- Advanced Calling Services work only on calls made within the Advanced Calling service area. These services are not available in all areas.
- If you attempt to use one of your Advanced Calling Services with a number outside the area served by Advanced Calling, you will hear an announcement telling you that the service cannot be used with that particular number.
- Some of the Advanced Calling Services require you to press the ∗ button. If you have a rotary dial phone set, dial 11 instead of the ∗. This only applied to the first ∗ in the dialing sequence for a service.
- Some of the Advanced Calling Services require you to program lists of phone numbers. You must set up these lists prior to using the services. Please refer to the instructions to program the lists.
- For many of the Advanced Calling Services, voice instructions will guide you through the various procedures and simplify their operation.

■ DELUX CALLER ID, CALLER ID — NUMBER DELIVERY & CALLER ID — NAME AND NUMBER DELIVERY

Caller ID — Number Delivery and Caller ID — Name and Number Delivery let you see the calling party's number or name and number, depending on the option you choose, before you answer a call. Delux Caller ID will allow you to also see names and numbers of callers while you are on the phone. A special display device located on or next to your phone is required. Some Caller ID display devices can store the names and phone numbers of people who called, even while you are out. You can easily review your calls and return them if you wish. Ask your Service Representative for more information on display units.

TO USE:
1. Wait for the start of the second full ring of your telephone.
2. Read information from special display device.

Note:
- Delux Caller ID will also display the name and number of the calling party while you are on the telephone.

For more information, please refer to the instructions received with your Caller ID display device.

Important Notice Regarding Caller ID Services
Per Federal Communications Commission (FCC) order, long distance carriers must pass your telephone number (where capable) on long distance calls. Your number may be displayed to persons you call who subscribe to Caller ID services. If you **DO NOT** have permanent blocking on your line, you must dial *83 (1183 from rotary or pulse-dial phones) before each call to prevent your number from being sent.

If you **HAVE** per-line (permanent) blocking, dialing *82 (or 1182) will allow display of your number.

Dialing *83 will not block display of your number on calls to 800/900 numbers. However, the called party may not sell your number or use it in an unrelated business transaction without your consent.

You do not have to call the telephone company to activate this feature. It is activated in the network for all customers. There is not a charge for these features.

■ CALL RETURN

Call Return returns the call of the last party who called your number. It eliminates the aggravation of rushing to the phone when you're returning from errands or in the shower only to find that the person on the other end has hung up.

TO USE:
1. Press *69.
2. Listen for an announcement that will tell you the phone number of the party who **LAST** called you and the time of the call.
3. If you wish to return the call:
   - Press 1.
   - Listen for ringing.
   - Wait for answer.
4. If you do not wish to return the call, hang up.
5. If the line is busy:
   - Listen for announcement telling you the number is busy.
   - Hang up.
   - You will hear a **short-short-long** ring when the line is free.
   - Your call will automatically be made when you lift the handset.

TO CANCEL:
1. Press *89 and listen for tone or announcement.

Note:
- There is no time limit for returning a missed call. However, you will only be able to return the **LAST INCOMING** call you received.
- If the number you are trying to reach is outside the area served by Call Return, you will hear a recording advising you that the call cannot be made.
- After a call during which you heard a Call Waiting tone, you can use Call Return to return a call to the Call Waiting party.

■ VOICE MAIL

Voice Mail allows you to answer calls with a pre-recorded message when you are unable to answer your telephone. It eliminates an-swer-ing machine frustration, allows access to messages from any location and provides you with the number, date, and time of call receipt.

Note: Your Voice Mail will retain messages as soon as it is installed. If you hear **Broken Dial Tone**, you have a message.

TO ACTIVATE (With a message):
1. Dial your telephone number from your phone and interrupt the message ("The party you have called does not answer, please leave a message after the tone.") by pressing the * key.
2. Enter your Default Password 0000, followed by the # key.
3. Your messages will play; to replay your message press 1, to save your message press 2, to delete your message press 3, or to save this message as new press 4.
4. To return to the main menu press *.
5. Main Menu
   When prompted to set-up your mailbox press the 9 key
   Set-Up Menu
   a. Greeting options press 1
   Greeting Menu
   b. Record a new greeting press 4, followed by the # key
   c. Listen to your greeting press 1
   d. Save your greeting press 2 or rerecord your greeting press 4, followed by the # key
   e. Return to the set-up menu press * key
6. Set-Up Menu
   a. Change password press 2
   b. Enter your new password (4 -16 digit number) followed by the # key; then verify your new password by re-entering your new password, followed by the # key

TO ACTIVATE (With no message):
1. Dial your telephone number from your phone and interrupt the message ("The party you have called does not answer,

please leave a message after the tone.") by pressing the * key.
2. Enter your Default Password 0000, followed by the # key.
3. Main Menu
   When prompted to set-up your mailbox press the 9 key
   Set-Up Menu
   a. Greeting options press 1
   Greeting Menu
   b. Record a new greeting press 4, followed by the # key
   c. Listen to your greeting press 1
   d. Save your greeting press 2 or rerecord your greeting press 4, followed by the # key
   e. Return to the set-up menu press * key
4. Set-Up Menu
   a. Change password press 2
   b. Enter your new password (4 -16 digit number) followed by the # key; then verify your new password by re-entering your new password, followed by the # key

RETRIEVING YOUR MESSAGES:
1. Dial your telephone number (either from that line or elsewhere) and interrupt your greeting by pressing the * key
2. Enter your password, followed by the # key
3. To listen to your message press 1
   a. To listen to new messages press1
   b. To listen to saved messages press 2
4. Listen to message:
   a. To play the message press 1
   b. To save message and play the next press 2
   c. To delete message and play the next press 3
   d. To save message as new press 4
   e. To skip back press 7
   f. To pause or continue press 8
   g. To skip forward press 9
   h. To return to main menu press * key
   i. To hear instructions again press 0

■ VOICE MAIL DELUXE
In addition to all the features of regular Voice Mail, Voice Mail Deluxe includes several convenient services in one feature: **Voice Mail e-Forward**, **Voice Mail Multiple Greetings**, **Voice Mail Telephone and Cell Phone Notification** and **Voice Mail Out-Dial**. See the following descriptions below of each service. These features can also be purchased a la carte.

TO ACTIVATE:
1. Contact a Darien Telephone Company Customer Service Representative by visiting or calling the business office at 437-4111. Ask to have this service activated.

TO USE:
1. Log onto your designated e-mail account.
2. If you have any new Voice Mails, you will see a new e-mail message from the service.
3. This e-mail will contain your Voice Mail in an audio version. Speakers are required for this feature.

■ VOICE MAIL e-FORWARD
The e-Forward service allows you to retrieve, sort, manage, and forward phone messages – all within your e-mail application.

TO ACTIVATE:
1. Contact a Darien Telephone Company customer service representative by visiting our office or by calling 437-4111 and ask to have this service activated.

TO USE:
1. Log onto your designated e-mail account.
2. If you have any new Voice Mails, you will see a new e-mail message from the service.
3. This e-mail will contain your Voice Mail in an audio version. Speakers are required for this feature.

■ VOICE MAIL MULTIPLE GREETINGS
Subscribers may record up to 10 greetings and select which greeting they want to have active.

■ VOICE MAIL TELEPHONE & CELL PHONE NOTIFICATION
Voice Mail Phone Notification alerts you by calling a pre-assigned telephone number to tell you when you have a Voice Mail message. It provides you with immediate message delivery. Allows you to access your messages during Notification calls.

Note:
• You may change the telephone number to be alerted and the Voice Mail Notification Call schedule.

■ VOICE MAIL OUT-DIAL
Allows a caller listening to a Voice Mail greeting to transfer to another pre-programmed number. Example: "Leave a message or press '0' (zero) to be connected to my cell phone."

■ VOICE MAIL PAGING
Voice Mail Paging alerts you through your pager when you have a Voice Mail message. It provides you with immediate message delivery.

Note: You may change the pager number and the paging schedule in the event there are multiple users.

■ TOLL RESTRICTION WITH PIN OVERRIDE
Toll Restriction with PIN Override blocks the ability to dial long distance calls except with the use of a personal identification number. This feature prevents unwanted telephone use.

TO ACTIVATE:
1. Lift the receiver and listen for dial tone.
2. Dial *12, (1112 on rotary dial phones), listen for three (3) . . . beeps and a steady dial tone.
3. Dial your telephone number, listen for three (3) beeps and a steady dial tone.
4. Enter 1 to 7-digits for your personal identification number (PIN), wait for confirmation tone, three (3) beeps and a steady dial tone.
5. Hang up.

TO USE:
1. Lift the receiver and listen for dial tone.
2. Dial *13, (1113 on rotary dial phones), receive second dial tone.
3. Dial 1 to 7-digit PIN number, listen for three (3) beeps and a steady dial tone.
4. Dial desired long distance telephone number, including 1 or 0 and the area code.

TO MODIFY YOUR PIN NUMBER:
1. Lift the receiver and listen for dial tone.
2. Dial *12, (1112 on rotary dial phones), listen for three (3) beeps and a steady dial tone.
3. Dial your 1 to 7-digit PIN number, listen for three (3) beeps and a steady dial tone.
4. Enter a new 1 to 7-digit PIN number, wait for confirmation tone, three (3) beeps and a steady dial tone.

Note:
• You may change your PIN number as often as you wish.

■ CALL WAITING

Call Waiting alerts you with a beep during a telephone conversation that another call is waiting to be answered. It prevents missed calls and provides many of the advantages of an additional line, but at a fraction of the cost.

TO USE CALL WAITING:
To end an existing call and answer a waiting call:
1. Hang up, then allow telephone to ring and answer it.

To hold an existing call and answer a waiting call:
1. Depress switchhook.

To Alternate between calls:
1. Depress switchhook.

To disconnect calls:
1. Hang up.

TO CANCEL CALL WAITING BEFORE MAKING A CALL:
1. Press *70, then listen for three (3) beeps and a steady . . dial tone.
2. Dial desired telephone number.

TO CANCEL CALL WAITING DURING A CALL:
(Three-Way Calling Feature is required)

1. Depress switchhook, then listen for three (3) beeps and a steady dial tone.
2. Press *70, then listen for three beeps.
3. Wait for automatic reconnection to existing call.

Note: When Cancel Call Waiting is activated, callers will hear a busy signal.

TO RE-ACTIVATE CALL WAITING:

Cancel Call Waiting is only in effect for the duration of one phone call. Call Waiting is automatically re-activated as soon as you hang up. To make additional uninterrupted phone calls, you will have to cancel your Call Waiting feature before each phone call.

■ PERSONAL RINGING

Personal Ringing gives you up to 3 different telephone numbers on 1 line, each with its own distinctive ring for incoming calls and separate directory listing (if desired). It lets you know for whom the call is intended before answering and provides many of the advantages of additional lines at a fraction of the cost.

TO USE:
1. Just listen for the distinctive rings.

Notes:
- There are unique Call Waiting tones for each line if you have Call Waiting.
- Each line may have its own Voice Mail Box.
- You may have any call forwarding service on the primary telephone number only or on the primary telephone number and all Personal Ringing numbers, whichever you wish.

■ 3-WAY CALLING

3-Way Calling allows you to add a third party to an existing telephone conversation.

TO USE:
1. Depress switchhook, then listen for three (3) beeps and steady dial tone. (Present call is placed on hold.)
2. Dial third party's telephone number. If busy or no answer, depress switchhook to reconnect to first call. If third party answers, depress switchhook for a 3-Way Call.

Notes:
- You may privately converse with the third party as long as you wish before using the switchhook to establish a 3-Way Call.
- After a 3-Way Call is established, you may depress the switchhook again to drop the third party at any time.

■ CALL TRANSFER

Call Transfer allows you to redirect a call to another phone number or add a third party to your existing conversation.

TO USE:
1. Depress switchhook, then listen for three (3) beeps and steady dial tone. (Present call is placed on hold.)
2. Dial third party's telephone number. If busy, depress switchhook two (2) times to reconnect to first call.
3. If the third party's telephone rings, hang up and the other parties will be connected or wait for the third party to answer, advise of transfer, then hang up.
4. If you would like to have a 3-Way Call, stay on the line until the third party answers then depress switchhook for a 3-Way Call.

Notes:
- Once you transfer a call, your line is free to accept or place additional calls.
- You may transfer a call to any telephone including Cellular or Wireless, even to long distance numbers. (Toll charges will apply.)
- You may privately converse with the third party as long as you wish before using the switchhook to establish a 3-Way Call or hanging up for a Call Transfer.
- You may hang up at any time during a 3-Way Call and the other parties will still be connected.

■ CALL FORWARDING — VARIABLE

Call Forwarding — Variable allows you to redirect all calls to another telephone number. It eliminates waiting for important calls and enhances home security when you are away.

TO ACTIVATE:
1. Dial *72, then listen for three (3) beeps and a steady dial tone.
2. Dial telephone number to which calls will be forwarded and advise the party of Call Forwarding.

3. If party does not answer or if line is busy:
   - Repeat steps 1 and 2 immediately.
   - Listen for three (3) beeps and a steady dial tone.
4. Hang up.

TO CANCEL:
1. Dial *73, then listen for three (3) beeps and a steady dial tone.
2. Hang up.

Notes:
- Calls forwarded to long distance telephone numbers will be charged to you.
- A short ring is provided as a reminder that Call Forwarding is activated; however, you cannot answer any calls at your location until you cancel Call Forwarding.
- To change the number to which your calls are forwarded, cancel Call Forwarding — Variable, then follow activating procedures.

■ REMOTE ACTIVATION OF CALL FORWARDING
Remote Activation of Call Forwarding allows you to redirect all calls to another telephone number from any location.

TO ACTIVATE:
1. Dial 437-8020. Enter your telephone number and four (4) digit PIN number.
2. Dial *72, then listen for three (3) beeps and a steady dial tone.
3. Dial telephone number to which calls will be forwarded and listen for three (3) beeps and a steady dial tone.
4. Hang up.

TO CANCEL:
1. Dial 437-8020. Enter your telephone number and four (4) digit PIN number.
2. Dial *73, then listen for three (3) beeps and a steady dial tone.
3. Hang up.

Notes:
- Calls forwarded to long distance telephone numbers will be charged to you.
- A short ring is provided as a reminder that Call Forwarding is activated; however, you cannot answer any calls at your location until you cancel Call Forwarding.
- To change the number to which your calls are forwarded, cancel Remote Activation of Call Forwarding, then follow activating procedures.

■ CALL FORWARDING — NO ANSWER
Call Forwarding — No Answer allows you to forward all calls to another telephone when your line is not answered within a specified number of rings. It eliminates the frustration of missed calls when you are unable to answer your phone.

TO ACTIVATE:
1. Dial *92 and the telephone number to which calls will be forwarded. Advise the party of Call Forwarding.
2. If party does not answer or if line is busy:
   - Repeat steps 1 and 2 immediately.
   - Listen for three (3) beeps and a steady dial tone.
3. Hang up.

TO DEACTIVATE:
1. Dial *93, then listen for three (3) beeps, and a steady dial tone.
2. Hang up.

■ CALL FORWARDING — BUSY LINE
Call Forwarding — Busy Line allows you to forward all calls to another telephone when your line is busy. It reduces the possibility of missing calls and eliminates your callers' frustration of receiving a busy signal.

TO ACTIVATE:
1. Dial *90.
2. Dial telephone number to which calls will be forwarded and advise the party of Call Forwarding.
3. If party does not answer or if line is busy:
   - Repeat steps 1 and 2 immediately.
   - Listen for three (3) beeps and a steady dial tone.
4. Hang up.

TO DEACTIVATE:
1. Dial *91, then listen for three (3) beeps, and a steady dial tone.
2. Hang up.

■ CALL HOLD
Call Hold allows you to put a call on hold to retrieve another line, initiate a second call or consult privately with another person.

TO ACTIVATE:
1. While one call is in progress, depress switchhook and listen for recall dial tone.
2. Press *76 and the second telephone number.

TO ALTERNATE BETWEEN LINES:
1. Depress switchhook and press *76 each time to place the other party on hold.

TO DISCONNECT CALLS:
1. Hang up.

■ REPEAT DIALING
Repeat Dialing redials a busy number you tried to call and alerts you when the line is free. You can also use Repeat Dialing to redial the last number that you called. It saves time and effort. Repeat Dialing will keep dialing the number for you — automatically — until your call gets through.

TO USE:
1. After hearing busy tone, hang up, then lift the receiver and listen for dial tone.
2. Dial *66.
3. If the line is still busy:
   - Listen for three (3) beeps or an announcement telling you the number is busy.
   - Hang up and wait to hear a **short-short-long** ring when the line is free.
   - Your call will automatically be made when you lift the handset.
4. If the line is not busy:
   - Listen for ringing and wait for answer.

TO CANCEL:
1. Press *86 and listen for tone or announcement.

Notes:
- While Repeat Dialing is activated, you may still make and receive other calls.
- Repeat Dialing will continuously attempt to call back a busy number for 30 minutes. After 30 minutes, your request will be canceled.
- You can use Repeat Dialing for more than one busy number at a time. You will hear a special ring when one of these numbers becomes idle; however, you will not be able to tell which number is now free.
- If the number you are trying to reach is outside the area served by Repeat Dialing, you will hear a recording advising you that the call cannot be made.

■ PRIORITY RINGING
Priority Ringing enables you to create a list of important phone numbers that will ring with a distinct pattern when calling your line (and a unique alert tone if you also have Call Waiting). This list may have up to twelve phone numbers. All other calls will ring normally.

TO USE:
1. Press *61.
2. Listen to the voice instructions to turn Priority Ringing on or off or make changes to your Priority Ringing list.

Press:	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Priority Ringing list.
3	Turn Priority Ringing on/off.
#	Add a number to your Priority Ringing list.
*	Delete a number from your Priority Ringing list.
08	Delete all numbers from your Priority Ringing list.
09	Delete all "private" numbers from the list.

WHEN PRIORITY RINGING IS TURNED ON:
- Hear a **short-long-short** ringing pattern or tone when called by any number on your list.
- Hear **Normal** ringing or Call Waiting tones when called by others.

■ CALL REJECTION
Call Rejection allows customers with Caller ID to block any incoming call which does not come through with identifiable display. It helps put an end to harassing and offensive calls.

TO ACTIVATE:
1. Press *67, then listen for the activation status announcement.

TO DEACTIVATE:
1. Press *87.

■ SPEED CALL 8 & 30
Speed Call allows you to call selected telephone numbers quickly by dialing an assigned code.

TO SET UP NUMBERS:
1. Dial *74 if you subscribe to 8-code Speed Call or *75 if you subscribe to 30-code Speed Call.
2. Enter Speed Call code:
   - Use digits 2-9 to create an 8-code list.
   - Use digits 20-49 to create a 30-code list.
3. Dial desired telephone number, press #, then listen for three (3) beeps.
4. Hang up.

TO USE:
1. Dial desired Speed Call code (2-9 or 20-49), then depress #.

TO CHANGE:
1. Repeat first four steps of set up instructions.

■ CALL SCREENING
Call Screening allows you to create a list of phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement that informs the caller that you are not receiving calls at that time. The list may have up to twelve phone numbers.

TO USE:
1. Press *60.
2. Listen to the voice instructions to turn Call Screening on or off or make changes to your Call Screening list.

Press:	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Call Screening list.
3	Turn Call Screening on/off.
#	Add a number to your Call Screening list.
*	Delete a number from your Call Screening list.
08	Delete all numbers from your Call Screening list.
09	Delete all "private" numbers from the list.

3. After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number):
   - Hang up, then lift the receiver and listen for dial tone.
   - Press *60 and listen for instructions.
   - Press #01#.

Note:
- If a number that is on your Call Screening list is also put on any of your other lists (for example, Priority Ringing), Call Screening will override the other services for that phone number.

■ DO NOT DISTURB

Do Not Disturb allows you to prevent incoming calls from ringing at your station.

TO ACTIVATE:
1. Press *54, then listen for three (3) beeps.
2. Hang up.

TO DEACTIVATE:
1. Press *55.
2. Hang up.

Note:
• When Do Not Disturb is activated, callers will receive an announcement stating that the called party does not wish to be disturbed at this time.

■ DO NOT DISTURB TELEMARKETER

Callers will receive an announcement stating, "You have called a number that does not accept calls from Telemarketers. All other callers may press '1' if you wish to complete the call."

TO ACTIVATE:
1. Press *54, then listen for three (3) beeps.
2. Hang up.

TO DEACTIVATE:
1. Press *55.
2. Hang up.

■ SPECIAL CALL ACCEPTANCE

Special Call Acceptance allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller that you are not receiving calls at this time. This list may have up to twelve phone numbers. Special Call Acceptance prevents unwanted interruptions, particularly solicitation calls.

TO USE:
1. Press *61.
2. Listen to the voice instructions to turn Special Call Acceptance on or off or make changes to your list.

Press:	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Special Call Acceptance list.
3	Turn Special Call Acceptance on/off.
#	Add a number to your list.
*	Delete a number from your list.
08	Delete all numbers from your list.
09	Delete all "private" numbers from the list.

■ PREFERRED CALL FORWARDING

Preferred Call Forwarding allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number that is on your list, the call is forwarded. All other calls will ring your phone in the normal fashion. This list may have up to twelve phone numbers. With Preferred Call Forwarding, you can leave your home or office and still receive urgent calls.

TO USE:
1. Press *63.
2. Listen to the voice instructions to turn Preferred Call Forwarding on or off or make changes to your Preferred Call Forwarding list.

Press:	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Preferred Call Forwarding list.
3	Turn Preferred Call Forwarding on/off.
#	Add a number to your list.
*	Delete a number from your list.
08	Delete all numbers from your list.
09	Delete all "private" numbers from the list.

3. Voice instructions will also guide you through the steps of entering, confirming or changing the number to which your calls will be forwarded.

Press:	If you want to:
1	Confirm the "forward-to" number.
0	Change the "forward-to" number.

■ WARM LINE

Warm Line rings a pre-assigned telephone number by automatically dialing that number 5 seconds after you lift the receiver. It provides a great sense of security for those who may not easily recall emergency telephone numbers.

TO USE:
1. Pick up the receiver and wait.
2. Your call is automatically placed.

Note:
• Warm Line allows normal use of your telephone and other calling features.
• The pre-programmed number may only be changed by the Telephone Company.