



onephone[™]
neighbour to neighbour & around the world

Calling Feature Guide

IndiGO
NETWORKS

Thank you for choosing **IndiGO Networks®** for your local and long distance telephone service. Our mission is to offer unrivalled customer service and network reliability at the most cost-effective rates available in the market. Please take a minute to review this booklet so that you can take full advantage of the many features that IndiGO'S **onephone** telephone service provides our customers.



Are you up to speed?

Make a Call

Making a call is simple. Just pick up the phone and dial. All of the standard, calling protocols apply. To make a local on-island call, dial the 7-digit number you would normally call eg. 677-1000; to make a long distance call, whether to another Bahamian island or internationally, dial as you would with any other phone service.

Call Hold

If something important comes up while you are on a call, don't feel that you need to hang up to attend to it! With **Call Hold**, you temporarily place the call "on hold". It's easy. To place a call on hold just press the telephone switch hook or press the special hookflash button on your handset, if available. When you are ready to resume the call, press the switch hook again to take the call off "hold".

Call Waiting

Never miss a call again! You're on the phone and someone else is calling? No problem. Now you can do two things at once. Just put your call on hold and answer the incoming call. Callers won't get busy signals and you'll get your important calls to come through.

It works just like Call Hold. While on the phone, a tone will sound in the earpiece to let you know that you've got an incoming call. To place the first call on hold and answer the second call simply press the telephone switch hook. Or, don't answer the call at all. It's up to you.

Cancel Call Waiting (*70)

To guarantee no interruptions, your Call Waiting feature can be easily deactivated for the duration of any call. To cancel the Call Waiting feature for a single call just press *70 before you dial the number. Call Waiting will then be disabled until you hang up.



Pick up or don't pick up the choice is yours!

Caller ID with Caller Name

Not sure you want to take that incoming call? You'll know for sure before you pick up the phone with **onephone Caller ID with Caller Name** display feature. With this feature you are able to identify the name and number of the person calling so you can decide whether to take the call or not. Avoid calls from strangers or people you would prefer not to speak to at that time.

Caller name is only available when activated by the calling party's telephone service provider. If that provider does not support Caller Name, and/or does not pass on the Caller Name to onephone, the caller information will not be shown on your handset's display. Please note that even if Caller Name is not presented, the Caller ID number will still be displayed, if it has not been blocked by the calling party.

Caller ID Block or Caller Name Block (*67 on a per call basis)

Caller ID Block and **Caller Name Block** allow you to block your identity (Name and Phone number) when you are making a call. You can decide to block your identity on a call-by-call basis by simply pressing *67 and then dialing the number of the party you wish to reach. It's as simple as that.

**Note: Some people choose not to receive calls from parties who have blocked their name and number from appearing.*

3-Way Calling

Save time, or just bring people together by talking with two parties at once with the **3-Way Calling feature**. 3-Way Calling lets you talk with two people in different locations at the same time, wherever they are – London, USA, Canada, or here at home - it doesn't matter. You can use your time wisely by making one three-way call instead of two separate calls, so that each party can participate in the call simultaneously, regardless of their location.

Make plans and decisions at one time by avoiding the back-and-forth calls, or make family occasions that extra bit special by bringing everyone together.

To use 3-Way Calling, place your first call, then press and release the switch hook, wait for a dial tone, then dial your second call. When the call is answered, press and release the switch hook again to join the two calls. **3-Way Calling** bridges your two separate calls so you can talk with both parties at the same time.

Whether your friends or family have local or international telephone numbers, **3-Way Calling** can bring you all together. Simultaneous calls to multiple chargeable destinations will be itemized separately on your monthly statement.



Make all your plans!

Call Return (*69)

You will never miss that important phone call again with the Call Return feature which allows you to return your last incoming call automatically. Once you've realized you've missed that call, press *69 and the last number will be dialed automatically.

Do Not Disturb

Plan uninterrupted time with 'Do Not Disturb'. All incoming calls are blocked and sent to your voicemail by pressing *78. Once you have decided that you would like to receive calls again, press *79, and all incoming calls will be accepted.

Call Forwarding

If you are expecting a phone call, but need to leave the house, you can forward all incoming calls to a different phone number of your choice, such as your home office or cell phone. To activate this feature press *72, dial the number to which the call will be forwarded and hang up. To cancel, press *73 and hang up.

This service is currently not available to our DSL subscribers. Please visit our website at www.indigonetworks.com for updates on service availability.

Voicemail

With IndiGO'S **onephone** Voicemail service, customers can retrieve voicemail messages by phone. If your line is busy or you don't answer, calls will automatically forward to your voicemail box. This would include calls received while you already have two parties on the line through Call Waiting or 3-Way Calling.

Your messages are completely private and can be listened to from any touch-tone telephone anywhere in the world. Our Voicemail allows you to save several messages for longer periods and access them easily.

You can check your voicemails by phone with easy phone button menus. When you're away from home, dial **677-5000**. At home, press *123 and follow the simple menu options to access your mailbox. You will then be prompted to enter a password. If you are a first time user, enter your **seven digit phone number**. You will then be prompted to change your voicemail password. A standard password length can be anywhere from 4 to 12 characters in length.

When you access your mailbox from a phone other than your home phone, the system will ask for a mailbox number, which is your 10 digit mailbox number, e.g. 242-6XX-XXXX

For detailed information on your voicemail service, visit our website at www.indigonetworks.com.

Online Billing

With IndiGO'S **onephone** Online Billing feature you will be able to get up-to-date billing information and account data 24/7 on your **onephone** service at the click of a button. Login to your account to access your account information, call history, billing history, change your web access PIN number or review your calling rates. Recent calls will show on your online statement of account within minutes of the call being made.

To access your account details online you will need to enter your account number and your 4-digit PIN number.

Coming Soon!

Online Directory

A free **onephone** Online Directory lookup service will be available on our website at www.indigonetworks.com. However, entries will not be listed for customers who have requested to be excluded for reasons of privacy.