Resale Custom & Class Feature Matrix

Feature	Description / Interaction	Business Ordering Code	Residential Ordering Code
Anonymous Call Rejection	When ACR (Anonymous Call Rejection) is activated (by customer) on a line, callers to that line with all call or per-call privacy will hear a message stating that this line does not accept private calls. Once activated feature remains on line until deactivated. To call a party that does not accept private calls, deactivate Call Rejection and try again.	ANCRB	ANCRR
Busy Number Redial *66	Allows "camp-on" busy number and automatically calls both lines when number becomes available	RDB	RDR
Basic Call Forward	Provides ability to route incoming calls to an alternate phone number. Alternate phone number is selected by customer each time feature is activated. If number is forwarded to a long distance number, a long distance carrier is required	CFB	CFR
Call Forward Busy	Forwards caller to another number if customers number is busy	CFBB	CFBR
Call Forward No Answer	Forwards caller to another number if customers number is not answered	CFNB	CFNR
Call Forward Busy/No Answer	Service provides customers the ability to redirect incoming calls when busy or not answered	CFBNB	CFBNR
Caller ID with Name	Allows displaying of name and directory number of calling party. A Caller ID box or telephone equipped for Caller ID is needed.	CCNMB	CCNMR
Call Return *69	Specific code is entered to automatically return last incoming call	CRB	CRR
Call Waiting/Cancel Call Waiting	Tone signal indicating to an incoming call. Customer may alternate between calls using switch hook, or terminate first call and receive second call . Cancel call waiting allows customer to disable call waiting feature on any given call (once call is disconnected call waiting is automatically activated). When you're on the phone , a "beep" tells you a second call is waiting. Only you hear this beep. If you don't answer the second call within 10 seconds, another "beep" reminds you it's there.	ECWB	ECWR
Distinctive Ring	Allows single-line consumer and business customers to identify incoming calls by their distinct ringing pattern. Distinctive Ringing utilizes two telephone numbers, each with it's own ringing pattern. The main number will have one long (normal) ring and the secondary number will have two short rings. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.	DRB	DRR

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Enhanced Call Forward	ECF is furnished only from Central Offices which have been arranged to provide this service. ECF is provided subject to the availability of facilities. • ECF customers will be able to forward their calls from any touch call phone via a toll-free number. They will be able to forward to any dialable pager, mobile phone, work phone or home phone. • ECF can be provided on the customer's existing telephone number (aka default number) as long as the customer's existing line resides behind an AIN capable switch or via a personal number. This number is referred to as a default number.	ECFB (Not Available in Legacy Service Territory)	n/a
Multiple Simultaneous Call Forward	Add-on to Basic Call Forward allowing simultaneous forwarding of up to 5 calls at a time	MSCF	n/a
Priority Call	Allows a customer to assign a maximum of 12 callers' telephone numbers to a special list. The customer will hear a distinctive ring at their location, when calls are received from callers' telephone numbers on that list.	PCB	PCR
PPU – Busy Redial *66	Pay Per Use: Allows "camp-on" busy number and automatically calls both lines when number becomes available	USRDB	USRDR
PPU – Call Return *69	Pay Per Use: Specific code is entered to automatically return last incoming call	USCRB	USCRR
PPU – Call Trace	Pay Per Use: Identify the source of a nuisance phone call, dial a simple code. Traced calls will be released only to law enforcement office handling your case	USCTB	USCTR
PPU – Three Way Calling	Pay Per Use: Allows a customer to speak with two other individuals at same time by using switch hook or flash key on phone	US3WB	US3WR
Remote Activated Call Forward		CFRB	CFRRR
Remote Call Forward	Remote Call Forwarding (RCF) allows all calls to be automatically forwarded to another telephone number located beyond local calling area of exchange without caller knowing. If sold as remote call forward to voice mail, the monthly recurring charge for voice mail must be added also. RCF customer is responsible for all toll charges to RCF #.	RCFB	RCFR
Selective Call Acceptance	This feature allows a customer to select specific telephone numbers (maximum of 12) from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls	SCAB	SCAR
Selective Call Forward	Forwards only those calls originating from up to 15 specific phone numbers stored on your Selective Call Forwarding list. All other calls will ring in normally	SCFB	SCFR
Selective Call Rejection	Program your phone to reject calls from any number you place on the rejection list. When this service is turned "on", any callers on this list will hear an announcement that you are not accepting calls at this time. All other calls will ring through as usual. NOTE: Numbers outside of Ziply Fibers network are not guaranteed. Customer can try the Last Number Option instead of programming the number if it is out of Ziply Fibers network, however that is still not guaranteed.	SCRB	SCRR

Feature	Description / Interaction	Business Ordering Code	Residential Ordering Code
Speed Calling, 30 Numbers	Allows customer to program one-digit codes to call 30 frequently dialed numbers	SC30B	SC30R
Three-Way Calling	Allows a customer to speak with two other individuals at same time by using switchhook or flash key on phone	3WCB	3WCR