

# Calling Features

Let your phone work for you. Streamline your time and stay connected to family, friends and work



## Customer Service Inquiries

### CALL

623-4400 or 1-888-279-9988

Monday to Friday 8:00 am to 8:00 pm  
Saturday 10:00 am to 6:00 pm

### VISIT

For Customer Service and Bill Payment  
Monday to Friday 8:00 am to 6:00 pm

1046 Lithium Drive  
Thunder Bay, ON P7B 6G3

[www.tbaytel.net](http://www.tbaytel.net)



## Calling Features

With TBayTel's convenient Calling Features, you can customize your home phone and enjoy the benefits of simplicity. Manage incoming and outgoing calls, make the most of your time and stay connected for all of your important calls. Plus, you can bundle your Calling Features for great savings.

### Call Waiting

Lets you put a call on hold while you answer a second call.

### Call Forwarding\*

Temporarily redirect all of your incoming calls to any local, long distance or wireless phone number.

### Three-Way Calling\*

Talk with two people at the same time on one phone line.

### Call Return

Quickly and easily return the calls you want.

### Anonymous Call Rejection

Blocks unwanted calls from private numbers.

### Selective Call Acceptance

Only accept calls from a select list of your choice.

### Selective Call Rejection

Reject calls from a select list of your choice.

### Selective Call Forwarding

Control who can reach you and where you can be reached. Selective Call Forwarding allows only the most important calls to be forwarded.

### Selective Ringing/Call Waiting\*\*

A distinctive ring lets you know when the call is from one of your preferred callers.

### Call Blocking

Block all calls temporarily.

\* Long distance charges may apply

\*\* A compatible telephone set and/or additional features may be required

## Call Waiting

Allows you to put a call on hold while you answer a second call. A tone indicates that there is an incoming call. Plus, you can easily switch between the two calls with complete privacy.

### How It Works

To answer the second call:

- Depress the Link™ or Flash button or switch hook.
- You will be automatically connected with the second caller.

To alternate between calls:

- Depress the Link™ or Flash button or switch hook.

To end the first call:

- Finish your conversation and hang up.
- When your phone rings, pick up the receiver and speak to the second caller.
- Call Waiting won't work when an extension telephone is in use on the line.

To temporarily turn off Call Waiting for the duration of a single call:

- Dial \*70 (rotary phone: dial 1170).
- Listen for the dial tone and place your call.
- Call Waiting is automatically turned on once you hang-up.

™ Link is a trademark of Northern Telecom



## Call Forwarding

Enjoy the freedom and the convenience of temporarily redirecting all of your incoming calls to any local, long distance\* or wireless phone number.

\*Long distance charges may apply.

### How It Works

To forward calls:

- Dial \*72 (rotary phone: dial 1172). Listen for three beeps followed by a dial tone.
- Dial the phone number to which your calls are to be forwarded.
- If the phone is answered, keep the line open for 5 seconds to establish the service.
- If there's no answer or the line is busy, hang up and repeat first two steps. If you do this within two minutes, you will hear two beeps, indicating Call Forwarding service is in effect.

### To discontinue Call Forwarding:

- Dial \*73 (rotary phone: dial 1173). Listen for two beeps and hang up.

#### Note:

- When Call Forwarding service is on and you receive a call on your home phone, your phone will ring once. You can make outgoing calls, all incoming calls are routed to the forwarding number.
- Calls forwarded to a long distance number are subject to long distance charges which will be billed to your account.
- Call Forwarding service can only be turned on or off from your home phone line.

## Three-Way Calling

Talk with two people at the same time on one phone line. Chat with friends and family in two different locations, across town or across the country. Long distance charges may apply.



### How It Works

#### To Add a Third Party

- While on a call (or after placing the first call) put the party on hold briefly by pressing the Link™ or Flash button or switch hook.
- Dial the number of the third party immediately and talk privately before connecting with the second party.
- To add the second party, depress the Link™ or Flash button or switch hook.

#### To Disconnect The Third Party

- Depress the Link™ or Flash button or switch hook to reconnect with the (second party) original party.

## Call Return

Quickly and easily return the calls you want.

### AUTOMATIC RECALL

Dial \*69 (rotary phone, 1169) to redial the number of the last caller.

### AUTOMATIC CALLBACK

Dial \*66 (rotary phone, 1166) to redial a busy line. A distinctive ring lets you know when the line is free.

#### How It Works

- Call Return monitors a busy line for 30 minutes and does the dialing for you.
- If the number you are calling is busy, you will hear the message: "The line is busy. You will be notified by special ringing when the line is free."
- A distinctive ring lets you know the line is free.
- To cancel Automatic Recall, dial \*89 (rotary phone: dial 1189).
- To cancel Automatic Callback, dial \*86 (rotary phone: dial 1186).

## Anonymous Call Rejection

Blocks unwanted calls from private numbers. When Anonymous Call Rejection is activated, your phone won't ring when an incoming private or blocked call is received. Instead, the call will be routed to the message, "We're sorry, the number you have reached is not accepting calls from private numbers. Please hang up, reverse your privacy settings, and try your call again." All other calls will ring through as usual.

### How It Works

#### To Activate:

- Lift the handset and listen for the dial tone.
- Dial \*77 (rotary phone: dial 1177).
- Listen for a confirmation tone or announcement. Hang up.

#### To Deactivate:

- Lift the handset and listen for the dial tone.
- Dial \*87
- Listen for a confirmation tone or message. Hang up.

## Selective Call Acceptance

Only accept calls from a select list of your choice. Program up to 12 numbers into your phone and when Selective Call Acceptance is activated, your phone will accept only calls from those in your acceptance list.

All other callers will receive the message, "We're sorry, the number you have reached is not accepting calls at this time."



### How It Works

#### To activate:

- Lift the handset and wait for the dial tone.
- Dial \*64 (rotary phone: dial 1164).
- Listen for a message telling you if the feature is on or off. You will also be told how many numbers are stored in your acceptance list.
- Follow the voice instructions and dial 3 to turn the feature on or off.

#### To add the last caller to your acceptance list:

- Dial #01# (rotary phone: dial 1201).

#### To hear the phone numbers on your acceptance list:

- Dial 1.
- After the list is read, voice instructions will follow.

#### To add a number to your acceptance list:

- Dial # (rotary phone: dial 12).
- Follow the voice instructions. You can store up to 12 phone numbers.

#### To remove a number from your acceptance list:

- Dial \* (rotary phone: dial 11).
- Follow the instructions to remove any or all numbers from your list.

#### To hear instructions again:

- Dial 0.

#### Note:

- Dial 1, 0, #, or \* to bypass the voice instructions.
- A Selective Call Acceptance list is distinct from lists you use for other Calling Features services

## Selective Call Rejection

Reject calls from a select list of your choice. Program up to 12 numbers into your phone and when Selective Call Rejection is activated, your phone will reject only calls from those in your rejection list.

Callers on your rejection list will receive the message, "We're sorry, the number you have reached is not accepting calls at this time." All other calls will ring through as usual.



### How It Works

#### To activate:

- Lift the handset and wait for the dial tone.
- Dial \*60 (rotary phone: dial 1160).
- Listen for a message telling you if the feature is on or off. You will also be told how many numbers are stored in your rejection list.
- Follow the voice instructions and dial 3 to turn the feature on or off.

#### To add the last caller to your rejection list:

- Dial #10# (rotary phone: dial 1201).

#### To hear the phone numbers on your rejection list:

- Dial 1.
- After the list is read, voice instructions will follow.

#### To add a number to the rejection list:

- Dial # (rotary phone: dial 12).
- Follow the voice instructions. You can store up to 12 phone numbers.

#### To remove a number from your rejection list:


- Dial \* (On a rotary phone dial 11).
- Follow the instructions to remove any or all numbers from your list.

#### To hear instructions again:

- Dial 0.

#### Note:

- Dial 1, 0, #, or \* to bypass the voice instructions.
- A Selective Call Rejection list is distinct from lists you use for other Calling Features services.



## Selective Call Forwarding

Control who can reach you and where you can be reached. Selective Call Forwarding allows only the most important calls to be forwarded. Program up to 12 numbers into your phone and when Selective Call Forwarding is activated, only those calls from numbers in your forward list will be re-routed to your “forward to” number. All other calls will ring through as usual.

### How It Works

#### To activate:

- Lift the handset and wait for the dial tone.
- Dial \*63 (rotary phone: dial 1163).
- Listen for a message telling you if the feature is on or off.
- Follow the voice instructions and dial 3 to turn the feature on or off.

#### To add the last caller to your forward list:

- Dial #01# (rotary phone: dial 1201).

#### To enter your “forward to” number:

- The first time you use the service, you will be asked to enter the number you would like your important calls forwarded to. From then on, the system will simply remind you of the “forward to” number.
- If the “forward to” number is correct, dial 1.

#### To change the “forward to” number:

- Dial 0 and then follow the voice instructions.

#### To hear the phone numbers on your forward list:

- Dial 1.
- After the list is read, voice instructions will follow.

#### To add a number to your forward list:

- Dial # (rotary phone: dial 12).
- Follow the voice instructions. You can store up to 12 phone numbers.

#### To remove a number to your forward list:

- Dial \* (rotary phone: dial 11).
- Follow the instructions to remove any or all numbers from your list.

#### To hear instructions again:

- Dial 0.

#### Note:

- Dial 1, 0, #, or \* to bypass the voice instructions.
- A Selective Call Forwarding list is distinct from lists you use for other Calling Features services.
- Selective Call Forwarding works with all incoming Call Forwarding calls. Numbers in your preferred list will follow you to your Selective Call Forwarding number. All other calls will be routed to your regular Call Forwarding number.

## Selective Ringing / Call Waiting

A distinctive ring lets you know when the call is from one of your VIP's. Program up to 12 numbers into your phone and when Selective Ringing / Call Waiting is activated, your phone will use a distinctive ring to indicate a call from a Very Important Person. If you have Call Waiting, you'll also hear a distinctive Call Waiting tone.

### How It Works

- Lift the handset and wait for the dial tone.
- Dial \*61. (rotary phone: dial 1161).
- Listen for a message telling you if the feature is on or off.
- Follow the voice instructions and dial 3 to turn the feature on or off.

### To add the last caller to your selection list:

- Dial #10#. (rotary phone: dial 1201).

### To hear the phone numbers on your list:

- Dial 1.
- After the list is read, voice instructions will follow.

### To add a number to the list:

- Dial # (rotary phone: dial 12).
- Follow the voice instructions. You can store up to 12 phone numbers in your VIP list.

### To remove a number from your list:

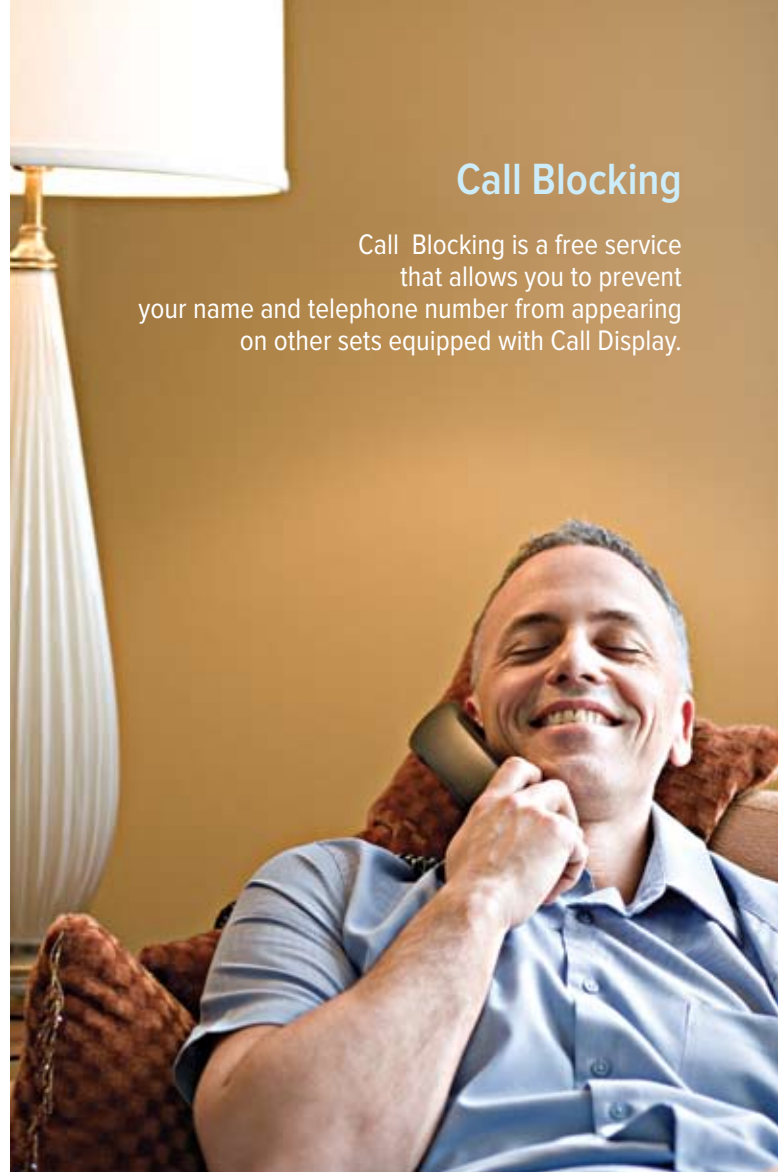
- Dial \*. (rotary phone: dial 11).
- Follow the voice instructions to remove any or all of those numbers.

### To hear instructions again:

- Dial 0.

### Note:

- Dial 1, 0, #, or \* to bypass the voice instructions.
- A Selective Ringing/Call Waiting list is distinct from lists you use for other Calling Features services.



## Call Blocking

Call Blocking is a free service that allows you to prevent your name and telephone number from appearing on other sets equipped with Call Display.

### How It Works

#### Per Call Blocking

- Press \* 67 (rotary phone: dial 1167). Listen for dial tone and make your call.

#### Per Line Blocking

- For permanent Call Blocking, call TBayTel Customer Service.
- To temporarily unblock permanent Call Blocking, press \*65 (rotary phone: dial 1165). Dial the number you wish to call. Your call will be temporarily unblocked for this one call.