HOME PHONE FEATURES

WELCOME

Welcome to MCTV Home Phone service. This booklet contains useful information about your MCTV Home Phone services. If you have specific questions, visit our Phone Support page at www.Support.MCTVOhio.com.

UNLIMITED LOCAL HOME PHONE*

Unlimited calling within your area code.

Long distance calling at $0.05/minute.

Competitive rates for international calling.

6 calling features included at no additional charge.*

LOCAL + LONG DISTANCE HOME PHONE*

Unlimited calling within your area code.

3,000 minutes/month of long distance calling.

Competitive rates for international calling.

15 calling features included at no additional charge.

LONG DISTANCE

Includes calls in the U.S. and U.S. territories. You will be notified when you have exceeded your long distance minutes for the month. Calls to and from, within 234 and 330, 740 and 220, or 419 and 567 do not count as long distance. You can check your usage online at any time on https://YourStatement.MCTVOhio.com.

INTERNATIONAL LONG DISTANCE

For a list of international calling rates outside the U.S. and U.S. territories, including cellular surcharges, visit www.MCTVOhio.com/home-international-calling.

Outgoing international long distance calls are blocked by default as a security measure. They can be unblocked upon request.

CALLING FEATURES

Repeat Dialing
*66
Keeps dialing a busy number until the call goes through.

Call Return
*69
Automatically dials your last incoming call.

Anonymous Call Rejection
*77
Blocks incoming phone calls from unidentified phone numbers.

Caller ID
*65
Displays the number and/or name of incoming callers. Requires Caller ID equipment.

Call Waiting
*70
Alerts you when you are on the phone and you have another incoming call.

Caller ID for Call Waiting
Caller ID information for incoming calls while you are on another call.

Selective Call Rejection
*60
Blocks up to 12 telephone numbers.

Selective Call Ring
*61
Identify callers by selecting up to 12 numbers that ring as two short rings.

Selective Call Forwarding
*63
Forwards only calls from specific numbers to another designated number.

Selective Call Acceptance
*64
Accepts calls from up to 12 specific numbers only.

Caller-ID Block
*67
Blocks your identity (name and/or number) when calling another number.

Call Forwarding
*72
Automatically forwards all calls to any number you choose.

Do Not Disturb
*78
Automatically forwards all incoming calls to voicemail (requires MCTV Voicemail).

Per-Call Number Unblocking
*82
Unblocks your identity on a per-call basis for outgoing calls.

Three-Way Calling
Creates a call between yourself and two other parties.

- Included with Unlimited Local Package and Local + Long Distance Package
- Included with Local + Long Distance Package

HOME PHONE FEATURES

*66 **REPEAT DIALING**

Keeps dialing a busy number until the call goes through. *For local calls only.*

1. When you dial a number and hear a busy signal, hang up.
2. Pick up the phone. Once you hear dial tone, press *66.
3. Listen for "The last number you called is busy. You will be notified when the line becomes free."
4. Hang up the phone.
5. When the phone number is available, your phone will ring. Pick up the phone and the call will be placed automatically.

If you are on another call when the other party becomes available, your phone will ring as soon as your line becomes free.

If you cannot answer the phone when the other party becomes available, your phone will ring seven times and then try again in five minutes. If you do not pick up, repeat dialing will be cancelled and you will have to place the call again.

You cannot reach someone with a private phone number or voicemail by using *66.

*69 **CALL RETURN**

Automatically dial your last incoming call within the last 30 minutes whether answered, unanswered or busy. *For local calls only.*

1. Dial *69 and listen for a recording of the last number that called.
2. Dial 1 to call that number.
3. If the number rings busy, hang up.
4. You can still make and receive calls during this time.
5. To deactivate while waiting for the party you are trying to reach to become available, dial *89 and wait for the dial tone.

You can monitor more than one busy number at a time. The same distinctive ring is used for all numbers, so Caller ID shows the number that has become available. If you get "call cannot be completed," message then the number is either invalid, ID blocked, out of order, or has activated call forwarding.

*77 ANONYMOUS CALL REJECTION

Blocks calls from unidentified phone numbers. Calls that appear as unknown or unavailable will be blocked.

To enable:
1. Dial *77.
2. Listen for two beeps.
3. Hang up the phone.

To disable:
1. Dial *87.
2. Listen for two beeps.
3. Hang up the phone.

CALLER ID AND CALLER ID FOR CALL WAITING

Caller ID displays the phone number and/or name of incoming callers. Requires a Caller ID-enabled phone or Caller ID equipment.

Customers with Unlimited Local Home Phone service will see only the phone number of callers. Caller ID with name is available for an additional monthly fee.

To deactivate Caller ID for incoming calls:
1. Dial *85.
2. Listen for two short tones followed by a dial tone.
3. Hang up the phone.

To reactivate Caller ID for incoming calls:
1. Dial *65.
2. Listen for the short tone denoting activation.
3. Hang up the phone.

Caller ID works with Call Waiting. You will hear a special tone alerting you to another incoming call and will see the caller's information on your Caller ID display. Your Caller ID equipment or phone must support Caller ID for call waiting.

***70** CALL WAITING

Be alerted when you are on the phone and another caller is trying to reach you.

To answer a waiting call or alternate between calls:
1. Press and quickly release the receiver or flash button on your phone.
2. The other caller will remain on hold. Each conversation will remain private.

To end a call:
1. While on the phone with the caller you want to hang up with, hang up the phone.
2. Your phone will ring.
3. When you answer, you will be connected with the caller who was on hold.

You can disable call waiting on a per call basis to enjoy an interruption-free phone call. To disable, dial *70 and wait for the dial tone. Then, dial the phone number you wish to reach.

***60** SELECTIVE CALL REJECTION

Specify up to 12 phone numbers that will be blocked from calling you. When a call is placed to you from one of these numbers, the caller will hear a message stating that you are not currently receiving calls. *Does not block toll-free, private, unknown or pseudo phone numbers.*

To activate or deactivate the feature:
1. Dial *60.
2. Listen for the ON/OFF announcement.
3. Dial 3 to turn on or off.

To add a number to your list of rejected calls:
1. Dial *60 and then press #.
2. At the tone, enter the selected phone number, including area code.
3. Press # and hang up.

To add the number of your last incoming call:
1. Dial *60.
2. Dial #01#.
3. Hang up the phone.

To remove or hear the phone number(s) on your list, dial *60 and listen to the instructions.

*61 SELECTIVE CALL RING

Specify up to 12 phone numbers that will ring as two short rings instead of one long ring for easy identification.

To activate or deactivate:
1. Dial *61.
2. Listen for the ON/OFF announcement.
3. Dial 3 to turn on or off.

To add a number to your list:
1. Dial *61 and then press #.
2. Listen for the tone, enter the selected phone number, including area code.
3. Press # and hang up.

To add the number of your last incoming call:
1. Dial *61.
2. Dial #01#.
3. Hang up the phone.

To remove or hear the phone number(s) on your list, dial *61 and listen to the instructions.

You will hear the same distinctive short/long/short ring for all the numbers on your Selective Call Ring list. Any numbers on the Selective Call Ring list also ring through on Call Waiting as short/long/short.

*63 SELECTIVE CALL FORWARDING

Specify up to 12 phone numbers to be forwarded to another number. All other calls will ring through. *Long distance charges may apply if calls are forwarded to a non-local number.*

To activate or deactivate:
1. Dial *63.
2. Listen for the ON/OFF announcement.
3. Dial 3 to turn the feature on or off.

To add a number to your list:
1. Dial *63 and press #.
2. At the tone, enter the selected phone number including area code.
3. Press # and hang up.

To add the number of your last incoming call:

1. Dial *63.
2. Dial #01#.
3. Hang up the phone.

To remove or hear the phone numbers on your list, dial *63 and listen to the instructions.

Selective Call Forwarding and Call Forwarding cannot be activated at the same time.

*64 SELECTIVE CALL ACCEPTANCE

Specify up to 12 phone numbers that will ring through, while all other calls will be blocked. *Does not block toll-free, private, unknown or pseudo numbers. When Selective Call Acceptance is enabled, it supersedes all features.*

To activate or deactivate:

1. Dial *64.
2. Listen for the ON/OFF announcement.
3. Dial 3 to turn the feature on or off.

To add a number to your list:

1. Dial *64 and then press #.
2. At the tone, enter the selected phone number including area code.
3. Press # and hang up.

To add the number of your last incoming call:

1. Dial *64.
2. Dial #01#.
3. Hang up the phone.

To remove or hear the phone number(s) on your list, dial *64 and listen to the instructions.

*67 CALLER ID BLOCK

On a per-call basis, block your identity when calling another phone number.

Each time you want to block your Caller ID information:

1. Dial *67 and wait for a dial tone.
2. Dial the telephone number you wish to reach.

If this person has Caller ID, your telephone number will appear as "Private Caller." If the party you are calling has anonymous call rejection enabled, your call will

not go through. You will need to redial without blocking your phone number.

***72 CALL FORWARDING**

Forward incoming calls to another phone number you choose. *Long distance charges may apply if calls are forwarded to a non-local number.*

Call Forwarding will override the use of voicemail and all calls will be forward to the designated call forwarding number. Call Forwarding and selective call forwarding cannot be activated at the same time.

To enable:
1. Dial *72 and dial the phone number, including area code, where you would like to forward your calls.
2. When someone at that phone number answers, call forwarding is activated.
3. If no one answers or the line is busy:
   - Press the receiver button for 1 second and repeat steps 1-3 within two minutes.
   - When you hear two beeps, call forwarding has been activated.

To disable:
1. Dial *73 and listen for two short tones followed by a dial tone.

***78 DO NOT DISTURB**

Automatically forward calls to voicemail.

You must have voicemail from MCTV for this feature to work. If you do not have voicemail or this feature is accidentally turned on, callers will hear "Sorry the person you are calling is not currently accepting calls."

To enable:
1. Dial *78.
2. Listen for a short tone.
3. Hang up the phone.

When you receive an incoming call, you will hear a short tone/ring on your home phone and then the call is immediately directed to voicemail.

To disable:
1. Dial *79.
2. Listen for a short tone.
3. Hang up the phone.

*82 PER-CALL NUMBER UNBLOCKING

Display your private phone number to others on a per-call basis.

Each time you wish to display your phone number on an outgoing call:
1. Dial *82 and wait for a dial tone.
2. Dial the telephone number you wish to reach.

If the call recipient has Caller ID, your telephone number and Caller ID information will be displayed.

THREE-WAY CALLING

Creates a three-way conference with yourself and two other callers. While using Three-Way Calling, Call Waiting is unavailable.

1. Call one caller. When they answer, place them on hold by pressing the receiver or FLASH/LINK button for one second.
2. Listen for a dial tone and then call the second caller. When they answer, you can have a private conversation before connecting the call.
3. If there is no answer or the person is unavailable, press the receiver twice. This will return the person on hold to the line.
4. To connect all the callers, press the receiver or FLASH/LINK button briefly.

When either of the people you called hangs up, you remain connected to the other person.

As the center of the conference, if you hang up, or drop the call, all parties in the conference call are dropped.

VOICEMAIL

Voicemail is free for MCTV Phone subscribers. *See Voicemail Tree on pages 15-16.*

SETTING UP A VOICEMAIL ACCOUNT

You must set up your voicemail after your Home Phone is installed. If you have a private number, you must dial *82 to set up voicemail for the first time.

1. From your home phone, dial *21 or your home phone number.
2. Listen to the message and then create a 4-digit PIN number and press #.
3. Re-enter the PIN and press #.
4. State your name and press #.
5. Select your greeting type:
   1 = personal greeting (follow prompts to record greeting)
   2 = system greeting using recorded name
   3 = system greeting using phone number
   4 = system greeting (no name or phone number)

RETRIEVING VOICEMAIL MESSAGES

Your voicemail will hold up to 30 saved messages, 3 minutes maximum per message. New messages are saved for 20 days. Saved messages are kept for 30 days. All messages count towards your quota until permanently deleted.

From your home phone:
1. Dial *21 or your 10-digit home telephone number.
2. Enter your PIN and press #.
3. Follow the prompts to check new messages, manage saved messages or change your settings.

From another phone:
1. Dial your home phone number. Wait for your voicemail greeting and press *.
2. The voicemail system will answer and prompt you for your PIN.
3. Enter your PIN followed by #.
4. Follow the prompts to check new messages,

manage saved messages or change your settings.

If you have a private phone number AND anonymous call rejection is enabled, you must dial *82 and your home phone number to check messages.

MANAGING VOICEMAIL MESSAGES
QUICK KEYS:

1 - Listen/Replay	5 - Send Copy
2 - Save	# - Keep New
3 - Erase	* - Exit
4 - Reply	

RETRIEVING ERASED MESSAGES
If you accidentally erase a voicemail message, return to main menu and press 6. You will be able to listen to the previously retrieved and erased message, and you can choose to save it by pressing 2 or permanently delete it by pressing 3.

MARKING A SAVED VOICEMAIL MESSAGE AS NEW
After listening to a saved message, you can mark it as new by pressing 2. The next time you access voicemail, the message will be presented as though it was a new message.

OTHER FEATURES
CALLER ID ON TV
$1.99/month. Free for FUSION subscribers.

See Caller ID information (name and/or phone number) on your TV screen. You must subscribe to Home Phone service and cable TV service from MCTV to access to this feature. A two-way converter box is required.

CUSTOMER ORIGINATED TRACE
Create a trace record of the most recent incoming call in CASES OF HARASSMENT ONLY.

1. After receiving a harassing phone call, hang up. Pick up and dial *57.
2. Listen for the announcement reporting that the most recent call has been traced.
3. Report the incident to local authorities and

record the name of the officer and case number.
4. Report the incident, including the officer name and case number, to MCTV.
5. MCTV will provide the information directly to the authorities.

This service may include per use charges on your bill. Please use only in true harassment situations. This is NOT to be used to report telemarketing calls.

900/976 NUMBER BLOCK
Blocks any calls to 1-900 or 1-976 numbers. *This feature is automatically enabled for the security of our customers. It can be unblocked upon request.*

LOCAL NUMBER PORTABILITY
Only feasible when transferred within the same rate center (local area).

MOVING YOUR PHONE SERVICE OR CHANGING YOUR PHONE NUMBER
Customers who are moving their phone service to a new address, getting a new number or changing their number may experience a brief interruption in dial tone on the day of installation while the changes are being made.

IMPORTANT ASSISTANCE PHONE NUMBERS
911 EMERGENCY ASSISTANCE
Dial 911 immediately in the event of an emergency to reach emergency police, fire and medical services. MCTV's enhanced 911 (E911) service will automatically transmit your address and phone number to emergency personnel when 911 is dialed.

If your digital phone equipment is moved to another address, calls to E911 using that equipment will still identify your old address and emergency personnel may not respond properly. Please contact MCTV if you need to relocate your phone service.

211 SOCIAL SERVICES ASSISTANCE

Dial 211 to speak with a community resource specialist and be connected with local organizations providing financial, domestic, health or disaster-related support services. Calls to 211 are free.

411 DIRECTORY ASSISTANCE AND LOCAL OPERATOR SERVICES

LOCAL OPERATOR SERVICES/DIRECTORY ASSISTANCE 411

Dial 411 for local operator assistance and directory. *Charges apply per use.*

LONG DISTANCE OPERATOR SERVICES/ DIRECTORY ASSISTANCE AREA CODE + 411

Dial 1 + Area Code + 555-1212 for long distance operator assistance and directory. This service is unbranded directory assistance.
Charges apply per use.

711 TELECOMMUNICATIONS RELAY SERVICE (TRS) TTY ASSISTANCE

Dial 711 for access to the Telecommunications Relay Services (TRS). TRS allows callers with a hearing disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. TRS Assistance calls are free.

811 CALL BEFORE YOU DIG ASSISTANCE

Dial 811 for access to the Call Before You Dig Assistance service. The Call Before You Dig Assistance service provides a notice to local utility companies to locate underground facilities before a homeowner starts digging. Call Before You Dig Assistance calls are free.

988 SUICIDE AND CRISIS LIFELINE

Dial 988 for the Suicide and Crisis Lifeline. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones.
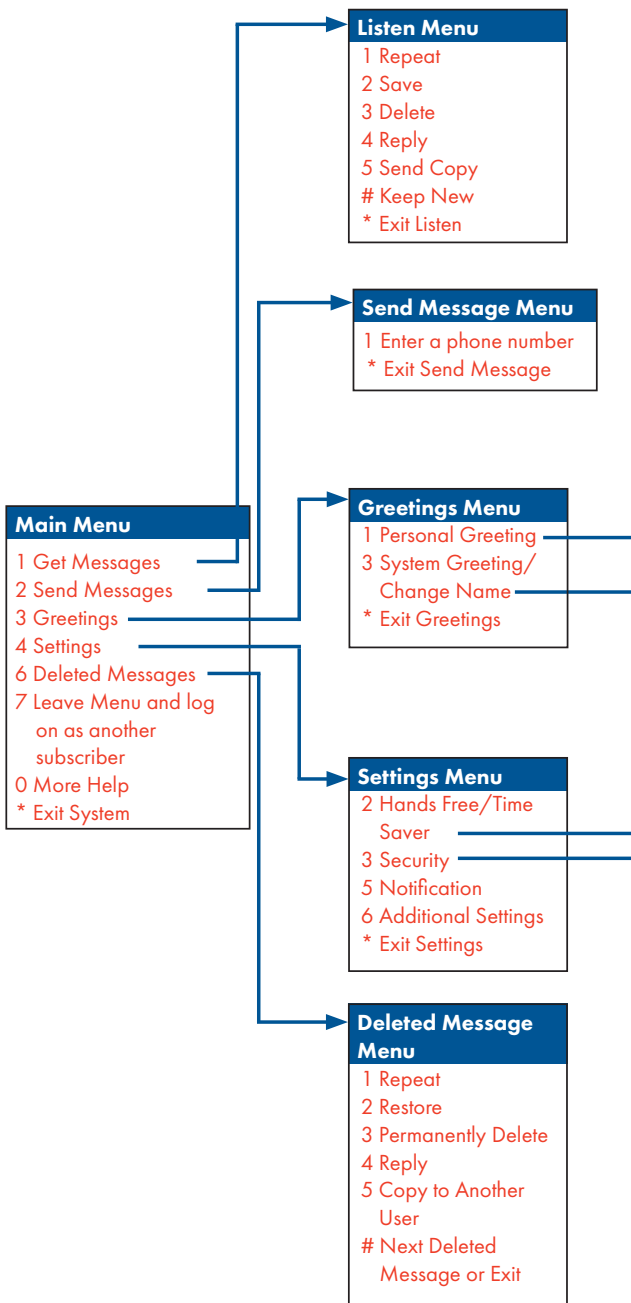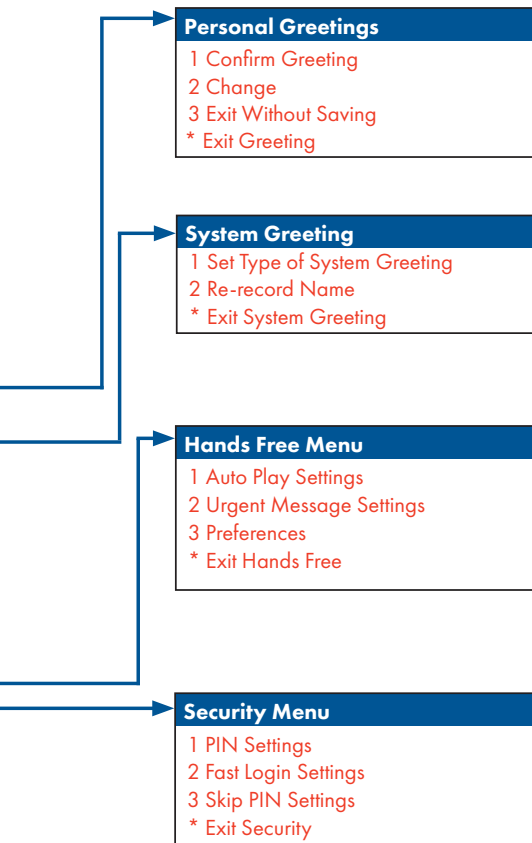
PHONE MODEM BATTERY BACKUP

Many of today's advanced home phone services require backup battery power to continue functioning during an outage. To avoid a disruption of home voice service during an outage – and to maintain the ability to connect to 911 emergency services – we at MCTV offer you the option of purchasing backup power for your home phone services. For additional information, please contact us or visit www.MCTVOhio.com/home-phone-battery-backup.

SECURITY SYSTEMS

MCTV Home Phone service is compatible with Safeguard Security as well as many other types of security systems. Before installing Home Phone service, you must contact your home security provider in order to test the compatibility of your alarm system with our Phone service. MCTV is not responsible for the cost of conducting any tests or configuring an alarm monitoring system other than Safeguard.

VOICEMAIL TREE

Listen Menu
1 Repeat
2 Save
3 Delete
4 Reply
5 Send Copy
Keep New
* Exit Listen

Send Message Menu
1 Enter a phone number
* Exit Send Message

Main Menu
1 Get Messages
2 Send Messages
3 Greetings
4 Settings
6 Deleted Messages
7 Leave Menu and log
  on as another
  subscriber
0 More Help
* Exit System

Greetings Menu
1 Personal Greeting
3 System Greeting/
  Change Name
* Exit Greetings

Settings Menu
2 Hands Free/Time
  Saver
3 Security
5 Notification
6 Additional Settings
* Exit Settings

Deleted Message Menu
1 Repeat
2 Restore
3 Permanently Delete
4 Reply
5 Copy to Another
  User
Next Deleted
  Message or Exit

Personal Greetings

1 Confirm Greeting
2 Change
3 Exit Without Saving
* Exit Greeting

System Greeting

1 Set Type of System Greeting
2 Re-record Name
* Exit System Greeting

Hands Free Menu

1 Auto Play Settings
2 Urgent Message Settings
3 Preferences
* Exit Hands Free

Security Menu

1 PIN Settings
2 Fast Login Settings
3 Skip PIN Settings
* Exit Security

INTERNET / TV / PHONE

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We go the extra smile.

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