Thank you for choosing tw telecom. Below is a description of the features available with tw telecom’s Converged Voice services as well as information on how to activate/deactivate the feature(s). If you have any questions, please contact our Customer Care Group at 1-800-829-0420, option 2, from 7 am-7 pm CST.

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STANDARD VOICE OPTIONS:

All Call Privacy (Name only)
Allows the customer to automatically have their name marked "private" on outgoing calls.

Activation Instructions:

To receive or to change this feature, contact tw telecom.

Caller ID Blocking per Call (Outbound)
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. Caller ID displays again to future called parties.

Activation Instructions:

1. Dial *67.
2. Listen for a special dial tone.
3. Dial the phone number of the party you wish to reach.
4. When called party receives the call, caller name and number is not displayed.
5. To deactivate *65.

Hunting
Allows users within a group to be included in a specified sub-group to handle incoming Call. Group administrators can choose from any of the following hunt schemes, each of which rings the specified phones in a different manner:

Circular - Sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
Regular - Sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.
Uniform - As a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle the longest.

Group administrators can determine the number of rings before forwarding to the next agent. And, if all phones have been visited once without answer, there are two options for handling the call: forward call to an external number, or give the call a Temporarily Unavailable treatment, which can trigger a service such as voice mail or a busy signal.

Series Completion Hunting – sends calls to the next line in the group in a prearranged order, without any limit on the number of sequential forwards. If all lines are busy, the call can be sent to voice mail or another assigned service of the group.

Activation Instructions:

This feature is established when requested. To initiate or change this feature or to choose a different hunting sequence, contact tw telecom.
DELUXE FEATURE PACKAGE:

Anonymous Call Rejection
Allows the customer to reject callers who have chosen to block their calling name and number (that is, callers who would otherwise show up on caller ID equipment as "blocked" or "private"). Callers will hear a message similar to "You have attempted to reach a party who is not accepting calls marked private."

**Activation Instructions:**

1. Listen for dial tone.
2. Dial *77.
3. Hang up.
4. Any callers with private or blocked caller ID information will hear a message.
5. To deactivate, follow the same steps as above except dial *87.

Call Forward Busy
Allows the customer to re-direct incoming calls to another telephone number when the customer’s line is busy. This other telephone number is called the "Forward-to" number. The "Forward-to" number is selected by the customer and placed on the customer's order.

If the Forward-to number is long distance, then long distance charges will apply. This feature is in continuous operation and changes can only be accepted through the ordering process.

**Activation Instructions:**

1. Listen for dial tone.
2. Dial *90.
3. The system will request a call forwarding number.
4. Enter the destination phone number where calls are to be forwarded.
5. The system then plays a confirmation announcement.
6. Hang up

To deactivate
1. Listen for dial tone.
2. Dial *91.
3. The system then plays a confirmation announcement.
4. Hang up.

To reactivate (to the previous "forward to" number)
1. Lift telephone handset.
2. Dial *90.
3. The system will request a call forwarding number.
4. Press the # key.
5. The system then plays a confirmation announcement.
6. Hang up.
Call Forward Don't Answer

Allows the customer to re-direct incoming calls to another telephone number when the customer’s line does not answer. This other telephone number is called the "Forward-to" number. The "Forward-to" number is selected by the customer and placed on the customer’s order. If the Forward-to number is long distance, then long distance charges will apply. This feature is in continuous operation and changes can only be accepted through the ordering process.

**Activation Instructions:**

1. Listen for dial tone.
2. Dial *92.
3. The system will request a call forwarding number.
4. Enter the destination phone number where calls are to be forwarded.
5. The system then plays a confirmation announcement.
6. Hang up.

To deactivate
1. Listen for dial tone.
2. Dial *93.
3. The system then plays a confirmation announcement.
4. Hang up.

To reactivate to the previous "forward to" number.
1. Listen for dial tone.
2. Dial *92.
3. The system will request a call forwarding number.
4. Press the # key.
5. The system then plays a confirmation announcement.
6. Hang up.

Call Forward Variable

Allows the customer to re-direct incoming calls to another telephone number at any time. This other telephone number is called the "Forward-to" number. The "Forward-to" number is selected by the customer. If the Forward-to number is long distance, then long distance charges will apply.

**Activation Instructions:**

1. Listen for dial-tone.
2. Dial *72.
3. Listen for a stutter tone.
4. Enter the destination phone number where calls are to be forwarded (remember to dial 1, if necessary).
5. Listen for an answer, and then hang up.
6. To stop the forwarding, dial *73 and hang up.
Call Hold
Function of the Call Transfer feature

Activation Instructions:

1. To put an existing call on hold, press the flash hook.
2. Dial *22.
3. The user will receive dial tone, indicating that the existing call is on hold.
4. To reconnect, dial *22, the user will be reconnected.
5. OR hang up; the user’s telephone will ring. Lift telephone handset and the user will be reconnected.

To toggle between 2 calls:
1. To put an existing call on hold, press the flash hook.
2. Dial *22.
3. Listen for a dial tone indicating existing call is on hold.
4. Make a second call.
5. To go back to the first call and put the second call on hold, press the flash hook.
6. Dial *22, to reconnect to the first call.
7. To go back to the second call and put the first call on hold, press the flash hook. Then dial *22. You are now reconnected to the second call.
8. When you hang up from the second or first call, your phone will ring.
9. Lift telephone handset and you are reconnected to the call that wasn’t disconnected.

Call Transfer
Allows the customer to easily transfer the caller to another telephone number. If the caller is transferred to a long distance telephone number, then the customer will incur long distance charges.

Activation Instructions:

When on the line with a caller, to initiate call transfer with three-way consultation:
1. Press the flash hook.
2. Listen for dial tone.
3. Dial the phone number where the call is to be transferred.
4. When the call is answered, you have two options:
   a) Press the flash hook and form a three-way call with the add-on party and the original caller.
      or
   b) hang up, which then transfers the original caller to the add-on party.
Call Waiting with Cancel
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.

**Activation Instructions:**

1. You will hear an alert tone on the line when another call is coming in.
2. You have several options for using Call Waiting:
   a) Depress the switch hook or flash key and the second calling party is connected. The first calling party is placed on hold.
   b) Hang up and the phone will immediately ring with the second calling party on the line.
   c) Depress the switch hook or flash key to alternate between the two calling parties.

To deactivate temporarily:
1. Listen for dial tone.
2. Dial #43#.
3. The system then responds with a confirmation announcement.
4. Hang up.

The user can reactivate Call Waiting by:
1. Listen for dial tone.
2. Dial *43#.
3. The system then responds with a confirmation announcement.
4. Hang up.

Combined Caller ID
Also known as "Caller ID Deluxe" and "Calling Name and Number Delivery". Displays the name and telephone number of the incoming caller, allowing customers to screen or prioritize calls. For this feature to work properly, the customers equipment must accept and display the caller’S name and number.

**Activation Instructions:**

This is set up by tw telecom and no customer action required.

Three-way Calling
Function of the Call Transfer feature

**Activation Instructions:**

Allows the customer to easily link two other parties together for a three-way call. If either of the called parties are long distance, then long distance charges will apply.
Last Call Return
Allows the customer to automatically place a call to the last number that called their line.

Activation Instructions:

1. Listen for dial tone.
2. Dial *69.
3. The last incoming number is announced and the user is instructed to dial 1 to activate Call Return. The user can dial the digit 1 while the announcement is being played. The last incoming number is dialed out. If the called party’s number is busy you will be notified via a special ring when their line is available.
4. To abandon last call return attempt, dial #92#.
5. Hang up.
CUSTOM FEATURE PACKAGE (available for an additional charge):

Continuous Redial
Also known as "Automatic Recall". Allows the customer to re-dial the last number dialed. If the last number dialed is busy, the busy number is checked every two minutes for thirty minutes. The customer is notified with two short rings when the busy number becomes available. You can continue to place and receive calls while continuous redial is activated.

Activation Instructions:
1. Dial a phone number. If you receive a busy signal...
2. Hang up.
3. Lift the receiver and dial *66.
4. Then hang up again.
5. The busy number is checked every two minutes for thirty minutes and you are notified, by two short rings, when the busy number becomes available.
6. When you hear the two short rings pick up the phone and it will dial the desired phone number.

NOTE: If customer fails to pick up the phone after two short rings then the desired phone number will not be called.

1. To deactivate the feature prior to the end of 30 minutes, dial *86.

Distinctive Ringing (1st and 2nd Line)
Also Known as "Identi_Ring". Allows the customer to identify the source of a call via different ring tones. tw telecom assigns additional Directory Numbers to point to a single business line. Each of the additional directory numbers is assigned a unique ring pattern. This feature may not be compatible with Hunt Groups.

Activation Instructions:
This feature is established when requested. To initiate or change this feature, contact tw telecom.

Priority Call
Allows the customer to define criteria to have certain incoming calls trigger distinctive alerting.

Activation Instructions:
This feature is established when requested. To initiate or change this feature, contact tw telecom.
Remote Access to Call Forwarding
Allows the customer to access their call forwarding feature functionality from a remote location. The customer can change where calls are forwarded to, as often as desired. If the Forward-to number is long distance, then long distance charges will apply. This feature requires that Call Forward Variable also be ordered on the line.

Activation Instructions:
Upon receipt of your portal/access number received upon activation of this feature enter your 4 digit extension. Next enter your pass code of 123456. Then the Remote Access to Call Forwarding can be accessed through the voice portal by pressing menu option #4.

Commands once in the Call Forwarding sub menu:
Key 1 Activates call forwarding
Key 2 Deactivates call forwarding
Key 3 Changes Call forwarding destinations
Key 4 Listen to call forwarding status.
* Return to Previous Menu
# Repeat Menu.

Selective Call Forwarding
Allows the customer to forward a select group of up to 15 telephone numbers to another number. Incoming calls from those numbers will automatically forward to the number programmed.

Activation Instructions:
To initiate or change this feature, contact tw telecom.

Selective Call Rejection
Allows the customer to reject incoming calls from up to 15 telephone numbers by dialing a code and the telephone number of the call to be rejected. Any call attempts to the customer from the numbers on the rejection list will be denied.

Activation Instructions:
To initiate or change this feature, contact tw telecom.