Feature and Information Guide

LOCAL PHONE
Introduction

Thank you for choosing features from Windstream. Enclosed are directions for making your services work. Many of these features may be purchased alone or as part of a Windstream package. Some features and services vary by market, so contact a Windstream representative for the features available in your area.
Helpful Hints

1 Windstream services are activated on calls placed between specially-equipped telephone offices. While the number of these facilities is growing rapidly, some calls you place using a Windstream service may not activate the feature. A recorded announcement will inform you when this situation has occurred.

2 Due to the various options available among the states to block the delivery of Calling Name and/or Number (as provided with Caller ID service), your Windstream services may indicate with a recorded announcement or on a display device that a number is “PRIVATE” or “BLOCKED.” Depending on the service, a “PRIVATE” number may or may not activate the feature; however, the actual number will never be revealed; rather, it will remain listed as “PRIVATE” or “BLOCKED.”

3 The instructions for some Windstream services help you establish a list of telephone numbers to use with that feature. The instructions will explain how to create a list, save it to use again and change the entries whenever you want. A unique list is created for each service.

4 Toll charges will be incurred for long-distance calls made using Windstream services.

Anonymous Call Rejection

This feature lets you refuse calls from callers who have “blocked” their numbers. Your telephone will not ring if the number calling you is blocked by per-call or per-line blocking.

Note: Anonymous Call Rejection is automatically included on your line. To cancel, press 4 6 7.

When someone calls:
Callers who have blocked the display of their number will hear an announcement that you do not accept anonymous calls and that they should remove “blocking” and call again.

- All other calls will ring through as usual.

To cancel:
- Press 4 6 7.
- Listen for the confirmation tone and hang up.

To reactivate:
- Press 7 7 7.
- Listen for the confirmation tone and hang up.

Call Forwarding

Call Forwarding allows you to forward your incoming calls to any phone number you choose.

To use:
- Pick up the handset and listen for dial tone.
- Press 7 3 1.
- Dial the phone number to which you want your calls forwarded. If the call is answered, Call Forwarding is in effect. If the call is not answered, repeat steps one and two.

4 All features included in this guide may not be available in all areas. Please call the Windstream Customer Service Center for more information.
To cancel:
- Listen for dial tone.
- Press 734. You will hear two short tones, followed by dial tone.

Notes:
1. Remote access to Call Forwarding will not work with Preferred Call Forwarding.
2. Activation codes vary by market. Some areas may require the use of 722 and 731 as opposed to 720 and 734 for Call Forwarding.

Call Return

Call Return lets you automatically call back your last incoming call—whether or not it was answered.

To use:
- Pick up the handset and listen for dial tone.
- Press 469 or dial 1169 on a rotary dial phone. (When you hear an announcement giving you the last number that called, you may hear a recording giving you the option to press 1 to return the call.)

If the line is:
Not Busy:
- Listen for normal ringing.

Busy:
- Listen for announcement.
- Hang up and you will hear a special ring when the line is free.

To cancel Call Return:
- Listen for dial tone.
- Press 469 or dial 1169 on a rotary dial phone.
- Listen for confirmation announcement or tone and hang up.

Note:
1. If you subscribe to Call Waiting service and choose not to answer a waiting call, you can activate Call Return to call back the unanswered call.
2. Call Return service cannot return private (blocked) telephone numbers.
3. Long-distance charges will be incurred for long-distance calls made using Call Return.
4. The called party’s phone will not ring until you lift your handset.

Call Selector

Call Selector announces important callers with a special ring.

To use:
- Pick up the handset and listen for dial tone.
- Press 461.
- Listen for an announcement telling you whether the service is currently on or off. The recorded instructions will then tell you how many (there must be at least one) numbers are currently stored on your Call Selector list.
- Follow the recorded instructions and press 3 to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).

To add the last caller to your Call Selector list:
- Press 4017 and follow the voice instructions. (Blocked calls will be listed as “PRIVATE” or “BLOCKED.”)
To add a number to your Call Selector list:
- Press 4 and follow the recorded instructions.
  You can store up to 12 telephone numbers on your Call Selector list at one time.

To remove a number from your list:
- Press 9, the telephone number, then 8 to remove a single entry — OR —
- Press 0 8* to remove all entries — OR —
- Press 0 9* to remove all private entries.

To review the phone numbers on your list:
- Press 1.
- After the list is read, recorded instructions will follow.

To hear instructions again:
- Press 0.

If Call Selector is on and someone calls:
- If the call is from someone on your Call Selector list, you will hear a special ring. All other calls will have a normal ringing pattern.
- If you subscribe to Call Waiting service and receive a call from a number on your list while you are on another call, you will hear a special Call Waiting tone. All other calls are signaled by a normal tone.

Refer to List Services Menu on page 24 for a diagram of the preceding instructions.

Notes:
1. You may press 1 0 1 at any time rather than wait for the recorded instructions.
2. The list you create here is separate from any other lists you may create for other services, such as Selective Call Acceptance, Selective Call Rejection and similar services.

Enhanced Call Waiting

Enhanced Call Waiting lets you know there is another call coming in while you are already on the phone.

To use:
- A special tone will signal that another caller is trying to reach you.
- To connect with the incoming call, depress the switch hook or flash hook of your phone for one second.
- Your first call is now on hold, and you can take the second call.
- To switch back to the first caller, depress the switch hook or flash hook again.

To cancel:

To use before placing a call:
- Press 7 6 or dial 1 1 7 6 on a rotary dial phone before you make your call. Don’t hang up.
- Listen for dial tone, then dial the number you wish to call. Call Waiting is disconnected for this call only.
- Call Waiting is active again once you hang up.

To use during a call:
- Depress the switch hook or flash hook of your phone for one second to put the caller on hold.
- Press 7 6 or dial 1 1 7 6 on a rotary dial phone.
- If you are not immediately re-connected with your caller, press the switch hook or flash hook of your phone for one second to return to your caller.
- Call Waiting is active again once you hang up.

With Fax or PC:
- Press 7 6 or dial 1 1 7 6 on a rotary dial phone followed by the number you are calling.
Caller ID

Caller ID service allows you to identify the telephone number and name of incoming, unblocked calls.

This service helps reduce interruptions, allows you to screen for important calls and provides extra security. Since you know the name and number before you pick up the handset, you can decide when to answer a call.

To use:
- No activation codes are required to use Caller ID service. The name and/or telephone number will be displayed after the first full ring. You may answer the call as usual.
- A special display unit is required to use Caller ID. This unit can be attached to your existing telephone, or you may select a special telephone with a built-in display. This equipment can be purchased from Windstream; rental of certain devices may also be available.

Notes:
1. Names and telephone numbers that have been blocked using Per-Line or Per-Call Blocking will be displayed as “PRIVATE” or “BLOCKED.” No actual telephone numbers or names will be displayed.
2. Check your display device’s manufacturer instructions for detailed information.

Caller ID on Call Waiting

This feature allows you to view the name and/or number of the calling party on a display unit while you are on a call.

To use:
- No activation codes are required to use Caller ID on Call Waiting service. While on a call, if you receive another incoming call, you will hear a special Call Waiting tone, and you will then be provided with a visual display of the Call Waiting party’s name and/or number.
- A special display unit is required to use Caller ID on Call Waiting. This unit can be attached to your existing telephone, or you may select a special telephone with a built-in display. This equipment can be purchased from Windstream; rental of certain devices may also be available.

Notes:
1. You must also subscribe to Caller ID and Call Waiting service in order for Caller ID on Call Waiting to work.
2. Names and telephone numbers that have been blocked using Per-Line or Per-Call Blocking will be displayed as “PRIVATE” or “BLOCKED.” No actual telephone numbers or names will be displayed.
3. Check your display device’s manufacturer instructions for detailed information.
4. Display devices that are compatible with Caller ID service may not necessarily work with Caller ID on Call Waiting service. Check the display unit specifications to ensure that it is capable of supporting Caller ID on Call Waiting (sometimes referred to as Call Waiting ID) service.
Per-Call Blocking

Per-Call Blocking allows you to “block” or prevent your name and/or telephone number from being displayed to Caller ID users for a specific call.

**To use:**
- Press **67** before placing a call, or dial **1167** on a rotary dial phone.
- Wait to hear a fast or “rapid” dial tone. This will indicate that Per-Call Blocking has been activated for that one call. Proceed with dialing to place your call.

**Notes:**
1. Per-Call Blocking also blocks your name and/or number to subscribers of other Windstream services and similar services provided by other telephone companies.
2. Unless blocked, all other calls you place will display your name and/or telephone number to subscribers of Windstream services and similar services provided by other telephone companies.
3. Blocked calls will be displayed as “PRIVATE” or “BLOCKED.”
4. In states where Per-Call Blocking is permitted, it is provided free to all Windstream customers where Caller ID service is offered, whether or not you subscribe to one of these services.

Per-Line Blocking

**To use:**
Per-Line Blocking prevents your telephone number and/or name from being displayed on all calls you place from your line. No activation code is required to use Per-Line Blocking. In states where this service is permitted, the block is programmed on your line in the Windstream central office.

**To cancel:**
If you use Per-Line Blocking and choose to display your name and/or telephone number on a specific call, you may cancel the per-line block:
- Press **67** before placing the call, or dial **1167** on a rotary dial phone.
- Per-Line Blocking will be automatically reactivated on your line for subsequent calls.

**Notes:**
1. Charges for this service may apply.
2. Calls made from your line will be displayed as “Private” or “Blocked.”
3. Per-Line Blocking is not available in all states.
Preferred Call Forwarding

Preferred Call Forwarding routes important calls to an alternate phone number.

To use:
- Pick up the handset and listen for dial tone.
- Press 4 6 3.
- Listen for an announcement telling you whether the service is currently on or off. The recorded instructions will then tell you how many (there must be at least one) numbers are currently stored on your “Forward-To” list.
- Follow the recorded instructions and press 3 to turn feature on (if it is currently off) or to turn the feature off (if it is currently on).

To enter your “Forward-To” number:
- The first time you turn on the service, you will be asked to enter the number to which you would like your special calls forwarded. For local calls, enter the seven-digit number. For long-distance calls, enter 7 + area code + seven-digit number. From then on, the system will simply remind you of the current “Forward-To” number.
- Press 1 if the current number is correct.
- Press 0 if you wish to change the current “Forward-To” number, and then follow the recorded instructions.

To add the last caller to your preferred Call Forwarding list:
- Press 1 0 1 1 and follow the recorded instructions. (Blocked calls will be listed as “Private” or “Blocked.”)

To add a number to your list:
- Press 4 and follow the recorded instructions.

You can store up to 12 telephone numbers on your Preferred Call Forwarding list at one time.

To remove a number from your list:
- Press *, the telephone number, then * to remove a single entry —OR—
- Press 0 4 6 6 to remove all entries —OR—
- Press 0 4 6 5 to remove all private entries.

To review the phone numbers on your list:
- Press 1.
- After the list is read, recorded instructions will follow.

To hear instructions again:
- Press 0.

When someone calls:
- If the caller’s number is on your Preferred Call Forwarding list, and the service is turned ON, the call will be re-routed to your “Forward-To” number; otherwise the call will ring at your number as usual.

Refer to Preferred Call Forwarding Menu on page 13 for a diagram of the preceding instructions.

NOTES:
1. You may press 1 0 1 1 at any time rather than wait for the recorded instructions.
2. The list you create for Preferred Call Forwarding is separate from any other lists you may be using for Call Selector, Selective Call Rejection, Selective Call Acceptance and similar services.
3. This service can work with the Call Forwarding feature (all calls are forwarded). Numbers on your preferred list will go to your Preferred Call Forwarding “Forward-To” number. All other calls you receive will be routed to the regular Call Forwarding number you select.
4. Long-distance charges will be incurred for long-distance calls made using this feature.
Repeat Dialing

Repeat Dialing ends the frustration of busy signals and unanswered calls by continuing to dial the last number you called until you make a connection. Repeat Dialing will also redial the last number you called even if the call was answered.

To use:
- Hang up after receiving a busy signal or no answer.
- Pick up the handset and listen for dial tone.
- Press *66 or dial 1166 on a rotary dial phone.

If the line is:

Not Busy:
- Listen for normal ringing.

Busy:
- Listen for announcement.
- Hang up and you will hear a special ring when the line is free.

To cancel:
- Listen for dial tone.
- Press *66 or dial 1166 on a rotary dial phone.
- Listen for announcement and hang up.
Notes:
1. You may make and receive calls while the Repeat Dialing feature is attempting to reach a busy number.
2. Repeat Dialing will attempt to make a connection for up to 30 minutes.
3. If you hear the special notification ring but your call is not ready when you pick up the handset, you may hear the following announcement: “The line was free but it has just become busy again. You will be notified by special ringing when the line is free. Please hang up now.” When you hear the special ring again, pick up the handset to complete the connection.
4. Repeat Dialing can also be used to call back the last call you placed.
5. Long-distance charges will be incurred for long-distance calls made using Repeat Dialing.
6. The called party’s phone will not ring until you lift your handset.

■ Choice of number(s) listed in local telephone directory
■ Designate a special emergency number for family use
■ Call Waiting tones are distinctive
■ Select which numbers to Call Forward*
■ No installation required

*Available in certain areas.

The following Custom Calling features can enhance your Ring Plus service:

Call Waiting
Call Waiting enhances Ring Plus. It enables you to distinguish between incoming calls with special Call Waiting tone patterns that correspond with the ring pattern for each Ring Plus number.

Call Forwarding
Call Forwarding and Ring Plus let you go anywhere you want to go and still not miss important calls. With Call Forwarding you can choose to forward all your numbers or just your main telephone number.

Three-Way Calling
With Three-Way Calling, when a call comes in on one of your Ring Plus numbers, you can still add a third party to your conversation.

Ring Plus gives you some of the benefits of a second line at a fraction of the cost. If you have additional questions on Ring Plus or need a second line in your home or business, please call Windstream today.
Ring Plus Questions

Will the party calling one of my Ring Plus numbers hear the unique ringing pattern?
No. Although you will hear the unique ringing patterns for each telephone number, the calling party will only hear a normal ringing pattern.

Will I have long-distance charges associated with my Ring Plus number(s)?
No you can only call out on your main telephone number, which is also your billing number.

If I am not currently subscribing to any Custom Calling services, will I still be able to subscribe to them later?
Yes. But don’t forget, whether ordering Custom Calling services when ordering your Ring Plus number(s) or at a later date, remember to designate the service(s) to the appropriate number(s). Additional charges for these services do apply. Simply call Windstream to order Ring Plus.

Selective Call Acceptance

Selective Call Acceptance allows you to screen incoming calls by creating a list of phone numbers from which you will accept calls.

To use:
- Pick up the handset and listen for dial tone.
- Press 4 6 4.
- Listen for an announcement telling you whether the service is currently on or off. The recorded instructions will then tell you how many (there must be at least one) numbers are currently stored on your acceptance list.
- Follow the recorded instructions and press 3 to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).

To add the last caller to your Selective Call Acceptance list:
- Press 1 0 1 and follow the recorded instructions. (Blocked calls will be listed as “PRIVATE” or “BLOCKED.”)

To add a number to your list:
- Press 1 and follow the recorded instructions. You can store up to 12 telephone numbers on your Selective Call Acceptance list at one time.

To remove a number from your list:
- Press *, the telephone number, then # to remove a single entry —OR—
- Press 0 8 2 to remove all entries —OR—
- Press 0 # # to remove all private entries.

To review the phone numbers on your list:
- Press 1. After the list is read, recorded instructions will follow.

To hear instructions again:
- Press 0.

When someone calls:
- If your service is turned ON, you will receive calls only from those numbers on your acceptance list.
- Callers who are not on your list will simply hear an announcement that you are not accepting calls at this time.

Refer to List Services Menu on page 24 for a diagram of the preceding instructions.

Notes:
1. You may press 1 0 # # at any time rather than wait for the recorded instructions.
2. The list you create for Selective Call Acceptance is separate from any other lists you may be using for Call Selector, Selective Call Rejection and similar services.
Selective Call Rejection

Selective Call Rejection prevents unwanted calls from disturbing you.

To use:
- Pick up the handset and listen for dial tone.
- Press 660.
- Listen for an announcement telling you whether the service is currently on or off.
- The recorded instructions will then tell you how many (there must be at least one) numbers are currently stored on your rejection list.
- Follow the recorded 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 Selective Call Rejection list:
- Press 4010 and follow the recorded instructions. (Blocked calls will be listed as “PRIVATE” or “BLOCKED.”)

To add a number to your list:
- Press 4 and follow the recorded instructions. You can store up to 12 telephone numbers on your Selective Call Rejection list at one time.

To remove a number from your list:
- Press 6, the telephone number, then 6 to remove a single entry —OR—
- Press 6363 to remove all entries —OR—
- Press 6464 to remove all private entries.

To review the phone numbers on your list:
- Press 1.
- After the list is read, recorded instructions will follow.

To hear instructions again:
- Press 0.

When someone calls:
- If your service is turned ON, callers who are on your rejection list will hear an announcement that your number is not accepting calls at this time. All other calls will ring through as usual.

Refer to List Services Menu on page 24 for a diagram of the preceding instructions.

Notes:
1. You will not be notified when calls have been rejected.
2. You may press 107# at any time rather than wait for the recorded instructions.
3. The list you create for Selective Call Rejection is separate from any other lists you may be using for Call Selector, Selective Call Acceptance and similar services.
Speed Calling

Speed Calling allows you to dial up to either eight or 30 pre-programmed local or long-distance numbers.

To set up Speed Call 8 or Speed Call 30:
- Pick up receiver and listen for dial tone.
- Dial 7 4 0 for Speed Call 8.
- Dial 7 5 0 for Speed Call 30.
- Listen for dial tone.
- Dial the code you would like to program. (Speed Call 8 uses two through nine. Speed Call 30 uses 20 through 49.)
- Dial the telephone number or access code that you want to program for that Speed Call code.
- Press the 9 key. You will hear three beeps that confirm the number has been entered.
- Repeat steps three through six for each number you want added to the list. Up to eight codes can be programmed with Speed Call 8, and up to 30 codes can be programmed with Speed Call 30.

To dial programmed numbers:
- Pick up the receiver and listen for dial tone.
- Enter the Speed Call 8 or Speed Call 30 code for the telephone number you want to dial.
- Press the 9 key.
- The telephone number will be automatically dialed.

To change/add numbers for Speed Call 8 or Speed Call 30:
- Pick up receiver and listen for dial tone.
- Dial 7 4 0 for Speed Call 8.
- Dial 7 5 0 for Speed Call 30.
- Listen for dial tone.
- To change or add a telephone number on the Speed Call list, dial the code you would like to update.
- Dial the new telephone number that you want to program into your Speed Call list.
- Press the 9 key. You will hear three beeps that confirm the number has been entered.
- Repeat steps three through six for each number you want to change on the list.
- Hang up when you are finished updating your Speed Call list.

Note: Some areas may require the use of 4 7 4 and 4 7 5 as opposed to 7 4 0 and 7 5 0 for Speed Dial services.
Three-Way Calling

Three-Way Calling allows you to speak with two people simultaneously.

To use:

- Dial the number of the first person and put him/her on hold by pressing the switch hook or flash hook for one second.
- Listen for dial tone, then dial the number of the person you want to add to the conversation. If the line is busy, or no one answers, press the switch hook or flash hook twice to return to your original call.
- If someone answers the line, press the switch hook or flash hook for one second to add the first person. All three people will now be on the line at the same time.
- To disconnect either call, ask one person to hang up. You can then continue to speak with the remaining person.
- When you hang up, all callers will be disconnected.

Notes:

1. Three-way calls can be placed to local and/or long-distance numbers. If a long-distance number is called, the originator of the call will incur toll charges.
2. The originator of the three-way call cannot answer Call Waiting; the other participants can.
3. If the originator of the three-way call hangs up, the other two parties are disconnected.
## Quick Reference Guide

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### Three-Way Calling
- After first call, depress switch hook/flash hook for one second. Dial second number. Depress switch hook for one second again.

## Usage Sensitive Features

The following features are also available on a pay-per-use basis. There's no hook-up, no installation and no monthly fee. You can start using them today!
- Call Forwarding
- Call Return
- Repeat Dialing
- Three-Way Calling

Note: Usage sensitive features may not be available in all areas. Pay-per-use charges and monthly cap amounts vary by state.

*Activation codes vary by market. Some areas may require the use of # 7 2 and # 7 3 as opposed to 7 2 # and 7 3 # for Call Forwarding.*