press # (On a rotary phone, wait four seconds after dialing.)
7. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * then the one-digit code.

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * 7 4 (On a rotary phone, dial 1174.)
3. Listen for the dial tone.
4. Dial the one-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

Speed Calling 30

...Quickly dial thirty of your most frequently called numbers.

You can program up to thirty telephone numbers—local or long distance—into your Speed Calling list. Then, you can reach those people by dialing just two digits.

To program your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * 7 5 (On a rotary phone, dial 1175.)
3. Listen for the dial tone.
4. Dial a two-digit speed code. (Choose any number, 20 through 49.)
5. Dial the telephone number you wish to assign to that speed code. (For long distance calls, be sure to include "1" plus the area code.)
6. Press # (On a rotary phone, wait four seconds after dialing.)
7. Listen for the confirmation tone.

To call someone on your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * then the two-digit code.

To change your Speed Calling list:

1. Lift the handset and listen for the dial tone.
2. Press * 7 5 (On a rotary phone, dial 1175.)
3. Listen for the dial tone.
4. Dial the two-digit speed code you wish to change.
5. Listen for the cancellation tone, then the dial tone. Follow steps 4-7 above to program your Speed Calling list.

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OPTIONAL CALLING FEATURES

Anonymous Call Rejection

...Refuse calls from those who have blocked their numbers.

When you've turned this service "on" any callers who have blocked their number from your Caller ID display will hear an announcement that you do not accept anonymous calls—and they should remove Blocking and call back. All other calls will ring through as usual.

To "turn on" the service:

1. Lift the handset and listen for the dial tone.
2. Press * 7 7 (On a rotary phone, dial 1177.)
3. Listen for a confirmation tone or announcement. Hang up.

To "turn off" the service:

1. Press * 8 7 (On a rotary phone, dial 1187.)
2. Listen for a confirmation tone or announcement. Hang up.

NOTE: You will not be notified when or how many calls have been rejected.

Call Block

...Don't let unwanted calls disturb you.

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. *Note: Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

1. Lift the handset and listen for the dial tone.
2. Press * 6 0 (On a rotary phone, dial 1160.)
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 press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).
5. Choose from the following options.

To add the last caller to your rejection list:

1. Press # 0 1 # (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

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

To add a number to your list:

1. Press # (On a rotary phone, dial 12.)
2. Follow the voice instructions you'll hear. You can store up to 10 phone numbers in your rejection list.

Note: When adding numbers outside of your lata or cellular numbers, wait for the party to call then press # 0 1 # (On a rotary phone, dial 1201.)

To remove a number from your list:

1. Press * (On a rotary phone, dial 11.)
2. Follow the voice instructions to remove any or all of those numbers from your rejection list.

To hear instructions again:

1. Press 0

***Note:** Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

OPTIONAL CALLING FEATURES

Per-Call Blocking

..Block your number from being displayed to others.

By dialing a code before you place a call, you can prevent your phone number from appearing on the Caller ID display of the person receiving your call. Per-Call Blocking is available to the subscriber at no charge.

1. Lift the handset and listen for the dial tone.
2. Press * 6 7 (On a rotary phone, dial 1167.)
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.

Notes:

- You must dial * 6 7 before each call you place. Otherwise, your phone number will be released to the person receiving your call.
- If you have requested Per-Line Blocking from your telephone company, you do not need to dial a code to block your number each time. Your number will always appear as "Private." To override Per-Line Blocking (allowing your number to be displayed) on an individual call, dial *82 before placing the call.

Per-Line Blocking

Per-Line Blocking is available to all subscribers at a monthly rate. Your telephone number is not transmitted with Per Line Blocking. This feature is activated by the local business office.

Call Return

...Easily dial your last caller—even if you didn't answer.

Returns calls to the last number that called you whether you answered the phone or not...

1. Listen for a dial tone.
2. Press * 6 9
3. You will hear the phone number of your last incoming call. If you want to return the call, press 1. If not, hang up.
4. If the line is:
 - not busy, listen for normal ringing.
 - busy, listen for announcement, hang up.
5. The busy line will be dialed for the next 30 minutes.
6. You will receive a special call-back ring when the line is free.
7. Pick up the receiver and the number you are calling will ring.

To Cancel: Press * 8 9, then listen for announcement.

NOTES:

- You will be billed 50 cents per use up to a maximum of \$3.50 per month.
- In some areas, after you dial *69, a recorded voice will give you the phone number of the call you missed and ask if you want to use the Call Return feature. Just follow the voice instructions.
- Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

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OPTIONAL CALLING FEATURES

Priority Call

...You'll know when someone special is calling.

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.

1. Lift the handset and listen for the dial tone.
2. Press * 6 1 (On a rotary phone, dial 1161.)
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 list. You must have at least one directory number on your Priority Call list to activate this service.)
4. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).
5. Choose from the following options:

To add the last caller to your list:

1. Press # 0 1 # (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

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

To add a number to your list:

1. Press # (On a rotary phone, dial 12.)
2. Follow the voice instructions you'll hear. You can store up to 10 phone numbers on your VIP list.

To remove a number from your list:

1. Press * (On a rotary phone, dial 11.)
2. Follow the voice instructions to remove any or all of those numbers.

To hear the instructions again:

1. Press 0

***Note:** Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

Repeat Dialing

...Get through to busy numbers as soon as they're free.

Automatically redials the last busy number you dialed.

1. After a busy signal, hang up. Lift handset.
2. Listen for dial tone.
3. Press * 6 6
4. You will hear an announcement similar to:
"The number you have called is busy, but should it become available in the next 30 minutes you will be automatically notified by a distinctive ring."
5. You will receive a special call-back ring when the line is free.
6. Pick up receiver and the number you were calling will ring.
7. You may make or receive calls while this feature is on.

To Cancel: Press * 8 6, then listen for announcement.

***Note:** Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

NOTE: You will be billed 50 cents per each use up to a maximum of \$3.50 per month.

OPTIONAL CALLING FEATURES

Select Call Forwarding

...Decide which calls should follow you to another number.

You can program your phone to forward only those calls from a special list of numbers to another number—such as your car phone. 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.

1. Lift the handset and listen for the dial tone.
2. Press * 6 3 (On a rotary phone, dial 1163.)
3. Listen for an announcement telling you whether the feature is currently stored in your forward list.
4. Follow the voice instructions and press 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 # 0 1 # (On a rotary phone, dial 1201.)

To enter your “forward-to” number:

1. The first time you turn on the service, you’ll be asked to enter the number you’ll like your special calls forwarded to. From then on, the system will simply remind you of the current “forward-to” number.
2. If the current number is correct, press 1.
3. If you wish to change the current “forward-to” number, press 0 and then follow the voice instructions.

To hear the phone numbers on your list:

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

To add a number to your list:

1. Press # (On a rotary phone, dial 12.)
2. Follow the voice instructions you’ll hear. You can store up to 10 phone numbers on your forward list.

To remove a number from your list:

1. Press * (On a rotary phone, dial 11.)
2. Follow the voice instructions to remove any or all of those numbers from your forward list.

To hear instructions again:

1. Press 0

***Note:** Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

Toll Denial

..Control long distance charges.

The phone line is restricted for 1+ direct (DDD) calls, including international calls. This service does not restrict casual dialed calls.

Custom Toll Denial

...Control long distance charges by using a PIN.

The phone line is restricted for 1+, 0+, and 0- calls, including international calls. This service does not restrict casual dialed calls. The subscriber will be assigned a PIN number that allows only you to make these calls. As soon as you hang up, toll restriction is back on your line.

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OPTIONAL CALLING FEATURES

Select Call Acceptance

..Decide which calls you'll take.

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 Select 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 the dial tone.
2. Press * 6 4 (On a rotary phone, dial 1164.)
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 acceptance list.
4. Follow the voice instructions and press 3 to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).
5. Choose from the following options:

To add the last caller to your acceptance list:

1. Press # 0 1 # (On a rotary phone, dial 1201.)

To hear the phone numbers on your list:

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

To add a number to your list:

1. Press # (On a rotary phone, dial 12.)
2. Follow the voice instructions you'll hear. You can store up to 10 phone numbers on your list.

To remove a number from your list:

1. Press * (On a rotary phone, dial 11.)
2. Follow the voice instructions to remove any or all of those numbers.

To hear instructions again:

1. Press 0.

***Note:** Does not work on toll free numbers, 900 numbers, wireless calls, outside your LATA or lines where Call Forwarding and some other call services have been activated.

Call Trace

...Identify harassing callers through the Cooperative.

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

Call Trace gives Pioneer Telephone Cooperative, Inc. the authority to provide this information to the appropriate law enforcement agency. It is up to the subscriber to pursue any legal action. Pioneer Telephone Cooperative, Inc. will not provide any information pertaining to the trace to the subscriber.

1. When you get a nuisance call, press and quickly release the "switchhook." 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 * 5 7 (On a rotary phone, dial 1157.)
4. Listen for a confirmation announcement that the last call has been traced.
5. Hang up.
6. Report trace to the appropriate law enforcement agency.
7. The number you traced will be recorded at the Cooperative. If you decide to follow up on the matter, Pioneer Telephone Cooperative, Inc. will provide that number to the appropriate law enforcement agency.

You will be billed \$1.00 per trace.

VOICE MAIL

Stay in touch with Pioneer's - VOICE MAIL

The voice mail service from Pioneer offers the convenience of your phone call being answered: if you are away from the phone, after a pre-determined number of rings, or if your line is busy. You decide. Call your local office for more details of how you can put your phone to work for you.

Not available in all areas-Check your local office for availability

Pioneer offers 3 levels of voice mail service. Voice Mail can be programmed for the call to be answered in a pre-determined number of rings or if the line is busy.

- Level 1 - One greeting (20 seconds), maximum of 7 messages (saved for 7 days).
- Level 2 - One greeting (80 seconds), maximum of 14 messages (saved for 15 days). Broadcast list and pager notification.
- Level 3 - Five greetings (80 seconds each), maximum of 20 messages (saved for 15 days). Broadcast list, pager notification and Constant touch.

Basic Voice Mail Instructions

To access your voice mail:

- Dial your voice mail number.**
- Press # during your greeting.**
- Enter your security code.**

To change your voice mail greeting:

- Dial your voice mail number.**
- Press # during your greeting.**
- Enter your security code.**
- Press 2 for Greeting Menu, follow voice prompt instructions.**

To change your voice mail security code

- Dial your voice mail number.**
- Press # during the greeting.**
- Enter your security code.**
- Press 8 for Personal Options, follow voice prompt instructions.**

Please stop by your local Pioneer business office for complete instructions.