

#### ANONYMOUS CALL REJECTION \* 77

“Keep unwanted calls away.”

**This feature allows you to reject calls from persons who have chosen to keep their numbers private.**

**How To Use:**

1. Lift the handset and check for the dial tone.
2. Press \*77 (rotary user dial 1177).
3. An announcement will inform you if the feature is being activated.
4. Dialing \*87 turns the feature OFF.

*Note: Does not block out of area, unavailable, unknown calls.*

#### AUTO REDIAL \* 66

“It does the dialing for you.”

**With this feature, you enter a code and the phone continuously redials a busy number until the line is free and a connection has been established.**

**How To Use:**

1. As soon as the busy signal sounds, press and release the receiver hook and listen for dial tone. If you have already hung up, lift the hand set and listen for the normal dialtone.
2. Press \*66 (rotary users dial 1166) and hang up.
3. This tells your phone to check the number continuously for up to 30 minutes.
4. A special call back ring will alert you when the line becomes available. (Note: Some phones may not ring with a special tone.)
5. Once the call back ring has alerted you, pick up the handset and wait for the other party to answer.

**How To Cancel:**

1. Press and release the receiver hook. Listen for the special dial tone. If you have already hung up, lift the handset and listen for the normal dial tone.
2. Press \*86 (rotary users dial 1186).
3. Listen for the confirmation tone or announcement.
4. Hang up.

*Note: This feature is also available as a per call service billed on a per usage basis.*

#### CALL RETURN \* 69

“Can’t get there in time?”

**This feature allows you to dial the last number that called you.**

**How To Use:**

1. Lift the handset and listen for the dial tone. If you were holding the handset when the call originally came through, press the receiver hook.
2. Press \*69 (rotarty user dial 1196).
3. The phone will automatically dial the number of the last person who called you. Call return only dials local calls.
4. If the line is busy, hang up. The phone will keep trying to make a connection for up to 30 minutes. A special call back ring will alert you when the connection has been made.
5. Lift the handset to receive the call.

**How To Cancel:**

1. Press \*89 (rotary phone dial 1189).
2. Listen for the confirmation.

*Note: This feature is also available as a per call service billed on a per usage basis.*

#### CALL FORWARDING 72#

“Take your calls with you wherever you go.”

**This feature routes calls to a number specified by you.**

**How To Use:**

1. Lift the handset and listen for the dial tone from your phone.
2. Press 72# (rotary users dial 1172).
3. Listen for a second dial tone.
4. Dial the number to which you wish to forward your calls.
5. Listen for a confirmation tone, then the normal ringing sound.
6. The cell phone must be answered to activate.
7. The feature is now activated.

**How To Cancel:**

1. From your phone lift the handset and listen for the dial tone.
2. Press 73# (rotary users dial 1173).
3. Listen for confirmation tone, then a normal dial tone.

*Note: If your phone is forwarded you will hear short rings on your phone as a call is being forwarded. You will not be able to answer these calls. You will be able to make outgoing calls. If the forwarded number that you wish to use is a long distance number, you will be charged the long distance rate for each call that is forwarded and accepted.*

#### CALL FORWARDING BUSY LINE

“Receive your calls even when the line is busy.”

**This feature allows incoming calls, that receive a busy tone to be forwarded to a pre-designated telephone number.**

*Note: You will need to call NTS and set up this feature.*

#### CALL FORWARDING DON’T ANSWER

“Get your phone calls even when you don’t answer.”

**This feature allows incoming calls, that are not answered after a pre-determined number of rings, to forward to a pre-determined telephone number.**

*Note: You will need to call NTS and set up this feature.*

#### CALL FORWARDING BUSY LINE DON’T ANSWER

**This feature allows incoming calls, that encounter a busy signal or are not answered after a customer-designated ring time, to be automatically forwarded to another telephone number.**

*Note: You will need to call NTS and set up this feature.*

#### CALL WAITING

“Receive other calls while still on the phone.”

**Through the use of this feature, you will never miss and important call.**

**How To Use:**

1. While on a call, a small beep or distinct tone will alert you of another incoming call.
2. Press the receiver hook or flash button to answer the call.
3. When the second call is answered the first call is automatically put on hold.
4. To return to the original call press the receiver hook or flash button.
5. You may turn off Call Waiting temporarily by pressing \*70 before you make a call (rotary users dial 1170). \*70 works only on a per call basis.

*Note: Call Waiting is on at all times and is available on all calls whether they are incoming or outgoing. This feature may interfere with modem use, but can be turned off temporarily as detailed above.*

#### CALLER ID

**This feature allows you to see the name and number of many incoming calls.**

**How To Use:**

1. On an incoming call, let the phone ring twice to allow the Caller ID unit to receive the information.
2. The caller’s name and phone number will appear on the display screen.
3. If you chose to accept the call, pick up the handset. If you choose not to acctpet the call, no action is necessary.
4. When placing a call, to block delivery of Caller ID on per call basis:
  - a. Lift the handset and listen for the dial tone.
  - b. Press \*67 (rotary users dial 1167).
  - c. Listen for a tone which notifies user the per call blocking is on.
  - d. Dial the number desired.

*Note: Before using this feature, users must subscribe to Caller ID and purchase a Caller ID electronic device. When the letter “P” or the word “Private” appears on the screen, this indicates that the caller’s phone number has been blocked. When the phrases like “unknown name”, “unknown number”, or “unavailable” appear on the screen, this is an indication that the incoming caller is in an area that does not support Caller ID services.*

#### CALLER ID ON CALL WAITING

“Know who is calling before answering the beep”

**This feature allows you to view the names and numbers of incoming callers while talking on the phone.**

*Note: Before using this fetaure, you must purchase a Caller ID/*

*Call Waiting electronic device and subscribe to Caller ID and Call Waiting.*

#### CALL TRACE

**This feature allows the trace of harassing calls to be performed by the phone company. If you deem it necessary to take action against the caller, NTS can provide the results of the trace to the appropriate authorities.**

**How To Use:**

1. Hang up on the call, wait for 10 seconds, then dial \*57. Listen for the special tone.
2. Press \*57 (rotary users dial 1157).
3. Listen for an announcement confirming that the last call was traced.
4. Hang up.
5. If successful the number you traced will be recorded by NTS. If you decide to pursue the matter, NTS will provide the results of the trace to the local authorities.

*Note: Customer Originated Trace must be activated during or immediately after the call you wish to trace. If another call is received before activation, or Call Waiting is activated during the harassing call, you will be unable to trace the offending call. In some areas, after activating the Call Trace feature, a recorded message will state that the call can be traced. Simply follow the voice instructions. Results of the trace will not be provided to you.*

#### PRIORITY CALL \* 61

**This feature allows you to designate one distinctive ring for up to 31 local telephone numbers.**

**How To Use:**

1. Lift the handset and listen for the dial tone.
2. Press \*61 (rotary users dial 1161).
3. Listen for an announcement letting you know whether the feature is turned on or off. A voice recording will tell you how many numbers are stored on your list.
4. Dialing \*81 turns the feature OFF.
5. If you would like to add the last caller to your list, press \*01# (rotary users dial 1201).
6. If you wish to hear the phone numbers that are on your list, dial 1. After the list is read, a set of voice instructions will follow.
7. If you would like to add a number to your list, press the # key (rotary users dial 12).
8. You may store up to 31 phone numbers on your VIP list.

#### PRIORITY CALL \* 61 - Cont’d

8. If you wish to remove a phone number from your list, press \* (rotary users dial 11). If you would like to hear the instructions again, dial 0.

*Note: This list of phone numbers is seperate from that of Selective Call Acceptance, Selective Call Forwarding, and other similar services.*

#### SELECTIVE CALL ACCEPTANCE

“Receive only your important calls.”

**This feature allows the screening of incoming calls through the creation of a list of up to 31 phone numbers from which you are willing to accept calls. Incoming calls from numbers not appearing on the personalized list will receive an automated message stating that you are not currently accepting calls.**

**How To Use:**

1. Lift the handset and listen for the dial tone.
2. Press \*64 (rotary users dial 1164).
3. Listen for an announcement letting you know if the service is turned on or off. A voice recording will tell you how many numbers are stored on your list.
4. Dialing 3 turns the feature ON (if it currently turned off). Likewise, it will turn the feature OFF (if it is currently turned on).
5. If you would like to add the last caller to your list, press #01# (rotary users dial 1201).
6. If you wish to hear the phone numbers that are on your list, dial 1.
7. If you would like to add a number to your list, press the # key (rotary users dial 12).
8. If you wish to remove a phone number from your list, press \* (rotary users dial 11).
9. If you would like to hear the instructions again, dial 0.

*Note: This list of phone numbers is seperate from that of Call Blocker, Selective Call Forwarding, and other similar services.*

#### SELECTIVE CALL FORWARDING \* 63

“Only the calls you want will follow you.”

**This feature allows you to designate up to 31 phone numbers for forwarding to another phone. When a call is received from a number appearing on the VIP list, it is automatically forwarded.**

**How To Use:**

1. Lift the handset and listen for the dial tone.
2. Press \*63 (rotary users dial 1163).
3. Listen for an announcement letting you know if the service is turned on or off. A voice recording will tell you how many numbers are stored on your list.
4. Dialing \*83 turns the feature ON (if it is currently turned off). Likewise, it will turn the feature OFF (if it is currently turned on).
5. If you would like to add the last caller to your list, press #01# (rotary users dial 1201).
6. If you wish to hear the phone numbers that are on your list, dial 1.
7. If you would like to add a phone number to your list, press the # key (rotary users dial 12) and enter the number.
8. If you wish to remove a phone number from your list, press \* (rotary uses dial 11) and enter phone number.
9. If you would like to hear the instructions again, dial 0.

*Note: This list of phone numbers is seperate from that of Call Blocker, Selective Call Rejection, and other similar services.*

#### THREE-WAY CALLING

“Three people can converse at the same time.”

**This feature allows you to talk with two other people in different places - at the same time.**

**How To Use:**

1. Call the first person to whom you wish to speak.
2. Press the receiver hook.
3. When a dial tone is heard, dial the number of the second person.
4. Once connected, press the receiver hook to connect all parties.
5. For other calls, you must hang up your phone for at least 10 seconds, or a 3-way call will be setup. You will be charged accordingly.

Date \_\_\_\_\_

YOUR NEW NTS ACCOUNT # \_\_\_\_\_

#### YOUR LOCAL DIAL TONE SERVICE:

Your service order number is \_\_\_\_\_

Your main telephone number is \_\_\_\_\_

\*New numbers are subject to change prior to install.

Requested due date: \_\_\_\_\_

Monthly Recurring charges: \$ \_\_\_\_\_

Install charges: \$ \_\_\_\_\_

- Plus taxes and fees.
- Does not include any inside wire work necessary for your phone connections.
- Prorated charges are from install date to first bill date.
- See optional features checked at left.
- Minimum of 1 month billing. Some longer term services are available.

#### YOUR LONG DISTANCE SERVICE:

Your service order number is \_\_\_\_\_

You have chosen \_\_\_\_\_ for long distance calling. The NTS

Long distance rate is \$ \_\_\_\_\_. Alaska, Hawaii, Puerto Rico, and International rates vary and are different.

- Confim your long distance company by dialing 1 + 700.555.4141 and listen to the recording for interLATA calling: by dialing 1 + Area Code .700.4141 for intraLATA calling.
- 30 Second minimum per call.

#### YOUR TOLL FREE SERVICE:

Your service order number is \_\_\_\_\_

Your Toll Free Number is \_\_\_\_\_

When dialed, it will ring to \_\_\_\_\_

Areas or States we have blocked from access are: \_\_\_\_\_

Monthly recurring fee: \$ \_\_\_\_\_ Rate per Minute: \$ \_\_\_\_\_  
Install Chg: \$ \_\_\_\_\_

- 30 Second minimum per call.
- Alaska, Hawaii, Puerto Rico, and Canada rates are different. Call Customer Care for details.
- \*\*You are responsible for all calls to your Toll Free Number, including misdialed and wrong numbers.
- \* Pay Phone surcharges apply.

#### YOUR NTS TRAVEL CARD SERVICE

Your service order number is \_\_\_\_\_

Cards will be sent seperately. Instructions are on the back of the card. Your home rate (for calls dialed in your home area) is \_\_\_\_\_

Your Travel Card rate (for calls dialed via the 800 # access) is \$ \_\_\_\_\_

- For International dialing access, please call Customer Care for this option. For your protection, NTS does not automatically allow international dialing.
- If you card is lost or stolen, report this to Customer Care immediately for your protection and a replacement card.
- Pay Phone surcharges apply.

#### YOUR NTS CUSTOMER CARE REPRESENTATIVE:

My Name: \_\_\_\_\_ My Extension: \_\_\_\_\_

Comments: \_\_\_\_\_

\_\_\_\_\_

#### Cancellation Policy:

To cancel an order, call Customer Care to verify that your order has not progressed beyond a cancellation point. If it has, charges will apply.

#### REMOTE ACCESS TO CALL FORWARDING

“Change the number you calls are forwarded to when you’re away.”

This feature allows you to turn on, turn off, and change the number of which your calls are forwarded from any touch tone phone. This feature can only be used from a touch tone phone. Your Remote access number. \_\_\_\_\_

#### 900 & 976 REGISTRATION

“Don’t let someone run up your phone bill.”

This feature allows you to block calls to numbers beginning with 900 and 976.

Note: To activate this feature contact **NTS** and ask for Customer Care. This does not block toll free transferred calls to 900/976.

#### PERSONALIZED RING

“Know which number was dialed simply by the ring.”

This feature allows you to establish up to three telephone numbers on the same access line and to distinguish between each number called. Each dialed number is distinguished by its unique ringing pattern.

Note: To enter this service contact Customer Care. To activate this feature contact **NTS** and ask for Customer Care.

#### PER LINE BLOCKING

This feature allows you to prevent sending your name and number to Caller ID subscribers.

How To Cancel on a Per Call Basis:

1. Press \*82 (rotary phone dial 1182).
2. Listen for the confirmation.
3. Dial destination number.

Note: To order this service contact Customer Care. To activate this feature contact **NTS** and ask for Customer Care.

#### CALL BLOCKER \* 60

“Stop unwanted calls.”

This feature allows you to block calls from up to 31 phone numbers.

How To Use:

1. Lift the handset and listen for the dial tone.
2. Press \*60 (rotary users dial 1160).
3. Listen for an announcement letting you know if the service is turned on or off. A voice recording will tell you how many numbers are stores on your list.
4. Dialing \*80 turns the feature ON (if it is currently turned off). Likewise, it will turn the feature OFF (if it is currently turned on).
5. If you would like to add the last caller to your list, press #01# (rotary users dial 1201).
6. If you wish to hear the phone numbers that are on your list, dial 1.
7. If you would like to add a number to your list, press the # key (rotary users dial 12).
8. If you wish to remove a phone number from your list, press \* (rotary users dial 11).
9. If you would like to hear the instructions again, dial 0.

Note: this list of phone numbers is separate from that of Selective Call Acceptance, Selective Call Forwarding, and other similar services.

#### EASY OPTION SERVICES

	Active	Cancel
Anonymous Call Rejection	*77	*87
Auto Redial	*66	*86
Call Blocker	*60 and follow prompts	*80 and follow prompts
Call Forwarding	72# and enter forwarding #	73#
Call Return	*69	*89
Call Trace	Hang up and wait for a normal dial tone then press *57	
Call Waiting	Press receiver hook	*70 to temporarily cancel

#### CONTACT INFORMATION

CUSTOMER CARE: 1-800-658-2150 OR 806-797-0687  
Hours: M-F 8AM-5:30PM

INTERNET HELP DESK: custsvc@ntscom.com  
Hours: M-F 7AM-Midnight 1-800-687-5556 or 806-788-2999  
SAT 7AM-10PM  
SUN 8AM-8PM  
HOLIDAYS 8AM-8PM

TO REPORT TELEPHONE SERVICE TROUBLE:  
1-800-658-2101  
24 hours/7days a week

CORPORATE HEADQUARTERS:

5307 WEST LOOP 289  
LUBBOCK, TX 79414  
(Payment Drop Box at this address.)

PAYMENTS ONLY ADDRESS: P.O. BOX 10730  
LUBBOCK, TX 79408

#### SIMULTANIOUS CALL FORWARDING

This feature provides a customer that is also subscribed to appropriate call forwarding service with the ability to forward multiple calls simultaneously to another designated telephone number. The designated phone number must have the capacity to handle more than one call at a time.

Note: Contact NTS Customer Care to activate this feature along with Call Forwarding.

#### SPEED CALLING 8

This feature enables you to reach frequently used numbers by dialing just one digit.

How To Set Up Numbers:

1. Lift the handset and listen for the dial tone.
2. Press \*74 (rotary user dial 1174).
3. Listen for second dial tone.
4. Assign a speed dial code by dialing any number between 2 and 9.
5. Dial the phone number you wish to set up. For long distance numbers, include 1 and the area code.
6. Press the # (rotary users wait four seconds).
7. Listen for confirmation.

How To Use

1. Lift the handset and listen for the dial tone.
2. Dial the speed call code.
3. Press the # (rotary users wait four seconds).

Note: You should write your speed numbers down for future reference. This information cannot be retrieved.

#### SPEED CALLING 30

This feature allows you to reach 30 important numbers by dialing just two digits.

How To Set Up Numbers:

1. Lift the handset and listen for the dial tone.
2. Press \*75 (rotary user dial 1175).
3. Listen for second dial tone.
4. Assign a speed dial code by dialing any number between 20 and 49.
5. Dial the phone number you wish to set up. For long distance numbers, include 1 and the area code.
6. Press the # (rotary users wait four seconds).
7. Listen for confirmation.

How To Use:

1. Lift the handset and listen for the dial tone.
2. Dial the speed call code.
3. Press the # (rotary users wait four seconds).

Note: you should write your speed numbers down for future reference. This information cannot be retrieved.

#### TOLL RESTRICTION

This feature gives you the ability to restrict outgoing toll calls.

To activate this feature contact **NTS** and ask for Customer Care

Note: This feature blocks:

- 1 411 1+Area Code+Phone Number
- 1 900 10-1-XXXX (Dial Around)
- 011 (International Calls)



# quick reference guide to new services

## Important Customer Information Enclosed

Our mission is to DELIGHT our customers with EXCEPTIONAL products and services at VALUE prices.

Brad Worthington - COO

