Easy Touch Options

A Guide to Your New
Easy Touch Options
Calling Services from: Ameritech
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Instructions in this brochure are written for use with touch tone service. If you have a rotary phone, simply dial **1** instead of the * for any step.

The services listed in this brochure are optional and not required as part of your basic telephone service. You are in the best position to determine the value of these services, and your need for them, based on your lifestyle and experience as a phone user and as a homeowner or renter.

**It’s Always Easier When You Have Choices.**

Discover more ways to use your phone with Easy Touch Options, the guide to Calling Services from Ameritech. On the following pages, you’ll find useful information about all of our individual services, including step-by-step instructions on how to access them. For information on how one of our specially designed phones can make your life easier, please call us at **800-709-LINK (5465)**.
**Caller ID and Caller ID With Name**

Now you’ll know who’s calling before you even answer the phone! With Caller ID and Caller ID With Name services you can:

- Decide whether to take the call or return it later.
- Identify any prank or hang-up callers.
- See who’s called even if they don’t leave a message.
- Decide which household member should answer a call.
- Prepare a proper greeting in advance.

Plus, most display units store the name and number of your most recent calls, providing you easy access to the phone numbers of your friends or family.

With **Caller ID**, you’ll see the caller’s phone number when your phone rings. **Caller ID With Name** allows you to see the phone number and the listed name of the caller.

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**After the first ring, you may also see one of these messages on your display unit:**

- **O** or **OUT OF AREA** or **UNAVAILABLE**. This means the call is from an area or using machinery that isn’t equipped with Caller ID technology.
- **P** or **PRIVATE**. This indicates the caller is blocking the information.
- **E** or **ERROR**. The display unit or phone can’t identify the caller’s phone number. If you pick up the receiver too soon, you may also see an error message.

**To block your number from appearing on someone else’s Caller ID display unit:**

1. **LISTEN** for dial tone before placing your call.
2. **PUSH** *67 or dial 1167 on a rotary phone.
3. **LISTEN** for a series of tones, followed by a dial tone. This indicates your blocking is activated.
4. **DIAL** the desired phone number.

**Note:** You must follow these steps each time you wish to block the delivery of your name and telephone number.
If you have Call Waiting, your Caller ID will also display the number of your second call with Ameritech Wait & See service. So if your Call Waiting is activated while you’re on the phone, you can decide which call to take. (Telephone unit must be compatible with Wait & See service.)

**Note:** Caller ID displays numbers only when both parties’ service areas have advanced technologies that allow telephone numbers to be seen. Display will not appear on some cellular, calling-card or operator-assisted calls. For long-distance calls outside your service area, your long-distance carrier must also be equipped with this technology for the Caller ID service to function.

*The Caller ID display unit must be purchased separately; display messages may vary.  
Talking Caller ID also available.

**Call Waiting and Talking Call Waiting**

Avoid missing important calls while you’re on the phone! Plus, Talking Call Waiting lets you hear who’s calling so you can decide whether or not to answer the second call. If you don’t want to be interrupted, you may temporarily cancel Call Waiting.

**Here’s how it works:**

1. A beep tone lets you know a call is waiting. If you have Talking Call Waiting, the name of the caller will follow the beep tone. The person you are talking to will not hear the name of the second caller. Instead, they will experience a pause of 1 to 2 seconds.
2. Press the receiver button once and release it. This puts your first call on hold and connects you to the second call.
3. To return to the first call, press the receiver button once and release it.

You may switch between calls as often as you want by repeating the steps above. If you’d prefer to end your first call before taking the second, hang up when you hear the Call Waiting tone. Your phone will ring with the second call.
To deactivate this feature before making a call:
1. PUSH *70 or dial 1170 on a rotary phone.
2. LISTEN for a dial tone.
3. DIAL the number you wish to call.
4. When you HANG UP, Call Waiting is reactivated automatically.

To deactivate this feature while on the phone:
1. PRESS the receiver button and release it quickly.
2. LISTEN for dial tone.
3. PUSH *70 or dial 1170 on a rotary phone.
4. PRESS the receiver button and release it. Continue with your original call.
5. When you HANG UP, Call Waiting is reactivated automatically.

Note: You must have Three-Way Calling to deactivate while on the phone. See our section on Three-Way Calling for more information.

Automatic Callback
It’s bound to happen. You rush for the phone and answer just as the caller hangs up. Now you can get the phone number of the last call, with the option to connect by dialing a simple code.

To return the last call you received:
1. PUSH *69 or dial 1169 on a rotary phone.
2. LISTEN to the phone number, time and date of the last missed call.
3. PRESS 1 to connect. If you don’t want to complete the call, just HANG UP.

When the line is busy, you’ll hear ringing and then a message that tells you the number is busy. Just hang up. If the number becomes free in the next 30 minutes, your phone will ring you back with a special ring. When you pick up, you’ll be put through to the party you called. (You can continue making and receiving calls during the callback period. Automatic Callback will ring back only if your line is free.)
To deactivate automatic callback requests:

1. **PUSH** *89 or dial **1189** on a rotary phone.
2. **LISTEN** for a recorded message to confirm your cancellation.

**Remember,** Automatic Callback returns the last incoming call you received, whether you answered the call or not. Use Repeat Dialing to return the last call you made.

*Automatic Callback may be available in your area for a pay-per-use charge.

**Note:** A recorded message will tell you that your call can’t be completed if the number exists in an area not served by Automatic Callback. For all calls placed using this service, local and long-distance charges may apply. For long-distance calls outside your service area, your long-distance carrier also must be equipped with this technology.

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**Three-Way Calling**
Adding a third person to your call saves time and keeps everyone up to date. Working out details is easier with everyone on the line, so you can set up schedules, compare notes and enjoy each other’s company—with one phone call!

**To add a third person to your call:**

1. **PRESS** the receiver button once.
2. **WAIT** for three short tones. Dial the number of the third person.
3. **WAIT** for an answer and then press the receiver button once to bring the first person back on line for the three-way call.

If the third person doesn’t answer or if the line is busy, press the receiver button twice to stop the ringing or busy signal. This will reconnect you to the first person.

**To drop the third person:**

1. **PRESS** the receiver button once. The third person is now disconnected.
Anonymous Call Rejection
Get rid of unwanted calls! With Anonymous Call Rejection, you can manage your incoming calls by intercepting a blocked call before it rings through to you. This convenient service activates whenever your Caller ID unit displays “blocked,” “private” or “anonymous.”

Instead of ringing through, the caller hears the following message:

“The party you are trying to reach does not accept calls from blocked numbers. Please hang up and call again without blocking your phone number.”

Call Forwarding
You’ll never miss a call when you’re away from home if you have it forwarded to another number—even a cellular phone! With Call Forwarding, you can keep in touch wherever you are without having to sit by your phone.

To forward calls to another number:
1. PUSH 72# or dial 72 on a rotary phone.
2. LISTEN for a dial tone.
3. DIAL the number designated to receive your forwarded calls.
4. LISTEN for two short tones, followed by ringing, to confirm your request.
Your Call Forwarding is activated once the called number is answered. If no one answers or the line is busy, repeat steps 1-4 to set up Call Forwarding.

To deactivate Call Forwarding:
1. PUSH 73# or dial 73 on a rotary phone.
2. LISTEN for two short tones to indicate that Call Forwarding is canceled.

An important reminder: you can’t answer calls from your home phone once you have activated this feature. To signal that Call Forwarding is activated, you’ll hear one short ring each time a call is forwarded.

Note: If you forward a call, additional local and long-distance charges may apply.

Repeat Dialing
There’s no need to keep dialing a busy number! Let your phone service dial that busy number for 30 minutes, so you still can make and receive other calls while waiting to be connected.

To automatically call back a busy number or to redial the last call you made:
1. PUSH *66 or dial 1166 on a rotary phone.
2. The number will be dialed automatically.

If the line is free, your call will be connected. If the line is busy, you’ll hear a recorded message. If the number you’re calling becomes free in the next 30 minutes, your phone will ring with a distinctive signal.

To cancel Repeat Dialing:
1. PUSH *86 or dial 1186 on a rotary phone.
2. LISTEN for a recorded message to confirm your cancellation.

Note: You may still make and receive calls during the time you’re waiting to be connected. If the number is in an area not served by Repeat Dialing, a recorded message tells you that your call can’t be made. Your long-distance carrier also must be equipped with this technology for long-distance calls outside your service area.

*Repeat Dialing may be available in your area for a pay-per-use charge.
Multi-Ring Service
Get one or two additional phone numbers* on your single phone line! Each number has a different telephone ring, so you’ll know if the call is for you or for others in your household. Each number has its own directory listing.

You’ll hear the following ring patterns with multi-ring service:
• One Long Ring. Main number
• Two Long Rings. First multi-ring number
• Two Short and One Long Ring. Second multi-ring number (if applicable)

Remember to wait until the full ringing pattern is complete before answering your phone so you know which number was dialed. Callers will hear normal ringing, no matter what number they dial.

Keep in mind that although you can have up to three telephone numbers, you have just one line and only one conversation can be held at any one time. To talk with two other parties at once, see our information on Three-Way Calling.

*In some areas, only one additional number is available.

Call Screening
Sometimes you just don’t want to receive certain phone calls. Call Screening provides privacy from those callers by allowing you to program your phone with the numbers that you don’t want to ring through. Callers hear a message that you don’t wish to receive calls.

To activate Call Screening:
1. PUSH *60 or dial 1160 on a rotary phone.
2. You’ll hear an announcement that gives the current status of the Call Screening list.
3. You’ll then hear step-by-step instructions on how to add to or remove numbers from your Call Screening list, and how to turn the service on or off.

After you have activated Call Screening, you will be given the following options:

Add a number to your list:
1. PUSH # or dial 12 on a rotary phone.
   Listen to prompts.
Remove a number from your list:
1. **PUSH** * or dial **11** on a rotary phone.
   Listen to prompts.

Or
1. **DIAL** **07** after the number you wish to remove is announced by the recording.

Screen the number of your last incoming call:
1. **PUSH** # or dial **12** on a rotary phone. Listen to prompts.

Additional tips
• **PUSH** **0** to hear previous instructions.
• **PUSH** **1** to hear the numbers on your list.

Note: Long-distance numbers or numbers outside the area served by Call Screening may not be screened.

Speed Calling
Save time by assigning a special code to frequently dialed numbers. This handy feature lets you touch just a few buttons instead of keying the entire phone number to get fast, accurate dialing.

With Speed Calling-8, you can have up to 8 numbers on your list, while Speed Calling-30 lets you store up to 30 numbers!

How to program Speed Calling-8:
1. **PUSH** **74**# or dial **74** on a rotary phone.
2. **LISTEN** for the dial tone.
3. **DIAL** the one-digit code (2 through 9) you have assigned for a particular phone number.
4. **DIAL** the number you wish to enter. You’ll hear two short tones to confirm your request.

How to program Speed Calling-30:
1. **PUSH** **75**# or dial **75** on a rotary phone.
2. **LISTEN** for the dial tone.
3. **DIAL** the two-digit code (20 through 49) you have assigned for a particular phone number.
4. **DIAL** the number you wish to enter. You’ll hear two short tones to confirm your request.

To change a number on your list, simply repeat steps 1 and 2 from the appropriate set of instructions above. Then dial the code of the phone number you wish to change, followed by the new number.
To place a call with Speed Calling:

1. **DIAL** the Speed Calling code (touch tone customers only).
2. **PUSH #**.

When entering a number requiring an area code, be sure to enter 1 plus the area code, followed by the number. Be sure to keep a list of the numbers and their codes near your phone for easy reference.

**Digital Subscriber Line (DSL)**

Ameritech.net SpeedPath™ DSL high-speed Internet service offers always-available Internet access and super-fast downloads. You can surf at speeds up to 20 times faster than a 28.8 Kbps modem,* so what used to take minutes to download can take only seconds. With DSL, you get increased bandwidth and a dedicated connection from your home to our serving central office.

With Ameritech.net SpeedPath DSL high-speed Internet service, in just one click you’re on the Internet. Best of all, it’s maintained and monitored by Ameritech 24 hours a day, seven days a week, to ensure you have the best service.

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Call **800-709-LINK (5465)** or visit our Web site at [www.ameritech.com](http://www.ameritech.com) to order or find out more about Ameritech.net SpeedPath DSL high-speed Internet service.

*Actual connection speeds will vary. Ameritech.net SpeedPath DSL Internet service provided by Ameritech Interactive Media Services, Inc., may not be available in some areas due to factors associated with DSL such as distance or line conditions.

**Lifeline**

Because telephone service is so important in today’s world, Ameritech believes everyone should have access to it. Ameritech offers Lifeline, a telephone service plan to make basic phone service even more affordable to low-income families and individuals.

Call **1-800-621-8650** in Michigan, **1-888-256-5378** in Illinois, **1-888-285-7983** in Indiana, **1-800-335-8721** in Ohio and **1-800-924-1000** in Wisconsin (**1-800-910-1030** in Spanish) to learn more about qualifying for this program.
**Additional Phone Lines**
Tired of waiting in line to talk on the phone? Additional phone lines make your life easier. If you have roommates, multiple lines make it easier to divide phone bills and access your messages. If you have a home office, they allow you to multi-task. And if you have kids, well, additional lines can keep everyone connected and happy. To order an additional line, call **1-800-2ND-LINE** (1-800-263-5463).

**SBC Calling Services Card**
The SBC Calling Services Card offers a 1-800 number for all your calls away from home. It is easy to use, convenient and avoids hidden charges from unknown phone companies when you are calling away from home. The calling card features an easy-to-remember card number (your home or office number) plus a four-digit PIN number (you can choose it yourself.) You can use your calling card to place a collect call, bill to a third number, to call home or around the world. Just dial **1-800-522-2020** and follow the simple voice instructions for all your calls away from home and receive low, per-minute rates. Best of all, you never need coins at pay phones, and all billing will appear on your monthly Ameritech telephone bill. To order a calling card, call **1-800-569-9100**.

**LINE-BACKER and PhoneProtect**
Ameritech Telephone Company handles millions of telephone calls each day. We handle these calls through our network, bringing you telephone service to your home or office. If something goes wrong with the network or outside wiring, we will repair it free of charge. However, if there is trouble with the inside wiring, jacks or the phone equipment in your home, you are responsible for the repairs. We want to help you avoid unexpected repair costs. That’s why Ameritech offers LINE-BACKER and PhoneProtect. If you subscribe to LINE-BACKER service to cover inside wiring and jacks in your home for a low monthly fee, we will diagnose the trouble and if the problem is with your inside wiring or jacks, we will repair the problem at no additional charge. If you subscribe to PhoneProtect, you get up to $400 annually in repairs and replacements of your eligible phones, equipment and Caller ID units. (Some limitations may apply.) For more information on these valuable services, please call your Ameritech representative at the number listed on your bill.
Pay-Per-Use Features
Simplify your life by managing your communications needs as they arise! If you don’t currently subscribe to Ameritech Automatic Callback, Repeat Dialing and Three-Way Calling—don’t worry! These services are already on your line, so you can use them whenever you want.

You just pay a standard fee each time you use one of these services. Charges may vary by state. Please refer to the previous pages for instructions on how to use these services.

Call your Ameritech service representative for more details. Not all services are available in all areas.

Call 800-709-LINK (5465).