



Business Line Feature Guide

Mpower

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All features are purchased at the time of your service order. To add a feature, please contact the Customer Care Center.

Call Forward Remote Access

Bakersfield:	(661) 431-1999	
Chico:	(530) 781-1999	
Fresno:	(559) 577-1999	
Irvine:	(562) 236-9999	(626) 214-9999
	(657) 464-2999	(714) 888-9999
	(760) 404-1999	(760) 981-1999
	(949) 777-9999	(951) 727-9999
Las Vegas:	(702) 851-9999	
Los Angeles:	(213) 213-9999	(310) 566-9999
	(323) 454-9999	(424) 244-2999
	(626) 921-9999	(626) 775-9999
	(661) 705-9999	(805) 232-9999
	(818) 444-9999	(909) 525-9999
	(909) 230-9999	(949) 428-9999
Palm Desert:	(760) 404-1999	(760) 969-1999
Sacramento:	(916) 273-1999	
San Diego:	(619) 398-9999	(858) 200-9999
	(760) 547-9999	
San Jose:	(408) 240-9999	(415) 992-4999
	(510) 809-9999	(650) 516-9999
	(805) 903-1999	(831) 222-9999
	(925) 474-9999	
San Rafael:	(415) 526-9999	(707) 603-9999
	(925) 667-9999	(925) 771-9999
	(650) 746-3999	(510) 809-1999
Stockton:	(209) 373-1999	

Quick Reference

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FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Waiting	Ensure that you don't miss important calls while you're on the phone. A beep will indicate a new call during a conversation. Speak with the second caller privately by alternating the connection.	*70	<p>You can cancel Call Waiting before or during a call:</p> <ul style="list-style-type: none"> ▶ During a call, simply press and release the receiver-hook or flash key to put your current conversation on hold ▶ Listen for the stutter dial tone ▶ Press the deactivation code <p>After the confirmation tone, your conversation with the caller will be re-established and call waiting will be canceled for the remainder of the call.</p> <p>To deactivate:</p> <ul style="list-style-type: none"> ▶ *70 for Business Telephone Service
Call Forwarding	Don't miss a call when you're away from your desk — automatically forward incoming calls to an alternate number that you select and manually program.	*72 *73	<p>To activate:</p> <ul style="list-style-type: none"> ▶ *72 then indicate the number to which your calls will be forwarded <p>To deactivate:</p> <ul style="list-style-type: none"> ▶ *73 to deactivate Call Forwarding
Remote Call Forwarding	If your area doesn't support local number portability, TelePacific uses this feature to allow customers to retain existing numbers.		See page 10 for details on this feature.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Forward No Answer	Be sure your incoming calls are answered.		Automatically transfer your unanswered calls after a predetermined number of rings (you select) to a specific number you provide to TelePacific.
Call Forward Group No Answer	Similar to Call Forward No Answer, this feature will forward a selected group of numbers to a specific number after the predetermined number of rings.		Utilize this feature with hunt groups — a function that forwards a call automatically in a specified order to preselected phone numbers.
Call Forward Busy	When the line is busy, transfer the call to another specific line.		Simply provide TelePacific with a preselected number so we can program it for you.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Call Forward Group Busy	<p>As with Call Forward Busy, you can forward a predetermined group of numbers to a specific number if the lines are busy. This feature is used with hunt groups and is also known as Line Overflow Distribution (LOD).</p>		
Three-Way Calling	<p>Have a conversation with two other callers simultaneously</p>		<p>To initiate a three-way call:</p> <ul style="list-style-type: none"> ▶ Dial the number of the first party ▶ After the first party answers, press the receiver-hook or flash key, listen for three tones and a dial tone ▶ Dial the number of the second party, when the second party answers, press and release the receiver-hook or flash key to establish the three-way call ▶ If the second party does not answer or the line is busy, press the receiver-hook or flash key to return to the first party ▶ Three-way calling can only be canceled if the originator disconnects the call.

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Caller ID	View the caller's name and number before answering the call.		You must own a caller ID device or telephone system equipped with a liquid crystal display (LCD). Removing the Caller ID device will not automatically deactivate the service.

Caller ID Blocking	Prevent your telephone number from being displayed on a Caller ID device.	*67	<p>To block Caller ID:</p> <ul style="list-style-type: none"> ▶ Press *67 before making the call ▶ When you hear the second dial tone, dial as usual. <p>A nonpublished number will not prevent a name and number from appearing on a Caller ID device.</p>
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Deactivating Caller ID Blocking	Temporarily remove your call blocking for selected calls.	*82	<p>Upon hearing a message that the called party does not accept blocked calls:</p> <ul style="list-style-type: none"> ▶ Press *82 ▶ Wait for a second dial tone ▶ Redial the number. <p>Your call blocking will be restored after you hang up.</p>
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FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Speed Call 8	One-touch dialing for up to eight different local or long-distance telephone numbers.	*74	<p>To use Speed Call 8:</p> <ul style="list-style-type: none"> ▶ Press *74 and wait for the dial tone ▶ Enter a one-digit speed-call number code (choose 2-9) to be associated with the number you want to store ▶ Enter the phone number to store, and you'll hear a confirmation tone. <p>To place a call to that telephone number:</p> <ul style="list-style-type: none"> ▶ Press the one-digit code and the call will automatically be dialed. <p>To reprogram a new number:</p> <ul style="list-style-type: none"> ▶ Simply repeat the steps from the beginning.
Repeat Dialing	Call the last number you dialed without redialing the entire number.	*66	<p>To be automatically connected with the last number called:</p> <ul style="list-style-type: none"> ▶ Press *66. <p>If the number dialed is busy:</p> <ul style="list-style-type: none"> ▶ Hang up, and within 30 minutes, you'll hear a distinctive ring. This indicates that the number is available. ▶ Lift the receiver and the number will be automatically dialed again.
		*86	<p>To deactivate this feature:</p> <ul style="list-style-type: none"> ▶ Press *86 <p>We do not offer this feature on a per call basis, it is available for a monthly charge.</p>

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Return Call	Obtain the telephone number of the last caller.	*69	<p data-bbox="758 157 982 178">To use Return Call:</p> <ul style="list-style-type: none"> <li data-bbox="758 196 1268 243">▶ Press *69, and the number of the last call received will be announced. <li data-bbox="758 260 1268 381">▶ Dial 1 to be connected to that number. If the number is busy, hang up, and within 30 minutes you will receive a distinctive ring to notify you if the number becomes available. <li data-bbox="758 399 1268 444">▶ Lift the receiver, and the number will be automatically dialed.
		*89	<p data-bbox="758 462 1016 483">To cancel Return Call:</p> <ul style="list-style-type: none"> <li data-bbox="758 501 868 522">▶ Dial *89 <p data-bbox="758 540 1268 661">If the last call was a private number (or in some cases, a long-distance number), the information will not be made available. We do not offer this feature on a per call basis, it is available for a monthly charge.</p>

Call Transfer	<p data-bbox="318 715 548 1118">Call Transfer allows users to transfer active calls to a third party and then disconnect from the call. For example if person A calls person B, B can transfer the call to person C and disconnect. A is then talking to C. Using call transfer, a call can be transferred to any local number.</p>	<p data-bbox="758 715 1056 736">To transfer an active call:</p> <ul style="list-style-type: none"> <li data-bbox="758 753 1056 775">▶ Press the receiver hook <li data-bbox="758 792 1139 814">▶ You will hear a stutter dial tone <li data-bbox="758 831 1268 878">▶ Enter the destination number to transfer the call <li data-bbox="758 896 878 917">▶ Hang up <p data-bbox="758 935 1268 1002">(You do not have to hang up immediately. You can wait for an answer, announce the transfer and then disconnect.)</p>
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FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Anonymous Call Rejection	The Anonymous Call Rejection feature rejects blocked incoming calls from parties with suppressed name/number display information. Rejected calls will be sent an appropriate announcement that the called party does not accept calls from callers who have chosen to prevent the display of their name/telephone numbers.	*77 *87	To activate: ▶ Press *77 To deactivate: ▶ Press* 87

FEATURE

DESCRIPTION

CODE

INSTRUCTIONS

Call Forward
Remote Access

The Call Forward Remote Access (CFRA) calling feature is an absolutely necessary “follow-me” service for travelers and telecommuters. With CFRA, you can conveniently update the number to which all your calls are forwarded in real-time. CFRA is available to TelePacific customers at an additional monthly charge. (Not available on a single use basis.) CFRA works in conjunction with Call Forwarding, so you must order both features on the same line.

Allowable
Numbers

With CFRA, you can forward your calls to any valid 10-digit number.

Customers are responsible for any applicable long distance charges.

Any specific call blocking features that are applied to the line will be applicable to the forwarded number. (For example, if you have blocked long distance calls from that line, CFRA will not allow you to enter a long distance number.)

FEATURE	DESCRIPTION	CODE	INSTRUCTIONS
Activating Call Forward Remote Access		*72	<p data-bbox="752 147 981 181">To activate CFRA:</p> <ul style="list-style-type: none"> <li data-bbox="752 188 1263 248">▶ Dial your remote activation number from the DISA list on the inside front cover. <li data-bbox="752 255 1263 329">▶ Enter the 10-digit telephone number of the phone from which you want calls forwarded <li data-bbox="752 336 1142 369">▶ Follow it with your PIN number. <li data-bbox="752 376 1021 409">▶ Enter *72 to activate <li data-bbox="752 416 1263 497">▶ You'll hear: "Calls to your telephone will be forwarded to another number, please enter this number now." <li data-bbox="752 504 1263 564">▶ Enter the 10-digit number to which you want to forward your calls. <p data-bbox="752 571 1263 624">For Centrex lines, enter "9" plus the 10-digit number (i.e. 9 888 777 5802).</p> <ul style="list-style-type: none"> <li data-bbox="752 631 1263 766">▶ You'll then hear: "Calls to your telephone number will be forwarded to XXX-XXX-XXXX. To confirm this press 1; to forward to a different number press 2; to cancel, please hang up now."
Deactivating Call Forward Remote Access		*73	<p data-bbox="752 806 1008 840">To deactivate CFRA:</p> <ul style="list-style-type: none"> <li data-bbox="752 846 1263 927">▶ Dial your remote activation (DISA) number from the list on the following page. <li data-bbox="752 934 1263 1014">▶ Enter the 10-digit telephone number of the phone from which you want calls forwarded <li data-bbox="752 1021 1142 1055">▶ Follow it with your PIN number. <li data-bbox="752 1061 1048 1095">▶ Enter *73 to deactivate