



User Guide

Telephone Class Features & Services

Publication History

Date =====	Version =====	Author =====
January 1, 2001	1	Jeffrey K. Brady
June 13, 2016	2	Jeffrey K. Brady

2001-2016 Ironton Telephone Company.

Proprietary

© All rights reserved.

Information subject to change without notice.

The information disclosed herein is proprietary to Ironton Telephone Company or others and is not to be used by or disclosed to unauthorized persons without the written consent of Ironton Telephone Company. The recipient of this document shall respect the security status of the information.

Table of Contents

Chapter 1 - Services

National 411 Service:	01-pg.4
Usage Fees:	01-pg.4
Operator Assistance:	01-pg.5
Unlimited Long Distance (ULD):	01-pg.6
The North American Numbering Plan Area includes:	01-pg.7
North American Numbering Plan Blocked Areas:	01-pg.8
North American Caribbean Islands:	01-pg.8
International Calls:	01-pg.10
International Block:	01-pg.10

Chapter 2 - Class Features

Features At A Glance	01-pg.11
Anonymous Call Rejection	01-pg.12
How Anonymous Call Rejection Works:	01-pg.12
To “turn on” the service:	01-pg.12
To “turn off” the service:	01-pg.12
Call Forwarding (Variable)	02-pg.13
How to use Call Forwarding (Variable):	02-pg.13
To Deactivate Call Forwarding (Variable):	02-pg.13
Caller ID	03-pg.14
Caller ID w/ Name (Caller ID Deluxe)	03-pg.14
Call Trace	04-pg.15
How to use Call Trace:	04-pg.15
Call Waiting	05-pg.16
How to use Call Waiting:	05-pg.16
How to Deactivate Call Waiting:	05-pg.16
Call Waiting w/ Caller ID	05-pg.16
How to use Call Waiting w /Caller ID:	05-pg.16
Distinctive Ringing	06-pg.17
How Distinctive Ringing works:	06-pg.17
To use:	06-pg.17
If you also have Call Waiting:	06-pg.17
Per Call Blocking	07-pg.18
How to Use Per Call Blocking:	07-pg.18
How to Deactivate Line Blocking:	07-pg.18
Priority Call	08-pg.19
How to use Priority Call:	08-pg.19
Adding the last caller to your list:	08-pg.19
Adding a number to your Priority Call list:	08-pg.20
Removing a number from the list:	08-pg.20
To hear instructions again:	08-pg.20

continued

Remote Call Forward	09-pg.21
Repeat Dial	10-pg.22
How to use Repeat Dial:	10-pg.22
To Deactivate Continuous Redial:	10-pg.22
Return Call	10-pg.23
How to use Return Call:	10-pg.23
If the line is busy:	10-pg.23
To Deactivate Return Call:	10-pg.23
Speed Call 8	10-pg.24
Programming The Speed Call List:	10-pg.24
Using The Speed Call:	10-pg.24
Three (3) Way Calling	11-pg.25
How Three (3) Way Calling Works:	11-pg.25
Chapter 3 - Retired Class Features	
Class Features No Longer Offered:	11-pg.26
Overview of Feature Retirement:	11-pg.26
Call Forward Remote Activation:	12-pg.27
Selective Call Acceptance	13-pg.28
To access or turn on/off Selective Call Acceptance:	13-pg.28
Adding the last caller to your list:	13-pg.28
Adding a number to your list:	13-pg.29
Removing a number from the list:	13-pg.29
To hear instructions again:	13-pg.29
Selective Call Forwarding	14-pg.30
How to use Selective Call Forwarding:	14-pg.30
To Enter your "forward-to" number:	14-pg.30
Adding the last call to the list:	14-pg.30
Adding a number to the list:	14-pg.31
Remove a number from your list:	14-pg.31
To hear instructions again:	14-pg.31
Selective Call Rejection	15-pg.32
To access or turn on/off Selective Call Rejection:	15-pg.32
Adding the last caller to your list:	15-pg.32
Adding a number to your list:	15-pg.33
Removing a number from the list:	15-pg.33
To hear instructions again:	15-pg.33

National 411 Service:

Dial **411** and get **ANY PUBLISHED** number ANYWHERE in America and get connected.

Now you can use **411** for all your directory assistance needs.

411 is the quick and easy way to get:

- Local Listings
- National Listings
- Canadian Listings
- 800 Numbers

We've got your number for directory assistance!

Dialing **411** offers considerable savings from using 555-1212. **411** is now the only number you need to know when you need to know a number. No hassles. No hang-ups. No fussing with area codes. Just dial **411** for any number, anywhere in the United States or Canada. Start using **411** today.

- Toll charges may apply to calls connected outside your service area. (even if you dialed the number directly-know your free calling area to avoid charges)
- Local call completion may not be available in all areas.
- Toll charges will apply to 'optional call connect' at 18-cents-per-minute. (This is the service feature that connects the call for you)
- Local call connect to 610, 215, 484, and 267 is unavailable.

Usage Fees:

- These fees are billed by the 411 Service and not by the Telephone Service Provider.
 - \$0.75 for Local
 - \$1.00 for National
- Additional Charges:
 - Requesting call connection through the 411 Service.
 - The Service may request charges billed to a credit card for Long Distance Charges.

NOTICE:

- If a customer requests a number from 411 and the number is non-pub, the customer will be told non-pub and charged for this inquiry. We will not give credit for this call.
- If a customer requests a number from 411 and the number is not found, the customer will be told not found and charged for this inquiry. We will not give credit for this call.

Operator Assistance:

OPERATOR ASSISTED CALL:

- A call in which the calling party places a telephone call which requires an operator to provide some form of assistance in completing the call.

OPERATOR ASSISTED CALLS are more expensive, than direct dial calls.

- “Direct Dial call”:
 - a telecommunications term for a network provided service in which a call originator may, ***WITHOUT*** assistance, call any other user.

Operator assisted calls may include the following telephone calls:

1. Collect Call:

- A. The calling party wants to place a call at the called party's expense.

2. THIRD NUMBER CALLS:

- A. Calls can be billed to the party other than the calling and called party).

3. PERSON-TO-PERSON:

- A. Is a method of placing a telephone call, in which the calling party wants to speak to a specific party and not simply to anyone who answers.
- B. The caller is not charged for the call unless the requested party can be reached.

4. STATION-TO-STATION:

- A. Is a method of placing a telephone call, in which the calling party agrees to talk to whoever answers the telephone.

Other ***Operator Assisted Calls*** may include:

1. Calls billed to a credit card.
2. Certain international calls which cannot be dialed directly.

- ***Notice:***

- When an ***OPERATOR*** helps you place your call it is an ***OPERATOR ASSISTED CALL*** and fees will apply.

Unlimited Long Distance (ULD):

The Unlimited Long Distance service area include the following:

- Continental United States
- Alaska
- Hawaii
- Canada
- Puerto Rico
- Mexico.

In order to have Mexico included in the unlimited long distance service area, customers must use the Unlimited Long Distance plan carrier. This service is provided and powered by Ironton Long Distance-ILD. If the customer opts to select another long distance carrier, for their international calling then Mexico will not be part of the Unlimited Long Distance service area. This is due to the fact that Mexico is not part of the North American Number dialing plan; it is part of the International dialing codes. The Service Electric Unlimited Long Distance plan was specifically designed, customized and uniquely provisioned for Service Electric customers to allow unlimited calling in both the North American Numbering Plan and International Plan, thus allowing 'Mexico' as a service area.

Additionally, at no charge to the customer, when subscribing to the Unlimited Long Distance the line is/can be programmed with 'International Line Block', which blocks international calls from being made. However, international block does not block 10-digit dialed calls to US territories outside the continental United States.

Note: International block will not block the unlimited long distance to Mexico, as long as the Unlimited Long Distance plan carrier is not changed, as explained above.

A telephone numbering plan is a system of allocating and routing telephone numbers in a telephone network. The term dial plan should not be confused with numbering plan. A dial plan establishes the expected number and pattern of digits for a telephone number. This includes access codes, country codes, area codes and all combinations of digits dialed. For instance, the North American Numbering Plan uses a 10-digit dial plan that includes a 3-digit area code and a 7-digit telephone number.

Every country has both an 'international access code' used to dial out of the country and a 'country calling code' used to dial into a country. An International call that is part of the International dialing plan requires a customer to dial a valid international access code such as 011 (USA) , and a country code, and then the ten digit phone number.

The North American Numbering Plan (NANP) is an integrated telephone numbering plan serving 19 North American countries that share its resources. These countries include the United States and its territories, Canada, Bermuda, Anguilla, Antigua & Barbuda, the Bahamas, Barbados, the British Virgin Islands, the Cayman Islands, Dominica, the Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, and Turks & Caicos.

Although the locations above may appear to be international locations, they are actually part of the North American Numbering Plan Area. Therefore, these calls do not require the international dialing pattern ('international access code' and/or a 'country calling code'). These calls can be dialed using 1+ 10 digit dialing. Therefore, they will not be blocked by the 'international block' service feature. Additionally, please be aware that they are not included in the Unlimited Long Distance service area.

While there is a general geographic NANPA grouping, many exceptions exist for various political and historical reasons. Thus, the geographical indicators below are approximations and provided for informational purpose only. Please verify information prior to placing your call.

Areas within NANPA (North American Numbering Plan Area) are assigned area codes as if they were all areas within one country. The codes below in format +1-XXX represent area code XXX within the +1 NANPA zone — not a separate country code.

The North American Numbering Plan Area includes:

- +1 United States of America, including U.S. territories:
- +1-340 U.S. Virgin Islands
- +1-670 Northern Mariana Islands
- +1-671 Guam
- +1-684 American Samoa
- +1-787 and +1-939 Puerto Rico
- +1 Canada
- +1 Many, but not all, Caribbean nations:
- +1-264 Anguilla
- +1-268 Antigua and Barbuda
- +1-242 Bahamas
- +1-246 Barbados
- +1-441 Bermuda
- +1-284 British Virgin Islands
- +1-345 Cayman Islands
- +1-767 Dominica
- +1-809, +1-829 and +1-849 Dominican Republic
- +1-473 Grenada
- +1-876 Jamaica
- +1-664 Montserrat
- +1-869 Saint Kitts and Nevis
- +1-758 Saint Lucia
- +1-784 Saint Vincent and the Grenadines
- +1-868 Trinidad and Tobago
- +1-649 Turks and Caicos Islands

North American Numbering Plan Blocked Areas:

- Due to the high volume of fraudulent calling to the North American Caribbean Islands, Ironton Telephone Company and Service Electric Telephone has blocked outbound calling to the above locations at a system level.
- A letter of Authorization is required to authorize outbound calling to these locations.
 - Contact your Salesperson or Customer Service Representative to obtain a copy of the Authorization Letter.
 - The customer accepts full responsibility for all international calling charges.

North American Caribbean Islands:

1. 242 - Bahamas

- A. Caribbean, chain of islands in the North Atlantic Ocean, southeast of Florida, northeast of Cuba
 - I. Nassau*, Freeport, Matthew Town

2. 246 - Barbados

- A. Caribbean, island in the North Atlantic Ocean, northeast of Venezuela
 - I. Bridgetown*, Bathsheba

3. 264 - Anguilla

- A. Caribbean, islands between the Caribbean Sea and North Atlantic Ocean, east of Puerto Rico
 - I. The Valley*, Blowing Point Village

4. 268 - Antigua/Barbuda

- A. Caribbean, islands between the Caribbean Sea and the North Atlantic Ocean, east-southeast of Puerto Rico
 - I. St. Johns*, English Harbour Town

5. 284 - British Virgin Islands

- A. Caribbean, islands between the Caribbean Sea and the North Atlantic Ocean, east-southeast of Puerto Rico
 - I. Road Town*

6. 340 - US Virgin Islands

- A. Caribbean, islands between the Caribbean Sea and the North Atlantic Ocean, east of Puerto Rico
 - I. Christiansted, Charlotte Amalie*, Cruz Bay

7. 345 - Cayman Islands

- A. Caribbean, three-island group (Grand Cayman, Cayman Brac, Little Cayman) in Caribbean Sea, 240 km south of Cuba and 268 km northwest of Jamaica
 - I. George Town*

8. 441 - Bermuda

- A. North America, group of islands in the North Atlantic Ocean, east of South Carolina (US)
 - I. Hamilton*, Dockside, Somerset

9. 473 - Grenada

- A. Caribbean, island between the Caribbean Sea and Atlantic Ocean, north of Trinidad and Tobago
 - I. Saint George's*, Hillsborough, Gouyave

10. 649 - Turks & Caicos Islands

- A. Caribbean, two island groups in the North Atlantic Ocean, southeast of The Bahamas, north of Haiti
 - I. Grand Turk*, Kew, Bottle Creek, Providenciales

11. 664 - Montserrat

- A. Caribbean, island in the Caribbean Sea, southeast of Puerto Rico Brades, Plymouth*

12. 670 - Northern Marianna Islnds (CMNI)

- A. Oceania, islands in the North Pacific Ocean, about three-quarters of the way from Hawaii to the Philippines
 - I. Saipan*, Rota, Agrihan

13. 671 - Guam

- A. Oceania, island in the North Pacific Ocean, about three-quarters of the way from Hawaii to the Philippines
 - I. Hagatna (Agana)*

14. 684 - American Samoa

- A. Oceania, group of islands in the South Pacific Ocean, about half way between Hawaii and New Zealand
 - I. Pago Pago*

15. 721 - Sint Maarten

- A. Caribbean, located in the Leeward Islands (northern) group; Dutch part of the island of Saint Martin in the Caribbean Sea; Sint Maarten lies east of the US Virgin Islands
 - I. Phillipsburg *

16. 758 - St. Lucia

- A. Caribbean, island between the Caribbean Sea and North Atlantic Ocean, north of Trinidad and Tobago
 - I. Castries*, Cul du Sac

17. 767 - Dominica

- A. Caribbean, island between the Caribbean Sea and the North Atlantic Ocean, about half way between Puerto Rico and Trinidad and Tobago
 - I. Rosseau*, Portsmouth, Saint Joseph

18. 784 - St. Vincent & Grenadines

- A. Caribbean, islands between the Caribbean Sea and North Atlantic Ocean, north of Trinidad and Tobago
 - I. Kingstown*, Georgetown, Chateaubelair

19. 809 - Dominican Republic

- A. Caribbean, eastern two-thirds of the island of Hispaniola, between the Caribbean Sea and the North Atlantic Ocean, east of Haiti
 - I. Santo Domingo*, Puerto Plata

20. 829 - 849 - 868 Trinidad & Tobago

- A. Caribbean, islands between the Caribbean Sea and the North Atlantic Ocean, northeast of Venezuela
 - I. Port-of-Spain*, Point Fortin, Scarborough

21. 869 - St. Kitts & Nevis

- A. Caribbean, islands in the Caribbean Sea, about one-third of the way from Puerto Rico to Trinidad and Tobago
 - I. Charlestown, Brasseterre*, Sandy Point Town

22. 876 - Jamaica

- A. Caribbean, island in the Caribbean Sea, south of Cuba
 - I. Montego Bay, St. Ann's Bay, Kingston*, Negril

International Calls:

- **International calling is blocked by default.**
 - A letter of Authorization is required to authorize outbound international calling.
 - Contact your Salesperson or Customer Service Representative to obtain a copy of the Authorization Letter.
 - The customer accepts full responsibility for all international calling charges.

International Block:

1. Blocking International dialing.

- A. You will not need to worry about unintended or unauthorized International calls that may increase your phonebills.
 - I. This only includes countries requiring an International Dialing Code.
 - a. Example: 011 + Country Code + Area Code + Local Number.
 - II. This does not include 10 digit international dialed calls in the North American Numbering Plan.
 - a. Example: 1 + Area Code + Local Number.

Notice:

- A \$10.00 charge will be charged if you remove and reinstall International Blocking.

Features At A Glance

	TOUCH TONE		DIAL PULSE	
	USE	STOP	USE	STOP
Anonymous Call Rejection	*77	*87	1177	1187
Per Call Blocking	*67		1167	
Deactivate Line Blocking	*67		1167	
Call Forward Variable	*72	*73	1172	1173
Deactivate Call Waiting	*70		1170	
Priority Call	*61		1161	
Repeat Call	*66	*86	1166	1186
Return Call	*69	*89	1169	1189
Call Trace - \$1.00 Per Trace Fee	*57		1157	
Voice Mail Access	*84		1184	
	*82		1182	
Features No Longer Offered - Effective 6/20/2016				
Call Forward Remote Activation	*72	*73	1172	1173
Selective Call Acceptance	*64		1164	
Selective Call Forwarding	*63		1163	
Selective Call Rejection	*60		1160	
<p>With the introduction of new technologies in the Nation's telephone network, Selective Call Rejection, Selective Call Acceptance, Selective Call Forwarding and Call Forwarding Remote Activation are no longer a guaranteed service or guaranteed to work as efficiently as they have in the past.</p> <p>Ironton Telephone / Service Electric Telephone in working with other telephone providers have been unable to provide these features to the standards we require for our customers. Even though we have worked hard to provide these services with no issues to our customers, we have not been able to keep the standard we desire.</p> <p>With this in mind, these features have been removed from our Tariff as an available feature as of June 20th, 2016 and will no longer be offered to new customers.</p> <p>Customers who are currently using these features may continue using them at no cost, yet may encounter issues with the features in which we are unable to repair.</p> <p>Ironton Telephone / Service Electric Telephone apologies for any inconvenience this may cause our customers</p>				

Anonymous Call Rejection

- **Anonymous Call Rejection** - Allows you to refuse calls from those who have blocked their numbers.

How Anonymous Call Rejection Works:

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. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1177.)

3. Listen for the confirmation tone or announcement.
4. Hang up the handset.

To "turn off" the service:

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1187.)

3. Listen for the confirmation tone or announcement.
4. Hang up the handset.

Notice:

- Available free to all residences and businesses who subscribes to caller ID.
- You will not be notified when or how many calls have been rejected.

Call Forwarding (Variable)

- **Call Forwarding (Variable)** - Allows subscribers to forward all incoming calls to any telephone number that can be dialed directly, while still being able to make outgoing calls.
 - While your calls are being forwarded, your telephone will ring briefly each time your number is dialed.
 - You cannot answer calls while call forwarding is active.
 - Call Forwarding will remain active until it is deactivated.

How to use Call Forwarding (Variable):

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1172.)

3. Dial the number to which you want the calls forwarded.

4. Wait for the forwarded party to answer. In order for Call Forwarding to become active:

A. keep the connection for at least six seconds.

5. If the number you dialed is busy or does not answer, hang up and repeat steps 1 through 3.

6. If you wish to confirm the activation of call forwarding, redial the activation code for Call Forward, *72 or 1172 on a rotary/dial pulse phone.

A. You will hear two short tones when Call Forwarding has been activated.

To Deactivate Call Forwarding (Variable):

1. Pick up the handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1173.)

When you hear two short tones and a dial tone, call forwarding is cancelled.

Caller ID

- Caller ID is an optional feature which allows a subscriber to see the telephone number of an incoming call which is displayed on the customer provided display unit.
- Private numbers will not be displayed. Private numbers will be displayed as "Private Call".

Caller ID w/ Name (Caller ID Deluxe)

Caller ID w/ name is an enhancement of the Caller ID Service.

Caller ID w/ name allows the subscriber to view the telephone number of the incoming call and the name of the person listed as the holder of the telephone number on a customer provided display unit before the call is answered.

- The Caller ID w/ name feature requires customer provided equipment. The customer must select and purchase a unit, display box or feature compatible equipped telephone. Products are sold at most retail stores. Check instructions and information provided by the product manufacturer.
- Display units / telephones may display a message of: "No Data Sent", "Unavailable", or "Out of Area" from calls outside of especially equipped areas, calls made through an operator and / or calls from lines not accepting incoming calls.
- Blocked callers will display "Blocked Call" or "Private Call" unless customers have activated anonymous call rejection, see feature information.

Call Trace

- **Call Trace** - Allows you to trace the telephone number of harassing calls through the phone company. Only law enforcement officers may retrieve this information from the phone company.

How to use Call Trace:

1. When you get a threatening or obscene call, depress the “switchhook” and release quickly.
 - A. Listen for a special dial tone.

2. Press:   

(On a rotary phone, dial 1157.)

3. Listen for the confirmation announcement that the last call has been traced.
4. Hang up.
 - The number you traced will be recorded at the phone company.
 - If you decide to follow up on the matter, contact the proper authorities.

Notice:

- Call Trace should be used immediately after you hang up on the call you wanted traced.
 - If you get another call, or hear a Call Waiting tone first, you will trace the wrong call.
- If you wish, you may still place outgoing calls before activating Call Trace.
- **A fee of \$1.00 will be applied to your phone bill for each use.**

Call Waiting

- **Call Waiting** - Alerts you to an incoming call with a special tone to let you know that someone else is calling.

How to use Call Waiting:

1. Briefly press (do not hold down) your telephone receiver or flash button to answer the second call.
2. To return to the first call
 - Press the receiver or flash button again.
 - You can switch between callers as often as you like by pressing the receiver or flash button.
3. Each conversation is private and can't be heard by the other caller.

How to Deactivate Call Waiting:

1. Pick up the receiver.

2. Press:   

(On a rotary phone, dial 1170.)

3. Make your outgoing call.
4. The tone block is deactivated after you complete your call and hang up the receiver.

Call Waiting w/ Caller ID

- **Call Waiting w/ Caller ID** - A combination of Caller ID and Call Waiting which displays the name of the call waiting.

How to use Call Waiting w /Caller ID:

1. Refer to "How to use Call Waiting".
2. Displays the Number and Name (Caller ID Deluxe Only) of the call waiting when alert tone sounds.
 - Features requires customer provided Caller ID display box or feature compatible equipped telephone.

Distinctive Ringing

- **Distinctive Ringing** - Know who the call is for as soon as it rings.

How Distinctive Ringing works:

- Two, three, or four different phone numbers can be assigned to your telephone line.
- Use one number for adults and another for the children. You can answer the phone differently for each call.

To use:

1. When someone dials your main telephone number, you'll hear normal ringing (one long ring).
2. When someone dials any of the other telephone numbers, you'll hear a special ring that identifies that number (such as two short rings).
3. Wait until the full ring pattern is complete before answering. You'll know whether the call is for you - and how you should greet the caller.

If you also have Call Waiting:

1. If someone dials your main number while you're on the phone, you'll hear a normal Call Waiting tone.
2. If someone dials one of the other numbers, you'll hear a special Call Waiting tone that identifies that particular number.

Notice:

- Only one conversation can be held at a time. Although you have more than one telephone number, you still only have one line.
- Your telephone company determines how many different numbers can be assigned to your line.

Per Call Blocking

- **Per Call Blocking** - Blocks the delivery of your name and number to the location you are calling.

How to Use Per Call Blocking:

1. Pick up your handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1167.)

3. Dial the number you're calling as usual.

- The person you've called will not be able to see your number displayed on their display screen.
- Instead, the word "private" or "anonymous" will be displayed.

How to Deactivate Line Blocking:

- (To allow your number to be displayed when subscribed to Line Blocking.)

1. Pick up your handset and listen for the dial tone.

2. Press:   

(On a rotary phone, dial 1167.)

3. Place your call as normal.

Notice:

- You must dial *67 each time you wish to place a call using Per Call Blocking, otherwise your name and number will be released to the person receiving your call.
- Line Blocking - this feature can be ordered allowing the placement of automatic blocking on all of your calls.
 - However, each time you place a call to a party who rejects blocked callers you will need to unblock your name/number to reach your party.
- These features are available free to all residences and businesses.
- **A \$10.00 charge will be charged if you remove and reinstall Line Blocking.**

Priority Call

- **Priority Call** - Allows you to create a list of 12 important numbers that you can identify by a special ring. If you have call waiting, calls will automatically have a matching distinctive tone.

How to use Priority Call:

1. Pick up 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 on your forwarding list.

4. Choose from the following options.

Press: **3** to turn on/off.

Press: **1** to review your list

Adding the last caller to your list:

1. Press: **#** **0** **1** **#**

(On a rotary phone, dial 1201.)

Notice:

- **Casual use - \$0.50 per day**
- Monthly subscription Rates:
 - Residence - \$2.00
 - Business - \$3.00
- Your selected calls will have a specialized ring.
 - Call Waiting will have a matching distinctive tone.
- You do not have to use a complete list for this service.

continued....

Adding a number to your Priority Call list:

1. Pick up the handset and listen for the dial tone.

2. Press: ***** **6** **1**

(On a rotary phone, dial 1161.)

3. Press: **#**

(On a rotary phone, dial 12.)

4. Dial the number you are accepting.

5. Press: **#**

(On a rotary phone, dial 12.)

Removing a number from the list:

1. Pick up the handset and listen for the dial tone.

2. Press: ***** **8** **1**

(On a rotary phone, dial 1181.)

3. Press: *****

(On a rotary phone, dial 11.)

4. Dial the number to be removed.

5. Press: *****

(On a rotary phone, dial 11.)

To hear instructions again:

1. Press: **0**




Remote Call Forward

- **Remote Call Forward** - A call to your number will automatically forward to pre-determined number.
 - This number is programmed in our switch by a Network Operations Center Technician.
 - It is a fixed number and it can only be changed by contacting a customer service representative.




Repeat Dial

- **Repeat Dial** - Redials a busy number for you, then alerts you when it is available.
 - Continuous Redial can check as many as 12 busy lines at once for you.
- This Service does not work to redial calls to 800 numbers, 900 numbers, 1+ dialing outside of the 610, 570, 908 & 973 Service Area or on lines where Call Forward and some other call services have been activated.

How to use Repeat Dial:

1. When you hear a busy signal, depress the “switchhook” and release quickly.
2. Listen for a special dial tone.
 - If you’ve already hung up.
 - Pick up the handset again and listen for a normal dial tone.
3. Press:   
(On a rotary Phone, dial 1166.)
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. Pick up the handset to automatically place the call.

To Deactivate Continuous Redial:

1. Press:   
(On a rotary phone, dial 1186.)

Notice:

- To restart the 30-minute clock, repeat steps 1 through 3.
 - You may still place and receive calls while waiting for a busy line to become free.
- **A fee of \$.50 will be applied to your phone bill for each use.**
 - Monthly subscription rates are available upon request.

Return Call

- **Last Call Return** - Allows you to automatically dial the number of your last incoming call, whether you answered it or not.

How to use Return Call:

1. Pick up your handset and listen for the dial tone.

2. Press:   

(On a rotary Phone, dial 1169.)

3. You will hear the number of the last incoming call.

- **To place the call, press 1**

If the line is busy:

1. Hang up.
 - Your phone will keep trying the line for up to 30 minutes.
2. A special callback ring alerts you if the line becomes free.
3. Pick up the handset to automatically place the call.

To Deactivate Return Call:

1. Press:   

(On a rotary phone, dial 1189.)

Notice:

- Does not work on 800 numbers, 900 numbers, numbers outside the specified service area, or lines using Call Forward and some other call services.
- You may still place and receive calls while waiting for a busy line to become free.
- **A fee of \$.50 will be applied to your phone bill for each use.**
 - Monthly subscription rates are available upon request.

Speed Call 8

- **Speed Call** - Allows you to store up to 8 numbers and dial the numbers using a single digit code.

Programming The Speed Call List:

1. Pick up your handset and listen for the dial tone.


2. Press:   

(On a rotary Phone, dial 1174.)

3. Listen for a special dial tone.

4. Dial the single-digit code (2 to 9) by which the number is to be stored.

5. Dial the number to be stored.


6. Press: 

7. Hang up.


8. Repeat the steps to store up to 8 Numbers

Using The Speed Call:

1. Pick up your handset and listen for the dial tone.

2. Press: 

3. Dial the single-digit code (2 to 9) by which the number is stored.

4. Press: 

A. The number is automatically dialed

Three (3) Way Calling

- **Three (3) Way Calling** - Allows you to add a third person to your phone conversation.

How Three (3) Way Calling Works:

1. Press and release the receiver or flash button to put your first call on hold.
2. You will hear chirp-beeps and then dial tone.
3. Dial the second party. (You may talk without including the first call.)
4. Press and release the receiver or flash button to bring the first call back on the line.
 - All Three parties will be on the line.

Class Features No Longer Offered:

Overview of Feature Retirement:

- Selective Call Rejection
- Selective Call Acceptance
- Selective Call Forwarding
- Call Forwarding Remote Activation

With the introduction of new technologies in the Nation's telephone network, Selective Call Rejection, Selective Call Acceptance, Selective Call Forwarding and Call Forwarding Remote Activation are no longer a guaranteed service or guaranteed to work as efficiently as they have in the past.

Ironton Telephone / Service Electric Telephone in working with other telephone providers have been unable to provide these features to the standards we require for our customers. Even though we have worked hard to provide these services with no issues to our customers, we have not been able to keep the standard we desire.

With this in mind, these features have been removed from our Tariff as an available feature as of **June 20th, 2016** and will no longer be offered to new customers.

Customers who are currently using these features may continue using them at no cost, yet may encounter issues with the features in which we are unable to repair.

Ironton Telephone / Service Electric Telephone apologizes for any inconvenience this may cause our customers

Call Forward Remote Activation:

- **Call Forward Remote Activation** - Allows subscribers to activate or deactivate all types of Call Forwarding or to change the forward-to destination when subscribers are at a remote location.

How to use Call Forward Remote Activation:

Dial access number ____ - ____ - ____ .

Enter the telephone number to be forwarded followed by your pin number. ____ - ____ - ____ - ____

Your assigned pin number is the last four digits of your telephone number.

You can change your pin number at a later date.

Press:   

(On a rotary phone, dial 1172.)

You will receive a long tone.

Enter the ten digit number to be forwarded to.

Enter 1+ ten digit number if applicable.

A toll charge may apply.

How to deactivate Call Forward Remote:

Dial access number ____ - ____ - ____ .

Enter the telephone number to be forwarded followed by your pin number. ____ - ____ - ____ - ____

Press:   

(On a rotary phone, dial 1173.)

Selective Call Acceptance

- **Selective Call Acceptance** - Allows you to create a list of up to 31 numbers. Only those callers on your list will ring onto your line. When someone not on your list tries to call you, they will be notified that you are not accepting calls from them at this time.

To access or turn on/off Selective Call Acceptance:

- (Once your list is established.)
1. Pick up 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 on your forwarding list.
 4. Choose from the following options.
 - A. Press: **3** to turn on/off.
 - B. Press: **1** to review your list

Adding the last caller to your list:

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


continued

Adding a number to your list:

1. Pick up the handset and listen for the dial tone.


2. Press:   

(On a rotary phone, dial 1164.)

3. Press: 

(On a rotary phone, dial 12.)

Dial the number you are accepting.

4. Press: 


(On a rotary phone, dial 12.)

Removing a number from the list:

1. Pick up the handset and listen for the dial tone.


2. Press:   

(On a rotary phone, dial 1164.)

3. Press: 


(On a rotary phone, dial 11.)

4. Dial the number to be removed.

1. Press: 

(On a rotary phone, dial 11.)

To hear instructions again:

1. Press: 

Note:

- You may press 1, 0, # or * at any time rather than waiting for the voice instructions.
- You do not have to use a complete list for this service.

Selective Call Forwarding

- **Selective Call Forwarding** - Allows you to create a list of up to 12 numbers, and program a forwarding number.
 - When someone on your list calls you, their call will ring at the forwarding number location.
 - All other calls ring into your line as normal.

How to use Selective Call Forwarding:

1. Pick up 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 on or off.

- The recorded voice will then tell you how many (if any) numbers are currently stored on your forwarding list.

4. Press: **3** To turn on / off.

5. Enter the number your call forwarding to.

6. Press: **#** To confirm.

(On a rotary phone, dial 12.)

To Enter your “forward-to” number:

1. The first time you turn on the service, you’ll be asked to enter the number you’d like your special calls forwarded to. From then on, the system will remind you of the current “forward-to” number.

2. Press: **1** If number is correct.

3. Press: **3** If you wish to change the current “forward-to” number.

Adding the last call to the list:

1. Press: **#** **0** **1** **#**



(On a rotary phone, dial 1201 and wait for announcement.)

Adding a number to the list:

1. Press: 
2. Enter the telephone number
3. Press: 


(on a rotary phone, dial 12 for #.)

Remove a number from your list:

1. Press: 
2. Enter the telephone number
3. Press: 

(On a rotary phone, dial 11 for *.)

To hear instructions again:

1. Press: 

Note:

- You may press 1,0,# or * at any time rather than waiting for the voice instructions.

Selective Call Rejection

- **Selective Call Rejection** - Allows you to create a list of up to 31 numbers. When your service is turned “on”, all callers on your list will hear an announcement that you’re not accepting calls at this time. All other calls will ring through as usual.

To access or turn on/off Selective Call Rejection:

- (Once your list is established.)
1. Pick up 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 on your forwarding list.
 4. Choose from the following options.
 - A. Press: **3** to turn on/off.
 - B. Press: **1** to review your list

Adding the last caller to your list:

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


continued

Adding a number to your list:

1. Pick up the handset and listen for the dial tone.


2. Press:   

(On a rotary phone, dial 1160.)

3. Press: 

(On a rotary phone, dial 12.)

4. Dial the number you are accepting.

5. Press: 


(On a rotary phone, dial 12.)

Removing a number from the list:

1. Pick up the handset and listen for the dial tone.


2. Press:   

(On a rotary phone, dial 1180.)

3. Press: 


(On a rotary phone, dial 11.)

4. Dial the number to be removed.

5. Press: 

(On a rotary phone, dial 11.)

To hear instructions again:

1. Press: 

Note:

- You may press 1, 0, # or * at any time rather than waiting for the voice instructions.