

Features

Pricing varies by location and associated product. Call GCI Customer Service for specific details.

Custom Calling Features

Custom Calling Services are optional telephone service arrangements which provide one or more of the following features. There may be some limitations on the features depending on whether they are provided by Company facilities or through resale of other utility's services.

Feature	Description
Call Forwarding, each line	Allows a customer to automatically transfer all incoming calls, during the period of time this feature is activated, to any other telephone number. The customer activates and cancels Call Forwarding as required.
Call Forward Busy Line, each line	Forwards incoming calls to another (pre-designated) destination when the called line is busy. The subscriber can continue a conversation while incoming calls are answered elsewhere.
Call Forward Don't Answer, each line	Forwards all incoming calls to another (pre-designated) number if the called number is not answered after a specified number of rings. The called station rings normally until the incoming call has been forwarded.
Fixed Call Forwarding, each line	Provides for the automatic routing of incoming calls to any designated telephone number. The designated telephone number is programmed by the Utility and can only be changed by a Feature Activation Charge order. The customer activates and deactivates Fixed Call Forwarding as required.
Three-Way Calling, each line	Enables a customer to add a third party, local or long distance, to an established connection without operator assistance.
Speed Calling (30), each line	This provides for the calling of any telephone number by dialing a 1-or 2-digit code. Speed Calling is available in 30-number capacity.
Speed Calling (8), each line	Same as Speed Calling (30). This feature has 8-number capacity.
Call Waiting/Cancel Call Waiting, each line	Alerts a customer talking on the telephone that a call is waiting. The customer can "hold" the first call while the second is answered. The customer can alternate between calls. The subscriber can also cancel the call-waiting function for the duration of one call.
Denied Originating Service, each line	Allows a customer to assign to any line the condition that the customer may receive calls only.
Denied Terminating Service, each line	Allows a customer to assign to any line the condition that the customer may originate calls only.
Intercom	Allows single line residential or business customers to signal between stations where there is a primary station with additional station(s) connected to it.
Automatic Intercept per line or trunk	Automatic Intercept routes the calling party to a recorded message which provides the caller the new or changed telephone number of a Utility customer. Individual residence lines and individual business simple, business complex, and business complex premium lines and trunks will be routed to Utility provided Automatic Intercept at no charge for a period of sixty (60) days when a Utility customer relocates within the Utility's serving area. Automatic Intercept may be continued after the sixty (60) day interval for the rate listed.
Remote Call Forwarding	Provides for the automatic routing of incoming calls to any designated telephone number on the Utility's Network. The designated telephone number is programmed by the Utility and service activation and deactivation can only be changed by a Feature Activation Charge order. Remote Call Forwarding can be programmed to allow the simultaneous processing of calls not to exceed the capacity on the terminating end.
Automatic Line	When going off-hook, the calling station is automatically connected to a designated telephone number without dialing. The designated telephone number is programmed by the Utility and can only be changed by a Feature Activation Charge order.
Distinctive Ring	The feature adds up to three additional numbers for a total of four numbers to your telephone line which will ring differently than the other.
Do Not Disturb	This feature prohibits a phone line from receiving calls. The customer activates and deactivates Do Not Disturb as required.
Remote Activated Call forwarding	This feature allows the customer to activate or deactivate Call Forwarding from a telephone other than the one to which the service is assigned.
Enhanced Remote Call Forwarding	Provides for routing of incoming calls to any designated telephone number. The designated telephone number is programmed by the Utility and service activation and deactivation can only be changed by a Feature Activation Charge Order. Enhanced Remote Call Forwarding can be programmed to allow the simultaneous processing of calls not to exceed the capacity on the terminating end.
Message Waiting Visual	Provides visual indication that a voice mail message is waiting to be retrieved.
Line Overflow to a Directory Number	If all the lines in a hunt group are busy, this feature causes hunting to continue to a (N) specified directory number. This Directory number can be part of a hunt group.
Line Overflow to a Route	If all the lines in a hunt group are busy, this feature causes hunting to continue to a specified route index.
Residential Call Hold	Residential Call Hold allows a customer to place an active call on hold through the use of an access code, and then continue either from the same set or from another set.
Teen Service	Teen Service provides a distinctive ringing code on incoming calls to an access line. This code is achieved by assigning an additional telephone number to the access line. This number must be billed to the primary number. One directory listing will be provided with the service. Additional listings can be provided at the "additional listings" rate.
Message Waiting Audible	Message Waiting, audible alerts the customer that a Voice Mail box message is waiting by providing a special dial tone signal when the customer goes off-hook.

Enhanced Custom Calling Features

Feature	Description
Anonymous Call Rejection	<p>1. Anonymous Call Rejection allows subscribers with or without Caller ID to reject calls for which calling name and number have been intentionally blocked. Only calls for which the information has been blocked are rejected. An Anonymous Call Rejection subscriber can activate and deactivate this feature.</p> <p>2. If the calling name/number is not available due to technical reasons, the receiving customer's equipment (if customer has Caller ID) shows a message indicating the unavailability of the calling information.</p> <p>3. Rejected calls are sent to a recorded announcement provided by the Utility.</p> <p>Anonymous Call Rejection can be overridden by an operator in case of an emergency.</p>
Call Block - Per Call	<p>Call Block - Per Call is automatically included with the provision of telephone service for all residential, business simple, and line side business complex customers. Before placing an outgoing telephone call, a customer may designate his or her number as private and prevent delivery to a called party using Caller ID. On a per call basis, the customer first dials the Call Block - Per Call activation code of *67 which prevents his or her name and telephone number from being displayed.</p>
Call Block - Per Line*	<p>Call Block- Per Line is available, upon request, for all residential, business simple, and line side business complex customers. On a per call basis, the customer may dial the per call un-blocking code of * 82 which allows delivery of his or her name and telephone number to a called party using Caller ID. The first request is provided at no charge. A Feature Activation Charge will apply for subsequent requests.</p>
Caller ID**	<p>1. Caller ID provides the subscriber with the directory name associated with the telephone number of an incoming Call before answering. After the first ring, the central office sends the name and number information of the calling party as well as the current month, day, hour and minute. If the calling party has designated a call as private (pursuant to Call Block) the calling name and number will not be displayed. Long distance calls from outside the Utility's service area or miscellaneous calls (including cellular) may be shown on the display device as "Out of Area" or "Unknown Caller," and blocked calls will be shown as "Private Caller" depending on customer premise equipment.</p> <p>2. Caller ID requires a telephone set or a separate display unit capable of recognizing and displaying the calling name and telephone number sent from the central office.</p> <p>3. Caller ID is not available on operator handled calls. If the incoming call originates from a multi-line hunt group, the name and telephone number information transmitted will be associated with the main number in the hunt group, unless facilities permit the lines within the group to be telephone number identified.</p> <p>4. If the incoming call originated from a public telephone, the name information transmitted will always be "Pay Phone."</p>
Caller ID with Anonymous Call Rejection	
Continuous Redial	<p>1. By dialing the Continuous Redial activation code of *66, the Continuous Redial subscriber directs the central office to place a call to the telephone number of the last outgoing call from their telephone. The central office will redial the telephone number whether or not the original call was answered, unanswered or busy.</p> <p>2. If the redialed number is busy, the central office will monitor the status of that line for up to 30 minutes. When the line becomes available, the Continuous Redial subscriber will be signaled with a distinctive ring. When the subscriber lifts the handset, the call will be automatically dialed.</p> <p>3. Continuous Redial is available only within the local calling area.</p>
Last Call Return***	<p>1. By dialing the Last Call Return activation code of *69, the subscriber directs the central office to recall the telephone number of the last incoming call to his telephone. The subscriber can return a call without knowing the telephone number of the calling party.</p> <p>2. This feature is not available on operator handled calls. The Utility will call return all numbers, except blocked calls, subject to technical limitations, including long distance numbers. The customer is responsible for toll charges incurred as a result of Last Call Return.</p> <p>3. If the incoming call is from a caller served by a line side PBX, only the main number of the PBX is transmitted and available for Last Call Return. If the incoming call is from a caller served on a trunk side basis, the call may or may not be available for Last Call Return. If the incoming call originates from a multi-line hunt group, the telephone number called back will always be the main number of the hunt group, unless facilities permit the telephone numbers to be identified within the group.</p> <p>Last Call Return does not work for calls being returned to private telephone numbers.</p>
Selective Distinctive Alert	<p>This feature allows the customer to set up a list of telephone numbers which will ring differently when calls are received from those numbers. The maximum of 15 telephone numbers can be added to the list.</p>
Selective Call Acceptance	<p>This feature allows the customer to create a list of telephone numbers from which he or she is willing to accept calls. Numbers that are not on the list can either be forwarded to a Company recording or to another number. The maximum of 15 telephone numbers can be added to the list.</p>
Selective Call Rejection	<p>This feature allows the customer to create a list of telephone numbers from which he or she does not wish to receive calls. Calls from numbers not on list are forwarded to a Company recording. The maximum of 15 telephone numbers can be added to the list.</p>
Selective Call Forwarding	<p>This feature allows the customer to create a list of "selected" telephone numbers that he or she wants to be forwarded to another number. Calls from telephone numbers on the list will be forwarded to the number the customer has designated. Calls from other numbers will not be forwarded. The size of the telephone number list will vary by switch configuration.</p>

Caller ID on Call Waiting	A subscriber may view the truncated main directory name and telephone number of an incoming Call Waiting call before answering. CIDCW requires a telephone set or a separate display unit capable of recognizing and displaying the Call Waiting calling telephone number sent from the central office Regular Caller ID equipment will not recognize the CIDCW call. Customer Premise Equipment must be capable of processing Caller ID Frequency Shift Keying (FSK) tones with a call in progress.
Distinctive Ringing/Call Waiting "class"	With this service, incoming calls from up to 12 telephone numbers can be automatically identified by distinctive ringing, or, if the Customer line is in use; a distinctive call waiting tone accompanies the incoming call.
Automatic Call Recall	By dialing the Automatic Recall activation code, a Last Call Return customer directs the Central Office to place a call to the telephone number of the last incoming call to their telephon. The customer can return a call without knowing the telephone number of the calling party. If the recalled number is busy, the Automatic Recall customer can activate an additional feature which causes the central Office to monitor the status of that line for up to 30 minutes. When the line becomes available, the Automatic Recall customer will be signaled with a distinctive ring. When the customer lifts the handset, the call will be dialed automatically. Automatic Recall is only available within the local calling area. Automatic Recall will not return a call if it has been blocked using the Per Call Blocking or All Call Blocking.
Automatic Call Back	By dialing the Redial activation code, the customer directs the Central Office to recall the telephone number of the last outgoing call from his telephone. The Central Office will redial the telephone number whether or not the original call was answered, unanswered, or busy. If the redial number is busy, the Automatic Call Back customer can activate an additional feature which caused the Central Office to monitor the status of that line for up to 30 minutes. When the line becomes available, The Automatic Call Back customer will be signaled with a distinctive ring. When the customer lifts the handset, the call will be dialed automatically. Automatic Call Back is only available within the local calling area.
Residential Call Hold	Residential Call Hold allows a customer to place an active call on hold through the use of an access code, and then continue either from the same telephone set; or-another telephone set.
Customer Originated Trace	By dialing the Customer Originated Trace activation code, the customer can initiate a trace of a phone call without seeking direct assistance from the Telephone Company. The results of the trace will only be made available to an authorized agency. Customer originated trace is billed on a per usage basis for calls that are traced within the local service area.

Toll Restriction

Toll Restriction prevents access to the toll network. Attempted calls from lines equipped with Toll Denial or Interstate Only Toll Denial will be routed to a Utility provided intercept announcement or tone. Calls from lines equipped with Restricted Sent Paid will be routed to a long distance operator. These services are available only on local individual residence and business lines. These services are provided only where facilities and operating conditions permit. Provision of toll restriction does not alleviate customers' responsibility for completed toll calls.

Feature	Description
Toll Deny	At the request of the end user, the end-user's line is prevented from originating all long distance calls. The end user may receive incoming long distance calls.
Interstate Only Toll Restriction	At the request of the end user, the Utility will restrict the end users' line from originating long distance calls to a point outside the State of Alaska. Calls to points within the State of Alaska will be allowed. The end user may receive incoming long distance calls.
Restricted Sent Paid	At the request of the end user, the Utility will route all calls other than 800 or non-Directory Assistance local service to a toll (N) operator for service authorization and billing identification. RSP is provided in conjunction with a customer's presubscribed interexchange carrier (IXC). Additional IXC charges may apply.
900 Toll Service Deny	At the request of the end user, the Utility will restrict the end user's line from accessing any 900 Toll Service.
Intrastate Only Toll Restriction	At the request of the end user, the Utility will restrict the end users' line from originating long distance calls to a point within the State of Alaska. Calls to points outside the State of Alaska will be allowed. The end user may receive incoming long distance calls.
Code Restriction	At the request of the end user, the Utility will restrict completion of certain types of calls.
International Call Block	At the request of the end user, the Utility will block international calls from originating.
Third Party Toll Restriction	At the request of the end user, the Utility will block a third party from calling one destination and charging the bill to the end user's telephone number.
Collect Call Block	At the request of the end user, the Utility will block all incoming collect calls.

Hunting Groups

Line Hunting provides a means of searching numbers to find an idle line. This service applies to a group of individual Business Complex lines (usually for the same subscriber) or trunks. Hunting Group features are offered to Utility customers subject to the availability of facilities and are subject to

<u>Feature</u>	<u>Description</u>
Directory Number Hunting	Directory Number Hunting provides sequential hunting of hunt group numbers for an idle line when the main directory listed number is busy. Each line in this hunt group has its own unique directory number which allows direct calling and identifies toll calls. If the main directory listed number is not dialed, hunting begins with the number dialed and ends with the last number in the hunt group. Call Forward Group Don't Answer is an optional feature with this package.
Circular Hunting	The Circular Hunting feature is an enhancement to Directory Number Hunting allowing all lines in a hunt group to be hunted in sequential order regardless of the starting point. If the last number in the hunt group is busy, the feature returns to the pilot number and will continue until an idle line is located or to the hunt starting point.
Multi-line Hunting	This hunting group feature is assigned to one directory number assigned to receive incoming calls for a group of lines. Hunting starts from the pilot number and hunts in a sequential manner to the last line in the group looking for an idle line. If none is found the caller will receive a busy signal. Call Forward Group Don't Answer is an optional feature with this package.
Distributed Line Hunting	Distributed Line Hunting allows rotation of the order in which incoming calls are processed. AH- incoming calls go first to the listed directory number. The feature will then route a call to the subsequent line that last received an incoming call. If this line is busy, Distributed Line Hunting will continue to hunt until it reaches an idle line or the hunt starting point resulting in a busy signal. Call Forward Group Don't Answer is an optional feature with this package.
Line Hunt Overflow to a Directory Number	Line Hunt Overflow is added to a Directory Number Hunting, Multi-line Hunting or Distributed Line Hunting group to allow calls to continue to another specified directory number on the customer's premise if all lines in the hunt group are busy.
Stop Hunt	Stop Hunt is added to a Directory Number Hunting, Multi-line Hunting or Distributed Line Hunting group. This feature provides cancellation of hunting activated by an external key at the customer's premise. The cancellation may be simultaneously assigned to one, several, or all lines within the hunt group.
Bridged Night Number	Bridged Night Number permits an additional ?-digit. number to be assigned to a multi-line hunt group without additional facilities. An incoming call on the bridged number is recognized by a lighted indicator other than the pilot number indicator.

Centrex Type Features

The following features are provided to customers requesting Centrex type functionality. They are provided in conjunction with Business Complex
 *Centrex only offered in Anchorage, Fairbanks and Juneau

<u>Feature</u>	<u>Description</u>
Call Transfer	This feature allows a station to hold and transfer incoming, outgoing, and intragroup calls.
Network Speed Calling	This feature allows a user to place calls to a previously designated list of frequently dialed numbers by dialing a speed calling code, instead of dialing all digits of the desired number.
Meet-Me Conference	This feature allows the customer to establish a conference bridge. Conferees can be connected by dialing a directory number at a specified time.