

# GENERAL INFORMATION

## INTERCEPTION OF TELEPHONE COMMUNICATION

Section 1. No person, other than the parties to a telephone communication, or the users of the same telephone or radio-telephone circuit or channel, or a telephone company as defined by section 237.01 and its employees and agents, or the users of private branch exchange telephone services and their employees and agents, shall intercept any communication made by telephone.

Section 2. No person shall damage, tamper, or interfere with telephone apparatus; equipment or wires or make any connection, whether physically by induction, or otherwise with intent to intercept any telephone communication in violation of this act.

Section 3. No person shall divulge or publish the existence, contents, substance, purpose, purport, effect, or meaning of any information which he knows was obtained in violation of this act or use the same or any part thereof for his own benefit or for the benefit of another.

## CHANGE IN NUMBER

The Company reserves the right to change the subscriber's telephone number or designation at any time.

## TARIFFS

These are established in conformity with the requirements of the state or local regulatory body. Any information not made a part of this directory is available to individuals at the telephone office.

## USE OF FOREIGN EQUIPMENT

The Company is responsible for satisfactory service and it cannot therefore permit the use of any equipment or other apparatus by customers in connection with that furnished by the Company.

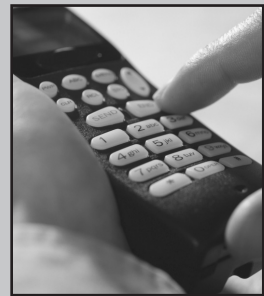
## DIRECTORIES

Directories are the property of the Telephone Company and are to be returned to the Telephone Company on request. No binder, holder, or auxiliary cover, except such as may be provided by, or with the consent of the Telephone Company, shall be used in connection with any directory furnished by the Telephone Company. The Telephone Company reserves the right to assign telephone numbers and lines and to make any changes when necessary.

No liability shall attach to or be assumed by the Company for any errors or omissions in the compiling, printing or distribution of its directories. In order that the directory record may contain correct listings at all times, notification of changes or errors should be given at once to the office.

## WOODSTOCK TELEPHONE COMPANY RUTHTON, MN

KENNETH KNUTH,  
PRESIDENT AND  
MANAGER



# EXTENDED AREA SERVICE

(DIAL DIRECT—NO TOLL CHARGE)

GARVIN	—TO CALL—	{ Tracy	} Dial 7-Digit Number in Directory
HOLLAND	—TO CALL—	{ Ruthton Pipestone	} Dial 7-Digit Number in Directory
RUTHTON	—TO CALL—	{ Holland Tyler Woodstock	} Dial 7-Digit Number in Directory
WOODSTOCK	—TO CALL—	{ Ruthton Pipestone	} Dial 7-Digit Number in Directory
RUSSELL	—TO CALL—	{ Marshall	} Dial 7-Digit Number in Directory



## **ANNOYANCE CALLS**

Use of the telephone or permitting another to use the telephone for the purpose of annoying any person is prohibited by law. The maximum penalty for violation is a fine of \$300 or 90 days imprisonment or both.

## **MINNESOTA TELEPHONE SERVICE DISCOUNT PLANS**

If your income is at or below 135 percent of the Federal Poverty Guidelines and if you are currently participating in any of the following programs: Medicaid/ Medical Assistance, Food Stamps/Food Support, Supplemental Security Income, Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Program's free lunch program, or Temporary Assistance for Needy Families, you may qualify for monthly Minnesota Telephone Assistance Plan (TAP) and Lifeline credits on your telephone bill. Please call Woodstock Telephone Company at 1-800-752-9397 for an application.

# **WARNING**

## **TO ALL TELEPHONE SUBSCRIBERS IN THE STATE OF MINNESOTA**

This law was signed by the Governor of Minnesota on April 10, 1961: (S.F.443) (614.75)

Chapter 240-Section 1. "Whoever telephones another person and addresses to such other person any lewd, lascivious or threatening words or language, or whoever anonymously telephones another person for the purpose of annoying, molesting or harassing such other person, or his or her family, shall be guilty of a misdemeanor.

Any offense committed by the use of a telephone as herein set out may be deemed to have been committed either at the place from which the telephone call or calls were made or at the place where the telephone call or calls were received."

## **TO ALL TELEPHONE SUBSCRIBERS IN THE STATE OF MINNESOTA**

In March of 1959, the Minnesota Legislature passed a law relating to the illegal use of credit cards and to prohibit obtaining long distance telephone service by illegal means. The provisions of the law are as follows:

Be it enacted by the Legislature of the State of Minnesota:

Section 1. Any person who shall obtain or attempt to obtain goods or services by using in person or by telephone, a credit card which was not lawfully issued to him for his use or by using a false, counterfeit, or nonexistent credit card, shall be guilty of a misdemeanor.

Section 2. Any person who shall obtain or attempt to obtain long distance telephone service by means of giving a false or nonexistent telephone number or by charging service to a telephone number without authority of the subscriber shall be guilty of a misdemeanor.

Fraudulent use of a credit card or telephone billing number to obtain long distance telephone service is prohibited by law. The maximum penalty for violation is a fine of \$5,000 or five years imprisonment or both.

## **YOU CAN NOW REGISTER TO BE ON THE "DO NOT CALL" LIST FOR TELEMARETERS**

Please call **1-800-921-4110** to register your telephone number so telemarketers will quit calling you. This process can take up to 3 months to complete, so do it as soon as possible. You can also do it on the Department Of Commerce web site at <http://www.commerce.state.mn.us/DNCWARN.htm>.

### **Federal Lifeline Credit**

You may qualify for a monthly Federal Lifeline Credit on your telephone bill if you are receiving benefits under one of the following programs:

Medicaid—Food Stamps—Supplemental Security Income—Federal Public Housing Assistance—Low Income Energy Assistance.

Residents of tribal lands, who are receiving benefits under one or more of the following programs or any of the programs listed above, will receive the tribal lifeline credit.

Bureau of Indian Affairs General Assistance—Tribal Administered Temporary Assistance for Needy Families—Head Start (only for those meeting its income qualifying standards)—National School Lunch Programs free lunch program—Federal Link-Up Program—Helps in costs of installing telephone service.

## DIALING A LOCAL CALL

1. **LOOK UP and JOT DOWN the number.**

Keep it in front of you as you dial.

2. **LISTEN for the DIAL TONE before you dial.**

3. **DIAL the TELEPHONE NUMBER.**

Be careful not to confuse the letter "O" with the number "0" (zero), or the letter "I" with the numeral "1".

### AFTER DIALING you may hear—

#### The Ringing Signal—

A soft "burr-r-ring" sound repeated at regular intervals means that the telephone you dialed is ringing. Give your party time to answer, about 10 rings, before you hang up.

#### The Busy Signal—

A steady "buzz-buzz-buzz" sound means the called line is in use. Hang up and call again later.

## DIRECTORY ASSISTANCE

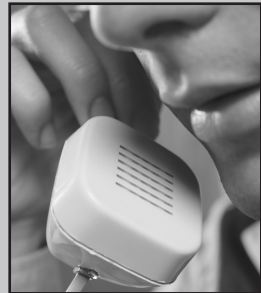
### How to call Directory Assistance

## 1 - 411

For the telephone numbers of businesses and people who have "800" numbers dial:

## 1 + 800 + 555-1212

If you receive an incorrect telephone number from directory assistance, you are entitled to a credit for that directory assistance charge. You must use the same dialing pattern to request the credit that you used to make the call. You may request up to three credits. You will need to inform the provider which listing was incorrect so that the correction can be made. A credit equal to the incorrect charge will appear on your bill.



### USE OF RESIDENCE TELEPHONES FOR BUSINESS PURPOSES

Residence Telephones are installed with the understanding that they will be used for normal social or domestic purposes.

A Residence Telephone will be charged to business service if used primarily or substantially for business purposes, or if the residence telephone number is advertised in connection with the sale of products or services and the subscriber has no business service elsewhere within our system.

**CAREFUL DIALING  
results in BETTER SERVICE**

- ALWAYS CONSULT THE MOST CURRENT DIRECTORY
- KEEP YOUR 'PERSONAL DIRECTORY' LIST CURRENT



## Having trouble using the telephone?

Minnesota Relay provides free and full telephone accessibility to anyone who is hard-of-hearing, deaf or speech-disabled.

Now it is easier than ever to make a Minnesota Relay call.

### Just dial 711.

#### TO MAKE A CALL

A Communication Assistant (CA) relays the phone conversation between a person who has hearing loss or a speech disability and a hearing person.

**MINNESOTA RELAY GENERAL:** 800-627-3529

**SPANISH RELAY:** 877-627-5448

**VOICE CARRY OVER DIRECT:** 877-627-3024

**2-LINE VOICE CARRY OVER:** 866-855-4611

**SPEECH-TO-SPEECH (STS):** 877-627-3848

**900 PAY CALLS:** 900-246-3323

**CAPTIONED TELEPHONE SERVICE (CapTel™):** If you wish to contact a person who uses a CapTel phone, dial: 877-243-2823.

**For detailed instructions:**

[www.commerce.state.mn.us](http://www.commerce.state.mn.us)>Minnesota Relay  
651-602-9005 or 800-657-3775

#### IMPORTANT INFORMATION

- Available 24 hours a day, 365 days a year.
- You can call next door or internationally.
- All calls are 100% confidential.
- There is no charge for using Minnesota Relay unless you call long distance.

**BILLING OPTIONS FOR LONG DISTANCE CALLS:**

- Direct
- Pre-paid calling card
- Collect
- Carrier calling card
- Third party billing

**EMERGENCY ASSISTANCE:** Call 911 direct. Using Minnesota Relay for emergency calls may delay the response to your call.

**FILING A COMPLAINT:** 800-657-3775 (voice/TTY). Provide the date and time of the Relay call, the CA's ID number and nature of your complaint. You may also file a Relay complaint with the Federal Communications Commission. 888-225-5322 (voice), 888-835-5322 (TTY) or [www.fcc.gov/cbg/complaints.html](http://www.fcc.gov/cbg/complaints.html).

#### SERVICES AVAILABLE

**TEXT TELEPHONE (TTY):** Allows a person who is deaf, hard-of-hearing, or speech-disabled to use a TTY to communicate with anyone using a standard telephone.

**STANDARD TELEPHONE:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard-of-hearing or speech-disabled.

**COMPUTER (ASCII):** Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

**HEARING CARRY OVER (HCO):** Allows a hearing person who has very limited or no speech capabilities to make a phone call. The HCO user types his/her conversation for the CA to read to the hearing person, and listens directly to the hearing person's response. Requires a special phone.

**VOICE CARRY OVER (VCO):** Allows a person who has difficulty hearing on the phone to voice conversations directly to a hearing person. The CA types the hearing person's response to the VCO user. Requires a special phone.

**2-LINE VOICE CARRY OVER (VCO):** Enhanced VCO offers more control and allows for interactive conversation. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Requires additional service and equipment.

**SPANISH RELAY:** The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

**SPEECH-TO-SPEECH (STS):** Allows a person whose speech may be difficult to understand to communicate over the phone with the help of a specially trained CA.

**900 PAY-PER-CALL SERVICES:** Allows a relay user to connect to any pay-per-call service.

**CAPTIONED TELEPHONE SERVICE (CAPTEL™):** CapTel phone required. CapTel allows a person who has hearing loss to receive word-for-word captions of phone conversations. The captions are displayed on the CapTel phone's display screen so the user can read the words while listening to the voice of the other party.

#### TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides specialized phone equipment at no charge to income eligible Minnesotans. Call 800-657-3663 or 888-206-6555 (TTY) for details or go to [www.tedprogram.org](http://www.tedprogram.org).

Services provided by: Minnesota Department of Commerce — Telecommunications Access Minnesota

## STATEMENT OF 900 PAY-PER-CALL RIGHTS

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This statement describes your rights under the federal Telephone Disclosure and Dispute Resolution Act with respect to telephone-billed purchases made using 900 pay-per-call services that are billed to you through your local telephone company. The procedure that you must use to notify your local telephone company of a billing error and the steps that we must take in response to your notice are as follows:

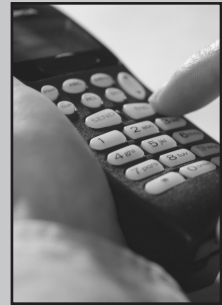
You may provide notice of billing error to your local telephone company by telephone or in writing. The notice must be given within 60 days of receipt of the disputed bill, or from the date the disputed services were delivered, whichever occurs later. If you write, you should:

- (1) Give us your name or the customer's name, and telephone number to which the charge was billed;
- (2) Tell us the date and amount of the error, the type of error you believe occurred;
- (3) Tell us why you believe it was an error.

If you orally communicate that a billing error has occurred, it is presumed that sufficient notice to initiate a billing review has occurred.

You have the right to withhold payment of any disputed amount pending completion of our billing review, and any action to collect any disputed amount by your local telephone company will be suspended pending completion of the billing review. The review will be completed within two billing cycles (two months) after your notice is received. You will not be charged for a billing review.

If it is determined that no billing error occurred, we will send you an explanation setting forth the reasons why it has been determined that there was no error. Your local telephone company will notify you in writing, normally with your billing statement, of the time when payment is due for the portion of the disputed amount that is determined not to be in error. Payment must be made in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made. The provider of the 900 service or your local telephone company may take action to collect the sum outstanding that is determined not to be the result of a billing error if you continue to withhold payment of the disputed amount once the billing review is completed.



# LONG DISTANCE CALLS AREA CODES FOR SOME CITIES

place	area code	place	area code	place	area code	place	area code	place	area code
<b>ALABAMA (AL)</b>		Marietta	404/470/678/770	Petoskey	231	<b>NORTH DAKOTA (ND)</b>		Moab	435
Birmingham	205	Perry	478	Saginaw	989	Bismarck*	701	Salt Lake City*	801
Decatur	256	Rome	706	Sault Ste. Marie	906	all other locations	701	<b>VERMONT (VT)</b>	
Huntsville	256	Savannah	912	Southfield	248	<b>OHIO (OH)</b>		Montpelier*	802
Mobile	251	404/470/678/770	Troy	248	Akron	234/330	all other locations	802	
Montgomery*	334	Vidalia	912	Warren	586	Cincinnati	283/513	<b>VIRGINIA (VA)</b>	
Tuscaloosa	205	<b>HAWAII (HI)</b>		Ypsilanti	734	Cleveland	216	Alexandria	571/703
<b>ALASKA (AK)</b>		Honolulu*	808	<b>MINNESOTA (MN)</b>		Columbus*	614	Arlington	703/571
Juneau*	907	all other locations	808	Alexandria	320	Lima	419/567	Bluefield	276
all other locations	907	<b>IDAHO (ID)</b>		Burnsville	952	Lorain	440	Harrisonburg	540
<b>ARIZONA (AZ)</b>		Boise*	208	Brainerd	218	Marietta	740	Norfolk	757
Flagstaff	928	all other locations	208	Duluth	218	Middletown	283/513	Richmond*	804
Glendale	623	<b>ILLINOIS (IL)</b>		Elk River	763	Springfield	937	Stanley	540
Peoria	623	Alton	618	Mankato	507	Toledo	419/567	Virginia Beach	757
Phoenix: west, northwest	623	Aurora	331/630	Minneapolis	612/763/952	Vermilion	440	Wytheville	276
Phoenix: central	602	Batavia	331/630	Monticello	763	Youngstown	234/330	<b>WASHINGTON (WA)</b>	
Phoenix: east, northeast	480	Champaign	217	Rochester	767	Zanesville	740	Bellingham	360/564
Scottsdale	480	Chicago Area:	224/312/464/708/773/847/872	St. Cloud	320	<b>OKLAHOMA (OK)</b>		Everett	425/564
Tucson	520	Cicero	464/708	St. Paul*	651	Edmond	405	Olympia*	360/564
Yuma	928	Galesburg	309	<b>MISSISSIPPI (MS)</b>		Enid	580	Seattle	206/564
<b>ARKANSAS (AR)</b>		Geneva	331/630	Biloxi	228	Lawton	580	Spokane	509
Fort Smith	479	La Salle	815	Greenville	662	Muskogee	905	Tacoma	253/564
Little Rock*	501	Mount Vernon	618	Jackson*	601	Oklahoma City*	405	Vancouver	360/564
Pine Bluff	870	Rockford	309	<b>MISSOURI (MO)</b>		Tulsa	918	Yakima	509
Texarkana	870	Springfield*	217	Chesterfield	636	<b>OREGON (OR)</b>		<b>WEST VIRGINIA (WV)</b>	
<b>CALIFORNIA (CA)</b>		Cheslerfield	636	Ashland	541	Charleston*	304	all other locations	304
Anaheim	714	Columbia	573	Eugene	541	<b>WISCONSIN (WI)</b>		Eau Claire	715
Bakersfield	805	Florissant	314/557	Portland	503/971	Fond Du Lac	920	Fond Du Lac	920
Burbank	818	Jefferson City*	573	Salem*	503/971	Green Bay	920	Greenfield	414
Chula Vista	619	Kansas City	816/975	<b>PENNSYLVANIA (PA)</b>		LaCrosse	608	Lancaster	608
Concord	925	Lebanon	417	Allentown	610/484	Madison*	608	Menomonee Falls	262
El Centro	760	Maryville	660	Altoona	814	Milwaukee	262	Racine	262
Eureka	707	St. Joseph	816/975	Erie	814	Wausau	715	<b>WYOMING (WY)</b>	
Fremont	530/510	St. Louis	314/557	Harrisburg*	717	Cheneyne*	307	all other locations	307
Fresno	559	Sedalia	660	Lancaster	717	<b>WIDE AREA TEL. SERVICE (WATS)</b>		800	822
Glendale	818	Springfield	617	New Castle	724/878	855	866	833	844
Irvine	949	Troy	636	Philadelphia	215/267/445	855	866	877	888
La Jolla	858	<b>MONTANA (MT)</b>		Pittsburgh	412/878	<b>CANADA</b>		<b>ALBERTA</b>	
Lompoc	805	Helena*	406	Reading	835/610/464	Calgary	403	Calgary	403
Long Beach	424/452	all other locations	406	Scranton	570	Edmonton	780	Edmonton	780
Los Angeles	213/310/323/818	<b>NEBRASKA (NE)</b>		Uniontown	724/878	<b>BRITISH COLUMBIA</b>		Kamloops	250
Modesto	209	Grand Island	308	Wilkes-Barre	717	Vancouver	778/604	<b>MANITOBA</b>	
Menlo Park	650	Lincoln	402	York	416	<b>NEW BRUNSWICK</b>		<b>NEW BRUNSWICK</b>	
Newport Beach	949	North Platte	402	<b>RHODE ISLAND (RI)</b>		<b>NEW FOUNDLAND</b>		<b>NEW FOUNDLAND</b>	
Oakland	530/510	Omaha	402	Providence*	401	<b>NOVA SCOTIA</b>		<b>NOVA SCOTIA</b>	
Ontario	909	Des Moines*	515	all other locations	401	<b>ONTARIO</b>		Hamilton	289/905
Palm Springs	760	Dubuque	563	<b>NEVADA (NV)</b>		London	519	London	519
Pasadena	626	Fairfield	641	Carson City*	775	North Bay	705	North Bay	705
Riverside	909	Mason City	641	Henderson	702	Ottawa	613	Ottawa	613
Sacramento*	916	Sioux City	712	Las Vegas	702	Thunder Bay	807	Thunder Bay	807
Salinas	831	<b>KANSAS (KS)</b>		Reno	775	Toronto (Metro)	647/416	<b>QUEBEC</b>	
San Bernardino	909	Dodge City	620	<b>NEW HAMPSHIRE (NH)</b>		Laval	450	Laval	450
San Diego	619	Kansas City	913	Concord*	603	Montreal	514	Montreal	514
San Francisco	415	Lawrence	785	all other locations	603	Quebec	418	Quebec	418
San Jose	408	Topeka*	316	<b>NEW JERSEY (NJ)</b>		Sherbrooke	819	Sherbrooke	819
San Mateo	650	Wichita	316	Atlantic City	609	<b>SASKATCHEWAN</b>		<b>SASKATCHEWAN</b>	
Santa Barbara	805	<b>KENTUCKY (KY)</b>		Camden	856	<b>PUERTO RICO</b>		<b>PUERTO RICO</b>	
Santa Cruz	831	Ashland	606	Elizabeth	908	American Samoa	684	American Samoa	684
Santa Monica	310	Bowling Green	270	Hackensack	201/551	<b>ANGUILLA</b>		<b>ANGUILLA</b>	
Santa Rosa	707	Frankfort*	502	Jersey City	201/551	ANTIGUA/ BARBUDA		ANTIGUA/ BARBUDA	
Stockton	209	Lexington	859	Lakewood	848/732	<b>BAHAMAS</b>		<b>BAHAMAS</b>	
Walnut Creek	925	Louisville	502	Monroeville	856	<b>BARBADOS</b>		<b>BARBADOS</b>	
<b>COLORADO (CO)</b>		Owensboro	270	New Brunswick	732/848	<b>BERMUDA</b>		<b>BERMUDA</b>	
Aspen	970	Richmond	859	Newark	973/862	<b>BRITISH VIRGIN ISLANDS</b>		<b>BRITISH VIRGIN ISLANDS</b>	
Aurora	720/303	Somerset	606	Paterson	973/862	<b>CAYMAN ISLANDS</b>		<b>CAYMAN ISLANDS</b>	
Colorado Springs	719	<b>LOUISIANA (LA)</b>		Pleinfeld	908	<b>DOMINICA</b>		<b>DOMINICA</b>	
Denver*	720/303	Alexandria	318	Trenton*	609	<b>DOMINICAN REPUBLIC</b>		<b>DOMINICAN REPUBLIC</b>	
Grand Junction	970	Baton Rouge*	337	<b>NEW MEXICO (NM)</b>		<b>GRENADA</b>		<b>GRENADA</b>	
Pueblo	719	De Ridder	337	Santa Fe*	505	<b>GUAM</b>		<b>GUAM</b>	
<b>CONNECTICUT (CT)</b>		Lafayette	985	all other locations	505	<b>JAMAICA</b>		<b>JAMAICA</b>	
Bridgeport	203/475	Metairie	504	<b>NEW YORK (NY)</b>		<b>MARIANA ISLANDS</b>		<b>MARIANA ISLANDS</b>	
Bristol	860/959	New Orleans	504	Batavia	585	<b>MIDWAY ISLANDS</b>		<b>MIDWAY ISLANDS</b>	
Hartford*	860/959	Shreveport	318	Binghamton	607	<b>MONTSERRAT</b>		<b>MONTSERRAT</b>	
New Haven	203/475	<b>MAINE (ME)</b>		Bronx	347/718/917	<b>NEVIS &amp; ST. KITTS</b>		<b>NEVIS &amp; ST. KITTS</b>	
<b>DELAWARE (DE)</b>		Augusta*	207	Buffalo	716	<b>ST. LUCIA</b>		<b>ST. LUCIA</b>	
Dover*	302	all other locations	207	Elmira	607	<b>ST. VINCENT &amp; THE GRENADINES</b>		<b>ST. VINCENT &amp; THE GRENADINES</b>	
all other locations	302	<b>MARYLAND (MD)</b>		Hicksville	516	<b>TRINIDAD &amp; TOBAGO</b>		<b>TRINIDAD &amp; TOBAGO</b>	
<b>DISTRICT OF COLUMBIA (DC)</b>		Annapolis*	443/410/667	Holbrook	631	<b>TURKS &amp; CAICOS</b>		<b>TURKS &amp; CAICOS</b>	
Washington	202	Baltimore	443/410/667	Newburgh	845	<b>US VIRGIN ISLANDS</b>		<b>US VIRGIN ISLANDS</b>	
<b>FLORIDA (FL)</b>		Cumberland	227/240/301	New Suffolk	631	<b>YUKON &amp; NORTHWEST TERRITORIES</b>		<b>YUKON &amp; NORTHWEST TERRITORIES</b>	
Boca Raton	561	Rockville	227/240/301	New York City	212/347/631/646/718/917				
Cocoa Beach	321	Salisbury	443/410/667	Peekskill	914				
Ft. Lauderdale	954/754	<b>MASSACHUSETTS (MA)</b>		Rochester	585				
Ft. Myers	239	Boston*	857/617	Staten Island	347/718/917				
Gainesville	352	Cambridge	857/617	Syracuse	315				
Jacksonville	904	Fitchburg	351/978	Troy	518				
Lake City	386	Needham	339/781	Watertown	315				
Lakeland	863	Peabody	351/978	White Plains	914				
Miami	305/786	Pittsfield	413	Yonkers	914				
Naples	239	Springfield	413	<b>NORTH CAROLINA (NC)</b>					
Ocala	352	Worcester	774/508	Asheville	828				
Orlando	407	<b>MICHIGAN (MI)</b>		Brevard	828				
Pensacola	850	Adrian	517	Charlotte	980/704				
St. Petersburg	727	Ann Arbor	734	Durham	919/984				
Sarasota	941	Dearborn	313	Fayetteville	910				
Tallahassee*	850	Detroit	313	Greensboro	336				
Tampa	813	Flint	810	Kinston	252				
Vero Beach	772	Grand Rapids	616	Raleigh*	919/984				
West Palm Beach	561	Kalamazoo	269	Rocky Mount	252				
<b>GEORGIA (GA)</b>		Lansing*	517	Wilmington	910				
Albany	229	Marquette	906	Winston-Salem	336				
Atlanta*	404/470/678/770	Midland	989						
Augusta	706	Muskegon	231						
Columbus	706								
Macon	478								



# WOODSTOCK TELEPHONE COMPANY FEATURES

## VOICE MAIL, CALLING FEATURES AND CLASS FEATURES

**WTC IS EXCITED TO OFFER A VARIETY OF NEW FEATURES THAT CAN BE PROGRAMMED ON YOUR TELEPHONE LINE, FOR INFORMATION ON PRICES, PACKAGES OR ADDITIONAL INSTRUCTIONS, CALL 1-800-752-9397.**



### CALL WAITING

A small beep signals that another person is trying to call you when you are on the telephone. A reminder tone will sound 10 seconds later. You can put one call on hold while handling the second call, or alternate between the two calls.

#### **To Use Call Waiting**

1. When you hear a beep tone, quickly press and release the switchhook on your telephone. Answer the second call.
2. To return to the first call or alternate between calls, quickly press and release the switchhook each time. Call Waiting does not enable you to speak to both parties at the same time.
3. You may also answer the waiting call by hanging up and waiting for the telephone to ring.
4. To cancel either call, simply hang up. When your telephone rings again, you'll be connected with the person who's still on the line.

#### **To Use Cancel Call Waiting**

To cancel Call Waiting press **\*70** before dialing. You will then be able to continue that call without an interruption. This will work on a **Per Call** basis only.

### CALL FORWARDING

Allows you to send your calls to another telephone number.

#### **To Use Call Forwarding**

1. Lift the receiver to get a dial tone, then push the **\*72** on your touch tone telephone (or dial 1172 on your rotary telephone).
2. When you hear a second dial tone, enter the number you want your calls forwarded to.
3. If the line is busy, or if no one answers the call, hang up and repeat steps 1 and 2. Three quick tones mean Call Forwarding is in effect.
4. To check that your calls will be forwarded, push **\*72** on your touch tone telephone (or dial 1172 on your rotary telephone). A busy signal tells you Call Forwarding is in effect.
5. To cancel Call Forwarding, push the **\*73**. Two quick tones followed by a dial tone means your calls are no longer being transferred (forwarded) to another number.

#### **More about Call Forwarding**

Call Forwarding is in effect until you cancel it (Step 5). You can still make outgoing calls from your telephone when Call Forwarding is on.

Your telephone will ring briefly, as a courtesy reminder, before a call is sent to the call forward destination.

Calls can be forwarded to long distance numbers. The long distance charges will be billed to **your** number.

### THREE-WAY CALLING

Allows you to talk to two different people at the same time, to add a second person to your call, or to put one call on hold and make a second call. This feature can be used for local or long distance calls.

# WOODSTOCK TELEPHONE COMPANY FEATURES

## THREE-WAY CALLING - cont'd

### To Use Three-Way Calling

1. Put your first call on hold by pressing the switchhook on your telephone for one second, release immediately. Your first party will then be on hold.
2. Wait for three beep tones and a dial tone. Make your second call.
3. When that person answers, firmly depress the switchhook to connect all three of you. You may talk privately with the second person before making the three-way connection.
4. If the third person's line is busy or there's no answer, depress the switchhook twice to return to the original call.
5. The first call will end when that person hangs up.
6. The second call will end when you push and then release the switchhook.
7. Both calls will end when you hang up.

## DISTINCTIVE RING

Allows your phone to have a ring that is distinctive to your line. (May be used if you have two lines coming in and you want them to have their own distinctive ring so you can tell what line is ringing.)

## TEEN LINE

Is not a separate line, but a Custom Calling feature with a separate number. When either number is in use, both numbers will ring busy unless Call Waiting or a special type of Call Forwarding is programmed on the line. The rings of the individual numbers will have a different tone. (May be used with a fax machine)

## SPEED CALLING

Allows you to reach 8 or 30 frequently called local or long distance numbers by just dialing one or two digits instead of the entire telephone number.

### To Program Your Phone For Speed Calling

1. Assign a code for each number on your list (i.e.: (2) for home (3) for office, etc.) If you have Speed Call 8, use codes numbered 2 through 9. For Speed Call 30, use codes numbered 20-49.
2. Next, push \*74 on your touch tone telephone (or dial 1174 on your rotary telephone) if you have Speed Call 8. For Speed Call 30, push \*75 on your touch tone telephone (or dial 1175 on your rotary telephone).
3. Listen for a second dial tone. Then dial the Speed Call code you've selected and the full telephone number that goes with it. (The programmed number must have at least seven digits.) Be sure to include the area code when dialing.
4. Two beeps tell you Speed Calling is working for that number.
5. Repeat these steps to add or change numbers.

### To Use Speed Calling

Push the \* and then the one- or two-digit code that goes with the number you want to call.

## VOICE MAIL, CALLING FEATURES AND CLASS FEATURES

**WTC IS EXCITED TO OFFER A VARIETY OF FEATURES THAT CAN BE PROGRAMMED ON YOUR TELEPHONE LINE, FOR INFORMATION ON PRICES, PACKAGES OR ADDITIONAL INSTRUCTIONS, CALL 1-800-752-9397.**



# WOODSTOCK TELEPHONE COMPANY FEATURES

## VOICE MAIL, CALLING FEATURES AND CLASS FEATURES

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### CUSTOMER ORIGINATED TRACE

Hang up after the harassing call-pick up the receiver again and press \*57 immediately. A recording will confirm that the call has been traced. Customers may contact the law enforcement agency to follow up the trace. You will be charged \$1.00 for each successful trace. This feature is already on your line and ready to use.

### LAST CALL RETURN - \*69

Allows you to call the last caller even if you couldn't answer in time.

#### To Use Last Call Return

1. Lift the handset and press \*69.
2. You will hear an announcement and if you wish to call that person back press 1 or hang up if you do not wish to return the call.

### CONTINUOUS REDIAL - \*66

Allows you to dial a code to have your phone continuously attempt to redial a busy number that you've tried to call. This feature is active for 30 minutes.

#### To Use Continuous Redial

1. Dial number and if busy hang up.
2. Press \*66.
3. Hang up – Your phone will keep trying the line for 30 minutes.
4. A distinctive ring alerts you if the line becomes free.
5. When you hear the ring lift the handset to automatically place the call.

#### To Cancel

1. Lift the handset and listen for the dial tone.
2. Press \*86.
3. Listen for announcement – Hang up.

### PRIVATE BLOCKING OPTIONS (no charge)

Allows you to protect your telephone number from being displayed to the person receiving your call.

#### To Use Per-Call Blocking

1. Lift the receiver and listen for the dial tone. Press \*67.
2. Dial the number you are calling as usual.

#### To Use Per-Line Blocking

1. Call Woodstock Telephone Company and subscribe to Private Line Blocking. All calls will then be blocked.
2. If you wish to unblock your calls on a per call basis – Lift handset and press \*82 and then dial the number you are calling as usual. The person you called will then be able to see your number.

### CALLER ID

Allows you to see the number of who is calling you before you answer the phone or who called when you were gone. You must have a Caller ID box or a Caller ID phone to use this feature.

#### To Use Caller ID

1. When you receive a call – wait until the first ring is complete before answering.
2. The telephone number of the person calling you, as well as the date and time, will appear on your display screen.

# WOODSTOCK TELEPHONE COMPANY FEATURES

## CALLER ID - cont'd

3. If you answer the call the number will remain on the screen until you or the caller hangs up. If you choose not to answer the call, the telephone number, date and time will be logged on your display.

## UNIDENTIFIED CALL REJECTION

Allows you to reject calls from callers who block their telephone numbers. This feature will be available at no charge to all subscribers upon request.

## TOLL RESTRICTION CODE

A feature to be used if you want to restrict who can make long distance calls from your telephone.

1. Lift the handset and listen for dial tone.
2. Press \*94 then enter your secret 4-digit restriction code.
3. Listen again for dial tone and proceed with dialing your long distance phone call entering the 1 – plus area code - plus number.

## VOICE MAIL

### Is An Easy To Use Alternative To Answering Machines

Voice Mail is programmed on your telephone line. It answers your calls and stores messages for you. There's no equipment to buy or tapes to rewind and you can retrieve your messages or change your greeting from anywhere! It will answer two or more calls at one time even if you're on the telephone. Call today for more information!

## VOICE MAIL BOX

### Getting Started

You now have Voice Mail on your phone. This will help you understand how to use it better.

We have set up a message for you.

Step 1: Call your Access Number: Ruth-ton-Holland-Woodstock – 658-1111, Garvin – 746-1111, Russell – 823-1111.

Step 2: Press # when you hear talking, enter your 4-digit temporary PIN: 1111 when asked.

You now have access to Message and Personal Options. You should record a greeting for your callers and change your Personal Identification Number (PIN) to protect your messages.

### Record Your Greeting

You can change your greeting at any time.

Follow steps 1 & 2 in Getting Started.

Then:

Press 4.....For personal options

Press 3.....To change greeting

Press 2.....To start recording

Record a greeting and press any key to stop recording. You can listen to your recording and re-record your greeting at any time. Change it daily to keep your callers informed. When you're done:

Press #.....To return to main menu

## VOICE MAIL, CALLING FEATURES AND CLASS FEATURES

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**VOICE MAIL,  
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# WOODSTOCK TELEPHONE COMPANY FEATURES

## **VOICE MAIL BOX - cont'd**

### Checking Your Messages

To check messages: Follow steps 1 & 2 in Getting Started.

Then:

Press 1 .....To hear messages

Press 2 .....To hear saved messages

### While Listening To A Message You Can:

Press 1 .....To save

Press 3 .....To erase

Press 4 .....Jump back 4 seconds

Press 5 .....Pause

Press 6 .....Skip ahead 4 seconds

Press 7 .....To replay the message

Press 8 .....Check the Time/Date it was received

Press # .....Quit

Remember: You must process the first message to be able to listen to the rest. You can Press "1" to save or "3" to Erase at any time during a message. The next message will automatically play.

### Changing Your PIN

You can change your four-digit PIN at anytime.

Follow steps 1 & 2 in Getting Started.

Then:

Press 4 .....For Personal Options

Press 1 .....To change PIN

Then follow the prompts to enter a new Personal Identification Number (PIN).

Press # .....To return to the Main Menu.

### Checking Your Messages From Another Phone

If you are away from home you may check your messages from any other phone. You must dial 1-507-658-3802. This is a long distance toll call. Then enter the user box number – which is your phone number, followed by your personal PIN # when asked. If you are calling from another Russell, Garvin, Ruthon, Holland or Woodstock phone please just dial 658-3802 – it is not long distance in our own exchanges.

### Voice Mail Box

REMEMBER: You can press a menu option at any time while you are logged into your voice mailbox. If you ever have a problem or panic **HANG UP AND TRY AGAIN**. Our voice mail is very friendly and patient. It reminds you of all the commands.

\*Change your PIN to keep messages private.

\*You must always act on the first message (save or erase) to get to the rest of the messages.

## **LOCAL DIAL AND DSL INTERNET**

We offer local internet. To subscribe to this service please call 1-800-752-9397 or 658-3830 for prices and details.