

# Enhanced Feature Options

*(All optional features listed are for Business Lines service unless noted.)*

**2B Channel Transfer (PRI only)** Allows two calls over a PRI to be transferred so that the two end users are connected to each other within the switch and the two PRI-B Channels to the PBX are released

**Account Codes** Use account codes for accounting purposes. Assign codes to track usage and billing by project, department, client or division.

**Call Forward Busy** Forwards all calls when the user is off-hook or a busy signal is encountered.

**Call Forward Don't Answer** Forwards all calls after a pre-designated number of rings when the user does not answer.

**Call Forward Don't Answer Change Time** Allows a user from an internal telephone set to change the amount of seconds a phone rings before it forwards to a designated number or voice mailbox.

**Call Forward Variable** Lets the user activate and deactivate Call Forwarding and change the forward-to number from the user's base station only.

**Call Hold** Call Hold allows the user to temporarily leave the call and then return by dialing the code again. If the user wishes while the first party is on hold, they may place a call to someone else.

**Call Park** Permits a call to be parked against any directory number in the customer group. A parked call can be retrieved from any phone within the group by dialing the feature-access code and the directory number of the station against which the call is parked.

**Call Pickup Group** Permits incoming calls to be answered from any station set within a defined call pickup group. Users can answer any ringing phone in their designated Call Pickup group simply by dialing the call pickup code. The feature gives single-line phones multi-line flexibility without the added expense of multi-line equipment.

**Call Return** A customer receives a call but is unable to answer the phone. The customer may simply access the line on which the incoming call terminated and dial \*69 to return the call. (In CA - only available on the Business Line Deluxe service)

**Call Transfer** Permits an active call to be transferred to another line. The feature is unique because it permits an active call, whether internal or external, to be transferred to another number – internal or external.

**Call Waiting** Sends a special alert tone to the user that a second call is trying to get through. The user can end the current call and answer the second call, or put the active call on hold, retrieve the second call, consult with the second caller privately, then return to the original call just by flashing the hook-switch.

**Caller ID** Shows the name and number of the calling party on your Caller ID telephone or display unit before you pick up the phone.

**Caller ID On Call Waiting (Inbound)** Works in conjunction with Caller ID and Call Waiting. The feature will let you see the name and number of the incoming party while you're on another call so you can decide if you want to answer the second call. Caller ID/Waiting is required. Caller ID display equipment must be able to display Caller ID on Call Waiting.

**Cancel Call Waiting** Allows users to selectively turn off Call Waiting when they don't want to be interrupted. This feature is recommended whenever a user plans on using the line for data calls because a call waiting tone can disrupt data transmission. Cancel Call Waiting is provisioned with Call Waiting.

**Directed Call Pickup** A user who is on an extension can answer calls – ringing or holding – on any other phone by dialing a unique answer code. If the called phone has already answered the call, the user who dials the answer code will join the connection in conference.

**Line Hunting** Allows you to receive and answer many calls with only one published phone number. Hunting can be applied to all calls – both internal and external. To make hunting work, the published directory number is associated with one or more additional lines in the customer group as part of a "hunt group." The hunt group is then configured so that an incoming call will hunt for a free line within the group.

**Multiple Call Pickup Group** Similar to Call Pickup Group, Multiple Call Pickup Group allows a user to designate specific phones that can be added to already established call pickup groups so that they have the ability to access multiple call pickup groups.

**Network Redundancy Package** (*trunks only*) Get temporary relief for unexpected circuit failures with emergency backup voice access.

**Outbound Caller ID** Outbound Caller ID offers information to call recipients outside of your business so they can be informed of who has called and how to return the call if necessary. This feature displays the customer's name and number when a call is made to the recipients Caller ID telephone or display unit before they pick up the phone.

**Out Of Rate Center Numbers** (*trunks only*) Allows you to purchase (a) single DID numbers or (b) a block of 100 sequential numbers that are out of the rate center in which you currently reside, and have them pointed to your main location, so it appears to callers that you have multiple locations in other areas. We assign the numbers in sequential order from a single rate center from within your LATA. To port numbers, purchase the Single DID feature option. Usage charges are not incurred with this feature.

**Remote Access To Call Forwarding** Allows a user at a remote location to activate/deactivate the Call Forwarding feature. You can gain access to the Call Forwarding feature from any touch-tone phone.

**Remote Call Forward** Allows you to receive calls from a phone number located in an area other than your own, by forwarding it to any telephone number that you specify.

**Repeat Dialing** Allows the customer to call the last number dialed without redialing the entire number. If the dialed number is busy, hang up, and within 30 minutes you'll hear a distinctive ring. This indicates that the number is available. (Only available on the Business Line Deluxe service)

**Six-Way Conference Calling** Allows a non-attendant station to sequentially call up to five other parties after dialing the access code and adding them together to make a 6-way call.

**Speed Call 8** Completes a call by dialing just one digit (2-9). Simply pre-program up to 8 telephone numbers with the associated one digit code.

**Speed Call 30** Completes a call by dialing just two digits (20-49). Simply pre-program up to 30 telephone numbers with the associated two digits.

**Station-To-Station Single-Rate Center Dialing** Allows callers within one office location to dial an abbreviated amount of digits to reach another person within the group. The number abbreviated digits can range from two to six digits. You are required to have TelePacific Long Distance and IntraLATA PIC when using the Station-To-Station Dialing feature.

**Station-To-Station Multi-Rate Center Dialing** Provides companies that have multiple locations that are not located within the same Rate Center the ability to dial an abbreviated amount of digits to reach people at the other locations. This type of dialing plan suppresses all inter-office usage charges. Only those locations that are served by the same TPAC Switch qualify for this feature. You are required to have TelePacific Long Distance and IntraLATA PIC when using the Station-To-Station Dialing feature.

**Telephone Number Masking** (*SmartVoice only*) Send out any valid number as the outbound called ID.

**Three-Way Conference Calling** Allows a station in the talking state to add a third party to the call without operator assistance.

**Time Of Day Feature** Allows a user the ability to specify the activation/deactivation settings of the call Forward Variable feature by time of day and day of week.

**Trunk Group Call Forwarding Within The Switch** (*trunks only*) Allows incoming calls to a Trunk Group be routed to another Trunk Group or Line Hunt Group when the original trunk group is busy (all channels are occupied) or out of service. This feature ONLY works with intra-switch Trunk Groups and therefore the route-to Trunk Group or Line Hunt Group must be served from the same switch.

**Trunk Group Call Forwarding Outside The Switch** (*trunks only*) Allows incoming calls to a Trunk Group be routed to a phone number when the original Trunk Group is busy or out of service. This feature works for inter-switch trunks; the route-to phone number can either be connected to a different TPAC serving switch or non-TPAC switch. The Remote Call Forward trunk feature is required when trunk group call forwarding outside the switch is subscribed. Only available with a SuperTrunk or Voice Only PRI circuit.

**Trunk Group To Trunk Group Overflow Route Index** (*trunks only*) Provides an overflow path to the 2nd Trunk Group when all channels in the 1st Trunk Group are occupied (all channels are busy) or out of service. The feature requires both Trunk Groups to be connected to the same switch.

**Universal Call Distribution** UCD as its name implies uniformly distributes incoming calls to the published directory number over a group of stations. Callers either speak to an agent immediately or are greeted by a recorded announcement if all agents are busy. UCD smoothes the workload among the group of agents by starting the hunting process at a different place in the group each time. All incoming calls (whether local or toll calls) are treated the same.

**Voicemail (Message Central)** Provides enhanced voicemail for your employees that allows retrieval (and archive) of digital voicemail files anywhere they can access email.