
SECTION 6 - SUPPLEMENTAL SERVICES

6.1 Custom Calling Service (Cont'd)

6.1.2 Description of Features (cont'd)

C) Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

D) Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

E) Call Return (*69)

This feature provides the Customer with the ability to return automatically the most recent incoming call by dialing a special code, or the Customer receives an audible announcement of the telephone number, date and time of the last incoming call, and has the option of having the call automatically returned by dialing another code. If the called number is busy, Call Return will attempt to make the connection for a maximum of 30 minutes. A distinctive ring will signal if the called number becomes available during this time.

F) Repeat Dialing (*66)

This feature provides the customer with the ability to redial automatically the telephone number of the most recent outgoing call by using a special code. If the redialed number is busy, Repeat Dialing will attempt to make the connection for a maximum of 30 minutes. A distinctive ring will signal if the called number becomes available during this time.

The following types of calls cannot be automatically redialed:

- calls to 800 Service numbers
- calls to 900 Service numbers
- calls to Directory Assistance
- calls preceded by an interexchange carrier access code
- calls to 911
- international Direct Distance Dialed Calls

Both Call Return and Repeat Dialing features use the network's ability to forward a calling number between the originating and terminating central offices and depend on the availability of CCS7. These services are provided only where technically feasible.