Call Control At-A-Glance

**Setting Up Call Control**

- From a Touch Tone telephone on the line that has Call Control, dial 405-CONTROL (07/01).
- Or, from any other phone within Ameritech's region, dial 1-800-605-1011. When you hear the prompt, enter your area code and phone number.

**Turning Call Control On and Off**

- If Call Control is currently ON, pressing will turn it off and your list will be saved.
- If Call Control is currently OFF, pressing will turn it on, using your most recent list.

**Listing of Blocked Numbers and Exceptions**

- If you have call blocks, a list of them will play.
- If no calls are blocked, a list of exceptions will play.

**Blocking Calls**

- **Specific Numbers**
  - Prefixes
  - Area Codes
- **Operator Assisted**
  - Prefixes
  - Area Codes

**Allowing Specific Numbers**

- **Specific Numbers**
  - Prefixes
  - Area Codes
- **Operator Assisted**
  - Prefixes
  - Area Codes

**Helpful Resources**

- Block/Unblock
- Change PIN
- Hear list of blocked and exceptions

**Instructions**

- Press 0 for help.
- Your current list will be played and you can delete the items you wish.
Introducing Ameritech Call Control—your new Call Management service that prevents unauthorized phone calls and can save you money on local, toll and long-distance charges. Call Control helps you limit:

- Calls to specific telephone numbers.
- Calls to area codes and prefixes.
- Long-distance calls.
- Operator-assisted calls.
- Outbound calls.

You may also create a list of exceptions to allow calls to individual long-distance numbers, for example, when all other long-distance calls are blocked.

Please refer to this diagram when you read the following instructions:

```
<table>
<thead>
<tr>
<th>Area Code</th>
<th>Prefix</th>
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<tbody>
<tr>
<td>708</td>
<td>555-1212</td>
</tr>
<tr>
<td></td>
<td>Telephone Number</td>
</tr>
</tbody>
</table>
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### Setting Up Call Control

1. From a Touch-Tone telephone on the line that has Call Control, dial *#. Or, from any other phone within Ameritech’s region, dial 1-800-605-1011. When you hear the prompt, enter your area code and phone number.

2. Wait for instructions and then enter the 4-digit Personal Identification Number (PIN) provided when you ordered your service.

3. You will be asked to change your PIN to any other 4-digit number. After you make the change, press # if it is correct, or press * to change it. The PIN you select cannot include the # or * keys. Write your personal PIN number here: _____________.

### Help

Press # at any time for help.

### Main Menu

To make any changes to your Call Control, you must first access the service by dialing * and entering your phone number and PIN. You will automatically hear the options that are right for your situation.

### Helpful Hint

When you attempt to dial a blocked number, you will hear, “The call you are attempting is not authorized.” Simply enter your PIN during or after the announcement, and your call will go through.
Creating a Blocking List

If you currently have no numbers blocked, access the main menu, then:

Press:

| To block all long-distance calls: | 3 1 |
| To block all calls except 9-1-1: | 3 2 |
| To block all operator-assisted calls: | 3 4 |

To block specific numbers, prefixes or area codes:

Specific telephone numbers:

+10-digit number (area code and telephone number)

Numbers with the same area code & prefix:

+6-digit number (area code and prefix only)

Numbers with the same area code:

+3-digit number (area code only)

Repeat as needed. Up to 10 different entries can be blocked.

* If you currently have numbers blocked, follow the same procedure, except press 1 after you press the first 3. For example, to block all long-distance calls, press 3-1-1.

Creating an Exceptions List

To unblock specific numbers, prefixes or area codes after you have blocked any items, access the main menu and:

Press:

| To unblock specific telephone numbers: | 2 1 |
| To unblock numbers with the same area code & prefix: | 2 2 |
| To unblock numbers with the same area code: | 2 3 |

Repeat as needed. Up to 10 different entries can be included on your exceptions list.

Deleting Blocks or Exceptions

Access the main menu and press 4 0 to delete any existing blocks or exceptions. You will hear a list of all numbers blocked, and a list of all exceptions. Follow the voice prompts to delete any item.

To hear your revised list, press 1. When you are finished, press 4.

Turning Call Control On/Off

Press 1 from the main menu. If you turn off Call Control, it will remain off and no calls will be blocked until you return to the main menu and press 1 again to turn the service back on.

Changing Your PIN

Access the main menu, then press 4 and enter your current PIN. A voice prompt will ask you to enter your new 4-digit PIN. (Reminder: A PIN cannot include a .) Your new PIN will be announced. Press 1 to confirm it. Press 2 to change it.

If you have forgotten your 4-digit PIN, call your Ameritech Service Representative. The telephone number is at the top of your monthly billing statement.

Please Note: You may activate Ameritech Call Control by dialing *95. If you have measured telephone service, local usage or toll charges will apply when you activate the *95 feature from your home telephone. To avoid usage charges, dial 1-800-605-1011, from any telephone (except wireless phones) in the Ameritech region to access the Ameritech Call Control platform.
Facts About Call Control

Call Control treats a number as long-distance if you press 1 followed by an area code and telephone number, or if you dial an international number. For example, long-distance includes calls to numbers within your own area code that require you to dial the area code first, as well as calls to 800, 900, 700 and 500 numbers.

When you block all operator-assisted calls, any number that begins with 0 will be blocked, including calls to the Operator.

To block 976 calls, treat 976 as a prefix with your area code.

To block 411 calls, treat 411 as an area code.

To block 800 or 900 calls, treat them as area codes.

If you already have a permanent 900 or 976 block on your telephone, Call Control will have no effect on this block.

Calls to 9-1-1 are never blocked by Call Control.

When you attempt to dial a blocked number, you will hear, “The call you are attempting is not authorized.” Simply enter your PIN during or after the announcement, and your call will go through.

Quick Reference

Press:

- To reach the system from your phone with Call Control: 2 9 5

General

Help: 0
Return to Main Menu: 7
Back up: 8
Skip ahead: #

From the Main Menu

Turn on/off: 1
Hear list of blocked numbers and exceptions: 2
Block/Unblock: 3
Change PIN: 4
Help: 6

Reference Lists

Numbers Blocked

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<thead>
<tr>
<th>Phone Number</th>
<th>Name</th>
<th>Date Blocked</th>
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Exceptions

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<th>Name</th>
<th>Date Allowed</th>
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