



Welcome to O1 Communications

We thank you for choosing O1 for your telecommunication needs

This document is provided as an introduction to using O1's integrated T1 service.

Call Forwarding

Allows a subscriber to program their telephone so that incoming calls are forwarded to another number, a mobile or a landline. DIAL *72 to program the number and dial *73 to deactivate this feature.

Call Forwarding Busy

Forwards all incoming calls to a customer defined alternate number when the customer's line or hunt group is busy. This is programmed by O1 in the switch and can not be programmed by the customer.

Call Forwarding No Answer

Forwards all incoming calls to a customer defined alternate number when the customer's line or hunt group is not answered in 5 rings. This is programmed by O1, customer is unable to change programmed numbers.

Call Forwarding Remote Access

Can be managed via the Internet, customer can activate/deactivate this feature by accessing a web-based GUI.

RCF (Remote Call Forwarding)

Allows customers to have a directory listing in a remote location. Calls placed to this number are automatically forwarded to the customer's principal number.

Caller ID (Caller Name and Number Delivery)

Allows the called party to see the name and telephone number of the calling party. ***Name identification is currently not supported.***

Voice Mail

Allows subscribers to have unanswered incoming calls stored as audible messages that can be retrieved at a later time, either locally remotely.

Station to Station Dialing

Station to station dialing is a feature that allows each member in a customer group to dial another member in the same customer group without having to dial the 7 or 10 digit telephone numbers. ***Abbreviated dialing is currently 4 digits.***

Authorization Codes/Job Codes

Set permissions to make LD calls and other toll calls from an extension by having to enter a predetermined code. These codes can be verified or unverified.

Hunt Groups

Place a pool of lines in a group for incoming calls. If one line is busy, it will roll to the next.

Directory Assistance

A customer may obtain assistance in determining telephone numbers by dialing 411 to reach a directory assistance operator.

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Toll Restriction

Currently, if the Toll Restriction option has been applied to a line, and a long distance call is attempted from that line, the attempted call receives the announcement: "This call cannot be completed as dialed" from the switch. Customers with Toll Restriction are also blocked from completing operator assisted long distance calling. Service Provider customers may choose to block outbound long distance calling, and subsequent toll charges, from their line number. Service Provider customers also have the ability to request that following specific services be blocked from their line number:

- Blocking 800, 900, and 976 area codes
- Blocking international direct dialing,
- Blocking local or toll directory assistance

A customer who has toll restriction is able to reach a local operator by dialing "0".

Local Number Portability (LNP)

Local Number portability is the ability to change your local service provider and still keep your telephone number.