



Emily Cooperative Telephone Company

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Advanced Calling Features

General Information

Advanced Calling Services work only on calls made within the Advanced Calling Serving 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 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.

<u>Calling Feature</u>	<u>Monthly Rate</u>	<u>Description or Instructions</u>
Call Waiting	\$2.50	<p>Call Waiting alerts you that someone is trying to call you when your on the line. You will hear a short tone. You can put your 1st call on hold while you answer the 2nd call. To use:</p> <ol style="list-style-type: none">1. A tone lets you know a 2nd call is waiting. Briefly depress and release the hook switch. You can now talk with the 2nd caller. You can switch between callers by depressing the hook switch again - each conversation is private.2. If you want to end the first call before answering the second call, hang up. Your phone will ring and the second party will be on the line.3. If you hang up and forget that you left a party on hold, the phone will ring to notify that a call is still holding. <p>If you also have Caller ID, Caller ID-Call Waiting will send your second caller to your Caller ID unit so you can determine if you want to take the second call. You need to request Caller ID - Call Waiting at the time of activation.</p>

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Cancel Call Waiting **FREE**

Cancel Call Waiting disables Call Waiting for the duration of one call. This is automatically put on if the customer orders Call Waiting.

1. Dial *70 - DO NOT HANG UP!
2. Dial the number to which you wish to be connected. When finished hang up. Cancel Call Waiting is no longer active.

Call Screening (Selective Call Reject.) **\$2.50**

Allows you to block unwanted calls from disturbing you. You can either block selected numbers ahead of time, or block unwanted calls from calling again. In either case, the caller is routed to a recorded message that you are not accepting calls from their number and your phone does not ring. Allows a list of either 6 or 32 numbers to be blocked.

To Activate:

1. Lift receiver and listen for dial tone. Dial *60
2. Listen for announcement telling you whether feature is on or off. Dial 3 to turn the feature on or off.
3. To add the last calling party after receiving an annoying or unwanted call when you do not know their number: Dial #01#.

To add a number to your rejection list:

1. Press # and follow recorded directions

To hear the phone numbers on your list:

1. Press 1.
2. After the list is read, voice instructions will follow.
(To hear the instructions again, Dial 0)

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**Telemarketing
– Do Not
Disturb** \$3.50

This service intercepts calls that are delivered as "unknown or blocked" to the switching equipment, and are typically telemarketing calls. Those callers will receive the following message:

"The number you have reached does not accept calls from telemarketers. If you are a telemarketer, please add this number to your 'Do Not Call List' and hang up now. Otherwise, press 1 or stay on the line and your call will go through."

Your phone doesn't ring if they hang up. Regular unblocked calls will ring through as normal.

Call Transfer \$2.50

Call Transfer allows you to transfer an existing call to another telephone by flashing the hook switch or using your flash button on your phone and dialing the number to which the call is to be transferred to. (Requires three-way calling.)

To transfer a call:

1. Establish a 3-way call
2. Hang up
3. The other parties may continue talking. This frees up your line for other incoming or outgoing calls.

Call Forwarding - Fixed \$2.50

Fixed Call Forwarding allows all calls to a telephone number to be permanently forwarded to a remote telephone number, which you provide to the Telephone Company. This service is activated and deactivated at the Telephone Company, and our employees are the only people that can change the telephone number. If this is to a long distance number, you will be responsible for toll charges.

Call Forwarding - Variable \$2.50

Allows you to transfer your incoming calls to another local or long distance number. To activate:

1. Dial *72 - Listen for 3 bursts of tone.
2. Dial the number to which you want to forward your calls. (Remember to dial 1+ area code if it is a long distance number). Listen for three bursts of tone confirming that your call forwarding is established. Hang up. After this procedure your call forward is activated.

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Note: To reactivate Call Forwarding to the last previously entered destination, dial *99. You will hear 3 bursts of tone, indicating that reactivation was successful.

To Cancel Call Forwarding

1. Dial *73 - Listen for 3 bursts of tone. Your Call Forwarding has now been cancelled.

Note:

- Call Forwarding continues until you cancel it.
- One short ring at your telephone reminds you that Call Forwarding is still active.
- Call Forwarding to a long distance number will be charged at long distance rates.
- Speed calling codes may be used with this feature

Call Forwarding - Busy Line

\$2.50

Call Forward Busy Line allows you to dial a special code to have calls redirected from your phone number to another phone number when someone tries to call you and your line is busy. To Activate:

1. Dial *90 (1190 on rotary phone) and listen for 2nd dial tone.
2. Dial the number you wish your calls forwarded to.
3. You will receive 3 bursts of tone confirming that your call forwarding busy line is established. Hang up.

To Cancel Call Forwarding Busy Line

1. Dial *91 (1191 on rotary phone) and listen for 3 bursts of tone. Hang up. Your call forwarding busy line is no longer in effect and your calls will once again ring on your telephone line.

Teen Line

\$7.00

Teen Line allows your telephone line to have up to 3 numbers, each with its own unique ringing pattern. You can determine for whom a call is intended by the sound of the ring. If you have call waiting, each phone number will also have a unique call waiting tone.

Main number: Normal Ring

2nd number & 3rd numbers: 2 short rings –or- Short, long, short rings –or- Short, short, long rings

Note: If any type of call forwarding is assigned to Main number, the Main number will forward calls, but the 2nd and 3rd numbers

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will not.

Selective Call Forwarding \$2.50

Use this feature to forward selected calls to another number and have all other calls ring at your telephone as usual. Calls originating from numbers on your "Preferred List" are forwarded. All other calls ring at your telephone.

To Activate:

1. Lift receiver and listen for dial tone. Dial *63
2. Listen for announcement telling you whether feature is on or off. Dial 3 to turn the feature on or off.
3. Follow voice prompts to add or delete phone numbers to your forwarding list.

Remote Activation of Call Forwarding \$2.50

Remote Activation of Call Forwarding allows you to activate and deactivate your call forwarding features from a remote number.

To activate:

1. Dial 763-7777 or 545-7777. If you are out of the area, dial 1-218-763-7777 or 1-218-545-7777. You will hear a recording that tells you to enter your home telephone number. Using your touch-tone phone, dial ONLY THE SEVEN DIGIT TELEPHONE NUMBER (no area code) you wish to have calls forwarded from.
2. You will hear a recording to enter your 4-digit security code. Customer can request any 4-digit security code. (The default code is 7777). After doing this you will hear 3 bursts of tone.
3. Dial *72 and listen for 3 bursts of tone.
4. Dial the number to which you want the calls forwarded. Remember to dial 1+ the area code if it is a long distance number. Listen for three bursts of tone confirming that your call forwarding is established. Hang up. After this procedure your call forward is activated.

To Deactivate:

1. Follow steps 1 and 2
2. Dial *73 and wait 4 seconds and listen for 3 bursts of tone. Remote Call Forwarding is cancelled.

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**Call Forward
By Ring Count**

P/O Voice Mail

For the customer to change the ring-count on Voice Mail:

1. From the customer's line, dial *94
2. Customer will hear stutter dial tone.
3. Customer dials the number of rings they wish the incoming call to be delayed before it forwards to voice mail.
 - a. The number of rings can be from 0 to 10. If 0 rings are selected, all incoming calls will be immediately forwarded to voice mail with no ring at the customer premise.
 - b. To select 0 or 1 rings, the digit 1 or 1 must be entered and followed by the # key.
 - c. To select 2 thru 10 rings, simply key in the desired number of rings.
 - d. Upon entering the correct number of rings, the customer will hear confirmation ton. (Three short bursts of dial tone followed by dial tone).
4. Programming is complete. The customer hangs up the phone.

Repeat Dialing \$2.50

Automatically redials the last busy number you dialed. This feature is active for a maximum of 30 minutes. You may still make and receive other calls. When that line is free, you will be alerted with a distinctive ring and the call will automatically be made. To use:

1. After calling a busy telephone number, hang up. Lift hand set and listen for dial tone.
2. Press *66 (1166 on rotary phone). You will hear a recording that tells you that the system will try your call for 30 minutes and give you 2 short rings indicating when the line is free.
3. When you hear the distinctive ring, lift the receiver and the called party's phone will start to ring.

To deactivate:

1. Dial *86 (1186 on rotary phone) and listen for a confirmation announcement, then hang up.

**Service does not work on 800,888,900 numbers or on lines where Call Forward and some other call services have been activated.

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Last Call Return \$2.50

Returns calls to the last number that called you, whether you answered the phone or not. To use:

1. Listen for dial tone.
2. Press *69
3. You will hear the phone number of the last incoming call. If you want to return the call, press 1. If not, hang up, or make a note of of the number to call back later.
4. If the line is busy, listen for announcement, hang up. The busy line will be dialed for the next 1/2 hour. You will receive a special call-back ring when the line is free. Pick up the receiver and the number you are calling will ring.

To Cancel: Press *89 and listen for announcement.

Speed-Dial - 8 Numbers \$2.50

Speed Dial - 8 Numbers allows you to create a list of up to 8 frequently dialed numbers that you can call by dialing a one-digit code. The one digit code can be any number from 2 through 9.

To activate:

1. Dial *74 and wait for dial tone.
2. From the available code numbers, dial the code number you wish to substitute for the telephone number plus all digits of the telephone number including 1+ area code if it is a long distance number.
3. Wait 4 seconds for 2 bursts of tone, then hang up.
4. Repeat steps 1 - 3 for each number to be stored, using a different digit code number each time. If you wish to replace a previously stored number with a new one, repeat steps 1 - 3.

To use: Just dial the selected code number and wait 4 seconds for the call to be placed.

Speed Dial - 30 Numbers \$2.50

Speed Dial - 30 Numbers allows you to create a list of up to 30 frequently dialed numbers that you can call by dialing a two-digit code. The two digit code can be any number from 20 through 49.

To activate:

1. Dial *75 and wait for dial tone.
2. From the available code numbers, dial the code number you wish to substitute for the phone number plus all digits of the phone number including 1+ area code if it is a long distance number.

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3. Wait 4 seconds for 2 bursts of dial tone, then hang up.
4. Repeat steps 1 - 3 for each number to be stored, using a different two digit code each time. If you wish to replace a previously stored number with a new one, repeat steps 1 through 3.

To use: Dial the selected two digit code number and wait 4 seconds for the call to be placed.

3-Way Calling \$2.50

Allows you to add a 3rd person to an existing conversation whether it is local or long distance. You must initiate both calls. To add the 3rd party:

1. Depress and release the hook switch or press FLASH to put the second party on hold.
2. You will hear 3 bursts of tone and then a normal dial tone.
3. Dial the 3rd party. When they answer, depress and release the hook switch (or press FLASH) again to bring the first party back on the line. If you get a busy signal or no one answers, briefly depress and release the hook switch again. This will stop the 3rd party call and reconnect you to the second party.

To Disconnect: Hang up. This breaks the 3-way connection. If the 2nd party hangs up, you can continue talking to the 3rd party.

**Caller ID -
Number Only** \$2.50

Lets you know who's calling before you answer the phone, or who called while you were out. A telephone with the Caller ID display box is necessary for this feature to work.

Caller ID units have varying degrees of memory to store incoming calls and numbers. You can scroll through to review your calls and delete or store the numbers.

Caller ID Number Only shows you only the telephone number (when available) of the incoming call.

**Caller ID -
Name &
Number** \$5.50

Caller ID Name & Number displays the name and telephone number of the incoming call. (The name displayed will match the directory listing of the calling number, and not necessarily the name of the person calling.)

**Caller ID with
Call Waiting** \$6.00

Caller ID Number Only shows you only the telephone number (when available) of the incoming call.

**Caller ID with
Name - Call** \$8.50

Caller ID Name-Call Waiting will send your second caller to your Caller ID unit so you can determine if you want to take the second

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Waiting		call. You need to request Caller ID with Name-Call Waiting at the time of activation.
Toll-Control with PIN	\$3.50	<p>Toll Control with Pin allows you to block outgoing long-distance (toll) calls but override this restriction on a per-call basis by using a PIN number.</p> <p>To use:</p> <ol style="list-style-type: none">1. Lift the receiver and listen for dial tone. Dial *13 - You will receive a 2nd dial tone.2. Dial your PIN number (any combination of 7 digits of 0-9) and wait for another dial tone.3. Place your long distance call. Hang up - the toll block is on. <p>To change PIN number:</p> <ol style="list-style-type: none">1. Lift receiver - listen for dial tone.2. Dial *12 - Wait for 2nd dial tone and dial the OLD PIN NUMBER.3. Wait for another dial tone.4. Dial NEW PIN NUMBER (up to 7 digits).
Unlisted Number	\$1.15	
Anonymous Call Rejection	FREE	Anonymous Call Rejection prevents intentionally blocked calls from reaching you. Callers who have blocked their call with Per Call Blocking or Line Blocking, will hear a message stating this number is not accepting calls from blocked lines.
Collect Call Rejection	FREE	Does not allow collect calls to be placed to your telephone number.
900 Number Block	FREE	Blocks outbound calls to "900" numbers.

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