

Voice Mail

Your 24 Hour Answering Service!

Never miss another phone call! InterBel Voice Mail works 24 hours a day, seven days a week. It even answers calls while you're busy talking on the phone — that's one thing you won't get from an answering machine!

Voice Mail has no moving parts, nothing to break or wear out - and better yet, not even a box to take up space, because all the fancy electronics are located in the central office. Checking messages can be done from any touch tone phone, anywhere, anytime. It's easy to use and packaged to meet your needs, offering three different plans.

*Live Message Screening is a service that allows you to "listen in" to voicemails as they are being recorded, much like a traditional answering machine.



Economy Package

\$2.95 per month

Features:

1. Incoming messages can be up to 1 minute in length.
2. 10 messages can be stored at one time.
3. Unplayed messages can be stored for up to 1 week.
4. Saved messages can be stored for 1 week before they are automatically deleted.

Deluxe Package

\$4.95 per month

Features:

1. Incoming messages can be up to 3 minutes in length.
2. 30 messages can be stored at one time.
3. Unplayed messages can be stored for up to 4 weeks.
4. Saved messages can be stored for 4 weeks before they are automatically deleted.
5. Includes voice mail to e-mail and visual voice mail access online (internet).
6. *Live message screening.



Calling Features

The rate at which individuals, families, and businesses rely on telephones to keep them apace with daily life and in touch with essential people is increasing. At the same time, the demand also increases for features from the local phone provider that can help in fine tuning phone service to meet individual needs. From screening calls to make certain that incoming calls get through, one or more of the features now being offered by **InterBel Telephone Cooperative**, is bound to do the job.



BASIC FEATURES	CHARGE/MO.	CASUAL USE
Call Waiting	\$1.25	—
Call Forwarding	\$1.25	—
Speed Calling	\$2.00	—
3-Way Calling	\$1.25	—
Call Forward Busy	\$1.25	—
Call Forward No Answer	\$1.25	—

ADVANCED FEATURES	CHARGE/MO.	CASUAL USE
Caller ID (name & number)	\$4.00	—
Automatic Callback *66	\$2.00	\$.50/use
Automatic Recall *69	\$2.00	\$.50/use
Find Me – Follow Me	\$2.00	—
Selective Call Acceptance	\$2.00	—
Selective Call Forwarding	\$2.00	—
Selective Call Rejection	\$2.00	—
Selective Distinctive Alert	\$2.00	—
Unidentified Call Rejection	\$2.00	—
Remote Call Forward	\$2.00	—
Call Hold	\$2.00	—
Teen Service	\$6.00	—
Customer Originated Trace	—	\$5.00/use
Privacy Call Block	N/C	—
Robo-Call Blocker	N/C	—

Call InterBel for special “package” pricing options.

Call Waiting

Call Waiting lets you know when another party is trying to reach your number. With this service, you can relax knowing that when the important call that you are expecting sometime during the evening is made, it will get through. You may have a teenager who spends a lot of time talking to friends or you operate a small business out of your home and you are on the phone much of the time with customers. You need to be sure that other customers can still reach you.

To Use Call Waiting

1. While on a call, you will be alerted that you have an incoming call with two separate tones/tone patterns.
2. Ask the party you are talking with to hold while you take the other call. Then, quickly press and release the switchhook. You are now connected to the second party and can switch back and forth between calls using the switchhook until you or one of the other parties hangs up.

<or>

To end the conversation with the first party press the switchhook for more than one second or hang up. (If you hang up, you will hear ringing to indicate you have another call.)

To Cancel Call Waiting

Before Placing A Call:

1. Lift the receiver and listen for dial tone.
2. Dial   .
3. Listen for dial tone.
4. Dial the telephone number of the party you wish to call.
5. Talk with the party.
6. Hang up the receiver.

During a Call: (This requires Three-Way Calling or another switchhook service.)

1. While on a call, quickly press and release the switchhook.
2. Listen for dial tone.
3. Dial   .
4. Listen for three short tones.
(This confirms that you have canceled Call Waiting.)
5. You will automatically be reconnected to the existing call.



Call Forwarding

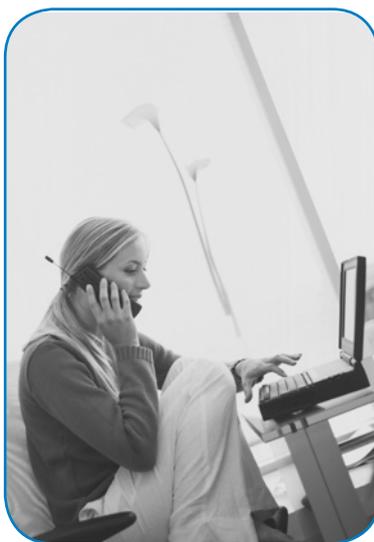
Call Forwarding allows you to forward calls to another number. This service must be activated from the residential or business telephone number assigned to the feature. Upon activation, ALL calls will forward to the new number you have programmed.

To Use Call Forwarding

1. Lift the receiver and listen for a dial tone.
2. Dial the call forwarding access code,
 .
3. Dial the telephone number to which you want calls forwarded, wait for that person to answer.
4. If the line is busy, or no one answers, hang up and repeat steps 1 and 2. Two quick tones mean call forwarding is working.
5. Hang up the receiver. Calls will be automatically forwarded until you deactivate this service.

To Deactivate Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial the call forwarding access code,
 .
3. Hang up the receiver.



Speed Calling

Your mother lives alone and she likes to be able to telephone her children without the hassle of looking up and dialing a ten-digit number. With **Speed Calling** her telephone remembers and calls the number for her. Or maybe you have upwards of 30 telephone numbers that you call frequently. These can be stored in your phone system so that each number can be dialed at the touch of one or two buttons.

To Set Up Speed Calling List

1. Lift the receiver and listen for a dial tone.

2. Dial the Speed Calling 8 access

code,   .

<or>

- Dial the Speed Calling 30 access

code,   .

3. Listen for dial tone.
4. Dial the 1- or 2-digit code you would like to program.
5. Dial the telephone number (including area code if needed) or the access code that you want to program for that Speed Calling code.
6. Press the # key. You will hear three beeps and dial tone which confirms that the number has been entered.
7. Repeat steps 2 through 6 for each number you want to program on your Speed Calling list. Up to 30 codes can be programmed.
8. Hang up the receiver when you are finished entering numbers into the Speed Calling list.

To Dial Numbers

1. Lift the receiver and listen for dial tone.
2. Dial the 1- or 2-digit Speed Calling code for the telephone number access code you want to call.
3. Press the # key.
4. The telephone number/access code will be automatically dialed.

To Change Programmed #'s

1. Lift the receiver and listen for dial tone.

2. Dial the Speed Calling 8 access

code,   .

<or>

- Dial the Speed Calling 30 access

code,   .

3. Listen for dial tone.
4. To change a telephone number on the Speed Calling list, dial the 1- or 2-digit code you would like to reprogram.
5. Dial the telephone number (including the area code if needed) or the access code that you want to program for that Speed Calling list.
6. Press the # key. You will hear three beeps which confirms that the number has been entered.
7. Repeat steps 2 through 6 for each code you want to reprogram on the list.
8. Hang up the receiver when you are finished updating your Speed Calling list.

Three-Way Calling

Three-Way Calling can be fun among friends and family, but it's application in the business world is even more valuable. In the construction business, for example, plumbers and electricians have to complete their work before the dry wallers can do their job so on through the painters and carpet layers. This service provides the means to coordinate any given project without having to waste time with unnecessary call backs.

To Use Three-Way Calling

1. Lift the receiver and listen for a dial tone.
2. Dial the telephone number of the first person (Party A).
3. To add another person (Party B) to the call, quickly press and release the switchhook.
4. Listen for confirmation dial tone.
5. Dial the telephone number of Party B.
6. At any time after dialing is complete, quickly press and release the switchhook to connect yourself, Party A, and Party B. (If Party B is busy, quickly press and release the switchhook to disconnect Party B. You will be reconnected with Party A.)

Customer-Originated Trace

Customer-Originated Trace allows you to request a trace of the last incoming call. In such a case, the information as to the date, the time, the caller, and other information is on record at the telephone company. The information is only available to law enforcement after customer files a complaint. In the unfortunate event that you or someone in your family becomes the victim of harassing phone calls, this is one way of putting a stop to it.

*Casual Use
Available*

To Activate Customer-Originated Trace

1. Hang up the receiver after receiving a call you want to trace.
2. Before you receive another call, lift the receiver and listen for a dial tone.
3. Dial the Customer-Originated Trace access code,    .
4. Listen for a voice announcement which provides the cost to trace the call.
5. Dial 1 to trace the call. Listen for voice announcement stating that the call was traced. Hang up the receiver.

<or>

Hang up the receiver without dialing, if you decide not to trace the call.

Caller ID

How many times have you answered the telephone and wished that you had known who was on the line before you picked it up? **Caller ID** automatically displays the name and number of the party who is calling so that you can decide more easily whether or not you want to answer the phone. In a business such as home pizza delivery, this service can be a valuable tool to identify prank callers.



About Caller ID

Caller ID displays the name and number of incoming callers on a special display telephone or call display unit.

This service does not require a code to activate, but does require the use of an external caller display unit or telephone with such features built in. When you receive a call, simply wait for the start of the second full ring and the name and number of the calling party will appear on your call display unit or telephone display.

Disable/Enable Caller ID

To disable Caller ID, lift the receiver and press *85. This turns your caller ID OFF, and will not allow the caller's name and number to appear on your phone's caller ID. To enable after disabled, press *65.

Privacy - Caller ID Block

With Caller ID Block you can prevent your name and phone number from appearing on the display unit of the party you called. You can choose to block identification on an all call or per call basis. In the case of the latter, you might want to order home-delivered Chinese food, but the restaurant won't take an order from someone whose identity is blocked. You can then deactivate Caller ID Block and provide identification.

Per-Call Privacy

1. Lift the receiver and listen for dial tone.
2. Dial the Directory Number Privacy access code, *** 6 7**.
3. Dial the number you want to call.
4. The next call you dial will be marked private and not display your telephone number on a Caller ID display.

All-Calls Privacy

This service is established through the switch. Customers requesting this service should contact InterBel to implement Private Caller ID Block on ALL calls.

Note: Your call may be rejected if the party you are calling subscribes to Unidentified Call Rejection. To unblock your number on a per call basis, press *** 8 2** before dialing the call.



Automatic Recall *69

Automatic Recall allows you to return the last incoming call whether you answered it or not. You may have been on the phone or you had to step outside for a few minutes. This service works well for someone who takes awhile to get to their telephone and then are forced to endure the frustration of having the calling party hang up just as the phone is reached.

If the line is busy, wait for a voice announcement stating that the service has been activated then hang up. The number will be automatically redialed.

When both lines are free you will hear a distinctive ringing pattern to let you know the line is available.

To Activate Automatic Recall

1. Lift the receiver and listen for a dial tone.
2. Dial the Automatic Recall access code,    .
3. Listen for a voice announcement which verifies that the service is active and states the telephone number of the last party that called, as well as the date and time of the call.

<or>

To Deactivate Automatic Recall

1. Lift the receiver and listen for dial tone.
2. Dial the Automatic Recall access code,    .
3. Listen for a voice announcement stating that the service has been deactivated.
4. Hang up the receiver.

Casual Use Available

Automatic Callback *66

You may be busy cooking dinner and you want to reach your spouse before he or she leaves work so you can ask them to bring home a gallon of milk — but the line is continually busy. With Automatic Callback, you can turn the task over to your telephone and it will alert you with a signal when the call goes through. The service also has many useful applications in business when the last thing you have time for is to repeatedly attempt to complete an important call.

3. If the line is idle, it will begin ringing immediately.
4. If the line is busy:
 - Listen for a voice announcement stating that the number is busy.
 - Hang up the receiver.

If the number you are redialing is busy, you can cancel the Automatic Callback request.

Automatic Callback automatically redials the telephone number of the last outgoing call. If the number you are redialing is busy, Automatic Callback service will alert you with a special ring when your line and the line you redialed are both idle.

To Cancel Automatic Callback

To Use Automatic Callback

1. Lift the receiver and listen for dial tone.
2. Dial the Automatic Callback access code,    .

1. Lift the receiver and listen for dial tone.
2. Dial the Automatic Callback access code,    .
3. Listen for a voice announcement stating that the service has been deactivated.
4. Hang up the receiver.

Casual Use Available

Find Me – Follow Me

Find Me – Follow Me reduces the chance you'll ever miss a phone call by ringing "up-to" 5 telephone numbers. You can select all 5 numbers to ring either "simultaneously" or "sequentially." Whereby, sequentially will ring the first number and after a preset number of rings then try a second number, followed by a third, fourth and fifth. When **Find Me – Follow Me** rings through the list of phone numbers, the calling party will hear a recorded announcement: ***"Please wait. We are trying to find the person you have called. Now trying to connect you, press 0 at any time to abandon the search and transfer to voicemail."*** If the system is unsuccessful in reaching you, after going through the call list (up to 5 phone numbers), the caller will hear the following recorded message: ***"We cannot find the person you have called. You will now be transferred to Voice Mail."***

Pricing for **Find Me – Follow Me** is \$2.00/month when InterBel controls the programming and set-up. Or, upgrade to InterBel's Deluxe Voice Mail package and **Find Me – Follow Me** is included at no additional cost. InterBel Deluxe Voice Mail is \$4.95/month and includes **Find Me – Follow Me**, Voice Mail to Email and a number of other extra features.

Contact InterBel to sign-up for **Find Me – Follow Me** and select which of the two methods described (simultaneously or sequentially) you would prefer using. Additional programming information, when using **Find Me – Follow Me** can be obtained at [HTTP://FMFM.INTERBEL.COM](http://FMFM.INTERBEL.COM)

NOTE: Long distance charges will apply if your calling list (up-to five numbers) includes phone numbers which are outside of InterBel's local service area.

Robo-Call Blocker – Free

InterBel's **Robo-Call Blocker** will significantly reduce the unwanted telemarketing calls to your home or business. The service is FREE, just call the office to activate it on your phone number/s.

The database used by **Robo-Call Blocker** is a national database and is updated regularly with new numbers identified as "known" Robo-Calls. It doesn't cover 100% of all unwanted telemarketing calls, but it will reduce a high number of these calls.



Selective Call Acceptance

Selective Call Acceptance allows you to create a list of telephone numbers from which you are willing to accept calls. Situations arise in life when it may be to your advantage to screen your calls. Here's a good way of doing it. Rejected calls will be forwarded to a message provided by the telephone company stating that you are not receiving calls. The call can also be routed to an alternate number.

To Use Selective Call Acceptance

1. Lift the receiver and listen for a dial tone.
2. Dial the Selective Call Acceptance access code,



3. Listen to voice instructions which tell you:
 - Whether service is on or off.

- How many numbers are on your list.
- How to turn service on or off.
- How to add or delete numbers from your list.

4. Choose one of the offered options.
5. When finished, hang up the receiver.

To Turn Off Selective Call Acceptance

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Call Acceptance access code,



3. Listen for instructions.
4. Dial 3 to turn service off.
5. Hang up the receiver.

Selective Call Forwarding

Occasions arise when you want to forward important calls to another number. You may want a client to be able to reach you at home without having to give out your personal phone number or you may be expecting a call from the furnace repairman even though you are planning on having dinner at a friends house.

Selective Call Forwarding allows you to accomplish this without having every call you get during the evening routed to another number.

To Use Selective Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Call Forwarding access code,



3. Listen to voice instructions which:
 - Tell you whether service is on or off.
 - Tell you how many numbers are on your list.
4. Listen to voice instructions which will ask you to enter, confirm, or change the number to which your calls will be forwarded.

5. Choose from one of the offered options.
6. Listen to voice instructions which tell you:
 - How to turn service on or off.
 - How to add or delete numbers from your list.
7. Listen to voice instructions and choose from the offered options.
8. When finished, hang up the receiver.

To Cancel Selective Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Call Forwarding access code,



3. Listen for instructions.
4. Dial 3 to turn service off.
5. Hang up the receiver.

Selective Call Rejection

Selective Call Rejection allows you to create a list of telephone numbers (up to 15) from which you do not wish to receive calls. All other calls will ring through while rejected calls are sent to a voice message provided by the telephone company. If you think a competitor is calling your business on the pretense of a customer asking for a quote, this service would provide a means to prevent the practice.

To Use Selective Call Rejection

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Call Rejection access code,    .
3. Listen to voice instructions and choose from the offered options.
4. When finished, hang up the receiver.

To Cancel Selective Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Call Rejection access code,    .
3. Listen to instructions.
4. Dial 3 to turn service off.
5. Hang up the receiver.

Selective Distinctive Alert

This service lets you add yet another refinement to the process of screening your calls. **Selective Distinctive Alert** allows certain callers (up to 15) to ring through with a different sound than a normal call. You may be working with customers or busy with chores, but you want to know if a certain person is trying to reach you. You will know who is calling without being beside the phone.

To Use Selective Distinctive Alert

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Distinctive Alert access code,    .
3. Listen to voice instructions and choose from the offered options.
4. When finished, hang up the receiver.

To Cancel Selective Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial the Selective Distinctive Alert access code,    .
3. Listen to instructions.
4. Dial 3 to turn service off.
5. Hang up the receiver.

Unidentified Call Rejection

Unidentified Call Rejection refuses calls that come from someone who has screened their own number from Caller ID. Two examples of someone who blocks Caller ID would be pranksters and some telemarketing companies. With **Unidentified Call Rejection** you no longer have to waste time talking to anonymous callers.

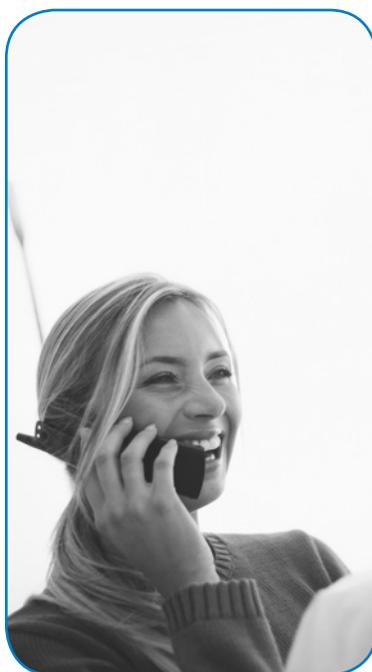


To Use Unidentified Call Rejection

1. Lift the receiver and listen for dial tone.
2. Dial the Unidentified Call Rejection activation code, *** 7 7**.
3. You will hear an announcement stating that the service is activated.
4. Hang up the receiver.

To Cancel Unidentified Call Rejection

1. Lift the receiver and listen for dial tone.
2. Dial the Unidentified Call Rejection deactivation code, *** 8 7**.
3. You will hear an announcement stating that the service is deactivated.
5. Hang up the receiver.



Remote Call Forwarding

Remote Call Forwarding allows you to activate or deactivate Call Forwarding from a telephone other than the one to which the service is assigned. This is useful for businesses who desire their calls to be forwarded after hours. In the event you leave the office and forget to forward your calls — it can still be done from home or any other remote phone location. Upon activation, ALL calls will forward to the new number you have programmed.

To Use Remote Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial 889-8800 to access the Remote Call Forwarding Center.
3. Listen for instructions and enter your own 10-digit telephone number followed by the # key (you will hear dial tone).
4. Enter your current PIN then # key (you will hear dial tone).
5. Enter access code,    .
6. You will hear 3 beeps then dial tone.
7. Enter number to forward to, then press #.
8. You will hear 2 beeps and it calls number you forwarded to.
9. If the call is not picked up, you must follow the steps one more time for verification.
10. Hang up the receiver.

To Cancel Remote Call Forwarding

1. Lift the receiver and listen for dial tone.
2. Dial 889-8800 to access the Remote Call Forwarding Center.
3. Listen for instructions and enter your own 10-digit telephone number followed by the # key (you will hear dial tone).
4. Enter your current PIN then # key (you will hear dial tone).
5. Enter access code,    .
6. You will hear 2 beeps then busy tone.
7. Hang up the receiver.



Call Hold

Now you can exercise the option of putting a caller on hold while you either look up information or make another phone call or stir the spaghetti sauce. **Call Hold** lends a professional touch to a home based business. You no longer need to worry about customers hearing background noises in the event that you need to go away from the phone.

To Use Call Hold

1. While on a call that you want to place on hold, quickly press and release the switchhook.
2. Listen for confirmation dial tone.
3. Dial the Call Hold Individual Dialing Plan (IDP) code,    .
4. Listen for confirmation dial tone.
5. Dial another party and wait for answer.

Take care of other business while party is on hold.
6. When you are ready to reconnect with the original party quickly press and release the switchhook.
7. Listen for confirmation dial tone.
8. Dial the Call Hold IDP code,    .
9. You will be reconnected with the party you placed on hold.

Teen Service



Are you always jumping up to answer the phone, only to find out it is for one of the kids? Teen Service allows a station to have two directory numbers on the same single-party line so that a subscriber can receive calls dialed to separate numbers without installing a second line. Calls to the teen service are easily identifiable by a double ring. You can also use this option for a business or fax line.

To Use Teen Service

This service must be set up by InterBel at the Central Office. It requires a new telephone number, assigned to your existing service. In effect you will have two numbers assigned to the same line — each having their own distinctive ring signal.

Contact InterBel for more information on setting up this feature.