

Frequently Asked Questions – Automatic Recall *69

Q: What is Automatic Recall?

A: Automatic Recall is a feature that stores the number of the last person that called and will allow you to automatically dial the caller back.

Q: How do I activate the Automatic Recall feature?

A: In order to activate Automatic Recall, you must dial *69. A voice recording will then provide you with the telephone number, date and time of the last caller and will provide you with an option to press “1” to automatically call the last caller back.

Q: What happens if I dial *69 and the last incoming call number is busy?

A: If you call back a number that is busy, press “1” and the system will automatically continue to redial the number for up to thirty minutes. Once the receiver’s line is available you will hear a distinctive ring on your phone. You can then pick up the phone; the phone will call the last number you were trying to reach.

Q: How can I cancel the *69 Repeat Dialing feature?

A: If you do not wish to wait the entire 30 minutes to reach the last calling party to your phone number, you will have the opportunity to cancel the Automatic Recall feature by dialing *89 at any time.

Q: What is a distinctive ring?

A: A distinctive ring is a special short-short-long ring on your telephone line.

Q: Is there an additional fee to use the Automatic Recall feature?

A: No. The Automatic Recall feature is included as part of Bright House Networks standard universal features for all Digital Phone subscribers.

Q: Will Automatic Recall work if the last calling party has Caller ID blocking turned on?

A: No. The Automatic Recall feature will not function if the caller has Caller ID blocked.

Q: Will Automatic Recall work if the caller is located in another state?

A: Automatic Recall will only operate for calls to landline phones within your local calling area.

Q: Will Automatic Recall work for US or international long distance calls or calls to 8xx or 9xx?

A: No. The Automatic Recall feature will not operate for calls to US long distance (within state or out of state), international numbers, 8xx, or 9xx telephone numbers.

Q: Will Automatic Recall work for calls to wireless phones?

A: No. Automatic Recall does not work for calls to wireless phones.

Q: If the last calling party has forwarded their calls to a different number, can I still use the Call Return feature?

A: No. The Automatic Recall feature will not operate if the last calling party has forwarded their calls to another telephone number.

Q: Can I continue to make calls during the 30 minutes that the system is trying to contact my last calling party?

A: Yes. You can still make and receive calls; a distinctive ring will signal when the last calling party line becomes available.

Q: When will the Automatic Recall feature stop attempting to reach the last person that called?

A: The Automatic Recall feature will automatically deactivate after 30 minutes.