



The Public Utilities
Commission of Ohio



www.PUCO.ohio.gov
(800) 686-PUCO (7826)

Pay-Per-Use Telephone Features Frequently Asked Questions

What are pay-per-use telephone features?

Pay-per-use calling features offered by local telephone companies are services which customers can activate and pay on an as-used basis. Examples of pay-per-use calling features are: automatic callback, name and number delivery, three-way calling, and repeat dialing.

How do I find out what services are available in my area?

While all of these services may not be available statewide, a number of local telephone companies have begun to market these optional calling features in their service territories. In most areas, these services are already available on residential lines. In order to find out which services are available in your area, call your local telephone company or check your telephone directory.

Will I be charged even if another party blocks the service?

You most likely will be charged for a pay-per-use feature even if another party's calling information is blocked or if the call is not completed. You should check with your local telephone provider for more detail regarding actual charges.

How much will I be charged?

The charges will appear on your monthly telephone bill and will vary depending on the service. You should check with your local telephone provider for more detail regarding actual charges.

What are some of the most common pay-per-use features?

The actual names of these pay-per-use features may vary by company so be certain to check their names with your local phone company. The following is a list of the most common pay-per-use features:

Automatic Callback/Last Call Return

Automatic callback/last call return (such as *69) redials and calls back the last number that called on your line. You activate the automatic callback feature by dialing *69 and should reach that caller unless he/she has a service which will actually block your return call.

Name and Number Delivery

Name and Number Delivery (NND) is activated when you make an outgoing call and there is no answer at the number called. You will be asked, by a recorded announcement after 5 rings, if you would like to record a name and number for future delivery to the called party. If you choose this option, NND will record the name and number and ring the called party every 30 minutes, for up to 12 hours, until the name and number can be delivered. If you do not choose the service, the call will continue to ring and you will be free to hang up or leave a message on

the other party's answering service or voice mail, if available. In most areas NND is activated automatically after the fifth ring, but you would be charged only after choosing to leave a name and number, and only if the name and number are delivered.

Three-Way Call/Conference Call

A three-way call/conference call connects you with two people, in two different locations, at the same time. You will be charged if you activate the three-way calling feature.

Repeat Dialing

Repeat dialing allows you to reach a called party whose number is busy without having to continually redial the number. If you activate this feature, it will continually dial the desired number for a designated time (usually 30 minutes) until it is free and then will ring your line when the call can go through. This feature is activated automatically, but charged only if you choose to select the option. You can choose to use the service or ignore the message, hang up, and try the call again later.

Call Trace

Call Trace allows you to automatically trace the telephone number of threatening or harassing phone calls. You must dial a company-designated code (such as *57), and activation must occur prior to the time that you receive either another call or the call waiting tone. A recording will indicate if the trace was successful or not. Within five business days after the successful activation of Call Trace, you must contact the company to arrange for the continued retention of the trace record. The company will not provide the traced number to you, but it will be provided to law enforcement officials. Call Trace is intended for only serious situations that require a police intervention.

Calling Party Number Blocking/Caller ID Blocking

Calling party number blocking/caller ID blocking allows you to block your number from the receiving party. This feature is activated by dialing a company-designated code, such as *67, from a touchtone phone, before each call you want blocked.

Can I block pay-per-use telephone features?

Yes, you can ask your telephone company to place a block of these pay-per-use calling features on your line. The company should be able to do this at no charge and without a service trip to your home. For certain features you may also use a block per call by dialing a specific number. If you have questions about pay-per-use services, their availability, blocking features, and/or billing for these services, contact your local phone company.

If you would like to know more about the PUCO or have utility-related questions or concerns,

contact the PUCO at:

(800) 686-PUCO (7826)

(800) 686-1570 (TDD/TTY)

In Columbus only:

(614) 466-3292

(614) 466-8180 (TDD/TTY)

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