

Line Features



Custom Calling Features

Call Forwarding: Redirects an incoming call to another, customer specified, telephone number. Outgoing calls are not affected.

- **Call Forward Variable:** Reroutes all incoming calls to another specified telephone number. Customer must activate and deactivate this feature as needed.
- **Call Forward Busy:** Reroutes incoming calls to a customer predesignated number when the called number is busy.
- **Call Forward Don't Answer:** Reroutes incoming calls to a customer pre-designated number when the called number does not answer within a designated number of rings.

Call Transfer: The customer may transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then may leave the connection without disconnecting the call.

Call Waiting/Cancel Call Waiting: Provides a tone to indicate to a customer that a second caller is attempting to dial in. Permits the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting allows a customer to disable Call Waiting for the duration of an outgoing telephone call.

Distinctive Ringing (1st and 2nd Line): Provides one or two telephone numbers in addition to the customer's main telephone number. Each of these additional numbers ring differently from the main line, allowing a customer to determine the source of an incoming call from its distinctive ring.

Eight Number Speed Dialing: Dial up to eight selected numbers by using one digit. The single digit is programmed by the customer for changeable speed dialing.

30 Number Speed Dialing: Dial up to 30 selected numbers by using two digits. The double digit is programmed by the customer for changeable speed dialing.

Three-way Calling (Call Hold): Conference on a third party to an existing call without operator assistance. The customer adding the third party pays for all charges. A customer may put any in-progress call on hold, and then place an outgoing call to another number.

Class Features

Caller ID with Number Delivery: Displays the number of incoming calls, allowing customers to screen or prioritize calls. The Caller ID Box records the number, date, and time of each incoming call, even those that are not answered.

Combined Caller ID: Displays the name and number of incoming calls, allowing customers to screen or prioritize calls. The Caller ID Box records the name, number, date, and time of each incoming call, even those that are not answered.

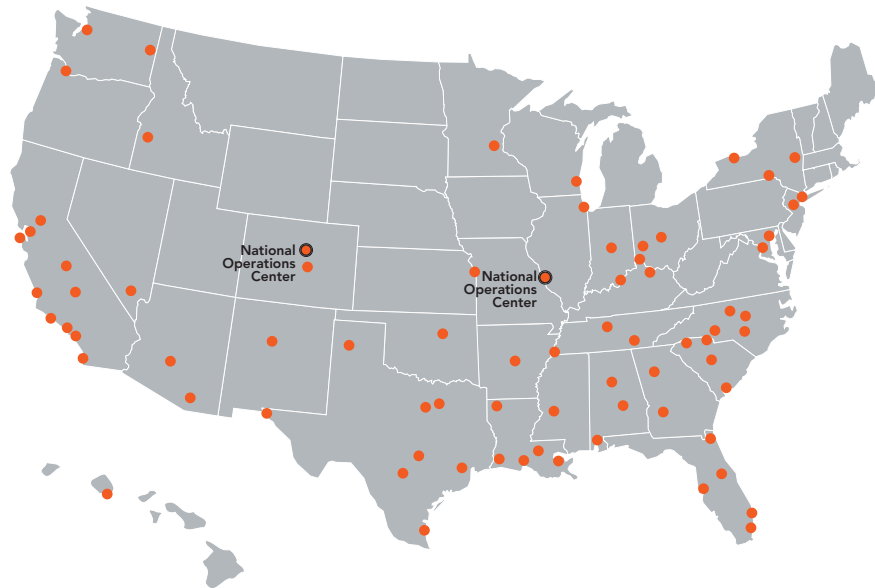
Caller ID Blocking: Blocks the customer's name and number from being displayed at the called party's location by dialing a code prior to placing the call. Customers subscribe to this feature per line, but it is activated and deactivated on a per call basis.

Continuous Redial: Redial the last number dialed. By activating a code, the network periodically tests the busy/free status of the called line for up to 30 minutes, until both lines are found free, then the call is redialed for the customer. A distinctive ring notifies the customer of the connected call.

Last Call Return: Stores the number of the most recent incoming call (including an unanswered incoming call). To activate this feature, the customer dials a code, and the number of the missed or unanswered call will be heard. The customer can then redial the number or press "1" to have the number automatically dialed.

About tw telecom

tw telecom delivers the most advanced telecommunications solutions on the market to a wide spectrum of businesses and organizations across the United States. Since 1993, we have built a legacy of success through exceptional customer care, remarkable products and powerful networks. These strengths enable us to deliver scalable solutions that help customers improve their business metrics. For more information, please visit www.twtelecom.com.



Selective Call Rejection: Allows customers to designate up to 10 telephone numbers to be transferred to a prerecorded announcement indicating that calls are not being taken at this time. The customer receives no indication of the call attempts. Calls from parties not on the customer's list terminate normally. Only voice calls, or analog modem calls which look like voice calls, are screened by this feature.

Selective Call Forwarding: Allows a customer to specify a maximum of 15 telephone numbers to be forwarded to a predefined telephone number. All other calls will be handled normally.

Priority Call: Allows up to 15 numbers to be selected for priority calls. The customer will hear a distinctive ring when calls are received from these telephone numbers. Customers activate this feature using a PIN.

Customer Originated Trace (Call Trace or Trap Circuit Services): Allows customers to key in a code to trace the last call received. The traced telephone number is stored for

a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting **tw telecom** the customer can use this application to combat nuisance calls.

Intercept Features

Automated Intercept Service: Allows a customer to request the transfer of calls when they disconnect their telephone service or change their telephone number.

Hunting Features

Serial Hunting: The hunt for an idle access line starts with the called single business line in a pre-arranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. If the first line in a hunt group is not called, only the succeeding line(s) in the hunt group are hunted. Busy tone is returned if the last access line station is reached without finding one that is idle.

Circular Hunting: Permits a complete hunt over all access lines in a pre-arranged hunt group. All lines in the hunt group are

tested for busy, regardless of the point of entry into the group. Busy tone is returned if the called station is reached without finding one that is idle.

Multiline Hunting: Only one telephone number is associated with a hunt group. It allows for uniform call distribution hunting in addition to sequential and circular hunting. With Uniform Call Distribution, the call is distributed to the most idle member of the hunt group.