

KARIB CABLE FIXED LINE – FEATURES & FACILITIES – USER GUIDE

FEATURES - FROM YOUR HANDSET:

Automatic Change of Number Announcement

Karib Cable fixed line service offers a facility which advises Customers of a new number for Customers calling in on the old number.

How it works:

1. Customer advises before their service is ceased that they have a new number and that they wish for this to be announced to Customers calling their old number.
2. CSR changes the voice mail for the service adding a temporary message giving the new number.
3. When the old number is dialled the caller receives the voice mail message with the new number.
4. The service is removed after three months

Customer Control:

Dial the old number

Call Barring – Incoming Local Call Barring

This feature allows the customer to bar incoming calls on their phone line based on whether you want to bar anonymous calls or calls from a selected list that you have chosen. This feature can be installed on your phone line by requesting this service from one of our customer service representatives or can be managed by you if you have access to the internet.

Customer Control:

1. Open up the Customer Portal in a web browser using the URL <http://www.voice.karibcable.com>
2. Enter into the Username the Customers phone number
3. Enter into the Password the customers Subnet account number
4. Click on the Call Blocking option in the top left of the screen
5. In the Incoming Call Barring Preferences for your number box select one of the four options
 - a. Bar anonymous callers – if you get calls without a caller ID then these calls will be barred.
 - b. Use barred callers list – calls from all numbers in your barred callers list will be barred from making calls to you.
 - c. Use barred callers list and anonymous callers – bars calls from anonymous callers and from all of those in your barred caller list
 - d. Allow all callers – switch off incoming call barring
6. After the selection click the Save Preference button.

7. To set up the barred caller list in the window next to the Add Caller to Blocked List Selection enter the number that you wish to be barred. This number should be as it appears on a caller ID phone, e.g. for local numbers from Digicel put in 784XXXXYYY, from KC line put in 1784XXXXYYY, etc
8. To delete any number click on the delete option in the Blocked List Selection window

How it works:

1. Either the Karib Cable Customer Service Representative or the Customer can block anonymous and/or specified numbers from making calls to them.
2. Immediately after selecting the barring option, incoming calls will be barred. Anyone calling from a barred number will receive a busy tone.

Call Barring – Outgoing Local Call Barring

This feature allows the customer to bar local calls on their phone line. This feature can be installed on your phone line by requesting this service from one of our customer service representatives or can be managed by the Customer if they have access to the internet.

Customer Control:

1. Open up the Customer Portal in a web browser using the URL <http://www.voice.karibcable.com>
2. Enter into the Username the Customers phone number
3. Enter into the Password the customers Subnet account number
4. Click on the Call Blocking option in the top left of the screen
5. In the bar a country from OUTGOING CALLS drop down box select one or more of the following countries
 - a. St. Vincent and Grenadines – calls to LIME
 - b. St. Vincent and Grenadines Digi – calls to Digicel in St. Vincent and the Grenadines
 - c. St. Vincent and Grenadines Mobile – calls to LIME Mobile/bMobile
6. After each selection click the Bar button and confirm that the selection is added to the my BARRED COUNTRIES list
7. To delete click on the delete option in the my BARRED COUNTRIES list or each of the selections made

How it works:

1. Either the Karib Cable Customer Service Representative or the Customer select one or more of the local call barring options through the BlueFace Customer Portal
2. Immediately after selecting the local call barring option, when you attempt to dial a local number you will get the message "I'm sorry the number you have dialled has been deactivated. Goodbye".
3. You can still call emergency numbers
4. You can still get access to your voice mail service

Call Barring – Permanent Outgoing International Call Barring

This feature allows the customer to bar international calls being made from their phone line.

How it works:

1. When you attempt to dial any overseas number you will get fast busy after 10 seconds
2. This feature is installed on your phone line by requesting this service from one of our customer service representatives.

Customer Control: None

Call Barring – Selected Outgoing International Call Barring

This feature allows the customer to bar international calls to selected countries from being made from their phone line.

Customer Control

1. Open up the Customer Portal in a web browser using the URL <http://www.voice.karibcable.com>
2. Enter into the Username the Customers phone number
3. Enter into the Password the customers Subnet account number
4. Click on the Call Blocking option in the top left of the screen
5. In the bar a country from OUTGOING CALLS drop down box select one or more of the countries listed either fixed and/or mobile and/or carrier as required
6. After each selection click the Bar button and confirm that the selection is added to the my BARRED COUNTRIES list
7. To delete click on the delete option in the my BARRED COUNTRIES list or each of the selections made

How it works:

1. Either the Karib Cable Customer Service Representative or the Customer select one or more of the local call barring options through the BlueFace Customer Portal
2. Immediately after selecting the international call barring option, when you attempt to dial an international number you will get the message "I'm sorry the number you have dialled has been deactivated. Goodbye.
3. You can still call emergency numbers
4. You can still get access to your voice mail service

Call Detail Records

Karib cable Customers can to check their call records at their own leisure by accessing our website <http://voice.karibcable.com/> and by typing in their 11 digit phone number in the Username Field and their Karib Cable account number in the password field.

Customer Control

1. Open up the Customer Portal in a web browser using the URL <http://www.voice.karibcable.com>
2. Enter into the Username the Customers phone number
3. Enter into the Password the customers Subnet account number
4. Click on the Call History option in the top right hand side of the screen
5. Review the details of calls made to and from this service

How it works:

1. Either the Karib Cable Customer Service Representative or the Customer select Call History option in the top right hand side of the screen through the BlueFace Customer Portal
2. All chargeable calls to and from the service are recorded
3. All outgoing call charges are displayed
4. All outgoing calls that are paid for under a plan are recorded and the balance of any minutes used noted,

Call Waiting

“You will never miss a call again” – This features enables you to receive calls while you are engaged in a current conversation.

Customer Action

1. Dial *81 from your phone to switch the service on.
2. To switch it off Dial *81 from your phone
3. To switch it back on Dial *81 from your phone

How it works:

1. Should you get another incoming call when already on a call this will be announced by a distinguishable beep.
2. If you want to use this feature press the “R” (or the Flash key) after you hear the beep. A stutter tone will be returned followed by a solid tone.
3. At this point you can invoke one of the following choices
 - a. Press “1” to Clear the existing call, hang up the handset and wait for ring to take the waiting incoming call
 - b. Press “2” to accept the waiting call and put the other call on hold (call on hold gets music)
 - c. Press “3” to accept the waiting call and conference in with the existing call.
4. If you are switching between calls using R (or the Flash Key) and then 2 and you wish to conference all parties then press R (or the Flash key) then 3.

Customer Control:

To switch on and off this service press *81

Conference Calling

This feature allows the user to call a second party and bridge them into an existing phone call. This feature is easy to invoke by doing the following:

Customer Action: None.

How it works:

1. Place your call dialling the desired phone number
2. When the phone is answered advise the party and press the "R" or Flash Key
3. You will hear a stutter tone and then a solid dial tone, once this has occurred place your second call to the desired phone number
4. Once the phone is answered advise the party and press the "R" or Flash Key once again.
5. You will hear a stutter tone and then a solid dial tone, once this has occurred press the 3 key and your Conference Call will begin.
6. Remember you will be billed for any calls that you make.

Customer Control: None

Date and Time

Call our system and get the Date and Time automatically.

How it works:

1. Dial 303 and an automated announcement will give you today's date and time.

Customer Control: Dial 303

Echo Test

Call our system and check the latency of the network.

How it works:

1. Dial 301 and an automated announcement will guide you into how to use the.

Customer Control: Dial 301

Hotline

Upon picking up your handset it will automatically dial a pre programmed number and you will be connected to it. This feature is installed on your phone line by request of one of our CSR's.

How it works:

1. Lift up your handset
2. No Dial Tone will be heard.

3. Ring Tone will be heard
4. Answer the call
5. If this is a chargeable call you will be charged at the normal rate if the call answered.
6. There is no other charge for using this service.

Customer Control: None – feature is programmed by Karib Cable

Repeat Last Call Made

A feature that allows customers to call back the last number that was dialled from their phone.

How it works:

1. When you pick up your handset dial *66. The last number called from this phone will be dialled automatically.
2. If this was a chargeable call, you will be charged at the normal rate if the call answered.
3. There is no other charge for using this service.

Customer Control: None – feature is always available

Redial Last Call Received

A feature that allows users to call back the last number that rang your phone. This feature is ideal for those without caller ID or a visible incoming call log.

How it works:

1. When you pick up your handset dial *69. The last number that called this phone will be dialled automatically.
2. If this was a chargeable call, you will be charged at the normal rate if the call answered.
3. There is no other charge for using this service.

Customer Control: None – feature is always available

Voice Mail

Karib Cable fixed line service offers voice mail facilities on all our lines. Our voice mail service is fully customizable with the following outstanding features.

How it works:

Voice Mail is automatically generated when the account is first established. The Karib Cable Customer Service Representative gives to the customer the voicemail password which was automatically generated at this time. The Cable Customer Service Representative can change this password at a later date on request by the Customer or the Customer can change the password using their voice mail access.

Customer Control:

Dial - 123

Password – Enter Password

A recording advising that you have new messages OR there are no messages then the following options are provided:

Press 1 for New messages

Press 1 - Listen new messages, new messages are played; the oldest message first, giving the time and the telephone number from which the message was left.

Press 5 - Listen to previous messages.

Press 6 - Play the next message

Press 7 - To delete the current message or undelete it

Press 8 - Forwards the message to another number

Press 9 - Saves the message

Press 2 to Change folders

Press 0 - New – for message in the New folder whilst you are in a different folder

Press 1 - Old - if there are messages in the old folder

Press 2 - Work

Press 3 - Family

Press 4 - Friends

Press 3 for Advanced options

There are currently no advanced options

Press 0 for Mailbox options

Press 1 - Record Unavailable Message

Press 2 - Record Busy Message

Press 3 - Record your Name

Press 4 - Record Temporary Greeting

Press 5 - Change Password

Press * for help

Currently this function is not activated

Press # to exit

Voice Mail - Remote Access

Karib Cable fixed line service offers remote access to voice mail facilities from any of our lines with no added cost to the customer.

How it works:

1. Dial an access code of 320, then the phone number associated with the voice mail box you are accessing and then the password associated with this voice mail box.
2. Continue to use the voice mail box as if you had dialled it directly from 123.
- 3.

Customer Control:

Dial - 320

“Median Mail Mailbox” – enter the full 11 digits of the phone number that is associated with the voice mail box that you are trying to access e.g. 17845703333

“Password” – enter the Password of the voice mail box that you are accessing

Continue using the mailbox in the normal manner.

Warmline

If a handset is off the hook for more than a time period of 10 seconds, your phone will automatically dial a pre programmed number of your choosing.

How it works:

1. Lift up your handset
2. Dial tone will be heard.
3. If you do not dial within 10 seconds you will be connected to the Warmline number.
4. The Warmline number will ring.
5. You will get ring tone.
6. If this is a chargeable call you will be charged at the normal rate if the call answered.
7. There is no other charge for using this service.

Customer Control: None – Feature is programmed by Karib Cable