

Remote Activation Call Forwarding

Remote Activation Call Forwarding (RACF)* gives you an additional advantage to regular Call Forwarding service: you can make changes to Call Forwarding from *any* touch-tone phone, at any location nationwide. You can turn it on, turn it off, or change the number you want your calls to go to.

To activate this service:

- As a precaution against unauthorized use of your RACF service, you must activate it before using it. Simply call our activation phone number *using the telephone line equipped with RACF* (see paragraph below). You cannot activate the service using any other telephone line.
- If you are located in New York, dial **1-800-284-1687**. In New England and the Greenwich, Byram areas of Connecticut, dial **1-800-747-9285**. If you have Caller ID Blocking turned on, remember to turn it off beforehand by dialing * **8 2**. To turn it on again after making the call, dial * **6**.
- After the voice prompt, enter the 10-digit telephone number you are calling from. An announcement will confirm that RACF has been activated.
- After activation, you can use RACF from any touch-tone phone.

* Long distance or regional toll charges may apply.

To use this service:

Have your 4-digit temporary Personal Identification Number (PIN) ready. As an additional precaution against unauthorized access, we recommend that you change your PIN the first time you use the service.

1. From New York, New England and the Greenwich, Byram areas of Connecticut, dial **1-800-414-9898**. From all other areas, dial **1-212-338-8300**. Voice prompts will guide you.
2. Enter your area code and phone number, plus your 4-digit password.

3. At the Main Menu, press **1** to turn on Call Forwarding or enter/change the number you are programming in (program the number as you would dial it from your office phone, either with or without the area code). Press **2** to turn Call Forwarding off.
4. To change your primary password and add or delete up to three secondary passwords, press **8**. Secondary passwords allow you to give other people—secretaries, associates and answering services, for example—access to your RACF service. However, as the holder of the primary password, only you can make password changes of any kind.

RACF shortcuts:

1. To save time, dial your selection or enter a phone number without waiting for the voice prompt to finish.
2. After entering a phone number or password, press to go to the next voice prompt faster. If you make a mistake, press to cancel, then press to begin again.
3. To return to the previous menu, just press .

Please note:

- For your security, after three incorrect phone numbers or password sequences, access to RACF will be denied for approximately 20 minutes.
- If a forwarded call is completed, and it is a toll call or you have measured local service, you will be charged for that call.
- Basic RACF service will forward one call. If you need to forward multiple calls coming into the number being forwarded, additional pathways are required. Call the Customer Service number listed below for more information.

Questions? Please call **1-800-957-6468**.