

Volume I

# CUSTOMER SERVICE REFERENCE GUIDE



**Pacific Telephone — Nevada Bell**

## Custom Calling Service

### Special Conditions

Provided with individual and multi-line svc (local and FXS)

CCS ftrs may be offered individually, or in a combination package on a per line basis. Order all 4 CCS ftrs & save up to 20%

RD or TT

Mail cust instruction material (allow 3 days)

Provided only where facilities are available (See: exchn pages)

Normal transmission not guaranteed on forwarded or three way calls

Only one type of CCSC may be provided on each line. Either 8 code or 30 code

Not available with PBX

### Call Waiting

#### Features

- Tone signal to indicate call waiting
- Hold first call & answer second call
- Alternate between two calls

#### Benefits

- Avoids missing important or emergency calls
- Makes user aware of incoming call
- No need to stay off phone when expecting important call

#### Operation

- Short tone indicates second call waiting
  - waiting caller hears usual ringing
- Option no. 1 — end first call before answer call waiting
  - hang up
  - phone rings
  - answer & second call is on the line

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## Miscellaneous — Custom Calling Service

### General

Provided with individual and multi-line svc (local and FXS)

RTOC5D

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### Call Waiting Description

Tone signal to indicate call waiting

Hold first call & answer second call

Alternate between two calls

### Operation

- Short tone indicates second call waiting
  - waiting caller hears usual ringing
- Option no. 1 — end first call before answer call waiting
  - hang up
  - phone rings
  - answer & second call is on the line
- Option no. 2 — place first call on hold, & answer the call waiting
  - depress switchhook for half second
  - call waiting is on the line
  - alternate between two calls by depressing switchhook
- Option no. 3 — ignore call waiting signal
  - continue talking
  - waiting caller receives a "no answer"
- Calling Waiting will not activate while CCS cust is dialing or hearing ringing or busy
  - calling party will receive a busy
- Call Waiting should be installed on the last no. in hntg

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## Miscellaneous — Custom Calling Service

### Three-Way Calling Description

Allows addition of third pty to conversation

Dialed tel nos may be

- local
- toll
- ZUM

Initial call may be incoming or outgoing

If cust hangs up all parties disconnected

If either of cust's ptys hang up

- call reverts to two-way conn
- cust may then add a different third party

Cust is charged for each call placed

### Operation

- To add a third pty
  - depress switchhook to place first pty on hold  
cust hears three short tones  
then dial tone
  - dial tel no. of third pty to be added
  - depress switchhook once and a three-way conversation is established
    - if unable to reach third pty  
flash switchhook twice to get  
back to original call
- To remove either pty from conn
  - first pty on conn hangs up to disc
  - second pty conn is removed by depressing switchhook for one second after they hang up
  - all three conns disc when CCS cust hangs up

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## Miscellaneous — Custom Calling Service

### Call Forwarding Description

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Transfers incoming calls automatically to any no. CCS cust can dial. Tel nos. may be

- local
- toll
- ZUM

Cust must give permission

**Exception:** Cannot be forwarded to International DDD points

Cust charged for each chargeable call between the Call Forwarding sta & the called sta

Outgoing calls may be placed while svc on Call Forwarding

On multi-line Hntg svc Call Forwarding is usually on first line

— rotary ftr is cancelled when Call Forwarding is activated

### Operation

- To forward calls
  - lift rcvr
  - listen for dial tone
  - dial 72 from RD svc or
  - dial 72 # from TT svc
  - after second dial tone, dial the no. to which calls are to be forwarded. When call is answered, Call Forwarding is in effect
  - if call not answered or is busy, repeat dialing steps
  - two short tones are heard
  - hang up, Call Forwarding is in effect
- While Call Forwarding is in effect
  - all incoming calls forwarded until cancelled
  - cust's tel rings once as each call is transferred
  - outgoing calls can be placed from tel
- To cancel Call Forwarding
  - lift rcvr
  - dial 73 from RD svc or
  - dial 73 # from TT svc
  - hear two short tones, hang up
  - Call Forwarding is cancelled

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## Miscellaneous — Custom Calling Service

|                      |   |
|----------------------|---|
| <b>Customer</b>      | Available in 8 or 30 frequently called no. capability                             |
| <b>Changeable</b>    | 8 code CCSC uses digits 2 through 9 to provide cust up to 8 abbreviated codes     |
| <b>Speed Calling</b> | 30 code CCSC uses digits 20 through 49 to provide cust up to 30 abbreviated codes |
| <b>Description</b>   | CCSC has 16 digit capacity  |

Tel nos. may be

- local
- toll
- ZUM

Cust able to chn the content of no. group at will

### Operation

#### 8 Code CCSC

- Establish or add
  - record name & tel no. on pre-printed card opposite code no.
  - lift rcvr & listen for dial tone
  - dial 74 from RD svc or
  - dial 74 # from TT svc
  - listen for dial tone
  - dial one digit CCSC code no. 2 through 9 plus the tel no.
  - repeat steps for each frequently called no. to be entered
- Change list
  - lift rcvr & listen for dial tone
  - dial 74 from RD svc or
  - dial 74 # from TT svc
  - listen for dial tone
  - dial one digit CCSC code to be chn'd plus new tel no. to replace previous no.
- To dial no. on list
  - dial code for no. from RD svc
  - dial code for no. plus # symbol from TT svc

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### Operation

#### 30 Code CCSC

- Establish or add
  - record name & tel no. on pre-printed card opposite code no.
  - lift rcvr & listen for dial tone



## Miscellaneous — Custom Calling Service

**Customer  
Changeable  
Speed Calling  
Description  
(cont'd)**

- dial 75 from RD svc or
- dial 75 # from TT svc
- dial two digit CCSC code no. 20 through 49 plus the tel no.
- repeat steps for each frequently called no. to be entered

- Change list
  - lift rcvr & listen for dial tone
  - dial 75 from RD svc or
  - dial 75 # from TT svc
  - listen for dial tone
  - dial two digit CCSC code to be chn'd plus new tel no. to replace previous no.
- To dial no. on list
  - dial code for no. from RD svc
  - dial code for no. plus # symbol from TT svc

**Due  
Dates**

|                                   | NC, T & F, ADD |
|-----------------------------------|----------------|
| New — no other work               | 3 Bus Days*    |
| New — with other work             | Next Open      |
| Add or chn between ftrs           | 3 Bus Days*    |
| Remove all ftrs/Reduction in ftrs |                |
| • As of date                      | Date Requested |
| • Due Date                        | 3 Bus Days     |

\* Next Bus day if cust instruction material does not have to be mailed



## Miscellaneous — Custom Calling Service

| Service: Custom Calling Service   | USOC | Mo Rate |
|-----------------------------------|------|---------|
| One Feature Only — each line      |      |         |
| • Call forwarding                 | ESM  | 2.00    |
| • Call waiting                    | ESX  | 3.00    |
| • 3-way calling                   | ESC  | 3.00    |
| • Speed calling                   |      |         |
| — 8 code                          | ESL  | 2.00    |
| — 30 code                         | ESF  | 3.50    |
| Two Feature Package — each line   |      |         |
| • Call waiting & call forwarding  | ES7  | 4.00    |
| • Call forwarding & 3-way calling | ER5  | 4.00    |
| • Call waiting & 3-way calling    | ER9  | 5.00    |
| • Call forwarding & speed calling |      |         |
| — 8 code                          | ER3  | 3.00    |
| — 30 code                         | ER4  | 4.50    |
| • Call waiting & speed calling    |      |         |
| — 8 code                          | ES6  | 4.00    |
| — 30 code                         | ESW  | 5.50    |
| • 3-way calling & speed calling   |      |         |
| — 8 code                          | ER6  | 4.00    |
| — 30 code                         | ER7  | 5.50    |

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## Miscellaneous — Custom Calling Service

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| Service: Custom Calling Service                                | USOC | Mo Rate |
|--|------|---------|
| Three Feature Package — each line                              |      |         |
| • Call forwarding, call waiting & 3-way calling                | ETC  | 6.50    |
| • Call forwarding, call waiting & speed calling                |      |         |
| — 8 code   | ESA  | 5.50    |
| — 30 code  | ESG  | 7.00    |
| • Call waiting, 3-way calling & speed calling                  |      |         |
| — 8 code   | ET8  | 6.50    |
| — 30 code  | ET3  | 8.00    |
| • 3-way calling, call forwarding & speed calling               |      |         |
| — 8 code   | ESR  | 5.50    |
| — 30 code  | ESB  | 7.00    |
| Four Feature Package — each line                               |      |         |
| • Call forwarding, call waiting, 3-way calling & speed calling |      |         |
| — 8 code   | ES3  | 8.00    |
| — 30 code  | ES5  | 9.50    |

### Special Charge Application

#### M-E SVC

- No IC
- See M-E pricing charts
- No charge to chn tel no to provide CCS

#### KTS SVC

- IC 5.00 per line to add or chn between ftrs
- Chn tel no to provide CCS ..... IC only

### HCAP

See HCAP Disc for applicability

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