

CALLING FEATURES OPERATION GUIDE

Call Forward



Lets your calls follow you to another number.

How it works:

You can program your calls to ring at another number. Each time a call is forwarded, your telephone will make one short ring. It can still be used to make outgoing calls.

Call H & B to activate any of these features for your telephone line.

- 1 Press 72. After a short delay you will receive dial tone.
- 2 ENTER THE TELEPHONE NUMBER where you want your calls to go.
- 3 When someone answers or if you hear 2 beeps call forwarding is in effect.
- 4 You may verify that call forwarding is in effect by redialing 72. A rapid busy signal indicates the service is in effect.
- 5 If you have a 12-button touchtone phone, you may use the # button to eliminate the four-second pause, 72# to set up forwarding, 73# to restore normal service.
- 6 While your calls are being forwarded, your telephone will ring briefly each time your number is dialed. You cannot answer the calls.

Call Forwarding remains in effect until cancelled from your phone.

To Restore Normal Service

- 1 DIAL 73. After a four-second pause, two beeps indicate the call forwarding arrangement has been cancelled.

Call Forwarding Preferred



Lets your calls forward to another number.

How it works:

Allows you to create a list of 6 numbers, and program a forwarding number. When someone on your list calls you, their call will ring at the forwarded telephone.

To enter the "Forward-To" number (first time):

- 1 Listen for dial tone.
- 2 Press *63 (1163 for rotary or pulse telephones).
- 3 Press 3, enter the number you are call forwarding to.
- 4 Press #, then 1 to confirm voice prompt (dial 12 for rotary or pulse telephones instead of #).

To make your list (first time):

- 5 Press #, enter telephone number, press #.

For subsequent list changes:

Press *63, then step 5 above.

To access or turn off your service:

- 1 Press *63, listen to prompt to tell if list is on or off. To turn list on or off, dial 3.

Be sure Select Call Forwarding feature is OFF before attempting to add, delete or change a number on your list.

CALLING FEATURES OPERATION GUIDE (Cont'd)

Call Screening



Don't let unwanted calls disturb you.

How it works:

You can program your telephone to reject 32 calls from any number you place in the rejection list. When your service is turned "on," any callers in this list will hear an announcement that you're not accepting calls at this time. All other calls will ring through as usual.

Can be set up through your computer.

This service allows you to block 32 numbers. You can either block selected numbers ahead of time or block unwanted calls. In either case, the caller is routed to a recorded message and your telephone does not ring.

Setting up a list:

- 1 Dial *60 (1160 for rotary or pulse telephones).
- 2 Press #, dial the number, press # (dial 12 for rotary or pulse telephones instead of #).

To add the last calling party after receiving an unwanted call (you do not know the number):

- 3 Dial *60 (1160 for rotary or pulse telephones).
- 4 Press #, (dial 12 for rotary or pulse telephones). Dial 01, then push # (see rotary or pulse above).

To access or turn off your service (once list established):

- 1 Press *60. Voice prompts will inform you if your list is on or off. To turn your list on or off, dial "3."
- 2 One telephone number must be placed in your list to be able to turn on the service.

Call Trace



Identify harassing callers through the telephone company

How it works:

When you receive a harassing call, you can dial a simple code to trace the source of that call for the telephone company.

Allows you to trace your last incoming call, and record the number at the telephone company. Only the police, with a court order, may receive this information.

To use:

- 1 Hang up after receiving an annoying call.
- 2 Immediately lift receiver and listen for dial tone.
- 3 Press *57 (1157 for rotary or pulse telephones).
- 4 Follow voice prompt, listen for confirmation of trace, hang up.

Special instructions: Record the time and date of the call and contact telephone company. Call Waiting tone during the call will be the number traced.

Call Waiting

You'll know when another caller is trying to reach you.

How it works:

You can use your telephone without missing other calls. A special tone alerts you to a waiting call; the person calling you hears normal ringing.

If someone tries to call you while you're using the telephone:

- 1 A SHORT BEEP tells you another call is waiting on your line. (A reminder beep will sound in 10 seconds if you haven't answered the call.)
- 2 PUSH THE HANDSET BUTTON MOMENTARILY to place the first call on "hold," and answer the second call.
- 3 RETURN TO THE FIRST CALL by momentarily pushing the handset button again, leaving the second caller on "hold."

YOU CAN ALTERNATE BETWEEN THE TWO CALLS as often as necessary by momentarily pushing the handset button.

IF YOU FORGET AND HANG UP with a caller on "hold," your telephone will ring.

To disable Call Waiting (per call) press *71 before placing the call. (This feature can be useful when using your telephone line for dial-up computer internet. The person calling you will then get a busy signal, and you will not get disconnected from the internet.)

CALLING FEATURES OPERATION GUIDE (Cont'd)

Caller ID

See who's calling before you answer the telephone.

How it works:

When you receive a call, the name and number of the person calling you is shown on your Caller ID display screen.

Caller ID allows you to know who's calling before you pick up the telephone. The caller's name* and number are automatically recorded and can be viewed on a display unit.

*The caller's name is available in selected areas.

Per-Call Blocking

Block your number from being displayed to others.

How it works:

By dialing a code before you place a call, you can prevent your telephone number from appearing on the Caller ID display of the person receiving your call.

Prevents customer's telephone number from being displayed on called parties (Caller ID) unit or telephone.

- 1 **Per Call Blocking** – Dial *67 before you dial your outgoing telephone number. This will block your number on that one call. No charge.
- 2 **Per Line Blocking** – You order this from the telephone company and it is automatically placed on all your calls. (You can cancel the blocking on a per call basis by dialing *82 before dialing an outgoing number.)

Priority Ringing



You'll know when someone special is calling.

How it works:

When you make a list of special callers, your telephone uses a special ring to announce calls from any of those numbers. If you also have Call Waiting, you'll hear a special Call Waiting tone.

Can be set up through your computer.

Allows you to create a list of 6 important numbers that can be recognized by a special ring. If you have Call Waiting, your Call Waiting calls also have a distinct tone.

Setting up a list:

- 1 Dial *61 (1161 for rotary or pulse telephones).
- 2 Press #, dial the number, press # (dial 12 for rotary or pulse telephones instead of #).

To access or turn off your service (once list established):

- 1 Dial *61. Voice prompts will inform you if your list is on or off. To turn your list on or off, dial 3.
- 2 One telephone number must be placed in your list to be able to turn on the service.

Repeat Dialing



Get through to busy numbers as soon as they are free

How it works:

You can save time dialing busy numbers over and over. Your telephone rings you as soon as the line is free, and automatically connects you.

- 1 After a busy signal, hang up. Lift handset.
- 2 Listen for the dial tone.
- 3 Press *66 (1166 for rotary or pulse telephone).
- 4 You will hear an announcement similar to, "The number you have called is busy, but should it become available in the next 1/2 hour you will be automatically notified by a distinctive ring."
- 5 You will receive a special call back ring when the line is free.
- 6 Pick up the receiver and the number you were calling will ring.
- 7 You may get or make calls while this feature is on.

To cancel:

Press *86 (1186 for rotary or pulse telephones), then listen for announcement.

CALLING FEATURES OPERATION GUIDE (Cont'd)

Special Call Acceptance



Decide which calls you will take.

How it works:

You can program your telephone to accept only those calls from a special list of people. When your service is "turned on," your telephone will accept only calls from those in your Selective Call Acceptance list. All others will hear an announcement that you are not accepting calls at this time.

Can be set up through your computer.

Setting up a list:

- 1 Dial *64 (1164 for rotary or pulse telephones).
- 2 Press #, dial the number, press # (dial 12 for rotary or pulse telephones instead of #).

Your selected calls will have a specialized ring. Call Waiting will have a matching distinctive tone.

To access or turn off your service (once list is established):

- 1 Press *64. Voice prompts will inform you if your list is on or off. To turn your list on or off, dial 3.
- 2 One telephone number must be placed in your list to be able to turn on the service.

Speed Calling

Quickly dial eight of your most frequently called numbers.

How it works:

You can enter up to eight telephone numbers – local or long distance – into your Speed Calling list. Then, you can reach those people by dialing just one digit.

Can be set up through your computer.

- 1 LISTEN FOR DIAL TONE.
- 2 ENTER THE SPEED CALLING CODE. After a four-second pause, your call is dialed "automatically."
★ If you have a 12-button Touch-Tone® telephone, you may use the "pound" button (#) to eliminate the four second pause.

To change or add numbers:

- 1 DIAL *74 for 8-number list. DIAL 75 for 30-number list. After a four-second pause, you will hear dial tone. (See ★ above.)
- 2 DIAL THE SPEED CALLING CODE plus the telephone number. Two beeps of tone confirm that the entry has been included in your list. Codes for an 8-number list are 2-9, while codes for a 30-number list are 20-49.

CALLING FEATURES OPERATION GUIDE (Cont'd)

Three-Way Calling

Talk with two people in different places - at the same time

How it works:

When you are talking with someone, you can add a third person to the call. It's easy to coordinate family schedules or hold a telephone conference with business colleagues.

To add a third person to your conversation:

- 1 PUSH THE HANDSET BUTTON MOMENTARILY. This places the person you are talking to on "hold." Listen for three beeps, followed by a dial tone.
- 2 DIAL THE TELEPHONE NUMBER of the person you want to add to the conversation. When that person answers, you may talk privately before completing the three-way connection. If the line is busy or nobody answers, cancel the call by momentarily pushing the handset button twice. Then you may continue your original conversation, or try the added call again.
- 3 PUSH THE HANDSET BUTTON MOMENTARILY. This returns the first party to the line, completing the three-way conversation.

To remove either person from the connection:

- 1 THE FIRST PERSON can leave the connection by simply hanging up his telephone.
- 2 When THE ADDED PERSON hangs up, you must then push the handset button momentarily to break the connection.
- 3 All three connections are automatically disconnected when you hang up.

To add a different third person:

Perform the REMOVE step, then repeat steps 1-2-3. If you have placed a call through an operator and want to CALL THE OPERATOR BACK to the line, push the handset button for about two seconds. On a three-way call this will disconnect the added party and recall the operator.

Voice Mail

Make sure you never miss a call.

How it works:

If you are away from home, on the telephone, Voice Mail records the caller's message, which you can access from any telephone, anywhere.

To activate Voice Mail - to answer when you don't answer:

- 1 Press 78#, wait for tone, put in number of rings before the call goes to Voice Mail.
- 2 Dial your prefix - 6245 (____-MAIL), wait for voice mail to answer then hang up. 79# to deactivate.

To activate Voice Mail - to answer when your line is busy:

- 1 Press 76#, wait for tone, dial number to forward to, wait for someone to answer then hang up, if no answer, do process again then hang up.
 - 2 Call your number to see if it did forward OK.
- Both may be activated.

CALLING FEATURES OPERATION GUIDE (Cont'd)

USING H & B VOICE MAIL

To Setup And Access Your Voice Mail

From the telephone subscribed to the service:

- 1 Dial xxx-6245 (MAIL) (xxx is your prefix).
- 2 If prompted, enter your PIN and then #.

From a different telephone:

- 1 Dial xxx-6244.
- 2 Enter your 10-digit mailbox number and press * key.
- 3 Enter your PIN and then press # key.

Record Your Greeting

- 1 Access your voice mailbox.
- 2 Press 9 for the mailbox setup menu.
- 3 Press 1 for greeting options.
- 4 Press 2 to record your greeting.
- 5 Record your greeting and then press #.

Change Your PIN

- 1 Access your voice mailbox.
- 2 Press 9 for the mailbox setup menu.
- 3 Press 2 to change your password.
- 4 Enter your new password and then press #.
- 5 When prompted to verify the password, enter it again and then press #.

Retrieve Messages

- 1 Access your voice mailbox.
- 2 You will hear the announcement "You have x new messages and x saved messages."
- 3 Press 1 to listen to new messages.
- 4 Press 2 to listen to saved messages.

When Retrieving Messages, You Can:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message*
- Press 6 Forward the message to another mailbox*
- Press 7 Skip backward in the message
- Press 8 Pause the message
- Press 9 Skip forward in the message

Using Voice Mail to E-mail

- 1 Check your e-mail as you normally would.
- 2 When you get a voice mail message, you will receive an e-mail from "YOURTELEPHONE" delivered right to your inbox. The message will have an attachment.
- 3 Open the attachment and your media player will play the message.
- 4 If desired, save the attachment on your PC.
- 5 Follow the links in the message to save or delete the message from the Voice Mail system.

*Voice Mail package must be set to allow this capability.

Ellinwood
xxx-1624

KANSAS LIFELINE PROGRAM

Save up to
**\$17.77 off your
telephone bill!**

You may be eligible to receive up to \$17.77 off your monthly local telephone bill through the Lifeline Program. If you don't currently have telephone service, you may also be eligible for a discount on your connection charge through Link Up America.

You are eligible if you receive any of the following:

Food Stamps, General Assistance, Supplemental Security Income (SSI), Temporary Assistance to Families, Medicaid, United Tribes Food Distribution Program, Bureau of Indian Affairs General Assistance, Tribally Administered Temporary Assistance for Needy Families, Head Start (only those meeting its income qualifying standard), Free School Lunch Program, 150% of the federal poverty level. A consumer must provide THREE CONSECUTIVE MONTHS of statements as documentation of income, or provide a copy of their tax return for the previous year.

For more information about Kansas Lifeline or Link Up America, call your **local** telephone company. The number is on your telephone bill or in the front part of the telephone directory.

Information prepared by the
Kansas Corporation Commission
1.800.662.0027



CONSUMER RIGHTS

Telemarketers Must Obey State and Federal Laws When Calling Kansas Residents.

Violations can be enforced by the state Attorney General or through a private cause of action. Telemarketers who make unsolicited calls to residential telephone numbers MUST:

- ✓ Identify themselves, the business for whom they are calling, and the purpose of the call immediately upon making contact with the person being called;
- ✓ Promptly discontinue the call if the person being called indicates a negative response or desire to not listen at any time during the call (i.e., "just say no");
- ✓ Have a live or recorded voice respond within 5 seconds of answering the call;
- ✓ Make their telephone number accessible to caller ID services if technically possible;
- ✓ Maintain internal "do not call" lists and, if requested, place the person called on their internal "do not call" list and honor that request;
- ✓ Disclose whether the seller has a policy of not making refunds, cancellations, exchanges, or repurchases.

Telemarketers must not:

- ✓ Use automatic telephone dialing systems or pre-recorded voice messages to call pagers, wireless telephones or any service for which the party called is charged for the call;
- ✓ Send unsolicited advertisements to fax machines;
- ✓ Use threats, intimidation, profane or obscene language;
- ✓ Cause any telephone to ring repeatedly or continuously for the purpose of annoying or harassing any person at the called number;
- ✓ Call before 8:00 a.m. or after 9:00 p.m. local time.

Exceptions are calls placed for noncommercial purposes, calls made for commercial purpose which do not include any unsolicited advertisements, calls to any person with whom the caller has an established business relationship, and calls from tax-exempt non-profit organizations.

For more information, or to file a complaint if you receive a call from a telemarketer that violates any of these rules, please contact the Kansas Attorney General's Office, Consumer Protection Hotline at 1-800-432-2310.

For further research on the laws summarized above, refer to **K.S.A. 50-670(b)** (part of the KANSAS CONSUMER PROTECTION ACT), **47 USC Section 227 and 47 CFR Part 64.1200** (FEDERAL TELEPHONE CONSUMER PROTECTION ACT and REGULATIONS) and **15 USC 6101-6108 and 16 CFR Part 310** (FEDERAL TELEMARKETING AND CONSUMER FRAUD AND ABUSE PREVENTION ACT and REGULATIONS).

CONSUMER RIGHTS (continued)

KANSAS NO-CALL ACT

The Kansas No-Call Act is a state law that allows Kansas residents to register their home telephone number as being "off limits" to certain types of sales calls. Any telephone solicitor that calls a telephone number on the list after the enforcement date for that telephone number is subject to civil penalties of up to \$10,000 per violation. Any consumer who wishes to register on the Kansas No-Call list may do so for free by calling toll free 1-866-362-4160, or on-line at: www.ink.org/public/ksag/main.htm.

It is very important to note that it could take up to 130 days from the time you submit your registration until telemarketers are prohibited from calling you. It is also important that you realize that registering on the list will not end all telemarketing calls. This law does not prohibit calls such as those from political and charitable organizations. In addition, companies you have expressly asked to call you, as well as companies with which you have or have previously had an established business relationship within the past 36 months, are exempted from the requirements of the law.

Your registration on the Kansas No-Call list is valid for 5 years. You will be responsible for re-registering your name and telephone number at the end of the 5-year period if you wish to remain on the list.

Businesses, which engage in unsolicited consumer telephone calls to Kansas residents, must purchase the list and refrain from calling any telephone number on the list. Solicitors will be able to subscribe for the list also.

GUIDE TO SLAMMING

H & R Communications is committed to being your most trustworthy and reliable provider of telecommunication services and to delivering the best customer service. We will continue to work with regulators, legislators and consumer groups to keep them aware of problems like slamming and to seek solutions.

Slamming

Slamming is a deceptive practice in which your long distance service or local service is switched without your knowledge or permission. If you have been slammed, a H & B Communications representative will help to switch you back to your preferred provider.

Prevention Tips

1. *Read your H & B bill carefully.* If your long distance provider has been changed, a switching charge will appear on your bill, along with the name of your new long distance company.
2. *Ask questions.* If you receive a call, make sure you understand the offer. Ask for their name, address and telephone number. Know what you will have to pay and ask what you will receive.
3. *Educate family members and office staff.* Let everyone in your household or office who is likely to answer the telephone know who is authorized to make decisions about your telephone service. Slammers often target children, babysitters, housekeepers and receptionists.
4. *Read the fine print.* Slammers often distribute contest or sweepstakes forms which contain fine print switching your telephone service. Never fill out entry forms without reading them carefully.

What To Do

- If you think you have been slammed, call H & B Communications 1-800-432-8296 or 1-785-252-4000. A customer service representative will serve as your advocate and help switch you back to your preferred provider.
- If you wish to report the incident, contact:

Kansas Attorney General's Office
Consumer Protection
1-800-432-2310

Federal Communications Commission
Consumer Protection Branch
1-888-225-5322



Kansas Relay Center

SPECIAL SERVICES FOR THE HEARING/SPEECH IMPAIRED



Telecommunications
Device for The Deaf

The Kansas Relay Center keeps you in touch

Call 24 hours a day, seven days a week by dialing 711 or one of the toll free numbers below:

TTY/Voice:1-800-766-3777
Speech-to-Speech:1-866-305-1344
Spanish:1-866-305-1343

Kansas Relay Center

The Kansas Relay Center provides operator relay services to enable Kansans with hearing or speech disabilities to communicate with other people who may or may not have hearing or speech disabilities. All Kansas Telecommunications customers fund this service. The Kansas Relay Service, Inc. (KRSI), a non-profit corporation, serves as the administrator of the Kansas Relay Center.

How the service works

Kansans with hearing and/or speech disability/impairment communicate with a telecommunications device for the deaf (TDD/TTY), a combination telephone/teletypewriter which enables the individual to type out his/her part of the conversation. A Communication Assistant (CA) voices to the hearing person the TTY user's message, then types back to the TTY user the hearing person's words.

Accessing the Kansas Relay Center by TTY

Dial 711 to reach the Kansas Relay Center.

A Kansas Relay Center communications assistant will answer by typing: KRC CA 125F HERE GA. The "F" or "M" designation identifies the operator as either female or male for your convenience.

Have the following information ready to provide to the Kansas Relay Center communications assistant:

- 1) The telephone number you would like to call.
- 2) How you will pay for the call if long distance (for example, if billing to a third number, give the area code and telephone number that you are billing to).
- 3) The name of your long distance carrier if you are calling long distance.

Accessing the Kansas Relay Center by telephone

Dial 711 to reach the Kansas Relay Center. Inform the communications assistant of the telephone number you want to call, and how you will pay for the call if long distance. The name of your long distance carrier may be required if you are calling long distance, outside of your local service area.

Billing of calls

The Kansas Relay Center will handle local and long distance calls, completing calls both within and outside the state of Kansas. There is no charge for local calls. Long distance calls will be billed by the customer's long distance carrier directly.

Public Pay Telephone

The Federal Communications Commission (FCC) requires that public pay telephones be accessible to customers using the Kansas Relay Center and the following terms apply:

- 1) There will be no charge for local calls.
- 2) Long distance calls billed to calling cards will not exceed the charge for similar coin paid calls dialed direct.

Privacy

Calls handled by the Kansas Relay Center are confidential. As required by law communications assistants cannot disclose any information from a conversation. Records of the contents of conversations are not kept.

Emergency/Directory Assistance

TTY customers may access local emergency services and directory assistance through the Kansas Relay Center by dialing 711.

Other services available through the Kansas Relay Center

TTY customers should call 711 for relay assistance with questions on local service, repair and billing matters.

Relay service is also available for Speech-to-Speech and Spanish speaking customers:

Speech-to-Speech:1-866-305-1344
Spanish:1-866-305-1343

Additional information

For more information on the Kansas Relay Center, please contact:

Kansas Relay Center • 9100 Bluebonnet Center Blvd. • Baton Rouge, LA 70809 • 1-866-735-2957 (TTY)