

Business Telephone Features and Services

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.

You can cancel Call Waiting before or during a call. 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, and press the deactivation code. 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.

TO DEACTIVATE:

* 70 for Business Telephone Service

* 22 for Centrex 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.

TO ACTIVATE:

* 72 then indicate the number to which your calls will be forwarded

TO DEACTIVATE:

* 73 to deactivate Call Forwarding

Remote Call Forwarding

If your area doesn't support local number portability, Mpower uses this feature to allow customers to retain existing numbers.

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 Mpower.

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 Mpower with a preselected number so we can program it for you.

Call Forward Group Busy

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).

Three-Way Calling

Have a conversation with two other callers simultaneously following these simple steps: 1 Dial the number of the first party 2 After the first party answers, press the receiver-hook or flash key, listen for three tones and a dial tone 3 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 4 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 5 Three-way calling can only be canceled if the originator disconnects the call.

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. 1 Press * 67 before making the call. 2 When you hear the second dial tone, dial as usual. *A nonpublished number will not prevent a name and number from appearing on a Caller ID device.*

Deactivating Caller ID Blocking

Temporarily remove your call blocking for selected calls. Upon hearing a message that the called party does not accept blocked calls, press * 82, wait for a second dial tone and redial the number. Your call blocking will be restored after you hang up.

Speed Call 8

One-touch dialing for up to eight different local or long-distance telephone numbers. Press * 74 and wait for the dial tone, then 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.

To place a call to that telephone number, simply press the one-digit code and the call will automatically be dialed. To reprogram a new number, simply repeat the steps from the beginning.

Repeat Dialing

Call the last number you dialed without redialing the entire number. To be automatically connected with the last number called, press * 66. If the number dialed is busy, 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. To deactivate this feature, press * 86. *We do not offer this feature on a per call basis, it is available for a monthly charge.*

Return Call

Obtain the telephone number of the last caller. To use it, press * 69, and the number of the last call received will be announced. 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. Lift the receiver, and the number will be automatically dialed. Cancel Return Call by dialing * 89. *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.*

Call Forward Remote Access

CFRA allows activation or deactivation of Call Forwarding on an end user's phone from a remote location. A System Access number is dialed and the user enters his/her own telephone number and PIN. The user can then set up a number to forward his/her line to and subsequently activate and deactivate the Call Forwarding feature. Specific instructions for this feature are available on the last page of this feature guide.

Call Transfer

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.

Instructions — To transfer an active call:

1. The user presses the receiver-hook
2. They will hear a stutter dial tone
3. Enter the destination number to transfer the call
4. Hang up

(The transferor does not need to hang up immediately, they can wait for an answer, announce the transfer and then disconnect)

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.

TO ACTIVATE: *77

TO DEACTIVATE: *87

Quick Tips

Feature	Activation Code	Deactivation Code
Anonymous Call Reject	*77	*87
Call Forwarding	*72	*73
Call Waiting	N/A	*70
(for Centrex customers)	N/A	*22
Temporary Caller ID Block	*67	*82
Repeat Dialing	*66	*86
Return Call	*69	*89
Speed Call 8	*74	N/A

Mpower's Call Forward Remote Access Calling Feature User Instructions

A supplement to the Mpower Business Telephone and Features user guide.

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 Mpower 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. To order CFRA, contact Mpower Customer Care at 1-888-777-5802.

Using Call Forward Remote Access

Your PIN Number

Your initial PIN (Personal Identification Number) is 5522 by default. You'll need to change your 4-digit PIN prior to using CFRA, and you can only do so from your own phone line. See the instructions below. If you forget your PIN, please call Mpower Customer Care at 1-888-777-5802.

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.)

Changing the Default PIN to Your Own Unique PIN

- ➔ ➊ Dial the Subscriber Programmable PIN (SPP) feature access code *81.
- ➔ ➋ Enter the CFRA feature access code, *54.
- ➔ ➌ Enter your default PIN, 5522.
- ➔ ➍ You'll then hear, "Please enter your new PIN."
- ➔ ➎ Enter and re-enter your new PIN, i.e. 1234.
- ➔ ➏ Upon completion, you'll hear, "The new PIN number has been updated. Thank you"

Las Vegas, NV	702-314-9998
LaMesa, CA	619-433-9998
Emeryville, CA	510-940-9998
Bellflower, CA	562-263-9998
Pasadena, CA	626-653-9998
Ontario, CA	760-422-9998
Pomona, CA	909-455-9998
Sacramento, CA	916-438-9998
Los Angeles, CA	818-285-9998
Atlanta, GA	404-554-9998
Chicago, IL	847-243-9998
Charlotte, NC	704-790-9998
Miami, FL	305-405-9998
Boca Raton, FL	561-296-9998
Boca Raton, FL	561-353-9998
St. Petersburg, FL	727-210-9998
Tampa, FL	813-341-9998
Ft. Lauderdale, FL	954-358-9998
Cleveland, OH	216-812-9998
Columbus, OH	614-884-9998
San Antonio, TX	210-572-9998
Houston, TX	281-921-9998
Dallas, TX	469-621-9998
Austin, TX	512-279-9998
Detroit, MI	248-440-9998

Activation and Deactivation of CFRA

- ➔ ➊ Dial your remote activation (DISA) number per the adjacent matrix.
- ➔ ➋ Enter the 10-digit telephone number of the phone from which you want calls forwarded, followed by your PIN number.
- ➔ ➌ Enter *72 to activate or *73 to deactivate call forwarding.
- ➔ ➍ Entering *72, you'll hear the following prompt, "Calls to your telephone will be forwarded to another number, please enter this number now."
- ➔ ➎ Enter the 10-digit number to which you want to forward your calls. For Centrex lines, enter [9] plus the 10-digit number (i.e. 9+888+777+5802).
- ➔ ➏ You'll then hear the following prompt: "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."

If you have further questions, or wish to order additional Mpower custom calling features, give us a call at **1-888-777-5802**, or visit our Web site at www.mpowercom.com.