

*CALLING FEATURE  
USER GUIDE*



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# Calling Feature User Guide

Mitchell Telecom offers a wide selection of Telephone calling features and services. These services offer you convenience, time savings, and greater control in the use of your telephone at a reasonable price.

Each available feature or service is explained below and on the following pages. If you wish to add any of these services or require more information, please contact our business office by dialing 990-1000.

Several features are available with a basic telephone line, and may be added to your telephone service at no additional monthly fee.

*Additional features may be added to your telephone service for an additional monthly fee. Please contact our office for pricing or additional information.*

## *Features Available with Basic Telephone Service*

Each subscriber may have the following options available at no monthly charge with your Mitchell Telecom Telephone Service. Customer has the option to ADD or REMOVE from their service, depending on their needs.

### **Call Transfer**

*Manage more than one call at a time by transferring call to a third party, or establish a three-way conference*

Call Transfer allows you to place a call on Call Hold, establish an additional call and subsequently form a three-way conference between parties. It also provides ability to redirect a call to another line or party, to free up your line. There are several types of Call Transfers supported. With one service, you can utilize this feature in a manner that best meets your specific needs.

#### **How to use Call Transfer:**

To Transfer a Call the subscriber who is in two-way call with another party can depress switchhook for about a second, or Flash, then dials the third party to do one of the following:

- Add new party, converse privately, then disconnect to transfer the call. This is also known as **Supervised Transfer**
- Add new party and then depress switchhook for about a second, or Flash, to make a **Three-Way Conference**.
- Add new party and then depress switchhook for about a second, or Flash, to make a **Three-Way Conference**, and then disconnect to **Transfer the Call**.
- Add new party and then depress switchhook for about a second, or Flash, and disconnect BEFORE the new party answers. This is known as a **Blind Transfer**.
- Add new party and then depress switchhook for about a second, or Flash, BEFORE new party answers. This is known as a **Quick Conference**.

If the new party's line is busy when the transfer is attempted, the party who is transferring the call may depress the switchhook twice to reconnect the call.



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### **Call Hold**

*Place an on-going conversation on Hold, to call another or receive another call*

#### **To Place Call on Hold:**

- While on a call you may depress the switchhook for about a second, or Flash button, then dial **\*96** to place that call on Hold.
- Confirmation tone is indication of successful Hold - Dial Tone will follow.

#### **Actions Available:**

- You may place a call to another party, OR ...
- Utilize other features, OR ...
- Retrieve the held party by pressing **\*96**; upon which you will receive confirmation tone and will reestablish call connection.

### **Home Intercom**

*Use your phone line as an intercom within home or business*

Turn your phone into a home communication system. Use your existing telephones to talk to someone in another part of the house, home office, or garage -- wherever there's an extension.

#### **To Use Home Intercom:**

- Dial the 7-digit phone number of the line you are on.
- A recording will state that you are dialing an extension, and you should hang up the phone.
- A distinctive ring will be initiated to all phones on that line.
- Wait for ringing to stop before picking phone up again. This will indicate another party with access to same line has picked up.
- You may pickup your phone and converse with the other party.

### **Originating 900 Call Block**

*Prevents 900 calls from being placed on your phone*

This service prevents a phone from being able to call a 900 number. This does not necessarily block international calls that may be used for information type services.

This service is included with each telephone line at no charge for our customers and does not require any customer interaction.

Should you wish to remove the block and place 900 service calls from your line, please contact Customer Service at 990-1000.

### **Three-Way Calling**

Talk to two different people at the same time. Add a second party to your existing call or put one on hold to make a second call. Three-Way Calling works with both local and long distance numbers.

#### **To Add A Third Party:**

- First, to hold your existing call, depress the switchhook for about a second, or Flash button.
- Upon receiving dial tone, dial the third number. (Speed Calling codes may be used if you also have this feature)
- When the third party answers, you may talk privately before completing your 3-way connection.
- With your third party on the line, depress the switchhook for a second, or Flash button to add the holding party.
- Your Three-Way Call is now in effect.
- If for some reason the call to the third party is not completed, depress the switchhook or Flash button twice to get back to your party on hold.

If the new party's line is busy when Three-Way Call is attempted, the party who is transferring the call may depress the switchhook twice to reconnect the call.

#### **To Disconnect the Third Party:**

- Depress the switchhook for about a second, or the Flash button. You will now have only the original party on the line.

#### **To Disconnect Completely:**

- Simply hang up.
- If either of the other two parties hangs up, you can continue to talk to the one remaining.

*Note: If you originated a Three Way Call, and you hang up to disconnect, the other two parties will also disconnect unless you utilize the Call Transfer feature listed on page 1.*



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### Terminating Call Manager

*Blocks telemarketers and at the same time 'learns' who your friends are so that their calls complete without interference.*

#### How to use:

- Dial \*95 From your home phone to enter the 'MAIN MENU'

#### The 'MAIN MENU' will give you the following options:

- Press 1 To ADD a number to your Blocked list
- Press 2 To Remove a number from your Blocked list.
- Press 3 To Remove ALL numbers from your Blocked list.
- Press 4 To ADD a number to your Known list.
- Press 5 To change the Language of your menu options.
- Press 6 To turn the Entire service ON.
- Press 7 To turn the Entire service OFF.
- Press 8 To Block calls from Private callers.
- Press 9 To Allow calls from Private callers.
- Press \* To Repeat menu options.

*Note: If you wish to add the last caller's number to your Blocked list, simply hang up and dial \*96.*

### Toll Restriction

*Prohibits a subscriber from originating toll calls.*

Any attempted toll call originations are intercepted and routed to an announcement or tone. Calls terminating to a toll-restricted line are processed normally. Local calls and 911 calls are allowed.

#### Two Options for Toll Restriction:

- 1) Toll Plus 800 - The restriction includes toll-free service calls
- 2) Toll Without 800 Restriction - Toll-free service calls are allowed to originate from the line

### Warm Line

*Urgent or emergency phone number automatically dialed if user does not dial*  
Allows subscriber to complete a call or a direct connect to a predefined destination, if user does not dial any digits within a certain period of time. Interval may be set at up to 30 seconds.

#### How to use:

- Upon telephone going off-hook, or being activated, for a period of time it will dial a predetermined phone number.
- Calls completed to this phone will be treated as normal
- Once feature is placed on telephone service, no unique subscriber interaction is required for its use.

### Additional Telephone Calling Features

Your Telephone service may contain one or several calling features described below. Unless otherwise indicated, these features and services are available for an additional fee and can compliment your basic telephone service. Please contact Customer Service at 990-1000 for further details.

### Automatic Callback

*Redials last number dialed. Keeps trying a busy party.*

#### How to use:

- Typically used when you hear a busy signal, depress the switchhook and release quickly, or press Flash button. Listen for a special dial tone. OR...
- If you've already hung up, pick up the handset and listen for a normal dial tone.
- Press \*66.
- If the line is still busy, hang up. Your phone will check the number for up to 30 minutes.
- A special callback ring alerts you if the line becomes free (some phones ring normally).
- If you have a Caller ID display on telephone, it will display number it is ready to dial.
- Pick up the handset to automatically place the call.

#### To cancel:

- Depress the switchhook and release, or press Flash button. Listen for a special dial tone.
- If you've already hung up, lift the handset and listen for a normal dial tone.
- Press \*86.
- Listen for confirmation tone or announcement. Hang up.

*Note: If Automatic Call Back is performed to a number with Privacy Call Screening, that call may be rejected if the called number is marked "Private." If desired, you should press \*82, to remove Private call status and send calling information such as name and phone number.*

### Automatic Recall

*Redials the last incoming number.*

#### How does it work:

- Pick up the handset and listen for the dial tone OR...
- If you were already on the phone and ignored a call waiting tone, depress the switchhook and release quickly, or press Flash button.
- Upon dial tone, Press **\*69**. The number of the calling party will be announced along with the date and time of the call. You will be instructed to either dial '1' to return their call, or hang up.

#### If the line is busy:

- Upon attempt to Automatic recall, you may hear announcement that called party's line is busy.
- Hang up. Your phone will keep trying the line for up to 30 minutes.
- A special callback ring alerts you if the line becomes free.
- Pick up the handset to automatically place the call.
- **To cancel:**
- Press **\*89**. Listen for announcement. Hang up.

#### Notes:

- *Automatic Recall will not call a number back that has been blocked or marked 'Private.'*
- *Does not work on 800 numbers, 900 numbers, cellular phone numbers, numbers outside the specified service area, or lines using Call Forward and some other call services.*

### Caller ID

#### How to use:

- When you receive a call, wait until your telephone completes the first ringing signal.
- The telephone number calling you--and the name associated with that number in telephone company records--will automatically appear on your display screen.
- If you choose to answer the call, the name and number will remain on the screen until you or the caller hangs up.

#### Notes:

- *In addition to required service subscriptions, Caller ID requires a customer owned, compatible add-on Caller ID display or telephone display at the customer premise. This includes Caller ID on Call Waiting.*
- *Name and number will be displayed when available. Not all are available or non-blocked. If you see UNKNOWN, UNAVAILABLE, OUT OF AREA, the person is calling from an area where Caller ID is not available.*
- *Caller ID information is available with some Long Distance companies.*

### Speed Calling 8 & 30

*Speed Calling allows you to call selected telephone numbers quickly by dialing an assigned code.*

Add up to 8 or 30 frequently dialed numbers to your Speed Calling list for quick and easy dialing. Once programmed in, your Speed Calling list will be available from any phone on that line.

#### To Establish Your Speed Calling List:

- Lift the receiver and listen for the dial tone.
- Dial **\*74** for Speed Calling 8, (**\*75** for 30)
- Listen for three beeps and a steady dial tone.
- Dial the code that you wish to store this telephone number. Valid codes are the numbers 2 through 9 (20-49 for 30).
- Immediately dial the number you wish to program on that Speed Dial number, then press the '#' key to store..

*Tip: Use typical 7- or 10-digit entries just as you would normally place call.*

*For long-distance entries, dial 1 and the area code before the number.*

- If the phone number is valid, there will be a second delay and then regular dial tone. At that time you may initiate any phone call or repeat steps 2 through 5 to add or modify additional Speed Call assignments.

#### To Use Your Speed Calling Feature:

- Dial the appropriate two-digit access number (2-9) (20-49 for 30)
- Push the # button.
- The phone number assigned to that code will be dialed automatically.

#### To Change Your Speed Call List:

- Simply follow the same steps for establishing your list. A new number automatically cancels out the corresponding existing number.

### Selective Distinctive Ringing/Call Waiting

*Announces important callers with a special ring or tone.*

Subscriber defines a list of important phone numbers that can receive a distinctive ring or call waiting tone. Calls from other phone numbers not on the list, will receive normal treatment.

#### How To Use:

- Pick up the handset and listen for the dial tone.
- Press **\*61**.
- Listen for announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your list.
- Follow the voice instructions and dial **'3#'** to turn the feature ON (if it is currently off), or turn the feature OFF (if it is currently on).

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

- Press #01#.

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

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

#### To ADD a number to your list:

- Press #.
- Follow the voice instructions you hear. You can store up to 10 phone numbers on your list.

#### To REMOVE a number from your VIP list:

- Press \*.
- Follow the voice instructions to remove any or all of those numbers.

#### To hear instructions again:

- Dial 0

#### When someone calls:

- If the call is from someone on your VIP list, you'll hear a special ring. All other calls will have a normal ringing pattern.
- If you have Call Waiting and get a call from a number on your VIP list while you're on another call, you'll hear a special Call Waiting tone.

### Caller ID Blocking/UN-Blocking

*Prevents your number from being displayed to the person receiving your call.*

Caller ID Delivery and Suppression feature suppresses your directory number delivery so the parties with Calling Number Delivery will not receive that information. If you have blocked your number, the called party's display will show a "PRIVATE" message.

PER CALL BLOCKING capability is on your line for no additional cost, unless you have requested PER LINE BLOCKING (for customers with non-published phone numbers).

#### To BLOCK your number from being displayed, on a PER CALL BASIS:

- Pick up the handset and listen for the dial tone.
- Press **\*67**.
- Dial the number you're calling as usual.
- The person you've called will not be able to see your name or number displayed on their telephone display screen. Instead, a "Blocked" description is usually displayed.

#### Notes:

- *You must dial \*67 before each call you wish to block. Otherwise, your phone number will be released to the person receiving the call.*
- *There is no monthly charge or per-use charge for Caller ID Delivery & Suppression*

#### If you have PER LINE BLOCKING (customers with non-published numbers) and want to UNBLOCK your number for display to the called party:

- Pick up the handset and listen for the dial tone.
- Press **\*82**.
- The people you've called will now be able to see your name and number displayed on their telephone display screen.

#### Notes:

- *You must dial \*82 before each call you wish to UN-block. Otherwise, your phone number will NOT be released to the person receiving the call.*
- *Display of name and number on the called party's end is contingent upon having compatible Caller ID equipment.*
- *Non-Published phone numbers may request to have Per Line Blocking activated for no additional charge.*
- *Business customers can subscribe to Per Line Blocking only by demonstrating a need, under criteria set forth in the Mitchell Telecom tariff. The demonstration of need is waived for law enforcement centers, shelters for battered persons, and government agencies engaged in undercover operations.*

### **Call Forward Busy Line**

*If your phone is busy, redirect calls to another telephone.*

Too many calls to handle all at once? This Call Forward features helps manage your calls so customers don't get a busy tone.

- If you are a Voice Mail subscriber, this feature is used along with support of Voice Mail and subscriber will not be able to make changes as noted below. Please contact Mitchell Telecom if additional information is required.
- If you do NOT have Mitchell Telecom's Voice Mail service and subscribe to Call Forward Busy Line feature on a monthly basis, please continue to read use instructions below.

#### **How does it work:**

- If an incoming caller receives a busy signal, this feature will forward to another telephone number of your choice.

#### **To Activate Call Forward Busy Line:**

- Lift the receiver and listen for the dial tone.
- Dial \*68 and listen for a dial tone.
- Now, dial the number where you wish your calls forwarded. (Speed calling codes may be used if you also have this feature.)
- When destination phone number has been validated, you will hear a confirmation tone, followed by dial tone, confirming your Call Forwarding Busy Line feature is now in effect.
- If you entered an erroneous phone number you will hear an announcement stating such. If there is no answer or the line is busy, hang up and repeat the previous steps.
- Once you've activated Call Forwarding Busy Line, the phone will make one short ring each time a call is forwarded. However, you can still make outgoing calls from this phone.
- If you wish to change the phone number your calls are being transferred to, just deactivate the first (see below), and redirect your calls using the above steps.

*Note: Toll or long distance charges may be applicable if forwarded to an out of area phone number.*

#### **To Deactivate:**

- Lift the receiver and listen for the dial tone.
- Dial \*88.
- Listen for two beeps. Call Forward Busy Line is now discontinued.

### **Selective Call Rejection**

*Blocks unwanted calls from disturbing you*

A subscriber maintained list of phone numbers determines which incoming callers will be rejected and redirected to an announcement. Other callers will pass through as normal.

#### **How to use:**

- Pick up the handset and listen for the dial tone.
- Press \*60 and listen for announcement telling you whether the feature is currently on or off. An announcement will then tell you how many (if any) numbers are currently stored on your rejection list.
- Follow the voice instructions and dial '3#' to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).
- Follow the voice instructions you'll hear to add or remove a number from your rejection list.

#### **When someone calls:**

- If your service is turned ON, callers who are on your rejection list will hear an announcement that your number is not accepting calls at this time. All other calls will ring through as usual.

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### Selective Call Acceptance

*Gives you control over which calls you'll take.*

Selective Call Acceptance allows customers to define a list of up to (32) calling directory numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party.

#### How To Use:

- Pick up the handset and listen for the dial tone.
- Press \*64 and listen for announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your acceptance list.
- Follow the voice instructions and dial '3#' to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).
- Follow the voice prompts to add or remove a number from your list.

#### When someone calls:

- When your service is turned ON, you'll receive calls only from those on your acceptance list.
- Callers who are not on your list will hear an announcement that you are not accepting calls at this time.

### Selective Call Forwarding

Selective Call Forwarding will allow the subscriber to have certain terminating calls forwarded to a designated remote station.

#### How to use:

- Pick up the handset and listen for the dial tone.
- Press \*63 and listen for an announcement telling you whether the feature is currently on or off. The recorded voice will then tell you how many (if any) numbers are currently stored on your forward list.
- Follow the voice instructions and dial '3#' to turn the feature ON (if it is currently off), or to turn the feature OFF (if it is currently on).
- Follow the voice instructions you'll hear to enter or change the current "forward to" number.
- Follow the voice instructions to add or remove a number from your list.

#### When someone calls:

- If your service is turned ON, and caller is on your forward list, the call will be re-routed to your "forward-to" number. If the caller is not on your forward list, the call will ring at your home as usual.

### Call Forward Don't Answer

*If your phone is not answered, redirect call to another telephone.*

Hard to be in all places at once? This Call Forward feature helps manage your calls so customers get through.

- If you are a Voice Mail subscriber, this feature is used along with support of Voice Mail and subscriber will not be able to make changes as noted below. Please contact Mitchell Telecom if additional information is required.
- If you do NOT have Mitchell Telecom's Voice Mail service and subscribe to Call Forward Don't Answer feature on a monthly basis, please continue to read instructions below.

#### How does it work:

- If an incoming call is not answered after a certain number or rings (from 3 to 8), this feature will forward to another telephone number of your choice.

#### To Activate Call Forward Don't Answer:

- Lift the receiver and listen for the dial tone.
- Dial \*92 and listen for a dial tone.
- Now, dial the number where you wish your calls to be forwarded. (Speed calling codes may be used if you also have this feature.)
- When destination phone number has been validated, you will hear a confirmation tone, followed by dial tone, confirming your Call Forwarding Don't Answer feature is now in effect.
- If you entered an erroneous phone number you will hear an announcement stating such. If there is no answer or the line is busy, hang up and repeat the previous steps.
- Once you've activated Call Forwarding Don't Answer, the phone will make one short ring each time a call is forwarded. However, you can still make outgoing calls from this phone.
- If you wish to change the phone number your calls are being transferred to, just deactivate the first (see below), and redirect your calls using the above steps.

*Note: Toll or long distance charges may be applicable if forwarded to an out of area phone number.*

#### To Deactivate:

- Lift the receiver and listen for the dial tone.
- Dial \*93.
- Listen for two beeps. Call Forward Don't Answer is now discontinued.

### **Call Forwarding Variable**

*Redirect all incoming calls to another telephone number.*

#### **To Forward Your Calls:**

- Lift the receiver and listen for the dial tone.
- Dial **\*72** and listen for a dial tone.
- Now, dial the number where you wish your calls forwarded. (Speed calling codes may be used if you also have this feature.)
- When destination phone number has been validated, you will hear a confirmation tone, followed by dial tone, confirming your Call Forwarding Variable feature is now in effect.
- If there is no answer, or the line is busy, hang up and repeat the previous steps.
- Once you've activated Call Forwarding Variable, the phone will make one short ring each time a call is forwarded. However, you can still make outgoing calls from this phone.
- If you wish to change the phone number your calls are being transferred to, just discontinue the first, (see below), and redirect your calls using the above steps.

*Note: Toll or long distance charges may be applicable if forwarded to an out of area phone number. This feature takes priority over Call Forward Busy Line or Don't Answer*

#### **To Deactivate:**

- Lift the receiver and listen for the dial tone.
- Dial **\*73**.
- Listen for two beeps. Call Forwarding Variable is now discontinued.

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### **Remote Activation of Call Forwarding**

*Activate or deactivate Call Forwarding from remote telephone*

Call Forwarding Variable is normally activated on the phone it serves. When you can't be at that phone to administer, it can be activated from another location.

#### **How to use:**

- Dial the administrator access phone number of 990-6010. (If calling from outside the local area be sure to add 1+605)
- Voice announcement will prompt you to enter your 10-digit phone number, of which Call Forward is assigned
- Then enter your 5-digit PIN for Remote Activation of Call Forwarding, provided to you when service was activated.
- Prompts will be: 1) Activation, 2) Deactivation, 3) Change your PIN (see sub-options for each below)

*Options require steps above be completed*

#### **Activation** (option #1):

- Upon selecting "**1**", enter the destination phone number you wish calls to be forwarded.
- Voice prompt will confirm its entry and will instruct you to hang-up.

#### **Deactivation** (option #2):

- Upon selecting "**2**", voice prompt will state that Call Forwarding is now inactive and will advise you to hang-up.

#### **Change your Personal Identification Number (PIN)** (option #3):

- Upon selecting "**3**", enter desired NEW Personal Identification Number.
- Voice prompt will return you to main menu of the three options.
- You may hang-up to EXIT.

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### Find Me Ringing

*Simultaneous or sequential ringing of up to six telephone numbers*

Be accessible to your family or customers, without them needing to know several contact phone numbers. Incoming calls can be guided to one or up to six different phones, depending on your availability.

#### How it Works:

- When Find-Me is activated on your line, an incoming call can be guided to another phone for you to take the call.
- This allows incoming calls to ring on one or several other (up to 6) phones if call is not answered at the phone number originally dialed.
- Find-Me Ringing supports dialing alternative phone numbers sequentially (one at a time per interval definition) or simultaneously.
- (optional) Voice announcement can tell caller it is searching for called party and to wait on the line

#### How To Administer:

- This feature is administered by the customer via the ManageMyPhone.com webpage interface or Phone Central PC interface. It requires a username and password to allow secured entry for user administration.
- The interface allows the user to activate/deactivate the service, or change how it works.

### Hot Line

*Urgent/Emergency phone number automatically dialed by picking up telephone*

Allows subscriber to complete a call or a direct connect to a predefined destination, with no user dialing required.

#### How to use:

- Upon telephone going off-hook, or activated, it will dial a predetermined phone number.
- Calls completed to this phone will be treated as normal
- Once feature is placed on telephone service, no subscriber interaction is required for its use.

### Line Hunting

*Directs incoming calls to available lines, reducing customer wait time.*

Business telephone services where numerous incoming calls to one phone number are distributed to multiple lines. This feature makes best use of existing phone lines without the caller having to know additional phone numbers.

#### How it works:

- Once the feature is placed on the telephone service, no subscriber interaction is required, and its use is transparent to the caller.
- Multiple calls completed to a given phone number can be distributed to idle additional lines for completion.

### Call Waiting

*Call Waiting alerts you with a special tone during a telephone conversation that another call is waiting to be answered.*

If you have an incoming call while you are already on the line, the Call Waiting feature will alert you. You may then put the first party on hold while you catch your second call. It will greatly reduce missed calls due to a busy phone.

#### How does it work?

- A special tone tells you another call is waiting. Only you hear this tone.
- Another reminder tone will be heard 10 seconds later if the waiting call remains unanswered.
- The second caller hears the normal ringback tone only.

#### To Answer the Second Call:

- Depress the switchhook for about one second, or Flash button, to place your first call on hold.
- You will automatically be connected with the second caller.

#### To Alternate Between Calls:

- By depressing the switchhook for about a second, or Flash button, you may alternate between calls.
- Each conversation is private and cannot be heard by the other caller.

#### To Terminate Either Call:

- Simply hang up.
- Your telephone will then ring.
- When you answer it, you'll be connected with the other caller.

### Cancel Call Waiting

(on per call basis)

#### Outgoing Call

- Lift the receiver, listen for the dial tone and press \*70.
- After confirmation tone, dial number you are calling.

#### Incoming Call

- Depress switchhook, or Flash button, to put call on 'hold', listen for dial tone and press \*70.
- After confirmation tone, depress switchhook, or Flash button, to return to caller.

### **Customer Originated Trace**

*Lets you track harassing callers through the phone company.*

Customer Originated Trace allows customers to initiate a trace on the last incoming call for law enforcement purposes, by dialing an activation code.

#### **How to Use:**

- When you get a nuisance call, just depress the switchhook and release quickly, or Flash button. Listen for a special dial tone.
- If you've already hung up, just pick up the handset again and listen for a normal dial tone.
- Press **\*57**.
- A voice prompt will ask you to press '**1**' to trace the last call received.
- Listen for a confirmation announcement that the last call has been traced and your account will be invoiced for the successful trace.
- Hang up.
- The number you traced will be recorded at the phone company. If you decide to follow up on the matter, Mitchell Telecom will provide that information to the local authorities.

#### *Notes:*

- *Customer Originated Trace must be used immediately after you hang up on the call you want traced. If you get another call, or hear a Call Waiting Tone first, you will trace the wrong call.*
- *Mitchell Telecom ONLY releases Customer Originated Trace information to the local law enforcement agency. Any requests to view trace information should be directed to your legal counsel or law enforcement.*

### **Denied Termination**

*Set a particular telephone to not accept incoming calls*

#### **How to use:**

- Incoming call will be greeted with an intercept message stating calls cannot be accepted.
- Calls placed from this phone will be treated as normal
- Once feature is placed on telephone service, no subscriber interaction is required for its use.

### **Denied Origination**

*Set a particular telephone to not allow outgoing calls*

#### **How to use:**

- Attempt to place a call (other than 911 emergency or 611 Mitchell Telecom business office) will be intercepted with an announcement
- Calls completed to this phone will be treated as normal
- Once feature is placed on telephone service, no subscriber interaction is required for its use.

### **Distinctive Ringing (or Teen Service)**

*Allows unique ringing patterns for up to 2 additional numbers on a phone line*  
Know who the call is intended for -- by how it rings -- without having to answer it.

#### **How to use:**

- Contact Mitchell Telecom to add the service and obtain additional phone number(s)
- Provide the additional phone number(s) to friends or associates for use
- When Distinctive Ringing phone number is called, a different ringing pattern is heard through all phones in the house.
- Only intended recipient of that ring type needs to answer the call.