



419-267-8800
105 E. Holland Street
Archbold, OH 43502
Custom Calling Features
Residential Service

Feature	Feature Description	Activate	Deactivate
CALL FORWARDING SERVICES \$1.50 monthly			
Unconditional Call Forwarding	Forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first	Dial *72, wait for a confirmation tone then enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. In this case no courtesy call is required, the service should be enabled successfully.	*73
Busy Call Forwarding	Forwards incoming calls to an alternative number only when the subscriber's line is busy	Dial *90, wait for a confirmation tone then enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. In this case no courtesy call is required, the service should be enabled successfully.	*91
Delayed Call Forwarding	Forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line.	Dial *92, wait for a confirmation tone then enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. In this case no courtesy call is required, the service should be enabled successfully.	*93
Selective Call Forwarding	Allows the subscriber to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number.	Dial *63 or *83, an announcement indicates the current status of the service. The user will be offered a series of options, including reviewing the list of numbers, adding or removing entries & deleting the entire list. Contact RTEC for a list of codes to be used in this application.	
Remote Access to Call Forwarding	Allows a call forwarding subscriber to access & change their call forwarding configuration from any phone.	Contact RTEC to establish your pin # at 419-267-8800. Call the RACF number (419-267-5050). Enter your own directory number + PIN when prompted, enter the Call Forwarding access code you require (for example, to access Unconditional Call Forwarding, enter *72), configure the call service as for normal Call Forwarding configuration.	
Simultaneous Ring (SimRing)	SimRing simultaneously rings a second number when delivering an incoming call to a subscriber.	Dial *361 to enable	*362
Find Me/Follow Me	Allows a subscriber to alter the location to which their incoming calls should be delivered.	Dial *371 to enable	*372
Call Forwarding Number Restriction	In all types of Call Forwarding, the forwarding number selected by the subscriber is checked against a list of restricted numbers & rejected if it matches any of the numbers in the list		
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO MESSAGE SERVICES*		
Warmline	This feature allows a subscriber's line to be configured with a number that is dialed automatically when the phone has been off the hook for a configurable amount of time.		

CALLER ID SERVICES \$6.00 monthly			
Calling Number Delivery	Displays the number of the incoming caller before the subscriber answers the call.		
Calling Name Delivery	Displays the name of the incoming caller before the subscriber answers the call.		
Calling Number Delivery Blocking	Enables the subscriber to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code.	Dial *67	*82
Calling Name Delivery Blocking	Allows a subscriber to block delivery of their own calling name on outgoing calls.	Dial *67	*82
Automatic Recall	Allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number & then optionally return the call.	one-stage activation Dial *69 to instantly return the call without hearing the number first OR two-stage activation Dial *69 to hear the caller's number, then 1 to return the call.	To cancel all outstanding AR attempts, press *89
Last Caller ID Erasure	Allows subscriber to erase the record of the last caller's number, including date & time of call, so that it cannot be accessed by any call service. The Service also clears the record of the last called number & the call lists, so there is no longer any record of the most recent calls to & from the subscriber	To erase the ID of the last caller, Dial *320	
Automatic Callback	Allows the subscriber to automatically redial the last outgoing call.	To automatically callback the last outgoing call, Dial *66	To cancel all outstanding callback attempts, Dial *86
INCOMING CALL SERVICES \$3.00 monthly			
Selective Call Rejection	Allows subscribers to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.	Dial *60 or *80	
Anonymous Call Rejection	This service automatically rejects all calls from withheld numbers.	Dial *77 to enable	*87
Do Not Disturb	Allows the subscriber to block their line temporarily to prevent incoming calls.	Dial *78 to enable	*79
Selective Call Acceptance	Accepts only calls from a configured list of numbers.	Dial *64 or *84	
Priority Call (Distinctive Ringing)	Enables the subscriber to select a list of numbers from which incoming calls will ring with a distinctive tone.	Dial *61 or *81 to configure	
MESSAGE SERVICES \$2.00 monthly			
Voicemail	Forwards calls to a voicemail system if they are unanswered or if the subscriber's line is busy.	To retrieve messages at home dial *15 & enter your PIN, to retrieve messages away from home call 419-267-MAIL, enter your telephone number & PIN. Follow the prompts for message retrieval.	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO CALL FORWARDING SERVICES*		
REMINDER/ WAKE-UP CALL SERVICES \$1.50 monthly			
Reminder Call	Allows the subscriber to schedule a wake-up or reminder call to ring a subscriber's telephone at a pre-programmed time.	Dial *310 to enable an individual reminder Dial *313 to check individual reminders Dial *314 to enable regular reminders Dial *317 to check regular reminders	*311 for all individual *312 for one individual *315 for all regular *316 for one regular

SPEED DIALING \$1.50 monthly			
Speed Calling - 8	Dial your 8 most frequently called numbers using a one-digit code.	Dial *74, enter a one-digit number (2-9), immediately enter the telephone number you wish to have programmed. To use the feature, dial the one digit code & #.	
Speed Calling - 30	Dial your 30 most frequently called numbers using a two-digit code.	Dial *75, enter a two-digit number (20-49), immediately enter the telephone number you wish to have programmed. To use the feature, dial the two digit code & #.	
TEEN/FAX SERVICES \$2.50 monthly			
Teen/Fax Service	Allows a subscriber to assign an additional directory number with distinctive ringing to an existing line. This is a two-party line with one directory number having a distinctive ring.	Activated & deactivated by RTEC at 419-267-8800	
MULTI-PARTY CALL SERVICES \$3.00 monthly			
3-Way Calling	Allows a subscriber to call another party during an existing call & add this party to the call, creating a three-way conversation.	To add a third party to an active call, hit flash-hook & then dial the third party's number. If the third party answers, hit flash-hook again to add both of you to the original call, connecting all three parties.	
Call Transfer	Allows a subscriber to call another party during an existing call & transfer the call to the second party.	To transfer a call to a second number, hit flash-hook & dial the second number. You can then hang up either before or after the second number answers & the call will be transferred to their line.	
Call Hold	Allows the subscriber to put a call on hold & then dial another number. The subscriber can then switch back to the first call (putting the new call on hold) & subsequently switch between the two callers. The two calls may not be joined as a three-way type call & only one call may be held at a time.	To put the current call on hold so that you can dial a second number, hit flash-hook, dial *52 & dial the second number. You can then hit flash-hook again to switch back to the first call (putting the second call on hold) & again to switch between the two calls.	
Call Waiting	Notifies a subscriber that a second call is on the line & allows the subscriber to switch between the calls.		
Call Waiting with Caller ID	Displays the calling number and/or the calling name as part of the notification that a second call is on the line. *MUST ALSO SUBSCRIBE TO CALLER ID SERVICES*		
Cancel Call Waiting	Allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted.	To disable Call Waiting for the next call, dial *70 before the call. This feature can be turned on during an active call.	
Home Intercom	Allows a subscriber with multiple customer premises extensions on their phone line to call other extensions and/or transfer an incoming call between extensions.	Contact RTEC for instructions	
OFF-PREMISE EXTENSION SERVICES \$2.75 monthly			
Off-Premise Extension	Allows an individual line to be associated with a second physical telephone line on a different access devise, typically in a different location.	Activated & deactivated by RTEC at 419-267-8800	
OUTGOING CALL SERVICES \$1.50 monthly			
Call Barring	Allows the subscriber to bar outgoing calls to certain types of numbers from their lines. The type of calls that can be barred include International, long-distance, local, operator calls, calls to any call service access codes & premium rate calls.	Dial *341 to bar all except emergency Dial *342 to bar national & international Dial *343 to bar international Dial *344 for operator Dial *345 to bar calls to access codes Dial *346 to bar premium rate calls	*351 *352 *353 *354 *355 *356
Call Restriction	Allows a subscriber to restrict outgoing toll & measured rate EAS calls from their line under Personal Account Code (PAC) control.	Contact RTEC to establish PAC and receive instruction.	
MANDATORY ACCOUNT CODES \$3.00 monthly			
Mandatory Account Codes	Allows the subscriber to specify an account code on each outgoing call, which is then reported in the billing information for the call.	Activated by RTEC at 419-267-8800. You may choose the codes that will be assigned to your telephone number. Once active, you will be prompted by a series of tones to enter your code each time a long distance call is placed & this information will be reported on your monthly bill.	Deactivated by RTEC



419-267-8800
105 E. Holland Street
Archbold, OH 43502
Custom Calling Features
Business Services

Feature	Feature Description	Activate	Deactivate
CALL FORWARDING SERVICES \$1.50 monthly			
Unconditional Call Forwarding	Forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first, not available for MADNs or PBX subscribers.	Dial *72 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*73
Busy Call Forwarding	Forwards incoming calls to an alternative number only when the subscriber's line is busy.	Dial *90 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*91
Delayed Call Forwarding	Forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line, not available for MADNs or PBX subscribers.	Dial *92 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*93
Selective Call Forwarding	Allows the subscriber to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number, not available for MADNs or PBX subscribers.	Dial *63 or *83 & follow instructions	
Remote Access to Call Forwarding	Allows a call forwarding subscriber to access & change their call forwarding configuration from any phone.	Contact RTEC to establish your pin # at 419-267-8800. Call the RACF number (419-267-5050). Enter your own directory number + PIN when prompted, enter the Call Forwarding access code you require (for example, to access Unconditional Call Forwarding, enter *72), configure the call service as for normal Call Forwarding configuration.	
Simultaneous Ring (SimRing)	SimRing simultaneously rings a second number when delivering an incoming call to a subscriber.	Dial *361	*362
Find Me/Follow Me	Allows a subscriber to alter the location to which their incoming calls should be delivered, not available for MLHG, MADNs or PBX subscribers.	Dial *371 & follow instructions	*372
Call Forwarding Number Restriction	In all types of Call Forwarding, the forwarding number selected by the subscriber is checked against a list of restricted numbers & rejected if it matches any of the numbers in the list	Activated & deactivated by RTEC at 419-267-8800	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO MESSAGE SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
Warmline	This feature allows a subscriber's line to be configured with a number that is dialed automatically when the phone has been off the hook for a configurable amount of time.	Activated & deactivated by RTEC at 419-267-8800	
CALLER ID SERVICES \$6.00 monthly			
Calling Number Delivery	Displays the number of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Name Delivery	Displays the name of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Number Delivery Blocking	Enables the subscriber to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code.	Dial *67	*82

CALLER ID SERVICES ~ CONTINUED

Calling Name Delivery Blocking	Allows a subscriber to block delivery of their own calling name on outgoing calls.	Dial *67	*82
Automatic Recall	Allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number & then optionally return the call, not available for PBX subscribers.	one-stage activation Dial *69 two-stage activation Dial *69 and 1	*89 cancels all attempts
Last Caller ID Erasure	Allows subscriber to erase the record of the last caller's number, including date & time of call, so that it cannot be accessed by any call service. The Service also clears the record of the last called number & the call lists, so there is no longer any record of the most recent calls to & from the subscriber, not available for PBX subscribers.	Dial *320	
Automatic Callback	Allows the subscriber to automatically redial the last outgoing call, not available for PBX subscribers.	Dial *66	*86
INCOMING CALL SERVICES \$3.00 monthly			
Selective Call Rejection	Allows subscribers to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.	Dial *60 or *80	
Anonymous Call Rejection	This service automatically rejects all calls from withheld numbers.	Dial *77	*87
Do Not Disturb	Allows the subscriber to block their line temporarily to prevent incoming calls.	Dial *78	*79
Selective Call Acceptance	Accepts only calls from a configured list of numbers, not available for PBX subscribers.	Dial *64 or *84	
Priority Call (Distinctive Ringing)	Enables the subscriber to select a list of numbers from which incoming calls will ring with a distinctive tone, not available for PBX subscribers.	Dial *61 or *81 to configure	
MESSAGE SERVICES \$2.00 monthly			
Voicemail	Forwards calls to a voicemail system if they are unanswered or if the subscriber's line is busy.	To retrieve messages, dial *15 or 419-267-MAIL	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO CALL FORWARDING SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
REMINDER/ WAKE-UP CALL SERVICES \$1.50 monthly			
Reminder Call	Allows the subscriber to schedule a wake-up or reminder call to ring a subscriber's telephone at a pre-programmed time, not available for PBX subscribers.	Dial *310 to enable an individual reminder Dial *313 to check individual reminders Dial *314 to enable regular reminders Dial *317 to check regular reminders	*311 for all individual *312 for one individual *315 for all regular *316 for one regular
SPEED DIALING \$1.50 monthly			
Speed Calling - 8 code	Dial your 8 most frequently called numbers using a one-digit code.	Dial *74, enter a one-digit number (2-9), immediately enter the telephone number you wish to have programmed. To use the feature, dial the one digit code & #.	
Speed Calling - 30 code	Dial your 30 most frequently called numbers using a one-digit code.	Dial *75, enter a two-digit number (20-49), immediately enter the telephone number you wish to have programmed. To use the feature, dial the two digit code & #.	
FAX SERVICES \$2.50 monthly			
Fax Service	Allows a subscriber to assign an additional directory number with distinctive ringing to an existing line. This is a two-party line with one directory number having a distinctive ring, not available for PBX subscribers.	Activated & deactivated by RTEC at 419-267-8800	

UNIFIED MESSAGING \$4.00 monthly			
Unified Messaging	A communications solution that unifies a single message store & directory with a desktop client application, providing users with one central point of access to all of their voice, fax & e-mail messages. Messages are delivered to a single inbox, housed in one central message store & feature single directory service.	Activated & deactivated by RTEC at 419-267-8800	
MULTI-PARTY SERVICES \$3.00 monthly			
3-Way Calling	Allows a subscriber to call another party during an existing call & add this party to the call, creating a three-way conversation, not available for PBX subscribers.	To add a third party to an active call, hit flash-hook & then dial the third party's number. If the third party answers, hit flash-hook again to add both of you to the original call, connecting all three parties.	
Call Transfer	Allows a subscriber to call another party during an existing call & transfer the call to the second party, not available for PBX subscribers.	To transfer a call to a second number, hit flash-hook & dial the second number. You can then hang up either before or after the second number answers & the call will be transferred to their line.	
Call Hold	Allows the subscriber to put a call on hold & then dial another number. The subscriber can then switch back to the first call (putting the new call on hold) & subsequently switch between the two callers. The two calls may not be joined as a three-way type call & only one call may be held at a time, not available for PBX subscribers.	To put the current call on hold so that you can dial a second number, hit flash-hook, dial *52 & dial the second number. You can then hit flash-hook again to switch back to the first call (putting the second call on hold) & again to switch between the two calls.	
Call Waiting	Notifies a subscriber that a second call is on the line & allows the subscriber to switch between the calls, not available for PBX subscribers.	n/a	n/a
Call Waiting with Caller ID	Displays the calling number and/or the calling name as part of the notification that a second call is on the line, not available for PBX subscribers. *MUST ALSO SUBSCRIBE TO CALLER ID SERVICES*	n/a	n/a
Cancel Call Waiting	Allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted, not available for PBX subscribers.	Dial *70 before the call	n/a
Home Intercom	Allows a subscriber with multiple customer premises extensions on their phone line to call other extensions and/or transfer an incoming call between extensions.	Contact RTEC for instructions	
OFF-PREMISE EXTENSION SERVICES \$4.05 monthly			
Off-Premise Extension	Allows an individual line to be associated with a second physical telephone line on a different access devise, typically in a different location, not available for PBX subscribers.	Activated & deactivated by RTEC at 419-267-8800	
OUTGOING CALL SERVICES \$1.50 monthly			
Call Barring	Allows the subscriber to bar outgoing calls to certain types of numbers from their lines. The type of calls that can be barred include International, long-distance, local, operator calls, calls to any call service access codes & premium rate calls.	Dial *341 to bar all except emergency Dial *342 to bar national & international Dial *343 to bar international Dial *344 for operator Dial *345 to bar calls to access codes Dial *346 to bar premium rate calls	*351 *352 *353 *354 *355 *356
Call Restriction	Allows a subscriber to restrict outgoing toll & measured rate EAS calls from their line under Personal Account Code (PAC) control.	Contact RTEC to establish PAC and receive instruction.	
MANDATORY ACCOUNT CODES \$3.00 monthly			
Mandatory Account Codes	Allows the subscriber to specify an account code on each outgoing call, which is then reported in the billing information for the call.	Activated by RTEC at 419-267-8800. You may choose the codes that will be assigned to your telephone number. Once active, you will be prompted by a series of tones to enter your code each time a long distance call is placed & this information will be reported on your monthly bill.	Deactivated by RTEC



419-267-8800
105 E. Holland Street
Archbold, OH 43502
Custom Calling Features
Centrex Business Services

STANDARD CENTREX FEATURES

Feature	Feature Description	Activate	Deactivate
BASIC BUSINESS GROUP SERVICES			
Dialing Plan & Intercom Dialing	Lines within a Business Group use a group-specific dialing plan, including short dialing codes & intercom codes. Each line in a Business Group can be assigned an intercom code, used within the group to identify that line.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Direct Outward Dialing & Assume 9	Business Group lines access the standard dialing plan & external calling by using an External Line Code (9 is the standard number used). Business Groups can also be configured to recognize external directory numbers without the External Line Code, known as Assume 9 dialing.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Automatically Identified Outward Dialing	As Business Group lines are individually terminated to the switch, billing records for outgoing calls are generated for each line, rather than for the group as a whole.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Intra/Extra Calling Line Identification & Distinctive Ringing Intra/Extra	Calls made to or from a Business Group line are identified as internal or external. Distinctive ring cadences, call waiting tones & Caller ID can be used to distinguish between internal & external calls.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Critical Interdigit Timing	The dialing plan configured for a Business group may contain codes that intersect by prefix. Critical interdigit Timing is applied only where required to distinguish these codes. Critical Interdigit Timing is applied automatically when there is a clash in the dialing plan.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Direct Inward Dialing	As each line in a Business Group has a unique directory number, lines may receive external calls directly without intervention by an attendant.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Single-Digit & Short Code Dialing	A code can be mapped to another line within the Business Group or to an external directory number. It is also possible to set up ranges of codes to map to ranges of directory numbers, for example to have a set of short codes for all the DID lines in a remote office. These codes are similar to Speed Calling, but are configured across an entire Business Group.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Special Intercept announcements	When a number is dialed that is assigned to a Business Group but is not in service or to Business Group callers who dial a code which is not part of the dialing plan an announcement can be played to these callers. These announcements are configured at switch level and cannot be different for different Business Groups on the same switch.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Simulated Facility Groups	Allows a Business Group to limit the number of external calls made to or from a Business Group at the same time. You can apply a limit to the total number of external calls and also apply separate limits for the number of calls originating from the Business Group or terminating at the Business Group.	This option is pre-programmed by RTEC depending upon your preference & business needs	
Call Pick Up	This service allows a subscriber on a Business Group line to pick up an incoming call to any other line within a pre-defined group by dialing an access code.	Dial *11, the oldest incoming call within the group will be picked up on your line. Dial *12, when you hear the recall dial tone, dial the number of the Business Group line, the call will be picked up on your line.	
Multiple Appearance Directory Number MADN	Used to define an external directory number that is used to direct calls to a group of business Group Lines, MLHG Pilot Directory Numbers or other MADNS. When an external caller dials the external MADN, all of the numbers associated with the MADN group start ringing. The call is connected to the first line to be picked up.	Configuration for MADN is only available through the EMS and cannot be changed through the handset or Web Services.	
Multi Line Hunt Groups MLHGs	Allows lines within the same Business Group to be grouped together to form a Multi Line Hunt Group. Calls to the Hunt Group are passed to a non-busy line within the Hunt Group or may be added to a queue if all lines are busy.	This option is programmed by RTEC through your EMS depending upon your preference & business needs	

STANDARD FEATURES

CALL FORWARDING SERVICES			
Unconditional Call Forwarding	Forwards all a subscriber's incoming calls on to an alternative number, without ringing the subscriber phone first. Not available for MADNs subscribers.	Dial *72 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*73
Busy Call Forwarding	Forwards incoming calls to an alternative number only when the subscriber's line is busy	Dial *90 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*91
Delayed Call Forwarding	Forwards calls from the subscriber's line to an alternative number only if they are not answered on the subscriber's line. Not available for MADNs subscribers.	Dial *92 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*93
Selective Call Forwarding	Allows the subscriber to select a list of calling numbers whose calls will automatically be forwarded. All calls from numbers on this list are forwarded on to a single alternative forwarding number. Not available for MADNs subscribers.	Dial *63 or *83 & follow instructions	
Remote Access to Call Forwarding	Allows a call forwarding subscriber to access & change their call forwarding configuration from any phone.	Contact RTEC to establish your pin # at 419-267-8800. Dial your area code & prefix number (444, 445, 446) + ????, then follow the voice prompts.	
Simultaneous Ring (SimRing)	SimRing simultaneously rings a second number when delivering an incoming call to a subscriber.	Dial *361	*362
Find Me/Follow Me	Allows a subscriber to alter the location to which their incoming calls should be delivered. Not available for MLHG OR MADNs subscribers.	Dial *371 & follow instructions	*372
Call Forwarding Number Restriction	In all types of Call Forwarding, the forwarding number selected by the subscriber is checked against a list of restricted numbers & rejected if it matches any of the numbers in the list	Activated & deactivated by RTEC at 419-267-8800	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO MESSAGE SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
Warmline	This feature allows a subscriber's line to be configured with a number that is dialed automatically when the phone has been off the hook for a configurable amount of time.	Activated & deactivated by RTEC at 419-267-8800	
INCOMING CALL SERVICES			
Selective Call Rejection	Allows subscribers to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.	Dial *60 or *80	
Anonymous Call Rejection	This service automatically rejects all calls from withheld numbers.	Dial *77	*87
Do Not Disturb	Allows the subscriber to block their line temporarily to prevent incoming calls.	Dial *78	*79
Selective Call Acceptance	Accepts only calls from a configured list of numbers.	Dial *64 or *84	
Priority Call (Distinctive Ringing)	Enables the subscriber to select a list of numbers from which incoming calls will ring with a distinctive tone.	Dial *61 or *81 to configure	
REMINDER CALL SERVICES			
Reminder Call	Allows the subscriber to schedule a wake-up or reminder call to ring a subscriber's telephone at a pre-programmed time.	Dial *310 to enable an individual reminder Dial *313 to check individual reminders Dial *314 to enable regular reminders Dial *317 to check regular reminders	*311 for all individual *312 for one individual *315 for all regular *316 for one regular

SPEED DIALING			
Speed Calling - 8 code	Dial your 8 most frequently called numbers using a one-digit code.	Dial *74, enter a one-digit number (2-9), immediately enter the telephone number you wish to have programmed. To use the feature, dial the one digit code & #.	
Speed Calling - 30 code	Dial your 30 most frequently called numbers using a one-digit code.	Dial *75, enter a two-digit number (20-49), immediately enter the telephone number you wish to have programmed. To use the feature, dial the two digit code & #.	
MULTI-PARTY & OUTGOING CALL SERVICES			
3-Way Calling	Allows a subscriber to call another party during an existing call & add this party to the call, creating a three-way conversation.	To add a third party to an active call, hit flash-hook & then dial the third party's number. If the third party answers, hit flash-hook again to add both of you to the original call, connecting all three parties.	
Call Transfer	Allows a subscriber to call another party during an existing call & transfer the call to the second party.	To transfer a call to a second number, hit flash-hook & dial the second number. You can then hang up either before or after the second number answers & the call will be transferred to their line.	
Call Hold	Allows the subscriber to put a call on hold & then dial another number. The subscriber can then switch back to the first call (putting the new call on hold) & subsequently switch between the two callers. The two calls may not be joined as a three-way type call & only one call may be held at a time.	To put the current call on hold so that you can dial a second number, hit flash-hook, dial *52 & dial the second number. You can then hit flash-hook again to switch back to the first call (putting the second call on hold) & again to switch between the two calls.	
Call Waiting	Notifies a subscriber that a second call is on the line & allows the subscriber to switch between the calls.	n/a	n/a
Call Waiting with Caller ID	Displays the calling number and/or the calling name as part of the notification that a second call is on the line. *MUST ALSO SUBSCRIBE TO CALLER ID SERVICES*	n/a	n/a
Cancel Call Waiting	Allows a Call Waiting subscriber to disable call waiting for an individual call, so that important calls are not interrupted.	Dial *70 before the call	n/a
Home Intercom	Allows a subscriber with multiple customer premises extensions on their phone line to call other extensions and/or transfer an incoming call between extensions.	Contact RTEC for instructions	
OFF-PREMISE EXTENSION SERVICES \$4.05 monthly			
Off-Premise Extension	Allows an individual line to be associated with a second physical telephone line on a different access devise, typically in a different location.	Activated & deactivated by RTEC at 419-267-8800	
OUTGOING CALL SERVICES			
Call Barring	Allows the subscriber to bar outgoing calls to certain types of numbers from their lines. The type of calls that can be barred include International, long-distance, local, operator calls, calls to any call service access codes & premium rate calls.	Dial *341 to bar all except emergency Dial *342 to bar national & international Dial *343 to bar international Dial *344 for operator Dial *345 to bar calls to access codes Dial *346 to bar premium rate calls	*351 *352 *353 *354 *355 *356
Call Restriction	Allows a subscriber to restrict outgoing toll & measured rate EAS calls from their line under Personal Account Code (PAC) control.	Contact RTEC to establish PAC and receive instruction.	
MANDATORY ACCOUNT CODES			
Mandatory Account Codes	Allows the subscriber to specify an account code on each outgoing call, which is then reported in the billing information for the call.	Activated & deactivated by RTEC at 419-267-8800	

OPTIONAL FEATURES

CALLER ID SERVICES \$6.00 monthly			
Calling Number Delivery	Displays the number of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Name Delivery	Displays the name of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Number Delivery Blocking	Enables the subscriber to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code.	Dial *67	*82
Calling Name Delivery Blocking	Allows a subscriber to block delivery of their own calling name on outgoing calls.	Dial *67	*82
Automatic Recall	Allows the subscriber to return the most recent incoming call, or to hear the last incoming caller's number & then optionally return the call.	one-stage activation Dial *69 two-stage activation Dial *69 and 1	*89 cancels all attempts
Last Caller ID Erasure	Allows subscriber to erase the record of the last caller's number, including date & time of call, so that it cannot be accessed by any call service. The Service also clears the record of the last called number & the call lists, so there is no longer any record of the most recent calls to & from the subscriber.	Dial *320	
Automatic Callback	Allows the subscriber to automatically redial the last outgoing call.	Dial *66	*86
MESSAGE SERVICES \$2.00 monthly			
Voicemail	Forwards calls to a voicemail system if they are unanswered or if the subscriber's line is busy.	To retrieve messages, dial *15 or 419-267-MAIL	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO CALL FORWARDING SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
UNIFIED MESSAGING \$4.00 monthly			
Unified Messaging	A communications solution that unifies a single message store & directory with a desktop client application, providing users with one central point of access to all of their voice, fax & e-mail messages. Messages are delivered to a single inbox, housed in one central message store & feature single directory service.	Activated & deactivated by RTEC at 419-267-8800	



419-267-8800

105 E. Holland Street
Archbold, OH 43502

Custom Calling Features

PBX Business Services

Feature	Feature Description	Activate	Deactivate
PIN Change	Allows a subscriber to alter their Personal Identification Number they use to secure access to some services, such as Remote Access to Call Forwarding	Contact RTEC to establish your pin # at 419-267-8800.	
Screen List Editing	Allows a subscriber to manage the list of directory numbers to which a particular call treatment is applied, for example Selective Call Rejection.		
Call Lists	Provides a record of recent calls to and from each individual line or Business Group line, i.e. missed incoming calls, answered incoming calls and dialed calls.		
CALL FORWARDING SERVICES \$1.50 monthly			
Busy Call Forwarding	Forwards incoming calls to an alternative number only when the subscriber's line is busy.	Dial *90 & enter the number where calls will be forwarded. When answered, call forwarding is activated. If there is no answer, hang up & repeat the procedure a 2nd time. The second time a confirmation tone will be heard to acknowledge activation.	*91
Remote Access to Call Forwarding	Allows a call forwarding subscriber to access & change their call forwarding configuration from any phone.	Contact RTEC to establish your pin # at 419-267-8800. Dial your area code & prefix number (444, 445, 446) + ????, then follow the voice prompts.	
Simultaneous Ring (SimRing)	SimRing simultaneously rings a second number when delivering an incoming call to a subscriber.	Dial *361	*362
Call Forwarding Number Restriction	In all types of Call Forwarding, the forwarding number selected by the subscriber is checked against a list of restricted numbers & rejected if it matches any of the numbers in the list	Activated & deactivated by RTEC at 419-267-8800	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO MESSAGE SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
Warmline	This feature allows a subscriber's line to be configured with a number that is dialed automatically when the phone has been off the hook for a configurable amount of time.	Activated & deactivated by RTEC at 419-267-8800	
CALLER ID SERVICES \$6.00 monthly			
Calling Number Delivery	Displays the number of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Name Delivery	Displays the name of the incoming caller before the subscriber answers the call.	Dial *65	*85
Calling Number Delivery Blocking	Enables the subscriber to prevent the disclosure of their telephone number on all outgoing calls, without the necessity of an activation code.	Dial *67	*82
Calling Name Delivery Blocking	Allows a subscriber to block delivery of their own calling name on outgoing calls.	Dial *67	*82

INCOMING CALL SERVICES \$3.00 monthly			
Selective Call Rejection	Allows subscribers to select a list of numbers from which incoming calls are automatically rejected. A rejection announcement is played to the calling party.	Dial *60 or *80	
Anonymous Call Rejection	This service automatically rejects all calls from withheld numbers.	Dial *77	*87
Do Not Disturb	Allows the subscriber to block their line temporarily to prevent incoming calls.	Dial *78	*79
MESSAGE SERVICES \$2.00 monthly			
Voicemail	Forwards calls to a voicemail system if they are unanswered or if the subscriber's line is busy.	To retrieve messages, dial *318	
Voicemail Using Call Forwarding	Transfers calls to a voicemail system using the Call Forwarding Services. Allows subscribers to control their voicemail services using the existing access codes for Call Forwarding Services. *MUST ALSO SUBSCRIBE TO CALL FORWARDING SERVICES*	Activated & deactivated by RTEC at 419-267-8800	
SPEED DIALING \$1.50 monthly			
Speed Calling - 8 code	Dial your 8 most frequently called numbers using a one-digit code.	Dial *74, enter a one-digit number (2-9), immediately enter the telephone number you wish to have programmed. To use the feature, dial the one digit code & #.	
Speed Calling - 30 code	Dial your 30 most frequently called numbers using a one-digit code.	Dial *75, enter a two-digit number (20-49), immediately enter the telephone number you wish to have programmed. To use the feature, dial the two digit code & #.	
UNIFIED MESSAGING \$4.00 monthly			
Unified Messaging	A communications solution that unifies a single message store & directory with a desktop client application, providing users with one central point of access to all of their voice, fax & e-mail messages. Messages are delivered to a single inbox, housed in one central message store & feature single directory service.	Activated & deactivated by RTEC at 419-267-8800	
MULTI-PARTY & OUTGOING CALL SERVICES \$3.00 monthly			
Home Intercom	Allows a subscriber with multiple customer premises extensions on their phone line to call other extensions and/or transfer an incoming call between extensions.	Contact RTEC for instructions	
OUTGOING CALL SERVICES \$1.50 monthly			
Call Barring	Allows the subscriber to bar outgoing calls to certain types of numbers from their lines. The type of calls that can be barred include International, long-distance, local, operator calls, calls to any call service access codes & premium rate calls.	Dial *341 to bar all except emergency Dial *342 to bar national & international Dial *343 to bar international Dial *344 for operator Dial *345 to bar calls to access codes Dial *346 to bar premium rate calls	*351 *352 *353 *354 *355 *356
Call Restriction	Allows a subscriber to restrict outgoing toll & measured rate EAS calls from their line under Personal Account Code (PAC) control.	Contact RTEC to establish PAC and receive instruction.	
MANDATORY ACCOUNT CODES \$3.00 monthly			
Mandatory Account Codes	Allows the subscriber to specify an account code on each outgoing call, which is then reported in the billing information for the call.	Activated & deactivated by RTEC at 419-267-8800	