



# Home phone features

[HOME](#) / [SUPPORT](#) / [PHONE](#) / [FEATURES](#)

In addition to clear calls and increased reliability, your phone service includes 17 FREE calling features! With Call Waiting, Caller ID, 3-Way Calling, Voicemail and more, now it costs even less to stay connected.

[VIEW ALL PHONE FEATURES SUPPORT](#)

## Related articles

[Blocking spam calls](#) >

[International rates](#) >

[Phone backup battery](#) >

[Lifeline program](#) >

## **Anonymous Call Rejection**

dial \*77 to reject Private, Blocked or Anonymous callers

Program your phone to reject “Private”, “Blocked” or “Anonymous” callers and/or callers who use Caller ID Blocking.

## **Basic Voicemail**

You don't need an answering machine - we provide digital voicemail. Receive up to 20 messages that are saved for 30 days or until deleted.

## **Call Forward Busy**

When your line is busy, your calls will be forwarded to a designated number.

## **Call Forward Don't Answer**

If you don't answer after 6 rings, your calls will be forwarded to a designated number.

## **Call Forward Remote Activation**

Activate and deactivate the call forward feature when you are away from home.

## Call Forward Variable

dial \*72 and the area code and phone number you want your calls forwarded to

Call Forward Variable forwards incoming calls to a number of your choice, when your line is busy or unanswered.

## Call Logs

Login to the customer center and view your call logs. You can track phone calls or find a number recently dialed.

## Call Return

dial \*69 to get the number of your last incoming

Get the number of the last incoming call you received. Also get time/date information and return the call instantly by pressing only one button.

## Call Waiting

dial \*70 to turn the feature off on a per-call basis

You'll hear a short beep if someone calls you while you're on the phone. Know who's calling you and decide whether or not to answer the incoming call while the first caller holds.

## Caller ID

Your friends will think you're a good sleuth. Know the name and number of the telephone you're being called from before you answer the call.\* \*Must provide caller ID box or have phone with Caller ID functionality.

## Caller ID for TiVo®

If you have Digital Phone and TiVo® service from Astound Broadband, you can now get Caller ID on your TV. Simply turn on the feature and you'll see the name and phone number of incoming calls on your main TV.

## Call Waiting with Caller ID

The Caller ID and Call Waiting features on your Home Phone work together. When you are on the phone and another caller tries to reach you, a special tone or beep alerts you to the waiting call, and the name and number of the person phoning is displayed on your Caller ID screen or telephone handset.

## Distinctive Ring

Distinctive Ring allows you to have up to 2 additional phone numbers while having only one physical line. Each number has a special ring cadence which lets you determine what number is being called. You may have one free directory listing for each distinctive ring number.

## Nomorobo

Block unwanted calls from telemarketers and robo-callers. This feature uses a list of phone numbers from the FCC Do Not Call list to block suspected calls. [See more](#).

## Repeat Call

Dial \*66 to redial a number every 40 seconds

Outsmart busy signals. Your phone can automatically redial a number every 40 seconds (for up to 30 minutes) and alert you when the call goes through.

## Selective Call Forwarding

Dial \*63 and follow the prompts to set-up

Re-route incoming calls to another phone. If you're expecting an important call and want to leave home or go out of town, forward calls to a cell phone.

## Selective Call Rejection

dial \*60 and follow the tutorial for set-up

Enter numbers that you don't want to receive incoming calls from and they will be blocked.

## Speed Dial

dial \*74 and program up to 8 numbers

dial \*75 and program up to 30 numbers

Call your mom frequently? Program up to 8 numbers on speed dial and press only 1 digit to make the call.

## Three-Way Calling

Three people, three phones, one conversation. No problem.

Add a third party to a traditional two-way phone call.

Please note: Ultra Feature Package only available to customers with MetaSwitch phone service. All new customers have MetaSwitch phone installed unless the location is unable to accommodate.

If you are an existing Astound Broadband customer, and wish to upgrade to the Ultra Feature Package, call [1-800-427-8686](tel:1-800-427-8686).

[Shop](#) ▾ [Services](#) ▾ [Support](#) ▾[Residential](#)[Business](#)

MyAstound



Webmail



Search

Service  
centers

Washington

[Check For Service](#)

# Phone modem battery backup FAQs

[HOME](#) / [SUPPORT](#) / [PHONE](#) / PHONE MODEM BATTERY BACKUP

## What is the purpose of the telephone modem back-up battery?

Your Astound Broadband (Astound) telephone service is provided via the telephone modem we have installed at your location. This device needs electrical power to provide service. In the event of a power outage, your phone service, including access to 911, will not work, unless you have a working back-up battery installed in your modem.

## How can I obtain a telephone modem back-up battery?

Currently, Astound will provide an internal 8-HOUR back-up battery for Astound - supplied telephone modems at no charge, upon request from the customer [and will replace the 8-HOUR back-up battery without charge, upon request, as needed]. Batteries may be obtained at the time your telephone modem is installed or by calling [1-800-427-8686](tel:1-800-427-8686). This policy may be subject to change at a future date, in which case you will be notified.