



Home Phone User Guide



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Star Codes Guide

This is a handy guide to the star codes available on your service. Dial these codes to activate and deactivate certain features on your account.

CODE	DESCRIPTION	CODE	DESCRIPTION
*74	All Other Callers: Allow	*59	Custom Callers: Allow
*64	All Other Callers: Block	*60	Custom Callers: Block
*87	Anonymous Callers: Allow	*58+	Custom Callers: Block with Message
*77	Anonymous Callers: Block	*63	Custom Callers: Forward
*95	Anonymous Callers: Enable Block with Message	*78	Do Not Disturb: Enable
*97	Anonymous Callers: Disable Block with Message	*79	Do Not Disturb: Disable
*72	Call Forward: All (On/Off)	*69	Last Call Return
*90	Call Forward: Busy (On/Off)	*98	Voicemail Management
*92	Call Forward: No Answer (On/Off)	SOCIAL & PUBLIC SERVICES	
*94	Call Forward: Out of Service (On/Off)	211	Essential Community Services
*67	Caller ID: Block Next Call	411	Directory Assistance
*65	Caller ID: Enable Next Call	511	Traveler Information (US)
*68	Caller ID: Manage (On/Off)	611	Customer Service
*57	Call Trace	711	Telecommunications Relay Service
*43	Call Waiting: Enable	811	Utility Location Services (US)
*44	Call Waiting: Disable	988	National Suicide Prevention Lifeline
*70	Call Waiting: Disable Next Call	911	Emergency Services
		933	Emergency Services Verification (US)

Star Code +

To enable or disable the feature, dial the star code plus an extension, parking slot, voicemail PIN and/or phone number.

Social & Public Services

The following services provide quick access to special services based on the caller's location (according to caller ID), without the need for an area code.

CODE	FEATURE
211	<p>Essential Community Services</p> <p>Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit http://www.211.org to learn about services in your area.</p>
411	<p>Directory Assistance</p> <p>Phone service used to look up a published telephone number and/or address listing.</p>
511	<p>Traveler Information (US)</p> <p>Local hotline for real-time information regarding traffic and road conditions. Not available in all states.</p>
611	<p>Customer Service</p> <p>Dials Customer Service.</p>
711	<p>Telecommunications Relay Service</p> <p>TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit www.fcc.gov to learn more.</p>
811	<p>Utility Location Services (US)</p> <p>"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.</p>
911	<p>Emergency Services</p> <p>Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.</p>
933	<p>Emergency Services Validation</p> <p>Calls to 933 are sent to the caller's emergency services provider, who will then connect the call to their automated 911 verification service. The service will play back the dialing phone number and the address associated with it.</p>
988	<p>Suicide Prevention Hotline</p> <p>When a user dials 988, they will be connected to the National Suicide Prevention Lifeline (US) or Talk Suicide Hotline (CA) to speak with a trained crisis counselor who will listen, offer support, and get them the help they need.</p>

E911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP, in turn, uses that address to direct the emergency response units to your location.

To ensure rapid response times, 911 addresses are standardized so that they are accurate and unambiguous for the emergency response units. The PSAPs are responsible for standardizing all addresses in their jurisdiction. That record of standardized addresses is known as the MSAG (Master Street Address Guide).

Address Validation

When activating a number, we require an address to be associated with it. Sometimes the address provided initially isn't in a standard format (referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can cause confusion with and delay response times for emergency services, or worse.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will not only be charged a fee but will also add a delay to the routing process while the national call center agents ask the address. In worst-case scenarios, if the caller is unable to communicate clearly, the call could not get routed at all, which could result in **death** and **legal action**. It is important to address rejections in a timely manner and to ensure your address recorded with us is the correct address.

911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.

Warning

If there is a power or internet outage, your phone may not be able to place a 911 call.