Custom Calling Features are available to REV phone customers, where available. Many features can be added and managed by using our Phone Manager online web interface. The monthly charge for each feature varies by phone plan.

To subscribe to call features or phone manager, call **621-4300.**

REV makes no warranty whatsoever that such services shall operate as specified below and assumes no responsibility for any failure thereof.

call waiting

Lets you know someone else is calling when you are using your telephone.

1. If you hear a beep and want to end first call, hang up. Your telephone will immediately ring with second call.
2. If you want to put the first call on hold to answer a second call, press and release the receiver or flash button for a half-second. The first call will be put on "hold," and you will be connected to the second call.
3. To return to first call, press and release receiver or flash button again. You can switch back and forth between two calls as often as you want.

To temporarily cancel Call Waiting before making a call:

1. Listen for dial tone.
2. Touch-Tone: Dial *70.
3. Listen for second dial tone.
4. Dial the number you wish to reach.

To temporarily cancel Call Waiting while a call is in progress: You must subscribe to Call Waiting & Three-way Calling

1. Press receiver button for a half-second to put the call on hold.
2. Listen for a dial tone.
3. Touch-Tone: Dial *70.
4. Press receiver button for a half-second to return to original call

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NOTE
You cannot cancel Call Waiting while a call is in progress and a third party is trying to reach you. Call Waiting automatically reactivates when you hang up.

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call forwarding

Lets you transfer incoming calls to any telephone number you can dial directly.

1. Dial 72, then # key, listen for dial tone.
2. Dial the number that will be accepting your calls.
3. Listen for two short tones.
4. When called party answers, Call Forwarding is in effect.

If line is busy or no one answers, hang up and then repeat steps 1, 2

and 3. On second attempt, no answer is required.

to cancel call forwarding
Dial 73, then # key. Wait for two beeps and dial tone.

call forwarding busy line
Automatically routes calls to another preselected telephone number at another location whenever your line is busy. When ordered, you specify the preselected telephone number to receive your calls, and it is programmed in the telephone company's office. If the telephone number your calls are forwarded to is busy, the caller will receive a busy tone.

call forwarding don't answer
Automatically routes calls placed to your number that are not answered within a designated number of rings to another preselected telephone number. When ordered, you specify the preselected telephone number to receive your calls, and it is programmed in the telephone company's central office.

call forwarding quick tips
• Call Forwarding continues until you cancel it from your telephone.
• When your calls are being forwarded, your telephone will ring briefly each time your number is dialed. You cannot answer the calls, but the ring is a reminder that Call Forwarding is still in effect. You can still make outgoing calls while calls are being forwarded.
• Don't forget to tell the person who will receive your calls that you are using Call Forwarding—especially if you will not be where your calls will be forwarded.
• If others use your telephone, let them know when incoming calls are being forwarded—especially if you are expecting an important call.
• If you forward calls to any number outside your local calling area, you will be charged for any calls forwarded from your number to the distant number.

speed calling

Lets you reach frequently called numbers (local or long distance) by dialing only one or two digits. Speed Calling is available in 8- or 30- number capacities. We recommend you keep a list of your Speed Calling numbers.

calling features

speed dialing 8
To enter or change a Speed Calling number:
1. Select a one-digit code (2 through 9).
2. Dial 74# & listen for dial tone.
3. Type the one-digit code you have selected and complete telephone number it will represent (example: 2 + 1+ 800 + 555 + 1212). Two beeps will confirm your entry.

speed dialing 30
To enter or change a Speed Calling number:
1. Select a two-digit code (20 through 49).
2. Dial 745 & listen for dial tone.
3. Type the two-digit code you have selected and complete telephone number it will represent (example: 31 + 1+ 800 + 555 + 1212). Two beeps will confirm your entry.

placing a call using stored speed dial numbers
Simply dial the one or two-digit code. If you have Touch-tone, add # symbol when you dial code.

three-way calling
Lets you add a third person to your conversation.
1. Press and release receiver button to put your first call on "hold." You will hear three beeps, then dial tone.
2. Dial third person's number. You can talk before adding original caller.
3. To begin three-way conversation, press and release receiver or flash button. All three parties will be on the line.

> ### NOTE
> *If the original party hangs up, you can add another third party by repeating steps 1, 2 and 3. To disconnect the third party, press the flash button twice. You may then add a different third party. All parties are disconnected when you hang up.*

distinctive ring service
You can tell who the call is for before you answer the phone. Available only on individual lines. Distinctive Ring service makes different calls ring different ways. Here's how it works.

You can add an additional telephone number to your current phone number. Each number will be assigned a distinctive ring, so you can tell—just by the ring—which number's being called.

Distinctive Ring Service provides the following advantages:
• Different family members can have their own number, and their own ring.
• Doctors, lawyers and other professionals have a means of identifying urgent calls by the ring. Each Distinctive Ring Service number is listed in the white pages of the directory. Or you can designate any or all numbers non-published.

Although you'll have more than one number, you'll still have just one line. So you'll only be able to hold one conversation at a time.

call return
Return calls to the last number that called you, whether or not you answered the phone.
1. Listen for dial tone.
2. Press *69.
3. The caller's number is announced. Dial 1 to return the call or hang up to abort the call.
4. If the line is:
   • not busy, listen for normal ringing.
   • busy, listen for announcement, hang up. You will hear a special ring (short-short-long ring cycle) when the line is free.

to cancel the special ring
Press *89, then listen for announcement.

repeat dialing
Automatically redials the last number you dialed.
1. Listen for dial tone.
2. Press *66.
3. If the line is :
   • not busy, listen for normal ringing.
   • busy, listen for announcement, hang up. You will hear a special ring (short-short-long ring cycle) when the line is free.

to cancel
Press *86, then listen for announcement.

quick tips on call return and repeat dialing
When the line is busy:
• Different Call Return and Repeat Dialing will automatically attempt to place the call every minute for half an hour.
• When the line becomes free you will hear a special ring (short-short-long ring cycle).
• Pick up the receiver and the number you were calling will ring.
• If you don't pick up, in most areas, the special ring will be repeated every five minutes for the remainder of the half-hour, provided the line remains free.
You may place and receive calls while Call Return and Repeat Dialing is trying to reach a busy number.

Call Return and Repeat Dialing are capable of monitoring more than one busy phone number at a time. Your phone will signal you with a special ring when one of these numbers becomes available; however,

you will not be able to tell which of the numbers it is. If you wish, you may cancel the special ring, but this cancels all of the numbers which are monitored.

If you use Call Return and Repeat Dialing to a long distance number, you will be billed for a long distance charge. If you hear a recorded announcement that the call cannot be completed or a fast busy signal, it will be for one of these reasons:
• The number you are trying to call back is not in the serving area.
• The service is temporarily overloaded and can not complete the call. Please try again.
• The number you're trying to call back has activated Call Forwarding service.

call tracing

Allows you to initiate an automatic trace of the last call you received. REV will automatically receive a message containing the phone number where the obscene or abusive call originated if it is from within the serving area, plus the time and date of when the abusive call was placed. It is necessary, however, for you to call REV if you wish to investigate further. Please call before the end of the next business day.

To use:

1. Hang up after receiving the call.
2. Listen for dial tone.
3. Press *57, then listen for announcement.

call tracing quick tips

- It is essential that the Call Tracing action (*pressing *57*) be done immediately after you hang up the phone following the abusive call. If you delay taking action and receive a subsequent incoming call, Call Tracing will not trace the correct number.
- In the event that Call Waiting tone is received during a call that is to be traced, tracing will occur on the Call Waiting number and not the current calling number.
- The telephone company must have two confirmed traces of the same number in order to take further action. Therefore it is important to activate Call Tracing each time an abusive call is received.
- When calling REV, identify yourself as a Call Tracing customer. Give REV the time and date of the abusive call.
- In the case of emergency, contact your local law enforcement agency.
- When you use Call Tracing, you will not be given the phone number you are tracing or the person's name. Should you desire to seek legal action, the person's number and name will be provided to law enforcement authorities.

call selector

Allows you to screen incoming calls by giving specified incoming phone numbers a distinctive ring. *See "Making and Changing Lists" on page 24* You begin by making your list of up to eight "selected" numbers after accessing your Call Selector service. Your phone will signal you with a special ring (*short-long-short ring cycle*) when someone from your list is calling.

to access your call selector service

Press *61, then listen for instructions.

to add a phone number to your list:

1. Press #
2. Dial the number then press #.

to turn off your call selector service

Press *81, then listen for announcement.

call selector quick tips

- This service also works when you're talking on the phone, if you

also subscribe to Call Waiting service. You'll be able to identify incoming calls from your list, because you will receive a special tone (*three beeps*).

- To add the phone number of the last call you received to your Call Selector list, even if you do not know the number. *See "Making and Changing Lists" on page 24.*
- While the numbers on your Call Selector list provide a distinctive ring, there is not a separate ring for each number. So when you hear the distinctive ring, you will not know which one of the Call Selector numbers is calling.
- If one of your numbers is also on your Call Block list, you must turn off Call Block before using Call Selector for that number.

call block

Allows you to block calls from up to eight numbers. You can either block selected numbers ahead of time (*see "Making and Changing Lists" on page 22*), or block repeat calls. In either case, the caller is rerouted to a recorded message and your phone does not ring. You always begin by accessing your Call Block service.

to access your call block service

Press *60, then listen for instructions.

to add the last calling party

If you don't know the number

1. Press #.
2. Dial 01 then press #. Numbers which have been added to your list using this method will be termed "private entries" when your list is reviewed.

to turn off your call block service

Press *80, then listen for announcement.

call block quick tips

- If a number is on one of your other lists (*Call Selector or Preferred Call Forwarding*) in addition to Call Block, Call Block will override the others.
- When you put a phone number on your Call Block list, callers from that number will hear a message informing them that calls from your number are not being accepted.

preferred call forwarding

Allows you to select another telephone number where calls are to be forwarded, and then limits the forwarded calls to just the numbers on your Preferred Call Forwarding list. You begin by making your list of up to eight "preferred" numbers after accessing your Preferred Call Forwarding service. *See "Making and Changing Lists" on page 24.*

to access your preferred call forwarding service

Press *63, then listen for instructions.

> **NOTE**
> *After accessing your Preferred Call Forwarding service you must either enter or confirm the number to which you want your call forwarded.*

calling features

to add a phone number to your list
1. Press #.
2. Dial the number, then press #.

To add the phone number of the last call you received to your Preferred Call Forwarding list, even if you do not know the number, see "Making and Changing Lists" on page 24.

to turn off preferred call forwarding:
Press *83, then listen for announcement.

If one of your numbers is also on your Call Block list, you must turn off Call Block before using Preferred Call Forwarding for that number.

remote access to call forwarding
Gives you the ability to activate and deactivate the call forward feature from the provisioned line or from a remote location.
1. Dial 391-8888.
2. Enter your 10 digit home or office telephone number followed by #.
3. Enter your PIN number followed by #.
4. Enter *72.
5. Dial the number that you want your calls forwarded to. *Include 1+ area code when applicable. If you forward calls to any number outside your local calling area, charges will apply.*
6. Listen for two short tones followed by dial tone.
7. When called party answers, Remote Access Call Forwarding is activated. If the line is busy or no one answers, repeat steps 1-5. On the second attempt, no answer is required.

to cancel
Repeat steps 1-4, dial *73 then #. Wait for two beeps and the dial tone.

making and changing lists
The following describes how to make your lists of phone numbers when using Call Selector, Call Block and Preferred Call Forwarding.

The procedure is the same for all three services. You will have a separate list for each service, and you may have up to eight phone numbers on each list. You need not fill a list in order to use that service. You will also receive recorded instructions when using each of the services; however, you may dial during these instructions for faster service.

ATTENTION The first step when making any list additions or changes is to access that particular service by dialing the access code.

add a phone number to a list
1. Press #.
2. Dial the number, then press #.

to add number of the last call received to a list
1. Press #.
2. Dial 01, then press #. Numbers which have been added to your list using this method will be termed "private entries" when your list is reviewed.

to remove a phone number from a list
1. Press *.
2. Dial the number, then press *.

to hear the phone numbers on your list
Dial 1. *You may dial 07 immediately after hearing number to remove that phone number from your list.*

to hear the instructions repeated
Dial 0.

If you hear a recorded announcement that the number cannot be put on your list, it will be for one of these reasons:

•   You tried to enter an invalid or non-working phone number.
•   You tried to enter a number that's outside the serving area.
•   You tried to enter your own phone number.

caller id | caller id deluxe
Caller ID is an automatic number identification service that displays the number of the person calling within the service area. Caller ID Deluxe allows you to see both the listed name and the number. After the first full ring, the caller's number and/or name appears on the display unit. The type of information and the number of calls that will be displayed are dependent upon the display unit.

caller id with call waiting
Caller ID Deluxe with Call Waiting is an automatic number identification service that displays the name and number of the person calling in when you're on an existing call. When you hear the beep, check your display equipment for the incoming Caller's information. A compatible Caller ID with Call Waiting device must be used for this service to work. The information that displays will depend on the equipment used.

calling features

per call blocking

If you do not wish to have your telephone number revealed to the individual you are calling, you must first dial *67 from a touch tone telephone before placing each call. This feature is on your line and may be used at any time for no charge.

to activate
1. Listen for dial tone.
2. Dial *67.
3. Listen for second dial tone.
4. Dial the party you wish to call.

> **NOTE**
> *If the party you are calling subscribes to the "Anonymous Call Rejection" feature and you block your number by dialing *67 your call will not go through. If you want to reach this party, you will have to redial without blocking your number.*

anonymous call rejection

Allows a customer to reject incoming calls that have been intentionally blocked from identification of name and number display.

to activate
1. Listen for dial tone.
2. Dial *77.

*When this feature is activated and the calling party uses *67 (per call blocking) the caller will receive a recorded announcement.*

to deactivate
1. Listen for dial tone.
2. Dial *87.
3. Listen for two short tones for confirmation.

caller id presentation

Allows you to choose whether your identity is available to people you call using your phone.
- Dial *67 if your line is defaulted to send Caller ID information. If the line is not defaulted
- Dial *82 to send Caller ID information on a per call basis.

do not disturb

Allows you to block your line temporarily to prevent incoming calls. Outgoing calls can still be made but incoming calls are not connected. The caller hears an announcement stating that the subscriber is not currently accepting calls.
- Dial *78 to activate.
- Dial *79 to deactivate.

call hold

Allows you to place your current call on hold without disconnecting it and make a new call. Once the new call is connected, you can switch freely between both callers.

You cannot talk to both callers at the same time with Call Hold and the callers cannot talk to each other.
1. While on the phone with the first caller, press and release the flash key or the receiver button on your phone.
2. Dial *52 then dial the second caller's number.
3. Press and release the flash key or the receiver button on your phone to return to the first caller.

call transfer*

Allows you to place your current call on hold without disconnecting it and make a new call. Once the new call is connected, you can join the calls together to talk to both callers at the same time or you can transfer the first caller to the second caller's phone. You can then hang up, allowing the two callers to speak to each other. (*Your phone line will be free to make and receive other calls.*)
1. While on the phone with the first caller, press and release the flash key or the receiver button on your phone.
2. Dial the second caller's number.
3. Stay on the line to speak to both callers or hang up to allow the two callers to speak to each other.

Press and release the flash key or the receiver button on your phone to return to the first caller.

follow me*

Allows received calls to ring multiple phones either in turn or simultaneously according to the rules that you define.
- Dial *371 to activate.
- Dial *372 to deactivate.

simultaneous ring*

Allows received calls to ring multiple phones simultaneously in addition to your own. When configuring this service you can specify one or more destinations that you wish to ring when you receive a call.
- Dial *361 to activate.
- Dial *362 to deactivate.

selective acceptance*

Allows you to define a list of callers that you will accept phone calls from. According to rules that you define, calls from numbers not on the list are rejected after hearing an announcement, forwarded to another destination or transferred to voicemail.
- Dial *64 to activate.
- Dial *84 to deactivate.

reminders*

Allows you to configure your phone to ring at a certain time (*similar to a hotel wake-up call*). You can configure simple reminders or reminders that occur repeatedly on particular days.

> **NOTE**
> *This feature requires rules configuration that must be set-up and managed through the CommPortal Phone Manager online web interface. See CommPortal Phone Manager on p26 for information on how to subscribe and login.*

calling features

voicemail

When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through you first mailbox session. It will prompt you to changes your temporary PIN, record a greeting and record your name.

how to set-up & access your mailbox
1. Dial your voicemail access number: 225-391-1900.
2. Enter your area code and phone number.
3. Enter the default PIN: 147258.

The tutorial will guide you through
- Setting your confidential PIN.
- Recording your personal greeting.
- Recording your name.

how to create or change your pin
For security and privacy purposes, you will always be prompted for your PIN before accessing your mailbox.
1. Access your mailbox.
2. Press 4 to work with your settings.
3. Press 3 for Security Options.
4. Press 1 to change your PIN.
5. Enter a 4-20 digit number.
6. To confirm, re-enter your PIN.

how to record or change your greeting
1. Access your mailbox.
2. Press 3 to work with your greetings.
    - Press 1 to record or change your personal greeting.
    - Press 3 to select a system-generated greeting.
    - Press 5 to record or change your busy greeting.
3. Once the recording is complete:
    - Press 1 to accept your recording.
    - Press 2 to change your recording.
    - Press 3 to exit the system without saving your recording.

how to record or change your name
1. Access your mailbox.
2. Press 3 to work with your greetings.
3. Press 3 to record or change your name.
4. Press 2 to review or record your name.
5. Once the recording is complete:
    - Press 1 to accept your recording.
    - Press 2 to change your recording.
    - Press 3 to exit the system without saving your recording.

how to check for messages
From your home phone
1. Listen to the dial tone for a "stutter" dial tone. This indicates at least one new message.
2. Dial *98.
3. Enter your PIN.
4. Press 1 to listen to your messages. Follow the remaining voice prompts.

From another phone
1. Dial 391-1900.
2. Enter your area code and phone number followed by #.
3. Enter your PIN followed by #.

how to listen to your messages
1. Access your mailbox.
2. Press 1 to get your messages.
3. Once you have played a message:
    - Press 1 to repeat the message.
    - Press 2 to save the message.
    - Press 3 to delete the message.
    - Press 4 to reply to the message.
    - Press # to leave the message marked as new.

commportal phone manager

CommPortal Phone Manager* is a FREE service that allows REV phone customers to listen to voicemail messages online and control other calling features. CommPortal Phone Manager turns any web browser into your personal call center. The user-friendly interface makes it easy to adjust settings and control features in just a few clicks.

With CommPortal Phone Manager, you can:
- Listen to voicemail messages online
- View your call history – both incoming and outgoing calls
- Forward your calls to another number
- Block all anonymous calls
- Forward audio files of voice messages to an email account
- Store and manage your favorite contacts
- Add, remove and manage additional phone features

how to access commportal phone manager
1. Go to lestrev.biz/commlogin and click on the phone manger button located on the left menu bar.
2. Enter your phone number (including area code).
3. Enter your password:
    - For voicemail customers, the password is the same as your voicemail PIN.

NOTE

In order to use CommPortal Phone Manager, you must first activate the service. To activate, call REV customer service at 621-4300

Access to CommPortal Phone Manager online voicemail feature requires subscription to voicemail service. CommPortal Phone Manager service and/or features available in select areas of Ascension & Livingston Parishes. CommPortal Phone Manager requires Internet access.

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additional directory listings

Additional directory listings are available for additional monthly charge. Current rates and charges are available from your service representative.

The following options are available.

- **additional listings** A separate and distinct additional listing in the telephone directory.
- **non-listed number** Your number is not in the directory, but is available through directory assistance.
- **non-published number** Your number is not in the directory and is not available through directory assistance.

customized code restrictions

How to restrict outgoing calls from most residences and businesses. Provides a variety of options restricting chargeable outgoing calls. No additional equipment is needed-just your telephone. All necessary modifications are made at our switching office. Each option will allow:

- Local calls
- Non-chargeable calls such as Repair Service
- Emergency numbers such as 911
- 800 Service
- 950 Long Distance Access

There are five optional dialing plans available

ccr optional dialing plan I[1,2]

With Option I, these services and codes cannot be dialed:

> 0, 00, 0+, 1+, 976, (1+/0+) 411, 01+, 011+, 900

For example:

- Operator Assisted Calls
- Interexchange Carrier Operator 00
- Operator Assisted Long Distance Calls
- Direct Dialed Long Distance Calls
- Long Distance Directory Assistance 1 + 555-1212
- Local Directory Assistance (1+/0+) 411
- 1 + 900
- 976 Service
- International Direct Dialed Calls 011+
- International Dialed Operator Assistance 01+

With this option an operator cannot be reached for any reason.

ccr optional dialing plan II[1]

With Option II, these services and codes cannot be dialed:

> 0, 00, 0+, 01+, 976

For example:

- Operator Assisted Calls
- Interexchange Carrier
- Operator 00
- Operator Assisted Long
- Distance Calls
- International Dialed Operator Assistance 01+
- 976 Service

With this option an operator cannot be reached for any reason.

ccr optional dialing plan III[2]

With Option III, these services and codes cannot be dialed:

> 0, 00, 0+, 1+, 01+, 011+, 900

For example:

- Operator Assisted Calls
- Interexchange Carrier Operator 00
- Operator Assisted Long Distance Calls
- Direct Dialed Long Distance Calls
- Long Distance Directory Assistance 1 + 555-1212
- 1 + 900
- International Direct Dialed Calls 011+

With this option and operator cannot be reached for any reason.

ccr optional dialing plan IV

With Option IV, these services and codes cannot be dialed:

> 976, 1+ 900

For example:

- 976 Service
- 1 + 900

ccr optional dialing plan V

With Option V, this service cannot be dialed:

> 976

For example:

- 1 + 976
- 976

[1] Not available in some exchanges

[2] These restrictions block calls to the expanded 7-digit dialing area for Non LOS customers.