

USING YOUR SELCO TELEPHONE SERVICE

HOW TO MAKE A CALL

Domestic

To make local and long distance calls to telephone subscribers located within the 50 states as well as Guam, Puerto Rico and the U.S. Virgin Islands, simply dial like you normally would.

International

To make an international call, dial 011, plus the country code, then the telephone number. If you do not know the country code, or you want an operator to place the call for you, just dial 00.

Note: International Calling Rates and charges for Operator Services, if used, will apply. For prices, please refer to the SELCO Telephone Web site (<http://www.shrewsbury-ma.gov/telephone/>), or call Customer Service at 508-841-8500.

Operator Services

To contact the operator, dial 0 for local calls and 00 for long-distance calls.

Operator Assistance is available for the following types of calls:

- Collect Calls
- Person-to-Person Calls
- Bill to Third Party Calls
- Busy Line Verify
- Busy Line Interrupt

Note: Additional Charges will apply, depending on the service requested. For prices, please refer to the SELCO Telephone Web site (<http://www.shrewsbury-ma.gov/telephone/>), or call Customer Service at 508-841-8500.

IN AN EMERGENCY

911 Emergency Calls

Police, fire and emergency medical services can be reached by dialing 911. Enhanced 911 (E911) automatically provides the emergency service personnel with your telephone number and address when you dial 911 from your home phone. **Remember; dial 911 immediately in case of an emergency.**

DIRECTORY ASSISTANCE

Directory Listings

To obtain Directory Assistance for local, long distance and international listings, simply dial 411.

Directory Assistance Call Completion

Dial 411 for access to local and long distance numbers, then press the indicated key or ask the Directory Assistance Operator to complete your call automatically.

Note: Directory Assistance calls are charged on a per-call basis. For prices, please refer to the SELCO Telephone Web site (<http://www.shrewsbury-ma.gov/telephone/>), or call Customer Service at 508-841-8500.

CALLING FEATURES

Caller ID Number and Name

Caller ID lets you see the number and, if available, the name of the party that is calling you. You can decide whether or not to answer the incoming call. If you choose not to answer the call it will go to your voice mail.

Note: You must have proper equipment to see the Caller ID information transmitted.

Call Waiting

With Call Waiting, you can take a second call without disconnecting the first. When you are on the telephone, a call waiting tone will alert you that you have another incoming call. You can choose to place your current call on hold and take the second call, or you can simply continue talking and the second call will be forwarded to your voicemail.

To Use Call Waiting:

- Press and release the switch hook or flash button when you hear the Call Waiting Tone.
- Your first call will be placed on hold, and your second call will be on the line.
- Press the switch hook or flash button as often as you would like to switch between the two calls.
- To end the first call and answer the second, simply hang up. Your telephone will ring and your second call will be on the line.
- You can end either call by having the caller hang up.

To temporarily disable Call Waiting:

- Lift the receiver and listen for dial tone.
- Dial *70 to cancel Call Waiting for the current call.
- Dial the number you wish to call.

Call Waiting ID

With Call Waiting ID, you will be able to see the name and number of the second caller when you hear the Call Waiting tone. You can then decide whether to place the first call on hold and take the second call or continue talking and let the second call go to your voice mail.

Call Forward

Call Forward allows you to forward all your incoming calls to another telephone number when you are away from home.

To use the Call Forward feature:

- Lift the receiver and listen for dial tone.

- Dial *72.
- Dial the number that you wish to have your calls forwarded to.
- Listen for confirmation that the feature has been activated.

To cancel the Call Forward Feature:

- Lift the receiver and listen for dial tone.
- Dial *73.
- Listen for confirmation that the feature has been deactivated.

Selective Call Forwarding

The Selective Call Forwarding Feature enables you to create a list of up to 12 telephone numbers that will be forwarded to a number that you designate when you receive a call from them.

To access the service and listen to the prompts:

- Listen for a dial tone.
- Dial *63.
- Dial 0 to hear the instructions.

The following instructions are available via voice prompts:

To activate or deactivate Selective Call Rejection:

- Listen for a dial tone.
- Dial *63.
- Listen to the ON/OFF announcement.
- To turn the feature on or off, press or dial 3.
- You will be prompted to enter or change the Telephone Number that you want your calls forwarded to.

To add a number to your forwarded number list:

- Listen for a dial tone.
- Dial *63.
- Press #.
- Enter the selected phone number.
- Press # again.
- Repeat the “[TN]#” procedure until you have entered all of the desired TN [telephone numbers].
- Hang up.

Or,

To add the number of the last incoming call to your list:

- Listen for a dial tone.
- Dial *63.
- Dial #01#.

To review the phone numbers on your list:

- Listen for a dial tone.
- Dial *63.

- Dial 1 during the announcement.
- The list entries will be announced.
- After hearing an entry, you may press 07 to remove the telephone number from your list.

To remove phone numbers from list:

- Listen for the dial tone.
- Dial *63.
- Dial *[TN]* to remove a specific TN [telephone number] from your list.

Things to Remember

Remember to turn the Selective Call Forwarding feature off when you no longer wish to have the selected telephone numbers forwarded to a different telephone number.

Call Forward Busy

The Call Forward Busy feature is automatically provided with your voice mail service. It will automatically transfer incoming calls to your voice mail service when the line is busy unless you choose to answer them when you hear the Call Waiting tone.

Call Forward Ring/No Answer

The Call Forward Ring/No Answer feature is automatically provided with your voice mail service. It will automatically transfer incoming calls to your voice mail service when your telephone rings and you do not answer it.

Return Call

With Return Call, you can automatically place a call to the last number that called you. If the line is busy, it will be automatically redialed for up to 30 minutes.

To use the Return Call feature:

- Lift the receiver and listen for dial tone.
- Dial *69.
- You will hear telephone number of the last caller and you will be given an option to return the call.
- Press 1 to place the call.
- The last number that you received a call from will be automatically dialed.
- If the line is idle, the call will be placed.
- If the line is busy, you will be notified by a special ring when the line becomes free and the call is placed.

Three-Way Calling

With Three-Way Calling you can set up your own 3-party conference calls.

To use the Three-Way Calling feature:

- Once you are on the line with your first call.
- Press and release the switch hook or flash button to hear a second dial tone.
- Dial the number for your second party.
- When the second party answers, press and release the switch hook or flash button.
- Your three way call will begin.
- When finished with the call, simply hang up.

Repeat Dial

With the Repeat Dial feature, you can have a busy line automatically redialed for up to 30 minutes if the number is busy when you first dialed. You will be notified by a distinctive ring when the line is no longer busy and the call goes through.

To use the Repeat Dial feature:

- Hang up after receiving a busy signal.
- Lift the receiver and listen for dial tone.
- Dial *66.
- The number will be automatically redialed until the call completes or you cancel the repeat dial feature.
- If the line is idle, the call will be placed.
- If the line is busy, you will be notified by a special ring when the line becomes free and the call is placed.
- If you wish to cancel the repeat dial request before the end of the 30 minute automatic redial period, you may dial *66 again.

Anonymous Caller Rejection

With the Anonymous Caller Rejection feature, you can choose to reject incoming calls from parties that have suppressed (blocked) the identity of their name and/or directory number (DN), which would otherwise appear on your Caller ID display. When the feature is enabled, the caller is routed to an announcement.

To enable and disable the Anonymous Call Rejection feature:

- Lift the receiver and listen for dial tone.
- Dial *77 to reject calls from blocked numbers.
- Dial *87 to allow calls from blocked numbers.

Selective Call Rejection (Call Screen Service)

With the Selective Call Rejection Feature, you can choose to block incoming calls from up to 12 specific telephone numbers.

To access the service and listen to the prompts:

- Listen for a dial tone.
- Dial *60.
- Dial 0 to hear the instructions.

The following instructions are available via voice prompts:

To activate or deactivate Selective Call Rejection:

- Listen for a dial tone.
- Dial *60.
- Listen to the ON/OFF announcement.
- To turn the feature on or off, press or dial 3.

To add a number to your blocked number list:

- Listen for a dial tone.
- Dial *60.
- Press #.
- Enter the selected phone number.
- Press # again.
- Repeat the “[TN]#” procedure until you have entered all of the desired TN [telephone numbers].
- Hang up.

Or,

To add the number of the last incoming call to your list:

- Listen for a dial tone.
- Dial *60.
- Dial #01#.

To review the phone numbers on your list:

- Listen for a dial tone.
- Dial *60.
- Dial 1 during the announcement.
- The list entries will be announced.
- After hearing an entry, you may press 07 to remove the telephone number from your list.

To remove phone numbers from list:

- Listen for the dial tone.
- Dial *60.
- Dial *[TN]* to remove a specific TN [telephone number] from your list.

Things to Remember

If one of your Selective Call Rejection numbers is also on another Selective Call feature list, you must deactivate Selective Call Rejection before using the other feature.

Selective Call Acceptance (Avoid-A-Call Service)

With the Selective Call Acceptance Feature, you can create a list of up to 12 specific telephone numbers that you will accept calls from. All other callers will be directed to a recording.

To access the service and listen to the prompts:

- Listen for a dial tone.
- Dial *64.
- Dial 0 to hear the instructions.

The following instructions are available via voice prompts:

To activate the Selective Call Acceptance feature:

- Lift the receiver and listen for dial tone.
- Dial *64.
- Listen to the ON/OFF announcement.
- To turn the feature on or off, press or dial 3.

To add a number to your accepted number list:

- Listen for a dial tone.
- Dial *64.
- Press #.
- Enter the selected phone number.
- Press # again.
- Repeat the “[TN]#” procedure until you have entered all of the desired TN [telephone numbers].
- Hang up.

To review the phone numbers on your list:

- Listen for a dial tone.
- Dial *64.
- Dial 1 during the announcement.
- The list entries will be announced.
- After hearing an entry, you may press 07 to remove the telephone number from your list.

To remove phone numbers from list:

- Listen for the dial tone.
- Dial *60.
- Dial *[TN]* to remove a specific TN [telephone number] from your list.

Things to Remember

Remember to turn the Selective Call Acceptance feature off when you wish to return your line to normal status and accept all incoming calls.

Speed Calling 8

The Speed Calling 8 feature allows you to assign a speed dial code to up to eight unique numbers.

To assign or change the Speed Dial code:

- Lift the receiver and listen for dial tone.
- Dial *74.
- Dial the speed dial code (2-9) that you wish to assign or change.
- Dial the 10-digit telephone number that you want to assign the code to (include the 1 for long distance calls or 011 for international calls).

- Dial #.
- The system will return a confirmation tone to indicate that you have successfully assigned or changed the speed dial code.

To use the Speed Calling 8 Feature

- Lift the receiver and listen for dial tone.
- Dial the speed dial digit (2-9) for the number that you wish to call.
- Dial #.

Caller ID Blocking - per Call

With Caller ID Blocking, you can prevent your name and telephone number from being displayed on Caller ID on certain calls. If you wish to block your Caller ID information from being sent to the party you are calling, simply dial *67 after going off-hook, but prior to dialing the called number.

Note: Caller ID Blocking may not be available on some calls, including calls to E911.

Call Trace

The Call Trace feature enables you to protect yourself from threatening, harassing or abusive telephone call. When you activate the call trace feature, the number of the last incoming call will be traced so that law enforcement officials may take appropriate action against the offending party.

To use the Call Trace feature:

- When you receive a threatening, harassing or abusive call, hang up immediately.
- Lift the receiver and listen for dial tone.
- Dial *57.
- Hang up.
- Contact the Shrewsbury Police Department at (508) 841-8427 or (508) 841-8428 to file a complaint.
- Submit a completed ***57 Request Form** to the Police Department. The ***57 Request Form** is available at the Shrewsbury Police Station, 106 Maple Avenue, Shrewsbury, MA or on the SELCO Telephone Web site (<http://www.shrewsbury-ma.gov/telephone/>).

Note: In situations that involve immediate life and death circumstances, contact the Shrewsbury Police Department directly by dialing 911.

Frequently Asked Questions

- **What if there is a power failure?**

Your SELCO Telephone Service is designed to continue to work for up to 8 hours during commercial power outages. In order to continue to use your SELCO Telephone Service during commercial power outages, you will have to use a wired telephone. Most cordless telephones will not function during power failures. (NOTE: Your telephone may not work if there is a CATV line failure.)

- **Will I be able to use my answering machine with my SELCO Telephone Service?**

Your SELCO Telephone Service includes free Voice Mail service which, unlike your answering machine, will record messages even when you are on the telephone. There is a possibility of a conflict between the Voice Mail Service and your answering machine. If that happens and you wish to continue your answering machine, try reducing the number of rings that your answering machine allows before picking up. If that does not work and you wish to continue using your answering machine, SELCO can remove the voice mail feature from your line at your request.