CALLING FEATURES & SERVICES

ANONYMOUS CALL REJECTION

Allows you to block incoming calls from a person who will not allow their telephone number to be displayed on a Caller ID device.

TO ACTIVATE:
1) Press *77.
2) The caller will hear an announcement indicating the call can not be completed.

TO DEACTIVATE:
1) Press *87.

■ **Service rate is $2.25 per month.**

Note: Caller ID is necessary to use Anonymous Call Rejection

ANONYMOUS CALL SCREENING

Allows you to screen all calls from a person who is blocking their name/number from appearing on your Caller ID box. Callers will receive an automated message advising *"the number you have reached does not want to accept calls from telemarketers. If you are a telemarketer, please add this number to your do not call list and hang up now. All other callers may press "1" if they wish to complete the call."* All other callers whose Caller ID information is transmitted, will not receive the automated greeting above and the call will be completed.

TO ACTIVATE/DEACTIVATE:
• Dial *98 from the line that the service is programmed on.
• A message tells you whether Anonymous Call Screening feature is currently turned on or off.
• Follow prompts to activate/deactivate feature.

■ **Service rate is $2.25 per month.**

Note: Caller ID is necessary to work with Anonymous Call Screening.

ASSISTANCE SERVICE— HOT LINE / WARM LINE

Both **hot line** and **warm line** Assistance Service provide direct, automatic routing of outgoing calls to a single pre-selected telephone number.

A **hot line** telephone cannot be dialed. When the receiver is lifted, the line is programmed to immediately call a preprogrammed phone number.

A **warm line** uses a standard telephone. The line is programmed to automatically route a call to your predetermined telephone number after the receiver is off the hook for 10 seconds (shorter or longer pauses are available). If a number is dialed during the timing period, the programmed number is cancelled and the dialed number processed. For the elderly or disabled, the line can be routed to the telephone operator for call assistance.

Regular incoming calls can be received on both hot line and warm line telephones.

■ **Service rate is $.89 residential/ $1.89 business per month**

BATTERY SERVICE PLAN

The plan is designed to reduce the cost of possible repair charges and covers the inside wiring at your residence or business. In addition, the plan covers full replacement of battery and/or charger at any time due to a performance failure for Fiber-to-the-Home customers.

■ **Cost is $5.95 per month.**

CALL BLOCKING

You can block access to any 800, 855, 866, 877, 888, 900 or 976 number.

■ **This service is available at no charge.**

CALLING FEATURES & SERVICES

CALL FORWARDING SERVICES

**REMINDER: Local Measured Service rates apply to calls forwarded within your local calling area, and toll charges apply to calls forwarded to a number outside your local calling area, for Call Forwarding: All Calls, Busy and No Answer.

CALL FORWARDING - ALL CALLS

Allows you to automatically forward calls from your telephone to any local or long distance telephone number.

TO FORWARD ALL CALLS:
1) Press *72.
2) Dial the telephone number to which you want your calls forwarded.
3) Two tones will indicate the number has been successfully entered and Call Forwarding is established.

TO CANCEL:
1) Press *73.
2) Two tones indicate forwarding is cancelled.
- **Service rate is $1.50 per month.****

CALL FORWARDING - BUSY

Permits you to forward incoming calls to another number when your line is busy.

TO PROGRAM:
1) Press *90.
2) Dial the telephone number to which you want your calls forwarded.
3) Two tones will indicate the number has been successfully entered and Call Forwarding is established.

TO CANCEL:
1) Press *91.
2) Two short tones will indicate Call Forwarding - Busy is cancelled.
- **Service rate is $1.50 per month.****

CALL FORWARDING - NO ANSWER

Permits you to forward incoming calls to another number when your line is not answered within a predetermined number of rings.

TO PROGRAM:
1) Press *92.
2) Dial the telephone number to which you want your calls forwarded.
3) Two tones will indicate the number has been successfully entered and Call Forwarding is established.

TO CANCEL:
1) Press *93.
2) Two short tones will indicate Call Forwarding - No Answer is cancelled.
- **Service rate is $1.50 per month.****

CALL RETURN *69

Allows you to dial a code and have a call automatically returned to the last party who called or attempted to call you.

TO USE:
1) Press *69.
2) Listen for an announcement that tells you the phone number of the party who last called you.
3) If you wish to return the call:
   Press 1.
   Listen for ringing
   Wait for answer.
4) If you do not wish to return the call, hang up.
5) If the line is busy:
   Listen for an announcement telling you the number is busy. Hang up. You will hear a short-short-long ring when the line is free. Your call will automatically be made when you lift the handset.

TO CANCEL:
1) Press *89 and listen for tone or announcement.
- **Service rate is $2.25 per month, or .50 cents per use with a $4.50 monthly cap.**

CALLING FEATURES & SERVICES

CALL TRANSFER

Allows the user to transfer an established call to another line.

TO TRANSFER:
1) Briefly press the switchhook placing the caller on hold.
2) Call the party to whom you wish to transfer the call.
3) When they answer, tell them you are transferring a call.
4) Hang up - the call is transferred.
■ **Service rate is $1.50 per month.**

NOTE: Three Way Calling ($1.50 per month) is necessary to use Call Transfer.

CALL WAITING WITH CANCEL OPTION

Allows you to know when someone is trying to call you while you are on the telephone. Two soft tones will repeat within 10 seconds should you not respond. The caller will hear the usual ringing signal until you answer.

TO RECEIVE THE CALL:
1) Place your current call on hold by briefly pressing the switchhook or flash key. The waiting call will then be on the line. You may alternate between the two calls by briefly pressing the switchhook or flash key.

Or you may:
2) End the first call and hang up. Your phone will ring with the second call. The cancel option allows you to temporarily cancel Call Waiting and avoid interruptions.

BEFORE YOU PLACE A CALL:
1) Press *70.
2) Enter the number you are calling.
3) Call Waiting will be automatically restored when you hang up.

DURING A CALL:
1) Press the switchhook briefly to place the current call on hold.
2) Press *70 and listen for confirmation tone.
3) You will be automatically returned to your current call.

Call Waiting is automatically restored when you hang up.
■ **Service rate is $2.25 residential/$3.25 business per month and includes Cancel Option.**

NOTE: Three Way Calling is necessary to use the cancel option during an established call.

CALLER ID BLOCK

Allows you to automatically block the Display Device of your telephone number on a Caller ID display device on a full time basis. You must call Waitsfield and Champlain Valley Telecom at 496-3391 to request Per Line Blocking for your telephone line.

TO CANCEL FOR ONE CALL ONLY:
1) Press *82.
2) Dial the telephone number you wish to call.

NOTE: For both Per Call and Per Line Blocking, your number will be transmitted when you place a call to 800, 855, 866, 877, and 888 numbers or on calls made to Enhanced 911.

■ **There is no charge for this service.**

CALLER ID BLOCK - PER CALL

Is already equipped on your line. It allows you to prevent the display of your telephone number on a Caller ID display device for one call only.

TO ACTIVATE:
1) Press *67.
2) Dial the telephone number you wish to call.

■ **There is no charge for this service.**

CALLER ID WITH NAME & NUMBER

Allows you to determine who is calling before answering the phone. A Caller ID display device* attached to your phone shows the name and the phone number of the person calling you. Information is also stored on device when you are not available to pick up the call.

TO USE:
1) Wait for the start of the second full ring of your phone.
2) The name and number of the calling party will appear on your display.

■ **Service rate is $5.95 per month.**

A Caller ID display device is not included, but may be purchased locally or through Waitsfield and Champlain Valley Telecom.

CODE RESTRICTION

Allows you to prevent placement of long distance calls to pre-selected area codes.

TO RESTRICT:
1) Inform the telephone company what area code you want to block.
2) The company will program the restriction on your line.
3) If the restricted area code is dialed, a recording will indicate the call cannot be completed as dialed.

■ **Service rate is $1.99 residential / $2.99 business per month.**

CONFERENCE CALLING

Conference Calling Service can be accessed at a moment's notice without having to schedule calls through operators. You can set up a conference call and contact the people you need to reach anytime, 24 hours a day, 7 days a week. Users must initially register for our Conference Calling service by contacting our Customer Service Department at 800-496-3391.

DO NOT DISTURB

Allows you to restrict incoming calls by diverting the call to a recorded announcement. You may give selected callers a Personal Identification Number (PIN) that will allow them to override Do Not Disturb in order to reach you.

TO ACTIVATE: PRESS *78.

TO DEACTIVATE: PRESS *79.

TO CHANGE PIN:
1) Press #87.
2) Enter new PIN followed by # sign.

■ **Service rate is $2.25 per month.**

FIND ME

Allows you to manage incoming calls using up to six different phone numbers. A call to your home can ring your wireless phone, your office phone, and your lake cabin, all at the same time or in any order that you decide. You can easily turn Find Me service on/off, make changes to the phone numbers that you include, or change your ringing patterns via your phone or the Web. Find Me is an intelligent service developed to be compatible with voice mail systems and answering machines.

■ **Service Rate is $5.95 per month.**

HIGH-SPEED INTERNET SERVICE

A service that provides high-speed Internet access over your telephone line. Please see page 8 for details.

■ **Rates start at $46.95 per month.**

HOME INTERCOM SERVICE

Allows calls to be placed to other telephones on the same line, allowing conversations with people in another part of your house or at an off premise extension.

TO PLACE A CALL:
1) Dial your telephone number.
2) Hang up the receiver; the phone will ring.
3) When the phone stops ringing (indicating another person has picked up the phone), lift the receiver and you will be connected.

TO ANSWER A CALL:
1) When the phone rings, lift the receiver.
2) Wait for the caller to pick up the phone and you will be connected.

■ **There is no charge for this service.**

I-FAX

Allows you to send regular faxes directly to your Internet Email account. When you sign up for I-Fax we assign you your own I-Fax telephone number. When someone sends you a fax they dial your I-Fax number and the fax is transmitted directly to your Email account. It reads just like a regular Email attachment.

■ **Rates start at $1.95 per month.**

PERSONAL RINGING

Allows you to have up to three separate telephone numbers ring on one line. Each number has its own unique ringing pattern allowing you to easily identify calls to each number.

■ **Service rate is $2.00 per month.**

NOTE: If you also have Call Waiting, each phone will have the same unique Call Waiting tones.

PREFERRED CALL FORWARDING

Allows you to create a list of phone numbers that are to be forwarded when they call you. When you activate this service, and a call arrives from a phone number on your list, the call is forwarded. All other calls will ring your phone in the normal fashion.

TO USE:
1) Press *63.
2) Listen to the voice instructions which will guide you through the steps of how to:
   • Turn Preferred Call Forwarding on or off.
   • Make changes to your Preferred Call Forwarding list.

Press	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Preferred Call Forwarding list.
3	Turn Preferred Call Forwarding list on/off.
#	Add a number to your Preferred Call Forwarding list.
*	Delete a number from your Preferred Call Forwarding list.
08	Delete all numbers from your Preferred Call Forwarding list.

3) Voice instructions also guide you through the steps of how to enter, confirm, or change the number to which your calls will be forwarded:

Press	If you want to:
1	Confirm the forward-to number.
0	Change the forward-to number.

■ **Service rate is $2.25 per month.**

PRIORITY RINGING

Allows you to program your telephone line to ring with a special ringing pattern whenever you are called from a select list of phone numbers. Your phone will ring with a normal ringing pattern for all other calling numbers. If you also have Call Waiting, you will hear a distinctive Call Waiting tone whenever someone on your list calls you while you are on the phone.

TO USE:
1) Press *61.
2) Listen to the voice instructions which will guide you through the steps of how to:
   • Turn Priority Ringing on or off.
   • Make changes to your Priority Ringing list.

Press	If you want to:
0	Repeat the instructions.
1	Review the numbers on your Priority Ringing list.
3	Turn Priority Ringing on/off.
#	Add a number to your Priority Ringing list.
*	Delete a number from your Priority Ringing list.
08	Delete all numbers from your Priority Ringing list.

WHEN PRIORITY RINGING IS TURNED ON:
Listen to the ringing pattern or Call Waiting tones. When called from any number on your list: A short-long-short ringing pattern or tone. When called from any other number: Normal ringing or Call Waiting tones.

■ **Service rate is $2.25 per month.**

REPEAT DIALING *66

Allows you to dial a code to have your phone continuously attempt to redial a busy number. When the line is free, you will be alerted with a special ringing, and a call will automatically be made. You can also use Repeat Dialing to redial the last number you called.

TO USE:
1) Hang up, then lift the receiver and listen for dial tone.
2) Press *66.
3) If the line is busy:
   • Listen for an announcement telling you the number is busy.
   • Hang up.
   • You will hear a short-short-long ring when the line is free. Your call will automatically be made when you lift the handset.
4) If the line is not busy:
   Listen for ringing.
   Wait for answer.

TO CANCEL:
1) Press *86 and listen for tone or announcement.

■ **Service rate is $2.25 per month, or .50 cents per use with a $4.50 monthly cap.**

SELECTIVE CALL SCREENING

Allows you to create a list of phone numbers from which you do not wish to receive calls. Calls from phone numbers on your list are sent to an announcement that informs the caller that you are not receiving calls at this time.

TO USE:
1) Press *60.
2) Listen to the voice instructions which will guide you through the steps of how to:
   - Turn Call Screening on or off.
   - Make changes to your Call Screening list.

Press	If you want to:
0	**Repeat the instructions.**
1	**Review the numbers on your Call Screening list.**
3	**Turn Call Screening on/off.**
#	**Add a number to your Call Screening list.**
*	**Delete a number from your Call Screening list.**
08	**Delete all numbers from your Call Screening list.**

3) After receiving an annoying call, you may wish to prevent that person from calling you in the future. Call Screening's voice instructions will explain how to add the number of the last caller to your list (even if you do not know the party's number) :

TO USE:
1) Hang up, then lift the receiver and listen for dial tone.
2) Press *60 and listen for instructions.
3) Press #01#.
- **Service rate is $2.25 per month.**

SPECIAL CALL ACCEPTANCE

Allows you to screen incoming calls by creating a list of phone numbers from which you are willing to accept calls. Calls from phone numbers not contained on your list are sent to an announcement that informs the caller you are not receiving calls at this time.

TO USE:
1) Press *64.
2) Listen to the voice instructions which will guide you through the steps of how to:
   - Turn Special Call Acceptance on or off.
   - Make changes to your Special Call Acceptance list.

Press	If you want to:
0	**Repeat the instructions.**
1	**Review the numbers on your Special Call Acceptance list.**
Press	**If you want to:**
3	**Turn Special Call Acceptance on/off.**
#	**Add a number to your Special Call Acceptance list.**
*	**Delete a number from your Special Call Acceptance list.**
08	**Delete all numbers from your Special Call Acceptance list.**

- **Service rate is $2.25 per month.**

SPEED CALLING - 8 NUMBERS

Allows you to program from one to eight phone numbers.

TO PROGRAM:
1) Press *74.
2) Dial a one digit code. (Numbers 2 through 9 serve as one digit codes. 0 and 1 may not be used as codes.)
3) Dial the telephone number you wish to speed code.
4) Two tones will indicate that the number has been programmed.

TO PLACE THE CALL:
1) Press the appropriate one digit code number and the # button.
2) If you dial a digit code that has not been programmed, you will receive a recording indicating the call cannot be completed.

■ **Service rate is $1.50 per month.**

TELEMARKETING CALL SCREENING

Allows you to screen all incoming calls. Callers will receive an automated greeting advising ***"The number you reached does not want to accept calls from telemarketers. If you are a telemarketer, please add this number to your do not call list and hang up now. All other callers may press "8" if they wish to complete the call."***

TO ACTIVATE/DEACTIVATE:
1) Dial *98 from the line that the service is programmed on.
2) You will hear a message telling you whether Call Screening feature is currently turned on or off. You may also dial 434-6253 of 545-6253.
3) Follow prompts to activate/deactivate feature.

■ **Service rate is $2.25 per month.**

THREE-WAY CALLING

Makes planning easier and allows you to arrange your own conference call without operator assistance.

TO ADD A THIRD PARTY:
1) Press the switchhook to place your first call on hold.
2) Listen for dial tone.
3) Call the person you want to add to the conversation.
4) When the second call answers, you may talk privately before completing the three way connection.
5) Press the switchhook to connect all three parties.
6) If you do not wish to add the second call, allow them to hang up.
7) Press the switchhook to return to the first call.
8) If the second call does not answer or the line is busy, you may return to the first call by pressing the switchhook twice.

TO CANCEL:
1) Either caller may leave the conversation by hanging up. You will continue to be connected with the remaining call.
2) When you hang up, the entire three way conversation is cancelled.

■ **Service rate is $1.50 per month.**

TOLL CONTROL WITH PIN

Allows subscriber to dial an authorized code and override toll restriction on a per call basis. Subscribers can manage settings and change PIN via the web interface at www.voicemail.wcvt.com.

HOW IT WORKS:

- After dialing a number that requires an authorized code, the subscriber hears either a continuous or a stutter dial tone, and must enter the code before the call can be set up.
- If a code is not entered, if a non-validated code is too short, or if a validated code is incorrect, an announcement is played informing the subscriber that he or she has not entered a valid code.

■ **Service rate is $4.00 per month.**

TOLL RESTRICTION

Provides toll restriction from your phone, preventing all direct dialed toll calls.

■ **There is no charge for this service.**

VOICE MAIL

Our Voice Mail system answers your calls when you're on the phone, online, and even when the power goes out. You can access and manage your Voice Mail messages from the Internet, your computer, or via the phone. See page 21 for more information.

■ **Service Rates start at $5.95 per month.**

WI-FI

With all of the devices in our home and office, we need a reliable Wi-Fi solution to stay connected. Wi-Fi from Green Mountain Access is designed to improve coverage and maximize speed to reach all of your devices. Call today and learn more about our Whole Home Wi-Fi and Business Class Wi-Fi offerings or visit: www.wcvt.com.

WIRE MAINTENANCE PLAN

The plan is designed to reduce the cost of possible repair charges and covers the inside wiring at your residence or business. In addition, the plan covers full replacement of battery and/or charger at any time due to a performance failure for Fiber-to-the-Home customers.

■ **Cost is $5.95 per month.**

VOICE MAIL SERVICE

We offer a complete unified messaging system that allows you to access and manage your Voice Mail messages from the Internet, your computer, or via the phone. Visit our website to view online user guide, video tutorials and more information on managing your voice mail messages from the Internet: www.wcvt.com/voicemail.

PUT VOICE MAIL TO WORK FOR YOU:

- Reliable - your messages will always be available when you need them. No longer worry about losing messages when the power goes out.
- Convenient - easily retrieve messages at your convenience from any phone, or via the Internet.
- Productive - Callers will never get a busy signal again. Voice Mail works for you even if you are on the telephone, so your callers will never experience a busy signal. Instead, when your phone is in use, your line will ring directly to Voice Mail.

ACCESSING YOUR VOICE MAIL

From The Telephone Number Subscribed To The Service:
1. Dial *99.
2. When prompted, enter your PIN followed by the # key.
3. If you have Fast Login enabled, the system will not ask you for your PIN.

From A Different Telephone Number:
1. Dial Voice Mail Access Number.
2. Enter your 10-digit telephone number followed by the # key.
3. Enter your PIN followed by the # key.

ACCESSING YOUR VOICE MAIL VIA THE INTERNET

Accessing your Voice Mail service online allows you to manage your settings, listen to your Voice Mail messages, and set up Email Notification.
1. Visit www.voicemail.wcvt.com.
2. Enter 10-digit telephone number and password.

VOICE MAIL ACCESS NUMBERS

Dial *99 from the telephone subscribed to Voice Mail, or if dialing remotely:

Addison 802-759-8000
Panton....................802-475-8000
Bridport 802-758-8000
Richmond 802-434-8000
Bristol 802-453-8000
Waitsfield 802-583-8000
Charlotte 802-425-8000
Weybridge 802-545-8000
Hinesburg 802-482-8000

Did you know that you can forward your voice mail messages to your email address? When a voice mail message is left on your phone it will also be sent as an audio attachment in an email to you where you'll be able to listen, save or delete the message.

Learn more by visiting our website at:
www.wcvt.com