



Subscriber Features

900 Restriction (900RST)

900RST restricts access to 900 area code and 976-Office Code toll calls. It is activated or deactivated by the service provider.

Note

- This feature applies to outgoing calls.

Automatic Callback (AC)

AC enables the subscriber to automatically call back the last number dialed. If the called party is busy, the system continues to try to make the connection until both parties are idle. This feature is typically invoked after the initial dialing attempt leads to a busy signal. This feature is also known as "*66" and "repeat call."

Vertical Service Codes

- Activation code: *66 (to re-dial the last number)
- Deactivation code: *86 (terminate all current AC requests)

Notes

- This feature applies to outgoing calls.
- For BLHG members this feature can only be assigned if the member has a valid DN.
- If AC is performed to a number with ACR, that call is rejected by ACR if the called number is marked "private."
- Refer to the "Provisioning AC/AR" section of the *CSX Family - Provisioning Guide* for more information on the timers associated with this feature.

Anonymous Call Rejection (ACR)

ACR enables the subscriber to automatically block calls from parties whose DNs are marked "Private." When subscribed and activated, it routes incoming calls to an announcement if the calling party number is marked "Private."

Vertical Service Codes

- Activation code: *77
- Deactivation code: *87

Notes

- For individual BLHG members this feature can only be assigned if the member has a valid DN.
- ACR is applied before call forwarding, call waiting, and TEEN services.

Advanced Do Not Disturb (ADND)

A subscriber who tries to place a call to an idle subscriber, who has the ADND feature active, receives ADND intercept treatment. The calling subscriber can enter a PIN during this tone or announcement after the announcement or tone has ended. If this PIN matches the called subscriber's PIN, the ADND feature is overridden and the call is extended to the called subscriber.

The following two fields are provisioned on the **Subscriber Care** window:

- **ADND PIN** - This is the number that the calling subscriber enters. This is a required field. At dial tone or recall dial tone, the subscriber can enter the access code to modify the PIN code.
- **ADND PIN Length** - The maximum number of digits for the PIN. The valid values are **4** to **10**. The default value is **4**.

Vertical Service Codes

- Activation Code: *51
- Deactivation Code: *52
- Advanced Do Not Disturb PIN Change: *53

Note

- This feature takes precedence over AIN DND.

Automatic Recall (AR)

AR enables the subscriber to automatically call the last incoming number. If the called party is busy, the system continues to try to make the connection until both parties are idle. This feature is typically invoked after missing an incoming call or to resume the call to the last incoming party.

Vertical Service Codes

- Activation code: *69 followed by a 1 after the confirmation request

- Deactivation code: *89 (terminate all current AR requests)

Notes

- This feature applies to incoming calls.

- For BLHG members this feature can only be assigned if the member has a valid DN.

- If AR is performed to a number with ACR, that call is rejected by ACR if the called number is marked "private."

- Select the AR Activation Level. Valid values are:

- o **Level1** - This is the default value and indicates that the feature is activated as soon as the subscriber dials *69.

- o **Level2** - Selecting this value indicates that when the subscriber dials *69, the system plays an announcement containing the telephone to be called and asks the subscriber if they want to continue.

- Refer to the "Provisioning AC/AR" section of the *CSX Family - Provisioning Guide* for more information on the timers associated with this feature.

- **Basic Business Group (BBG)**

- The BBG feature is assigned to individual subscribers or BLHGs when a BBG is created using the **Basic Business Group** window. The BBG feature is then automatically assigned to all members and displays in the **Subscriber Care - Feature Administration** window for member subscribers. For more information about creating and administering a BBG, refer to the "Basic Business Group" section of the *CSX Family - Provisioning Guide*.

Call Forwarding Busy (CFBL)

CFBL enables the subscriber to forward incoming calls to another line when the subscriber's line is busy, up to a limit of five forwarding hops.

The **Courtesy Call** field is used to confirm a remote address when a customer activates the Call Forwarding feature through their telephone keypad. After the forwarded-to number is dialed, the

remote telephone rings after a small delay. This enables the originating caller to confirm that the call is going to the correct destination. Also, the person that is called can be informed of the forward-to calls.

If the forwarded call is not answered, the CSX Switching System starts a two-minute timer (for the Answer option and Answer with Confirmation Tone option) when the subscriber goes on-hook. If the subscriber goes off-hook, receives dial tone, dials an activation code, receives recall dial tone, and enters the same remote number before the timer expires, the CSX System will activate the feature and return a confirmation tone in the same way as for an activation without courtesy call.

The **Courtesy Call** options are as follows:

- **None** - No courtesy call (default)
- **Answer** - The subscriber dials the activation code, hears a stutter dial tone, then enters the forward-to number. The forward-to number rings. When the forward-to number answers, call forwarding is activated.
- **AnswerWithConfTone** - The subscriber dials activation code, hears a stutter dial tone, then enters the forward-to number. A confirmation tone is received. When the forward-to number answers, call forwarding is activated.
- **No Answer** - The subscriber dials activation code, hears a stutter dial tone, then enters the forward-to number. The forward-to number rings. When the forward-to number answers or does not answer, call forwarding is activated.
- **NoAnswerWithConfTone** - The subscriber dials activation code, hears a stutter dial tone, then enters the forward-to number. A confirmation tone is received. When the forward-to number answers or does not answer, call forwarding is activated.

The **Call Forwarding Limit** field is used to limit the number of simultaneously forwarded calls. The valid values are **No Limit** and **1 to 255**. The default value is **1**.

Vertical Service Codes

- **Activation code: *68** - After *68 is pressed, the subscriber hears a confirmation dial tone. The subscriber then enters the forward-to DN. If the forward-to DN is invalid or if CFBL is already activated, an announcement informs the subscriber.
- **Deactivation code: *88** - If CFBL is already deactivated, an announcement informs the subscriber.

Notes

- For BLHG members, this feature can only be assigned if the member has a valid DN.
- The subscriber must specify the DN of the remote station in the activation procedure before the calls are redirected.
- CFBL cannot be activated to forward calls to N11, 0+, and international numbers.

The following are the subfeature variations of the Call Forwarding Busy feature. These subfeatures are only available when the **Business group III** feature key is installed and enabled (have a check mark in the box to the left) on the Copper Controller GUI **Feature List** window.

- CFBLIG - Call Forwarding Busy - Intra-Group Only
- **CFBLIO** - Call Forwarding Busy - Incoming Only
- CFBLIOIG - Call Forwarding Busy - Incoming Only - Intra-Group Only
- CFBLF - Call Forwarding Busy - Fixed
- CFBLFIG - Call Forwarding Busy - Fixed - Intra-Group Only
- CFBLFIO - Call Forwarding Busy - Fixed - Incoming Only
- CFBLFIOIG - Call Forwarding Busy - Fixed - Incoming Only - Intra-Group Only

For more detailed descriptions about the CFBL subfeatures, refer to Business Group Call Forwarding Busy (BGCFL).

Call Forwarding Don't Answer (CFDA)

CFDA is a subfeature of Call Forwarding. This feature enables the subscriber to redirect incoming calls to another line if the subscriber's line is not answered after a predetermined number of rings. The ring count is set when the feature is assigned to a subscriber.

The **Don't Answer Ring Cycles** field indicates the number of rings to let the base station ring before a call is redirected to another line. The valid values are **3** to **8**. The default value is **3**.

The **Courtesy Call** field is used to confirm a remote address when a customer activates the Call Forwarding feature through their telephone keypad. For more information about the **Courtesy Call** option, refer to the description under Call Forwarding Busy (CFBL).

The **Call Forwarding Limit** field is used to limit the number of simultaneously forwarded calls. The valid values are **No Limit** and **1** to **255**. The default value is **1**.

Vertical Service Codes

- Activation code: *92 - After *92 is pressed, the subscriber hears a confirmation dial tone. The subscriber then enters the forward-to DN. If the forward-to DN is invalid or if CFDA is already activated, an announcement informs the subscriber.
- Deactivation code: *93 - If CFDA is already deactivated, an announcement informs the subscriber.

Notes

- For BLHG members this feature can only be assigned if the member has a valid DN.
- The subscriber must specify the DN of the remote station in the activation procedure before the calls are redirected.

- CFDA cannot be activated to forward calls to N11, 0+, and international numbers.

The following are the subfeature variations of the Call Forwarding Don't Answer feature. These subfeatures are only available when the **Business group III** feature key is installed and enabled (have a check mark in the box to the left) on the Copper Controller GUI **Feature List** window.

- **CFDAIG** - Call Forwarding Don't Answer - Intra-Group Only
- **CFDAIO** - Call Forwarding Don't Answer - Incoming Only
- **CFDAIOIG** - Call Forwarding Don't Answer - Incoming Only - Intra-Group Only
- **CFDAF** - Call Forwarding Don't Answer - Fixed
- **CFDAFIG** - Call Forwarding Don't Answer - Fixed - Intra-Group Only
- **CFDAFIO** - Call Forwarding Don't Answer - Fixed - Incoming Only
- **CFDAFIOIG** - Call Forwarding Don't Answer - Fixed - Incoming Only - Intra-Group Only

For more detailed descriptions about the CFD subfeatures, refer to Business Group Call Forwarding Don't Answer (BGCFDA).

Call Forwarding Variable (CFV)

CFV is a subfeature of Call Forwarding. This feature enables the subscriber to redirect incoming calls to another line regardless of the status (busy or idle) of the subscriber's line. When the call forwarding variable feature is activated, the subscriber's line, if idle, receives a ring reminder when a call has been forwarded. The subscriber cannot answer calls at the base station while CFV is active, but can originate calls.

The **Courtesy Call** field is used to confirm a remote address when a customer activates the Call Forwarding feature through their telephone keypad. For more information about the **Courtesy Call** option, refer to the description under Call Forwarding Busy (CFBL).

The **Call Forwarding Limit** field is used to limit the number of simultaneously forwarded calls. The valid values are **No Limit** and **1** to **255**. The default value is **1**.

Vertical Service Codes

- Activation code: *72 - After *72 is pressed, the subscriber hears a confirmation dial tone. The subscriber then enters the forward-to DN. If the forward-to DN is invalid or if CFV is already activated, an announcement informs the subscriber.
- Deactivation code: *73 - If CFV is already deactivated, an announcement informs the subscriber.

Notes

- For individual BLHG members this feature can only be assigned if the member has a valid DN.
- The subscriber must specify the DN of the remote station in the activation procedure.

- CFV cannot be activated to forward calls to N11, 0+, and international numbers.

The following are the subfeature variations of the Call Forwarding Variable feature. These subfeatures are only available when the **Business group III** feature key is installed and enabled (have a check mark in the box to the left) on the Copper Controller GUI **Feature List** window.

- **CFVIG** - Call Forwarding Variable - Intra-Group Only
- **CFVIO** - Call Forwarding Variable - Incoming Only
- **CFVIOIG** - Call Forwarding Variable - Incoming Only - Intra-Group Only
- **CFVF** - Call Forwarding Variable - Fixed
- **CFVFIG** - Call Forwarding Variable - Fixed - Intra-Group Only
- **CFVFIO** - Call Forwarding Variable - Fixed - Incoming Only
- **CFVFIOIG** - Call Forwarding Variable - Fixed - Incoming Only - Intra-Group Only

For more detailed descriptions about the CFV subfeatures, refer to Business Group Call Forwarding Variable (BGCFV).

Call Hold (CHD)

CHD enables the subscriber (calling party or called party) to place an active call on hold to activate another feature, such as placing a call or answering another station's call. When the other feature is completed, the subscriber can re-establish communications with the held party.

The subscriber can invoke the CHD feature by performing a hook-flash and dialing the CHD activation code. If the dialed activation code is valid, the subscriber hears a confirmation tone as an indication of successful feature activation. The subscriber can then perform another task such as placing a call, invoking features, or retrieving the held party.

The subscriber can toggle between the held or non-held parties by performing a hook-flash and dialing the CHD access code. The subscriber hears a confirmation tone as an indication of successful feature activation and a voice path is established with the held party.

Vertical Service Code

- Activation code: *96

Notes

- The CHD feature cannot be used while connected to 911, the operator, or a conference call.
- CHD and AC/AR can be assigned to the same line and AC/AR can be activated while holding another station using CHD. If the called line is busy upon AC or AR activation, then call completion is attempted after the called station is idle (has disconnected from the existing call).
- CHD re-ring takes precedence over AC or AR special re-ring.

- A call on hard hold cannot be transferred (CT).
- A Nuisance Call (NC) subscriber can place an outgoing call on hold but not an incoming call.
- The subscriber may form a Three-Way Call (TWC) with a third party while the second party is on hard hold. The subscriber cannot toggle between the TWC and the party on hard hold. A hook-flash drops the third call leg of the TWC. CHD cannot be invoked from a line engaged in a TWC.

Caller Identification (CID)

CID forwards the calling party's DN, name, date, and time to the subscriber line during the ringing cycle, if the calling party has not blocked the delivery of their calling identify.

Notes

- This feature applies to incoming calls.
- CID is activated when subscribed and deactivated when unsubscribed.
- CID cannot be subscribed if the subscriber has Calling Number Delivery (CND).

Caller Identification on Call Waiting (CIDCW)

This is a Caller ID (CID) service that enables the subscriber, while on a call, to receive calling party CID or Calling Number Delivery (CND) information. CND or CID must also be assigned for this feature to work.

Note

- For BLHG members this feature can only be assigned if the member has a valid DN.

Calling Identity Delivery/Suppression (CIDS)

CIDS controls the delivery of caller ID on a per-call basis. This feature is activated to make an anonymous call and is deactivated to show the calling ID again.

Vertical Service Codes

- Activation code: *67 (when provided with the recall dial tone, the subscriber enters the number to call. The subscriber's name and number are not delivered to the called party).

Those subscribers that have calling identity delivery restricted (**CPN Presentation** field set to **Restricted**) can override the feature on a per-call basis.

- Deactivation code: *82 (when provided with the recall dial tone, the subscriber enters the number to call. The subscriber's name and number are displayed to the called party, providing the called party has subscribed to Caller Identity Delivery (CID).

Note

- This feature applies to outgoing calls.

Calling Number Delivery (CND)

CND enables the subscribers to receive a calling party's DN during the ringing cycle, if the calling party has not blocked the delivery of the calling party number.

Note

- This feature cannot be subscribed if the subscriber has CID.

Call Transfer (CT)

CT is similar to TWC except when the originating subscriber disconnects, the call gets transferred between the two remaining parties. The feature can also enable a quick conference by enabling the subscriber to dial an add-on party and hook-flash before the party answers.

By performing a hook-flash the subscriber can:

- Add a new party to a call and transfer the current call to another subscriber, by disconnecting before or after the add-on party answers.
- Add a new party to a call and execute a hook-flash to make a three-way conference.

Note

- This feature cannot be subscribed if the subscriber has TWC.

Call Waiting Operation (CW)

CW is a feature that enables the subscriber to know there is an incoming call while they are on the line. The subscriber receives an audible tone (that only the subscriber can hear) and the calling party receives audible ringing. The subscriber may answer the new call by one of two methods:

1. The subscriber can hook-flash, placing the original call on hold and answer the new call.
2. The subscriber can hang up. The telephone rings and the subscriber can pick it up.

Vertical Service Code

- Activation code: none (this feature is always active when subscribed).
- Deactivation code: *70 (entered before placing the call. Call Waiting is automatically restored when the call is completed).

Notes

- For BLHG members this feature can only be assigned if the member has a valid DN.
- Call Waiting is active when assigned to the subscriber.
- Call Waiting has precedence when both CW and Call Forwarding Busy Line (CFBL) are assigned.

Denied Termination (DENTERM)

DENTERM prevents the subscriber from receiving calls (except for emergency ring back or Traffic Service Position System).

Notes

- This feature applies to terminating calls.
- For BLHG members this feature can only be assigned if the member has a valid DN.
- To block both incoming and outgoing calls, use the Station Suspend (STASUSPEND) feature.

Denied Origination (DORIG)

DORIG prevents the subscriber from placing calls (except 611 and 911).

Notes

- This feature applies to originating calls.
- To block both incoming and outgoing calls, use the Station Suspend (STASUSPEND) feature.

Enhanced Telemarketing Do Not Disturb (ENHTELEMARKETINGDND)

Enhanced Telemarketing Do Not Disturb (ENHTELEMARKETINGDND), also called Telemarketing Do Not Disturb (DND) with Screening, is an enhanced version of the basic Telemarketing Do Not Disturb, providing subscribers an alternative method of handling telemarketing calls. Only calls that have calling numbers that are available and allowed to be present are connected to the subscriber line without receiving an intercept announcement.

When Enhanced Telemarketing Do Not Disturb service is active on a subscriber line, incoming calls with blocked, unavailable, or private calling numbers are routed to an announcement stating that the line does not accept calls from Telemarketers, and the caller must press **1** to be connected. If the caller presses **1**, the call is completed to the line normally. If the caller enters any other digit, the caller receives a busy tone.

To activate or deactivate Enhanced Telemarketing Do Not Disturb service, the subscriber goes off hook, receives a dial tone, and then dials the activation or deactivation code.

Vertical Service Codes

- Activation code: *78
- Deactivation code: *79

Note

- This service can be assigned to residential, business, ANI, and virtual subscribers on the CSX System.
- The Enhanced Telemarketing Do Not Disturb and the basic Telemarketing Do Not Disturb are mutually exclusive and cannot be assigned to the same line.

Public Feature Code (FCD)

This Advanced Intelligent Network (AIN) trigger is supported for subscribers on the CSX System by the Innovative Systems Application Peripheral (AP). The CSX System encounters the Public Feature Code (FCD) trigger when it receives a vertical service code (for example, *XX) from the system. Although several vertical service codes may cause the FCD trigger, the CSX System does not differentiate between the codes by subscription (for example, *46, *53, and *58 cause the trigger for all subscribers).

The following two fields are provisioned on the **Subscriber Care** window:

- **SCP Name1** - This is the primary destination point code name for the FCD trigger. Click the **SCP Wizard** icon to go to the **SCP Wizard window**. Select the SCP name from the drop-down field. This is a required field.
- **SCP Name2** - This is the secondary primary destination point code name for the FCD trigger. Click the **SCP Wizard** icon to go to the **SCP Wizard window**. Select the SCP name from the drop-down field. This SCP is used when the primary SCP is restricted or the link is down. This is an optional field.

The Feature Code SCP Query must also be configured. From the Provisioning menu, click **Advanced Intelligent Network** in the **Applications** section. Click **Point Code Configuration > FC Point Code Configuration** window to access the **Applications > Feature Code SCP Query** window.

In addition, the Public Feature Code trigger is configured. From the Provisioning menu, click **Advanced Intelligent Network** in the **Applications** section. Click **Public Feature Code Configuration** to access the **Application > Public Feature Code** window.

The **AIN Trigger** value must be **true** on the **edit - Advanced Intelligent Network** window for the FCD trigger (as well as all AIN triggers) to work.

Flex ANI II Digits (FLEXANI)

A line with this feature will have the FANI class mark and be assigned the two ANI II digits entered in the **ANI II Digits** field.

Notes

- This feature applies to outgoing calls.
- Standardized ANI II Digits are maintained by the North American Numbering Plan Administration (NANPA).
- This feature can also be applied to trunk groups using the **ANI II Digits** field on the **Trunk Group** window for PRI and E&M trunks.

Family Time (FT)

This feature enables a subscriber to have scheduled Selective Call Acceptance (SCA) and/or Selective Call Forwarding (SCF) to be activated at specific days in a week and within a specific time of a day. FT features can be assigned to the primary DN and secondary DNs. The schedule for Family Time can be modified at any time through the **Subscriber Care** window or the **Subscriber Self-Care** Web portal.

The following fields can be modified on the **Subscriber Care** window:

- **FT SCA List** - The FT Selective Call Acceptance list enables the subscriber to receive calls only from those DNs in the **Phone Number List**.
- **FT SCF List** - The FT Selective Call Forwarding list enables the call to be forwarded only if it matches the DN in the **Phone Number List**.
- **FT Release Type** - Select either an announcement or forward-to DN for the release treatment of the call when the caller is not in either the FT SCA list or FT SCF list. The normal release processing to an announcement is similar to the SCA and SCF features. The second option is to forward-to a specific DN, such as a voice mail DN. If a forward-to DN is selected, then enter the number in the **Release Forward To DN** field.
- **Release Forward To DN** - The DN to which calls are forwarded, for the release treatment, when the caller is not in either the subscriber's FT SCA list or FT SCF list.
- **FT Forward Number** - The DN to which the subscriber redirects incoming calls for the FT SCF feature. The subscriber can redirect incoming calls to another line regardless of the status (busy or idle) of the subscriber's line. When the FT SCF feature is activated, the subscriber's line, if idle, receives a ring reminder when a call has been forwarded.
- **Call Forwarding Limit** - This is used to limit the number of simultaneously forwarded calls. The valid values are **No Limit** and **1 to 255**. The default value is **1**.
- **FT Time Schedule** - The start and end dates and times are added and modified on the FT Feature Schedule. Weekly and daily time period schedules can also be set. The default schedule is the current date and time. Note that a single FT schedule is valid for both the FT SCA and FT SCF features. Refer to the Feature Schedule for more information.

Refer to the SLE Keypad Option for more information about how subscribers manage their private DN lists (**Phone Number List**) through Screen List Editing (SLE). Refer to the GUI SLE Wizard for more information about how the switch administrator manages the **Phone Number List** through SLE.

Vertical Service Codes

- Activation code: *64 or through the menu
- Deactivation code: *84 or through the menu

Notes

- The Family Time feature key must be installed and must be listed as enabled (have a check mark in the box to the left) on the Copper Controller GUI **Feature List** window. For information on accessing and using the **Feature List** window, refer to the "Feature Configuration" section of the *CSX Family - Provisioning Guide*.
- This feature is mutually exclusive with the SCA and SCF features.
- This feature can only be activated when the **FT SCA Phone Number List** or the **FT SCF Phone Number List** has at least one entry.
- For FT SCF, a **FT Forward Number** must be specified.
- This feature can only be activated when the **FT Feature Schedule** has a start date and time.
- When the FT feature is deactivated, the time schedule, screening list entries, and forward-to DN is not removed.
- The FT feature has the same priority as the SCA feature.

Feature Schedule

The **Feature Schedule** (which is also called a Time Schedule) is used for the Family Time (FT SCA and FT SCF), Night Service (NS), and Schedule Percentage Routing (PERCENTAGEROUTING) features. The schedule is created after the feature has been added.

Perform the following steps to build a Feature Schedule:

1. Click **Modify** next to the **Time Schedule** field to access the Feature Schedule (as shown in the following example). The following **FT Feature Schedule** example is for the Family Time feature. However, the **NS Feature Schedule** and **PERCENTAGEROUTING Feature Schedule** functionality for the Night Service and Schedule Percentage Routing features are the same. (Click **Modify** next to the **Percentage Routing Schedule** field to access the Feature Schedule for the Schedule Percentage Routing feature.)

Figure B-1 Modify FT Feature Schedule Example

2. Select the **START DATE** (required) and the **END DATE** (not required) from the calendars. These dates specify when the Family Time feature should become activated, and when the feature should be

deactivated. The default **START DATE** is the current date. If no time periods are specified, the schedule is active from the start date to the end date.

Note that the **END DATE** can be left blank. However, the **End Time** is required if the **END DATE** is specified. To enter the **START DATE** and **END DATE** from the calendars, perform the following:

- o Select the Month from the drop-down field.

- o Select the Year from the drop-down field.

- o Click the Day in the calendar.

3. Select the **Start Time** (required) and **End Time** (only required if an **END DATE** is specified) from the drop-down fields for the FT Feature Schedule. The valid values are **NONE** through **23:45** (11:45 p.m.) for both fields, which use the 24-hour (military time) clock. The default **Start Time** is the current time rounded to the nearest hour. Times can be selected in 15-minute intervals.

Notice that the dates and times entered display in the **START DATE, START TIME, END DATE,** and **END TIME** fields above the Time Periods section in the schedule.

4. To create a schedule for specific times, select either **Daily** for all seven days or a specific day of the week from the **Weekly/Daily Time Schedule** drop-down field.

5. Click **Add**.

6. Enter the **Start Time** and **End Time** for the time period in the hh.mm format. The valid values are **00:00** through **23:59** (11:59 p.m.) for both fields, which use the 24-hour (military time) clock.

7. Click **Assign**.

8. Click **OK** to confirm the addition.

9. Repeat the process for up to seven time periods. Each added time period is given the next consecutive number.

10. Verify that all information is correct and click **Schedule**.

11. Click **OK** to confirm that the operation was successful.

12. Click **Active** on the **FT Feature Schedule** window to activate the **Time Schedule**.

13. Click **OK** to confirm the time schedule is active.

14. Click **OK** on the successful operation window. The following example shows that schedules were created for six time periods:

Figure B-2 Modify FT Feature Schedule with Entries Example

15. Click **Activate** on the **Feature Administration** window in **Subscriber Care** to turn on the Family Time feature.

Perform the following steps to modify a Feature Schedule:

1. Click **Modify** for the **FT Time Schedule** field to access the **FT Feature Schedule** window.
2. If the time(s) for the entire Feature Schedule is to change, update the calendar for the **START DATE, END DATE, Start Time, and End Time**.
3. If an individual Time Period is to change, click the radio button for the **Time Period** that is being changed. The corresponding **Schedule** is highlighted in gray.
4. Click **Modify**.
5. For the **Weekly/Daily Time Schedule**, enter the new **Start Time** and **End Time**. Then click **OK**.
6. Click **OK** to confirm the change.
7. Repeat the process for every time period to be changed.
8. Click **Schedule**.
9. Click **OK** to confirm that the operation was successful.

Perform the following steps to delete a time period from a Feature Schedule:

1. Click **Modify** for the **FT Time Schedule** field to access the **FT Feature Schedule** window.
2. Click the radio button for the **Time Period** that is being deleted. The corresponding **Schedule** is highlighted in gray.
3. Click **Delete**. The schedule for the specified time period is deleted.
4. Repeat the process for every time period to be deleted.
5. Click **Schedule**.
6. Click **OK** to confirm that the operation was successful.

Notes

- Click **Reset** to undo all changes that were made before **Schedule** was clicked.

Hot Line Feature (HL)

HL automatically places a call to a specified DN as soon as the subscriber's telephone goes off-hook. If this feature is selected, enter the number to call in the **Hot Line DN** field on the **Subscriber Care** window.

Valid DNs are: 7- or 10-digit number, 0 or 1 plus 7- or 10-digit number, 01 or 011 plus 7- or 10-digit number, or N11 (service code such as 911).

Notes

- This feature applies to originating calls.
- This feature should not be assigned if the subscriber also has Warm Line (WL).
- The number entered into the **Hot Line DN** field must be a valid DN.

Music On Hold (MOH)

This feature provides music or announcements to calls placed on hold by the Call Hold (CHD) or Call Park (CPRK) features. While on hold, the held or parked party hears the music or announcements until the person hangs up or is taken off hold.

In the CSX Switching System, lines dedicated for a MOH audio source are treated as special subscriber lines and normally have either none or limited custom calling features. These lines are allowed to stay off-hook permanently without being placed in a permanent signal state. The audio source is connected to a MOH source line at the customer premise to facilitate customized audio.

To assign a MOH source line, which can be a GR-303 or FXO line, go to the **Subscriber** window and select **MOH Line** from the **Line Type** drop-down field. For more information, refer to the "To Create GR-303 Subscribers" and the "To Create FXO Subscribers" sections of the *CSX Family - Provisioning Guide*.

Note that a subscriber can have both a group-based and line-based MOH DN. Both MOH DNs are displayed on the Subscriber Care window, but only the line-based DN can be removed from the window (that is, the group-based DN is removed from the BBG window). Also, the line-based MOH DN takes precedence over the group-based MOH DN.

MOH can be assigned on a group basis to all the subscribers of a BBG that have the Call Hold or Call Park features already subscribed. When assigning the MOH feature on a group basis through the BBG windows, select the DN from the wizard for the **MOH Line DN** field to indicate where the MOH source is provided. For more information, refer to the "Adding a Basic Business Group (BBG)" section of the *CSX Family - Provisioning Guide*.

When MOH is subscribed from the **Subscriber Care Feature Administration** window, enter a MOH DN in the **Music On Hold Line DN** field to indicate the line where the MOH source is provided.

Notes

- It is recommended that the Station Suspend (STASUSPEND) feature be assigned to a MOH line.
- MOH can only be assigned to a POTS subscriber if they subscribe to Call Hold. MOH can only be assigned to a BBG subscriber if they subscribe to either the Call Hold or Call Park feature, or both.
- Once subscribed to a line, this feature is auto-enabled on that line without requiring activation/deactivation codes.
- The CSX System allows multiple calls to be simultaneously connected to a single MOH line dedicated for music on hold.

Multiple PIC (MULTIPIC)

Use the MultiPIC feature to assign multiple Primary Interexchange Carriers (PICs) for the different routing types. Refer to the "Assigning Carriers" section of the *CSX Family - Provisioning Guide* for more information on the PICs used by the system. If MULTIPIC is selected on the **Subscriber Care** window, enter a valid PIC for one or more of the routing types in the associated fields.

- **InterLata Operator PIC**
- **IntraLata PIC**
- **InterLata PIC**
- **International PIC**
- **IntraLata Operator PIC**
- **International Operator PIC**

Routing Based on PIC Entries

Refer to the following table for a description of carrier selection based on PIC entries and system processing:

Sequence	Type of Call	How the System Routes based on PIC Entry
1	Direct-dialed IntraLATA Free	a. Use IntraLATA PIC if assigned b. Use default routing
2	Direct-dialed IntraLATA Toll	a. Use IntraLATA PIC if assigned b. Use default routing
3	IntraLATA Operator Assistance	a. Use IntraLATA Operator PIC if assigned

		b. Use IntraLATA PIC if assigned c. Use default routing
4	Direct-dialed InterLATA (1+)	a. Use InterLATA PIC if assigned b. Use default routing
5	InterLATA Operator Assistance	a. Use InterLATA Operator PIC if assigned b. Use InterLATA PIC if assigned c. Use default routing
6	Direct-dialed International (011+)	a. Use International PIC if assigned b. Use InterLATA PIC if assigned c. Use default routing
7	International Operator Assistance	a. Use International Operator PIC if assigned b. Use International PIC if assigned c. Use InterLATA Operator PIC if assigned d. Use InterLATA PIC if assigned e. Use default routing

Note

- This feature applies to originating calls.

Nuisance Call (NC)

This feature logs the subscriber's originating and terminating calls in the Nuisance Log file. Refer to the "Nuisance Log" section in the "Log" chapter of the *CSX Family - Maintenance and Troubleshooting Guide* for information on viewing the log file.

To send an e-mail (with the trace information) when the subscriber receives an incoming call, on the **Subscriber Care** window:

1. Select **Yes** in the **Email Notification** field.
2. Enter the recipient's e-mail address in the **Send To Email Address** field. The address entered must be a valid address for a user provisioned in the system. Refer to *CSX Family - Maintenance and Troubleshooting Guide*, "User Administration" for more information about user's e-mail addresses.

3. Enter the sender's address in the **Send From Email Address** field. The format must be the same as your company's regular e-mail addresses. For example, for CopperCom it would be "nuisance_call@coppercom.com." Note that it does not have to be a valid address; just the format has to be correct.

Notes

- This feature applies to terminating calls.
- For BLHG members this feature can only be assigned if the member has a valid DN.

Night Service (NS)

This feature is a scheduled version of the Call Forwarding Variable (CFV) feature. Night Service enables the subscriber to redirect incoming calls to another line if the current time falls within the schedule of this feature. The NS feature can only be activated when the forward-to number is specified. The feature can be assigned to primary DN and secondary DNs. NS is primarily used by business customers.

The following fields can be modified on the **Subscriber Care** window (after the NS feature has been added):

- Call Forwarding Limit - This is used to limit the number of simultaneously forwarded calls. The valid values are No Limit and 1 to 255. The default value is 1.
- **NS Time Schedule** - The start and end dates and times for the Night Service feature are added and modified on the **NS Feature Schedule**(which is also called a Time Schedule). Weekly and daily time period schedules can also be set. The default schedule is the current date and time.

Click **Modify** next to the **NS Time Schedule** field to access the **NS Feature Schedule**. The **NS Feature Schedule** functionality for the Night Service feature is the same as the **FT Feature Schedule** for the Family Time feature and the **PERCENTAGEROUTING Feature Schedule** for the Schedule Percentage Routing feature. For more information about how to create or modify the **NS Feature Schedule**, refer to Feature Schedule (which is a **FT Feature Schedule** example).

Click **Active** on the **Time Schedule** to turn on the **NS Feature Schedule** for the specified time periods. (Click **Activate** on the **Feature Administration** window to turn on the **Night Service** feature.)

- **NS Forward Number** - The DN to which the subscriber redirects incoming calls for the NS feature. The subscriber can redirect incoming calls to another line regardless of the status (busy or idle) of the subscriber's line. This number must be a routable number, such as a cell phone number.

Notes

- NS takes precedence over the CFV feature.
- When the NS feature is activated, and the current time falls within the time of the feature schedule, the subscriber's line receives a ring reminder (if idle) when a call has been forwarded. The subscriber cannot answer calls at the base station while NS is active and the current time falls within the time of the feature schedule. However, the subscriber can originate calls from the base station.

If the NS feature is deactivated or the current time does not fall within the time of the schedule, then the subscriber can answer calls again.

- When NS is activated, calls cannot be forwarded to N11, 0+, and international numbers.
- When the NS feature is deactivated, the time schedule and forward-to DN is not removed.

Off-Hook Delay (OHD)

This Advanced Intelligent Network (AIN) trigger is supported for subscribers on the CSX System by the Innovative Systems Application Peripheral (AP). When subscribed, a trigger is recognized immediately upon detection of a call attempt from the originating facility that has the trigger assigned to it. This OHD trigger is detected when the caller goes off-hook. However, an SCP or local query is delayed until digit collection is completed. The CSX System suspends call processing and launches a query to the SCP for further instructions. The SCP can instruct the SSP to do various things, such as block the call, route the call to a specified number, or play an announcement.

The following two fields are provisioned on the **Subscriber Care** window:

- **SCP Name1** - This is the primary destination point code name for the OHD trigger. Click the **SCP Wizard** icon to go to the **SCP Wizard window**. Select the SCP name from the drop-down field. This is a required field.
- **SCP Name2** - This is the secondary destination point code name for the OHD trigger. Click the SCP Wizard icon to go to the SCP Wizard window. Select the SCP name from the drop-down field. This SCP is used when the primary SCP is restricted or the link is down. This is an optional field.

The Offhook Delay SCP Query must also be configured. From the Provisioning menu, click **Advanced Intelligent Network** in the **Applications** section. Click **Point Code Configuration > OHD Point Code Configuration** to access the **Applications > Offhook Delay SCP Query** window.

In addition, the Offhook Delay trigger is configured. From the Provisioning menu, click **Advanced Intelligent Network** in the **Applications** section. Click **Escape Code Configuration** to access the **Application > Offhook Delay** window.

The **AIN Trigger** value must be **true** on the **edit - Advanced Intelligent Network** window for the OHD trigger (as well as all the AIN triggers) to work.

Remote Access to Call Forwarding (RACF)

RACF enables a subscriber to activate or deactivate their call forwarding feature from a remote line. The subscriber dials the number provisioned for this and is prompted for their 10-digit home telephone DN followed by another prompt for their five-digit Personal Identification Number (PIN). After the PIN is accepted, the system prompts for the subscriber's choice: 1) Activation, which includes changing the Forward-to number, 2) Deactivation, or 3) change the PIN.

The **Courtesy Call** field is used to confirm a remote address when a customer activates the Call Forwarding feature through their telephone keypad. For more information about the **Courtesy Call** option, refer to the description under Call Forwarding Busy (CFBL).

If selected, enter the personnel identification number in the **Remote Access PIN** field on the **Subscriber Care** window.

Notes

- The remote activation for the RACF feature only works for subscriber lines that also have the Call Forwarding Variable (CFV) feature. Remote activation does not work for subscriber lines that have the Call Forwarding Busy (CFBL) or Call Forwarding Don't Answer (CFDA) features.
- For BLHG members this feature can be assigned if the member has a nonhunt DN or to the Pilot DN.
- While a subscriber is using the RACF feature, the line is considered busy.

Series Completion (SC)

The SC feature is assigned to individual subscribers when a Series Completion Group (SCG) is created using the **Series Completion Group** window. The SC feature is then automatically assigned to all members and displays in the **Subscriber Care - Feature Administration** window for member subscribers. For more information about creating and administering an SCG, refer to the "Series Completion Group (SCG)" section of the *CSX Family - Provisioning Guide*.

If the group is already defined (an existing group), then a DN can be added. Enter the four-digit number of the SCG to which the DN belongs in the **Series Completion Id** field.

Selective Call Acceptance (SCA)

Selective Call Acceptance enables the subscriber to receive calls only from those DNs in the screening list. If a call arrives while SCA is activated from a DN that is on the selective list, the call is accepted and rings through. If the incoming call is from a DN that is not on the selective list, the call is rejected with an announcement.

Vertical Service Codes

- Activation code: *64
- Deactivation code: *84 or through the menu

Notes

- Emergency services (911) ring back is not disabled by this feature.
- For BLHG members, this feature can only be assigned to an individual member if the member has a valid DN.
- This feature requires the subscriber to maintain a list of acceptable DNs. For more information, refer to Screening List Editing for `Selective' Features.

Selective Call Forwarding (SCF)

Selective Call Forwarding is similar to Call Forwarding except that the call is forwarded only if it originates from a DN in the screening list. If a call arrives while SCF is activated and the call originates from a DN on the selective list, the call is forwarded. If the incoming call is from a DN that is not on the selective list, the call rings through and is not forwarded.

The **Call Forwarding Limit** field is used to limit the number of simultaneously forwarded calls. The valid values are **No Limit** and **1** to **255**. The default value is **1**.

Vertical Service Codes

- Activation code: *63
- Deactivation code: *83 or through the menu

Notes

- For BLHG members, this feature can only be assigned to an individual member if the member has a valid DN.
- When turned on, the subscriber is prompted for the forward-to DN.
- SCF takes precedence over other call forwarding features. If the calling party's number doesn't match the list, the system processing any other features associated with the subscriber.
- This feature requires the subscriber to maintain a list of DNs. For more information, refer to Screening List Editing for `Selective' Features.

Selective Call Rejection (SCR)

Selective Call Rejection enables the subscriber to reject (block) incoming calls based on a list of DNs to be rejected. If a call arrives while SCR is activated and the call originates from a DN on the selective list, the call is rejected with an announcement. If the incoming call is from a DN that is not on the selective list, the call rings through and is not rejected.

Vertical Service Codes

- Activation code: *60
- Deactivation code: *80 or through the menu

Notes

- For BLHG members, this feature can only be assigned to an individual member if the member has a valid DN.
- SCR takes precedence over other subscriber features. If the calling party's number does not match the list, the system processing any other features associated with the subscriber.
- This feature requires the subscriber to maintain a list of acceptable DNs. For more information, refer to Screening List Editing for `Selective' Features.

Selective Distinctive Ringing/Call Waiting (SDRCW)

The SDRCW feature enables a subscriber to define a list of DNs with special incoming call treatment. Any incoming calls from DNs on the selective list are indicated by a distinctive ringing pattern or a distinctive Call Waiting tone. Any incoming calls from DNs that are not on the selective list rings through as normal. SDRCW combines the Selective Distinctive Ringing (SDR) and Call Waiting (CW) features together.

SDRCW can be assigned through the **Subscriber Care** window or the **Subscriber Self-Care** Web portal.

If enabled on the **Subscriber Care** window, the **Call Waiting Tone Type** field and the **Ringing Type** fields can be modified. Refer to the following table for the meaning of the values, which are from a pre-defined list:

<i>Table B-3 Distinctive Ringing and Call Waiting Tones</i>		
Type	Ringing Pattern	Call Waiting Tone Pattern
1	800 ms of ringing, 400 ms of silence, 800 ms of ringing, 4 seconds of silence	100 ms of tone, 100 ms of silence, 100 ms of tone when the signal first occurs, and repeated once after 10 seconds
2	400 ms of ringing, 200 ms of silence, 400 ms of ringing, 200 ms of silence, 800 ms of ringing, 4 seconds of silence	100 ms of tone, 100 ms of silence, 100 ms of tone, 100 ms of silence, 100 ms of tone when the signal first occurs, and