Calling Features

The availability of Calling Features is subject to the type of central office equipment used in your location. To find out which features are available in your location and to order Calling Features, call Customer Care at 1-800-478-2020. Ask about dis- counts for multiple features.

BLOCKING CAPABILITIES

Areas that have Caller ID also provide you the capability of preventing your phone number from displaying on Caller ID equipment.

Per Line Block - Complete Blocking per Line

Programs your line to block your number from displaying on every outgoing local call. If the person you call has, ACR turned on your call will not go through, unless you send your number. Does not require subscription to CID.

If you press *67 or *82 your number will not be private.

To send your number for one call:
> Lift the receiver and listen for dial tone.
> **FOR UNITED UTILITIES EXCHANGES**
> **Press * 6 7** – listen for secondary dial tone, dial the phone number you are calling.
>
> **FOR UNITED-KUC EXCHANGES**
> **Press * 8 2** – listen for secondary dial tone, dial the phone number you are calling.

Per Call Block - Selective Blocking Per Call

On a call-by-call basis prevents your number from displaying to the person you are calling.
Does not require subscription to CID. ***If you press *67 or *82 your number will not be private.***

To block your number for one call:
> Lift the receiver and listen for dial tone.
> **Press * 6 7** – listen for secondary dial tone, dial the phone number you are calling. Your number will not be sent for one call.

CALLING FEATURES

Anonymous Call Rejection - Blocking

Anonymous Call Rejection - Block allows customer to reject local incoming calls from callers who have intentionally blocked all Caller ID information. Instead of reaching the called party, ACR calls are routed to an announcement.

Customers who subscribe to Caller ID. use ACR. ***If you have a private number, you will not be able to call anyone with this feature UNLESS YOU dial *67 to show your number. If you press *67 your number will not be private.***

To Activate or turn on:
> Lift the receiver and listen for dial tone.
> **FOR UNITED UTILITIES EXCHANGES**
> **Press * 7 7 1**
> **FOR UNITED-KUC & YUKON TELEPHONE EXCHANGES**
> **Press * 7 7**
> A recording or confirmation tone will tell you that your ACR is ON.

To Deactivate or turn off:
> Lift the receiver and listen for dial tone.
> **FOR UNITED UTILITIES EXCHANGES**
> **Press * 7 7 2**
> **FOR UNITED-KUC & YUKON TELEPHONE EXCHANGES**
> **Press * 8 7**
> A recording or confirmation tone will tell you that your ACR is OFF.

Call Forwarding - All Exchanges

Call Forwarding (CF) allows you to transfer all incoming calls to any phone you can dial direct without Operator Assistance. You will hear a short ring whenever your incoming calls are forwarded. You may make outgoing calls from your forwarded phone. If you forward your phone outside of your calling area, you will be charged long distance rates for all calls forwarded. The caller will not be charged for the long distance call. A long distance call cannot be forwarded to a long distance number.

To forward calls:
Lift the receiver and listen for dial tone.
Press 72#
Dial the number to which you want your calls forwarded.
If the "forwarded to" person answers, Call Forwarding is ON.

If you receive a busy signal or no answer, hang up and repeat the procedure. You will hear two short tones, indicating that Call Forwarding is in effect.
You must cancel Call Forwarding to remove it from your line.

To cancel call forward calls:
Lift the receiver and listen for dial tone.
Press 73#
Two short tones indicate that you have turned CF OFF.

Other Call Forwarding features including (Call Forwarding – Fixed, Call Forwarding – Remote Access) may be available in the United-KUC Exchanges. Please contact Customer Care for more information and pricing.

Call Waiting - Controlled Call Waiting

Call Waiting (CW) alerts you to a second incoming call when you are on the phone.

In some UUI Exchanges Controlled Call Waiting (CCW) is available and can be turned on and off, useful when you are using a computer modem or fax machine.

THIS FEATURE IS NOT COMPATIBLE WITH CORDLESS TELEPHONES

How to Use:
A short burst of tone, heard during your conversation, indicates another call is waiting. If you do not respond, a second tone will be a reminder. The caller hears normal ringing. Inform your first caller that you have another call. Press and release the receiver-hook switch button quickly to put the first call on hold. You will be connected to the second call. To put the second call on hold, press and release the receiver-hook switch button quickly. You can alternate between calls as often as desired. Or, if the first person hangs up you will be connected to the second person automatically.

To cancel call waiting for one call:
Lift the receiver and listen for dial tone.
FOR UNITED UTILITIES EXCHANGES- Controlled Call Waiting Feature
Press * 8 0 FOR UNITED-KUC & YUKON TELEPHONE EXCHANGES
Press * 7 0
Short tones followed by a normal dial tone indicate that you have turned CW off.
Call waiting will be enabled when the receiver is placed back on-hook.

Caller ID - Calling Number Delivery

Displays the number of the person calling you even if they do not leave a message or you do not answer the phone. You must subscribe to Caller ID and have a display unit or a telephone with a built-in display. Blocked calls and calls from outside of your calling area may display a message instead of the number. Cordless phones may interfere with Caller ID.

How to use:
Your telephone or display unit will show the calling number. "Out of Area" or "Private number" means the number is not available for display. Local Only.
If you choose to answer the call, the number will remain on your screen until you or the caller hangs up.

Caller ID - Call Waiting

Caller ID with Call Waiting allows your display unit or a telephone to display the number while you are on

another call. In order for this feature to work Customer must subscribe to both Caller ID and Call Waiting, and have a display unit or a telephone with a built-in display. Useful with Internet.

Selective Call Rejection / Call Block

This feature allows you to reject local numbers on the list you create (30 UUI, 12 UKUC, 10 YT). You will receive all long distance calls. This does not work with Selective Call Acceptance.

FOR UNITED UTILITIES EXCHANGES- Selective Call Rejection
Lift the receiver and listen for dial tone.
Press * 6 0 - follow the voice recorded instructions
Note: the numbers in your list must include the area code (10 digits).

if you do not get the voice recorded instructions, please use the alternate instructions below.

Alternate set up instructions may be required in some locations. if the above process does not work for you, please try the following:
To turn feature on:
Lift the receiver and listen for dial tone.
Press * 6 0 1 and wait for short bursts of tone, indicating feature is activated.
To turn feature off:
Lift the receiver and listen for dial tone.
Press * 6 0 2 and wait for short bursts of tone, indicating feature is deactivated.
To add a number to your list:
Lift the receiver and listen for dial tone.
Press * 6 0 3 and wait for secondary dial tone, dial the 7-digit number to be added to the list
press # and wait for burst.
To delete a number from your list:
Lift the receiver and listen for dial tone.
Press * 6 0 4 and wait for secondary dial tone, dial the number to be deleted from the list
press #and wait for burst.
To delete all numbers from your list:
Lift the receiver and listen for dial tone.
Press * 6 0 5 and wait for short bursts of tone, indicating list is cleared.

FOR UNITED-KUC & YUKON TELEPHONE EXCHANGES – Call Block
Lift the receiver and listen for dial tone.
> **Press * 6 0 – follow the voice recorded instructions. Note: the numbers in your list must be only 7 digits**

Three - Way Calling

Three-Way Calling lets three people at different phone numbers talk together at

the same time. The calling party must subscribe to three-way calling. The calling party may add a third party to an existing conversation. ***THIS FEATURE IS NOT COMPATIBLE WITH CORDLESS TELEPHONES. Call waiting will not work during a three-way call.***

Adding a third party to your call:
Press and release the hook switch to put the first person called on hold. Listen for short bursts followed by the dial tone.
Dial the number of the third person. When the third person answers, you can talk privately to him/her before you add the first person to the conversation.
To bring the first person back into the conversation, press the hook switch for one second- all three should be connected.

To end the three-way call:
Either person called can hang up; you can continue a two-way call or add another person for a new three-way call.
If you hang up, both people will be disconnected.