

## Feature Instructions

### Hunting

Hunting is facilitated by the call-forward busy/ no answer features, and while customers can simulate a hunt sequence in this manner the hunting feature is configured through the provider and does not require customer activation or deactivation (no instructions needed).

### Call Waiting

| Feature                    | How it Works   | To Activate   | To Deactivate   |
|----------------------------|--|---|---|
| <i>Call Waiting</i>        | Alerts you to an incoming call with a tone or tone pattern while the line is in use. | <ul style="list-style-type: none"> <li>▪ When you hear the Call Waiting tone or tone pattern, ask the party you are talking with to hold while you take another call.</li> <li>▪ Quickly press and release the switch-hook to connect to the second party. (Depending on the telephone, this can be the switch hook, the recall button, or the flash button.)</li> <li>▪ You can now switch back and forth between each party until someone hangs up.</li> <li>▪ If you hang up from either leg of the call after receiving the Call Waiting tone, the phone will ring to indicate that there is still a call on hold.</li> </ul> | This feature automatically deactivates when you hang up the call. |
| <i>Cancel Call Waiting</i> | Disables the incoming Call Waiting signal.   | <p><b>Before placing a call:</b></p> <p><b>From a touch tone phone</b><br/>Press *70</p> <p><b>From a rotary dial phone</b><br/>Dial 1170</p>   | The Call Waiting feature is restored when you hang up.            |

#### NOTES:

- “Call Forward – Busy” will override “Call Waiting” and should not be on the same line as “Call Waiting”.

### Call Waiting ID Deluxe (Caller ID with Name)

| Feature                                 | How it Works   | To Activate   | To Deactivate                               |
|---|--|---|---|
| <i>Call Waiting with Caller ID with</i> | While on the telephone, you can see who else is calling. | <ul style="list-style-type: none"> <li>▪ While on the first call, with a CALLER ID display telephone, it will show you the listed name and number of the person calling you.</li> </ul> | This feature automatically deactivates when |

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| <p><i>Name</i></p> | <p>This feature allows you to put the first call on hold, answer the second call. Then alternate between the two calls.</p> <p>NOTE: The customer MUST have Call Waiting.</p> | <ul style="list-style-type: none"> <li>■ You can then decide to answer or ignore the second call.</li> <li>■ To answer the second call, quickly press and release the switch-hook to connect to the second party. (Depending on the telephone, this can be the switch hook, the recall button, or the flash button.)</li> <li>■ You can now switch back and forth between each party until someone hangs up.</li> <li>■ To temporarily turn off the CALL WAITING:</li> </ul> <p><b>From a touch tone phone:</b><br/>Press *70</p> <p><b>From a rotary dial phone:</b><br/>Dial 1170</p> | <p>you hang up the call.</p> |
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### Three-Way Calling

| Feature                         | How it Works  | To Activate  | To Deactivate   |
|---------------------------------|---|--|---|
| <p><i>Three-Way Calling</i></p> | <p>Allows you and two other people, in different places, at the same time, to talk. This service provides 'teleconference' convenience without the need for special lines or equipment.</p> <p>Three – Way calling can be used whether you placed or received the first call.</p> | <ul style="list-style-type: none"> <li>■ Press the switch hook briefly or the recall button or the flash button to put your party on hold.</li> <li>■ Listen for 3 short tones followed by a dial tone.</li> <li>■ Dial the telephone number of the person you want to add to the conversation.</li> <li>■ When the third party answers, press the switch hook or the recall button or the flash button briefly again. All three parties are now connected.</li> </ul> | <p><b>Either party can leave the conversation by hanging up. You will still be connected to the other party.</b></p> <p><b>To disconnect a third party:</b><br/>Press the switch hook briefly or the recall button or the flash button. The third party will be</p> |

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|  |  |  | <p>disconnected.</p> <p><b>To disconnect the call:</b></p> <p>Hang up. Wait 4 seconds before placing another call.</p> |
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**NOTES:**

- If the third party **does not answer or if the line is busy**, press the switch hook twice to return to the original party.

**Call Forward**

| Feature                             | How it Works   | To Activate  | To Deactivate  |
|-------------------------------------|--|--|--|
| <p><i>Call Forward Variable</i></p> | <p>Allows you to transfer or reroute incoming calls to another telephone number. Your callers won't know that their calls are being forwarded.</p> <p>You are billed all applicable local or long distance charges. (Long distance charges are identified on the customer's statement as "Calls Forwarded".)</p> | <p><b>From a touch tone phone:</b><br/>If <u>On-Net</u>: Press *72 button</p> <p>If <u>TSR/UNE-P</u>: Press 72# button</p> <p><b>From a rotary dial phone:</b><br/>Dial 1172</p> <p>Upon activation, dial the telephone number where the calls will be transferred.</p> <p><b>If the party answers:</b></p> <ul style="list-style-type: none"> <li>▪ The transfer is in effect after six seconds.</li> </ul> <p><b>If the party does not answer, or if the line is busy:</b></p> <ul style="list-style-type: none"> <li>▪ Press the recall key (depending on the telephone, this can be the flash button).</li> <li>▪ Repeat the activation procedure within 2 minutes.</li> </ul> | <p><b>From a touch tone phone:</b><br/>If <u>On-Net</u>: Press *73 button</p> <p>If <u>TSR/UNE-P</u>: Press 73# button</p> <p><b>From a rotary dial phone:</b><br/>Dial 1173</p> |

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|  |  | <ul style="list-style-type: none"> <li>Listen for 2 beeps. The transfer is in effect.</li> </ul> |  |
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**NOTES:**

- Customer may verify that CALL FORWARD has been enabled by dialing \*72 if On-net or 72# if TSR/UNE-P (touch-tone) or 1172 (rotary phone) from their own telephone. You will hear two short tones to confirm that CALL FORWARD has been activated.
- Calls forwarded with this service are subject to local or toll (local long distance/long distance) charges as they apply. If the line is toll restricted, you cannot forward you calls to a toll number.
- A reminder (one short tone) will sound on your phone when a call is being forwarded. This call cannot be answered from the phone that has call forwarding activated.
- Customers can continue to make outgoing calls from their own telephone when CALL FORWARD is in effect. Incoming calls will be automatically transferred to the forward number.
- When the forward-to number is busy, the caller will hear a busy signal.
- To set up a new transfer, discontinue the current transfer.
- To receive calls on their own line, customers should discontinue the current transfer.
- SPEED CALLING customers can use the abbreviated telephone number when setting the forward to number to store SPEED CALLING number.

**Speed Calling**

- Speed Dial for 8 Numbers (per line)
- Speed Dial for 30 Numbers (per line)

| Feature              | How it Works  | To Activate  | To Deactivate  |
|----------------------|---|--|--|
| <i>Speed-Dialing</i> | <p>Allows you to reach frequently called local and long distance numbers, by using a one-digit or two-digit code. Broadview Networks allows callers to chose up to eight different frequently called numbers.</p> <p>To place a call with SPEED DIALING, enter the SPEED DIALING code that goes with the telephone number you want to call.</p> | <p><b>To activate, add or change a code:</b></p> <p><b>For Speed-Dialing 8:</b><br/>           Press *74 (touch tone)<br/>           Dial 74 (rotary dial)</p> <ul style="list-style-type: none"> <li>Listen for dial tone. Enter the code you wish to assign to a certain telephone number (2 through 9).</li> <li>Dial the desired number.</li> <li>Listen for the confirmation tone, and hang up.</li> <li>Repeat these steps until you have assigned a code to each number you want on your Speed Dialing list. Use a different code for each number.</li> </ul> | <p>Refer to directions on how to activate, add or change a code.</p> |

**NOTES:**

- If calling from a touch tone telephone, press # after the code to eliminate the four second pause.

- Do not use 0 or 1 as Speed Dialing codes as 1 is reserved for long distance and 0 is reserved for the operator

REMEMBER to include the area code if different from your own and begin with “1” if it’s a long distance call.

**Repeat Dial (Per Use)**

| Feature                            | How it Works   | To Activate  | To Deactivate  |
|------------------------------------|--|--|--|
| <p><i>Repeat Dialing (*66)</i></p> | <p>Automatically redials the last outgoing number.</p> | <p><b>From a touch tone phone:</b><br/>Press *66</p> <p><b>From a rotary dial phone:</b><br/>Dial 1166</p> <ul style="list-style-type: none"> <li>Once activated, the number of the last outgoing call is automatically redialed.</li> <li>If the redialed number is free, the call will complete immediately.</li> <li>If the line is busy, hang up and the system will redial for up to 30 minutes.</li> </ul> <p>SPECIAL RINGBACK</p> <ul style="list-style-type: none"> <li>When both lines become free, you are notified by a ringing pattern (2 short rings &amp; 1 long ring, repeated 7 times) to indicate that the network is ready to place the call. When you pick up the phone, the call is automatically placed. Just wait for the called party to answer.</li> <li>If the ringback isn’t answered, a second signal will be attempted in 5 minutes.</li> <li>If the called number becomes busy again (after the distinctive ring has been given), you will receive an announcement to reactivate the feature.</li> <li>If the line becomes available, a distinctive ringback will be heard (2 short &amp; 1 long ring, repeated 7 times).</li> <li>If the ringback isn’t answered, the second signal will be attempted in 5 minutes.</li> </ul> | <p><b>From a touch tone phone:</b><br/>Press *86</p> <p><b>From a rotary dial phone:</b><br/>Dial 1186</p> |

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|  |  | <ul style="list-style-type: none"> <li>If the second ringback isn't answered, repeat dialing is terminated.</li> </ul> |  |
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**Ringling Pattern**

- REPEAT DIALING provides a distinctive ringback to the customer. Some telephone sets generate a pre-set ringing pattern, regardless of the ringing pattern generated by the Central Office.
- REPEAT DIALING works with these sets, but the customer receives the pre-set ringing pattern of the set, instead of the distinctive ringback.

**Multiple Activation**

- Multiple activation may be placed in queue for REPEAT DIALING. The first free number will be connected first, regardless of the order in which the numbers were placed in the queue.
- If a customer has multiple activation in effect, **use of the deactivation code will cancel ALL requests of the feature.**

**Multi-line Hunt Group**

- If a customer has a multi-line hunt group and activates REPEAT DIALING, the ringback will be to the number that activated the feature.
- If that number is busy, the ringback won't hunt for the first free line and ring that line, because the ringback isn't a real incoming call. It is actually the completion of an outgoing call. Therefore, hunting doesn't occur.

**Call Return (Per Use)**

| Feature                  | How it Works   | To Activate  | To Deactivate  |
|--------------------------|--|--|--|
| <i>Call Return (*69)</i> | Automatically announces the most recent incoming call, whether you answered it or not. You will then be given the option of returning that call. | <p><b>From a touch tone phone:</b><br/>Press *69</p> <p><b>From a rotary dial phone:</b><br/>Dial 1169</p> <ul style="list-style-type: none"> <li>Once activated, the number of the last incoming call is announced. Select <b>1</b> to automatically call back that number.</li> <li>If the number of the incoming call is free, the call will complete.</li> <li>If the line is busy, hang up and the system will redial for up to 30 minutes.</li> </ul> <p>SPECIAL RINGBACK</p> <ul style="list-style-type: none"> <li>When both lines become free, you will hear a ringing pattern (<i>2 short &amp; 1 long ring, repeated 7 times</i>) to indicate that the network is ready to place the call. When you pick up the phone, the</li> </ul> | <p><b>From a touch tone phone:</b><br/>Press *89</p> <p><b>From a rotary dial phone:</b><br/>Dial 1189</p> |

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|  |  | <p>call is automatically placed.</p> <ul style="list-style-type: none"> <li>▪ If the ringback isn't answered, a second signal will be attempted in 5 minutes.</li> <li>▪ If the called number becomes busy again (after the distinctive ring has been given), you will receive an announcement to reactivate the feature.</li> <li>▪ If the second ringback isn't answered the CALL RETURN is terminated.</li> </ul> |  |
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### Call Trace (Per Use)

#### \*Call Trace Procedure

When an "unlawful call" occurs, the Customer should hang up the phone, pick it up again and immediately press \*57, rotary phone users should dial 1157.

- There is a charge for the use of Call Trace, which varies by state.
- See the CRM Page; Products; Rates and Plans; rates for that state.

The Customer will hear one of two recordings: (1) call trace was successful or (2) call trace was unsuccessful.

### Anonymous Call Rejection

| Feature                         | How it Works   | To Activate   | To Deactivate  |
|---------------------------------|--|---|--|
| <i>Anonymous Call Rejection</i> | <p>Redirects number-restricted calls to an announcement indicating that the called party is not accepting number-restricted calls.</p> <p>There is no charge for the intercepted call, and there is no charge to the calling party who reaches this recording. ACR is provided at no charge to</p> | <p><b>From a touch tone phone:</b><br/>Press *77</p> <p><b>From a rotary dial phone:</b><br/>Dial 1177</p> <ul style="list-style-type: none"> <li>▪ When a party calls a number that has ANONYMOUS CALL REJECTION, the call receives the following announcement:</li> </ul> | <p><b>From a touch tone phone:</b><br/>Press *87</p> <p><b>From a rotary dial phone:</b><br/>Dial 1187</p> |

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|  | <p>all CALLER ID subscribers who wish to have this feature. It is provided in a deactivated state and can be activated and deactivated by customers at their convenience.</p> | <p>“We’re sorry, the party you have reached is not accepting number-restricted calls. If you wish, you may call again without using the number restriction.”</p> <p>Additional recordings for customers to ACR are as follows:</p> <ul style="list-style-type: none"> <li>• “Your ANONYMOUS CALL REJECTION service is now on.”</li> <li>• “Your ANONYMOUS CALL REJECTION service is now off.”</li> </ul> |  |
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**NOTES:**

- When you subscribe to any CALLER ID service, ACR is available, but must be activated.
- ACR is not available unless the customer has CALLER ID.
- ACR is not available in Rhode Island.
- If you have CALL WAITING, the name and number of the second caller will not be shown on your CALLER ID display unless you also subscribe to CALL WAITING ID.
- Some names and numbers that are displayed cannot be called back because they do not accept incoming calls.
- Some names and numbers that are displayed are the main telephone numbers only, and not the extensions of the people calling.
- CALLER ID can be used with most answering machines. However, the answering machine must be set up to pick up calls after the second ring.
- All customers can block the display of their name and number to CALLER ID display units (See PER-CALL BLOCKING).

**Caller ID Deluxe**

| Feature   | How it Works  | To Activate   | To Deactivate   |
|---|---|---|---|
| <p><i>Caller ID/ Caller ID with Name (Deluxe)</i></p> | <p><b>Caller ID</b> identifies the telephone number (including non-published numbers and inter-LATA, interstate numbers), date and time of an incoming call on a display phone or unit.</p> <p><b>Caller ID with Name</b> will also include the caller’s name on the display.</p> | <ul style="list-style-type: none"> <li>• Follow instructions on the display phone or unit provided by the manufacturer.</li> <li>• When you receive a call, wait for the start of the second full ring and the telephone number, date and time of an incoming call will appear on the customer’s display unit.</li> <li>• If the call is answered during the first ring, the name/number will not display.</li> <li>• If <b>P</b> or <b>Private</b> is displayed, then the caller has activated the blocking of his/her name on Caller ID display phones or units.</li> <li>• Customers may have a multi-line hunt</li> </ul> | <p>Follow instructions on the display phone or unit provided by the manufacturer.</p> |

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|  |  | <p>group and subscribe to CALLER ID. If the first number is busy when a call comes in, the call will hunt in the normal manner for an available line. The calling number will only be forwarded if the free line also subscribes to CALLER ID.</p> <ul style="list-style-type: none"> <li>• If a customer to CALLER ID receives a call from a customer with a multi-line hunt group, the individual number making the call will be displayed, as long as it is an identifiable number.</li> </ul> |  |
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NOTES:

- CALLER ID requires a display phone or a separate display unit. You can purchase the phone or the unit at any retail store that sells telephone equipment.
- Can be used with most answering machines, however the answering machine must be set up to pick calls up after the second ring.