

# Rainier Connect

## Calling Feature Instructions

<p><b>Anonymous Call Rejection (*77)</b></p>	<p>Also known as “Block the Blocker” and “Privacy Block” it blocks private or anonymous callers from ringing your phone. Callers will hear: “The number you are calling does not accept blocked calls”</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*77</b></li> <li>3. Listen for the confirmation tone, and then hang up.</li> </ol> <p>To deactivate:</p> <ol style="list-style-type: none"> <li>1. Pick up handset and listen for dial tone.</li> <li>2. Dial <b>*87</b></li> <li>3. Listen for the confirmation tone, and then hang up.</li> </ol> <p><small>*Monthly rates and set up fee(s) may apply. *Incoming Calls Marked “Out of Area” are not blocked by this feature.</small></p>
<p><b>Call Forward Busy (*90)</b></p>	<p>Great for computer users. This feature allows you to send your calls to another number without disturbing your modem connection. You can automatically have a number pre-assigned (FIXED) or change the forwarding number at any time (VARIABLE).</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*90</b></li> <li>3. Listen for the dial tone and dial the number that you wish to forward your calls to (if it’s long distance, don’t forget the “1” plus the area code).</li> <li>4. Remain on the line until someone at the forwarding location answers.</li> <li>5. If no one is at the forwarding location to answer the phone, repeat steps 1-3 a second time, and then remain on the line until the confirmation tone is heard.</li> </ol> <p>To deactivate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*91</b></li> <li>3. Listen for confirmation tone, and then hang up.</li> </ol> <p><small>*Monthly rates, long distance rates, and set up fee(s) may apply. *Voicemail users have “Call Forward Busy-Fixed” automatically.</small></p>
<p><b>Call Forward No Answer (*92)</b></p>	<p>Great for computer users. This feature allows you to send to another number whenever your incoming calls are not answered. You can automatically have a number pre-assigned (FIXED) or change the forwarding number at any time (VARIABLE).</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*92</b></li> <li>3. Listen for dial tone and dial the number that you wish to forward your calls to (if it’s long distance, don’t forget the “1” plus the area code).</li> <li>4. Remain on the line until someone at the forwarding location answers.</li> <li>5. If no one is at the forwarding location to answer the phone, repeat steps 1-3 a second time, and then remain on the line until a confirmation tone is heard.</li> </ol> <p>To deactivate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*93</b></li> <li>3. Listen for confirmation tone, and then hang up.</li> </ol> <p><small>*Monthly rates, long distance rates, and set up fee(s) may apply. *Voicemail users have “Call Forward No Answer-Fixed” automatically.</small></p>

<p><b>Call Forwarding (*72)</b></p>	<p>A must for anyone who needs to stay in touch. Call Forwarding does just what it says, letting you forward all of your calls to any phone, anywhere.</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *72</li> <li>3. Listen for second dial tone and dial the number you wish to forward your calls to (if it's long distance, don't forget the "1" plus the area code).</li> <li>4. Remain on the line until someone at the forwarding location answers.</li> <li>5. If no one at the forwarding location answers, repeat steps 1-3 a second time, and then remain on the line until a confirmation tone is heard.</li> </ol> <p>To deactivate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *73</li> <li>3. Listen for confirmation tone, and then hang up.</li> </ol> <p><small>*Monthly rates, long distance rates, and set up fee(s) may apply. *When calls are activated for forwarding, you will hear ½ a ring to indicate that the feature is active.</small></p>
<p><b>Call Trace (*57)</b></p>	<p>The serious issue of harassing or obscene phone calls can now be swiftly dealt with by using our Call Trace Feature.</p> <ol style="list-style-type: none"> <li>1. Immediately after hanging up from the call, lift the handset and listen for dial tone.</li> <li>2. Dial *57</li> <li>3. You will then hear "The last incoming call has been traced."</li> <li>4. Write down the date and time of the trace, and contact our local office.</li> <li>5. Consult with your local law enforcement agency as to how to proceed.</li> </ol> <p><small>*Per use charge may apply. *Call Trace should be used immediately after you hang up on the call you want to trace. If you receive another call, or hear a Call Waiting tone first, a trace will be placed on the wrong call. *Keep a written record of the date and time you place the trace. *Multiple traces are generally requested for legal action. A court subpoena is mandatory from local/state law enforcement for caller information.</small></p>
<p><b>Call Waiting</b></p>	<p>Our most popular calling feature, Call Waiting allows you to answer a second incoming call without hanging up on the person you are speaking to.</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. When you are notified of the incoming call by a Call Waiting alert tone, depress and release the hook switch (or flash button) to put the original party on hold. You are then automatically connected to the second calling party.</li> <li>2. To alternate between parties, depress and release the hook switch (or flash button) once for each transfer.</li> <li>3. If you wish to end the original conversation when you hear the Call Waiting alert tone, simply hang up. Your telephone then rings and you are connected to the calling party.</li> </ol> <p>To deactivate: Please refer to the Cancel Call Waiting Feature.</p> <p><small>*Monthly rates and set up fee(s) may apply.</small></p>
<p><b>Cancel Call Waiting (*70)</b></p>	<p>Cancel Call Waiting will allow you to temporarily turn off Call Waiting. This feature is popular with computer users who do not want their modem connection dropping or interrupted by incoming phone calls.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *70</li> <li>3. Listen for the confirmation tone, and then dial the telephone number desired.</li> <li>4. Upon completion of the call, the Call Waiting feature will automatically reactivate.</li> </ol> <p><small>*No monthly rate or set up fee.</small></p>

<p><b>Caller ID - Name and Number</b></p>	<p>A very popular feature, Caller ID does just what it says – It shows you who is calling before you answer your phone. Caller ID requires rental or purchase of a display telephone or add-on display unit.</p> <ol style="list-style-type: none"> <li>1. When you receive a call, wait until your telephone completes the second ringing signal.</li> <li>2. The telephone number, or name and number, of the person calling you will automatically appear on your display screen.</li> <li>3. If you choose to answer the call, the number will remain on the screen until you or the caller hang up.</li> </ol> <p><small>*Monthly rates and set up fee(s) may apply. *Caller must be "listed" for name to appear.</small></p>
<p><b>Caller ID on Call Waiting</b></p>	<p>With this feature, when you hear your Call Waiting tone, the name and number of the caller will be displayed on your Caller ID Unit. Rental or purchase of a display telephone or add-on display unit with the feature is required.</p> <ol style="list-style-type: none"> <li>1. When you receive a Call Waiting alert tone the incoming caller's name and number will automatically appear on your display.</li> <li>2. Depress and release the hook switch (or flash button) to put the original party on hold. You are then automatically connected to the second calling party.</li> <li>3. To alternate between parties, depress and release the hook switch (or flash button) once for each transfer.</li> <li>4. If you wish to end the original conversation, simply hang up when you hear the Call Waiting alert tone. Your telephone then rings and you are connected to the calling party.</li> </ol> <p><small>*Monthly rates and set up fee(s) may apply. *Caller must be "listed" for name to appear.</small></p>
<p><b>Conference Calling</b></p>	<p>Also known as "3-way calling", this feature allows you to talk to two other people at one time. In an instant you can add a third party to your line, saving you from making a separate call. This is a great feature for enhancing business communications for planning events.</p> <ol style="list-style-type: none"> <li>1. To initiate Conference Calling, depress and release the hook switch (or flash button) to put the original party on hold. Listen for three bursts of dial tone followed by a steady tone.</li> <li>2. Dial the number of the third party. When this party answers you can talk privately.</li> <li>3. When you are ready to establish the conference connection, depress and release the hook switch (or flash button).</li> <li>4. If the third party does not answer or the line is busy, depress and release the hook switch (or flash button) one more time to resume conversation with the original calling party.</li> </ol> <p><small>*Monthly rates, long distance rates, and set up fee(s) may apply.</small></p>
<p><b>Continuous Redial (*66)</b></p>	<p>Tired of getting busy signals? Let Continuous Redial, also known as Automatic Redial, keep calling the number for you until the line becomes free. Your phone will give you a special ring when the person you are trying to reach has ended their call. When you pick up the phone after being alerted, your call is automatically placed.</p> <ol style="list-style-type: none"> <li>1. When you hear a busy signal, hang up.</li> <li>2. Pick up the handset and listen for dial tone.</li> <li>3. Dial <b>*66</b></li> <li>4. You will hear the voice recording. Your phone will check the number for up to 30 minutes. You may still place and receive calls while waiting for a busy line to become free.</li> <li>5. A special call back ring will alert you if the line becomes free.</li> <li>6. Pick up the handset to automatically place the call.</li> </ol> <p>To deactivate:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*86</b></li> <li>3. Listen for the confirmation tone, and then hang up.</li> </ol> <p><small>*Per use charge may apply. *Service does not work on 800,900, numbers "Out of Area", or on lines that have features such as call forwarding, voicemail, or some other services.</small></p>

<p><b>Priority Call (*61)</b></p>	<p>When someone on your priority list calls you, a special ring will notify you that the incoming call is an important caller.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *61</li> <li>3. An announcement will be heard telling you whether the feature is currently on or off. The recorded voice will take you through prompts to add, remove, change, or activate this feature.</li> <li>4. Follow the prompts and then hang up.</li> </ol> <p>*Monthly rates and set up fee(s) may apply.</p>
<p><b>Last Call Return (*69)</b></p>	<p>This handy and popular feature makes it possible to find out the number of the last person to call your phone. If it is known, you will immediately be told the last caller's number and be given the option to call them back.</p> <p>To activate:</p> <ol style="list-style-type: none"> <li>1. Immediately after the last call, pick up the handset and listen for dial tone.</li> <li>2. Dial *69</li> <li>3. A recording will be heard: "This is your automatic call back service. The number of your last incoming call was (XXX) XXX-XXXX. (The number will repeat.) The call was received date and time. For automatic redial press 1.</li> <li>4. For automatic redial press 1 and the call will be placed.</li> </ol> <p>If the line is busy:</p> <ol style="list-style-type: none"> <li>A. Hang up. Your phone will keep trying the line for up to 30 minutes. You may still place and receive calls while waiting for a busy line to become free.</li> <li>B. A special call back ring will alert you for the free line.</li> <li>C. Pick up the handset to automatically place the call.</li> </ol> <p>*Per use charge may apply. *Service does not work on 800,900, numbers "Out of Area", or on lines that have features such as call forwarding or some other services.</p>
<p><b>Per Call Blocking (*67)</b></p>	<p>This feature allows your name and number to be blocked from being displayed on a Caller ID device on a Per Call basis.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *67</li> <li>3. Listen for dial tone and dial the number as normal.</li> <li>4. Your name and number will not appear on their Caller ID. Instead, the words "Private" or "Anonymous" will be displayed.</li> </ol> <p>*Per use charge may apply. *You must dial *67 per call to block. *If you have subscribed to Line Blocking, this feature will deactivate during the call being placed.</p>
<p><b>Line Blocking</b></p>	<p>This feature allows you to block your name and number from appearing on Caller ID displays on all calls placed from your line. You may contact our office to have this feature added to any or all of your phone lines.</p> <p>To deactivate:</p> <p>If you are calling a number who subscribes to Anonymous Call Rejection, a recording will be heard that "The number you are calling does not accept blocked calls". To unblock your number per call:</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial *82</li> <li>3. Listen for dial tone, and then dial the number you are trying to reach.</li> <li>4. Your name and number will appear on the Caller ID display.</li> </ol> <p>*No monthly or per use charge.</p>

<p><b>Selective Call Forwarding (*63)</b></p>	<p>When someone on your list tries to call you, they will be forwarded to another number.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*63</b></li> <li>3. Listen for an announcement telling you whether the feature is on or off. The recorded voice will take you through prompts to add, remove, change, or activate this feature.</li> <li>4. You will be asked to enter the number you would like to have your calls forwarded to.</li> </ol> <p><small>*Monthly rates and set up fee(s) may apply.</small></p>
<p><b>Selective Call Rejection (*60)</b></p>	<p>When someone on your list tries to call you the caller will be notified that you are not accepting calls from them.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*60</b></li> <li>3. Listen for an announcement telling you whether the feature is on or off. The recorded voice will take you through prompts to add, remove, change, or activate this feature.</li> <li>4. You will be asked to enter the number you would like to reject from calling you.</li> </ol> <p><small>*Monthly rates and set up fee(s) may apply.</small></p>
<p><b>Per Call Blocking (*67)</b></p>	<p>This feature allows your name and number to be blocked from being displayed on a Caller ID device on a Per Call basis.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial <b>*67</b></li> <li>3. Listen for dial tone and dial the number as normal.</li> <li>4. Your name and number will not appear on their Caller ID. Instead, the words “Private” or “Anonymous” will be displayed.</li> </ol> <p><small>*Per use charge may apply. *You must dial *67 per call to block. *If you have subscribed to Line Blocking, this feature will deactivate during the call being placed.</small></p>
<p><b>Speed Dialing (*74 or *75)</b></p>	<p>By simply dialing one or two numbers, you can reach frequently dialed numbers in an instant. No more misdialed or forgotten numbers. With a capacity of 8-30 numbers, local and long distance calls are just a touch away.</p> <p>With the 8-number option (<b>*74</b>) your speed dialing codes are numbers 2-9. With the 30-number option (<b>*75</b>) your speed dialing codes are numbers 20-49.</p> <ol style="list-style-type: none"> <li>1. Pick up the handset and listen for dial tone.</li> <li>2. Dial either <b>*74</b> (8-number) or <b>*75</b> (30-number) and wait 4 seconds for the dial tone to enter a speed dialing code.</li> <li>3. From the available numbers (2-9 for 8-numbers or 20-49 for 30-numbers) dial the “code” number you wish to substitute for the phone number.</li> <li>4. Dial the phone number to be stored for that “code” number and wait for two (2) bursts of dial tone.</li> <li>5. Hang up once you have completed the memory storage.</li> <li>6. Repeat steps 1-5 for new numbers. Remember to use different “code” numbers for each new phone number listed.</li> </ol> <p><small>*To use a speed dialing code that you have programmed, select the “code” number and the “#” key. Your call will be automatically placed. *Monthly rates and set up fees apply.</small></p>
<p><b>Blocking Options</b></p>	<p><b>“800” Number Block</b> Blocks the ability to dial “800” numbers.</p> <p><b>“900” Number Block</b> Blocks the ability to dial “900” numbers.</p> <p><b>Collect Block</b> Blocks you from receiving Collect Calls.</p> <p><b>International Block</b> Blocks the ability to dial “011” numbers.</p> <p><b>Long Distance Block</b> Blocks the ability to dial “1” or “0” to place long distance or operator calls. You will still be able to dial locally and “911”.</p> <p><b>Third Number Block</b> Blocks your telephone number from billing for third number calls. All lines are blocked unless you request to have the block removed.</p>