Caller Display

See who is calling you before you answer !

Using *Caller Display** :

Between the first and second ring, the name and number of the caller will be displayed. If the caller has intentionally blocked his or her name and number, "**Confidential number**" or "**Confidential name**" will appear on the display screen.

This requires a telephone with a display screen.

* The *Caller Display* function includes the displaying of both the name and number of the caller. Certain numbers may not display: occasional blocking of caller display, certain cellular phones, certain public phones. For more information, please consult the section "Protecting your Privacy".

Call Waiting (*70)

No more missing important calls because you are on the phone!

Using Call Waiting:

1. To answer a second call (when you hear the beep), briefly press the **Link** or "**Flash**" key (or briefly press the receiver button).

2. To return to the original call or to alternate between calls, briefly press the **Link** or "**Flash**" key (or briefly press the receiver button).

3. To end the first call before answering the second call, simply hang up.

   The phone will ring and you will be able to answer the call.

To temporarily deactivate *Call Waiting*:

Telephone :
Pick up the handset and dial ***70** (or 1170 on a rotary phone). Two "beeps" confirm the temporary deactivation of the service. Dial the number of the person you wish to contact.

Anyone trying to call you will hear a busy signal or the call will be forwarded to your *Voice Mail*, should you be a subscriber to this service.

Internet :
When using a dial-up connection to the Internet, insert ***70** in front of the connection number. Then, each time you connect to the Internet, *Call Waiting* will automatically be deactivated.

Call Waiting Display

See the name and number of the caller even if you are already on the phone.

Requires a telephone that is compatible with *Call Waiting Display**.

* The *Call Waiting Display* service requires a compatible display phone. You must be subscribed to both the *Caller Display* service and the *Call Waiting Display* service.

Personalized Rings

Only answer calls that are meant for you!

The *Personalized Rings* service allows you to have up to two additional telephone numbers on the same phone line, each with its own distinctive ring tone.

Business phone :

You can distinguish between voice and fax calls or even identify calls from suppliers or customers.

Home phone :

You can identify calls for the parents or for the children.

Students sharing an apartment are able to distinguish their calls. (up to 3 distinctive ring tones).

Ring tones for *Personalized Rings* :

1st ring tone: long – long
2nd ring tone : short – long – short

calls will continue as usual).

You have only one phone line, however, you may have up to three phone numbers.

Voice Mail

No more missed calls!

Voice Mail takes your messages when you are unable to answer or when you are already on the phone or the Internet.

Useful information :

You may listen to, erase or save your messages 24 hours a day from any touch tone phone whether at home or away.

You know you have a message when you pick up the handset and hear a series of quick beeps and when the indicator light is flashing* (on certain models of phones). You may still receive or make calls.

Voice Mail is able to record up to two additional calls coming from another phone whose calls have been forwarded to your *Voice Mail* box (cell phone, cottage, etc.).

If you are subscribed to the ***Call Waiting*** service and do not wish to answer a second call when you are already on the phone, *Voice Mail* will automatically take the call.

You may also choose to send all calls directly to your *Voice Mail* box. To activate this function dial ***72** and to deactivate it, dial ***73**.

* Should the indicator light stay lit even though there are no messages, you can deactivate it by dialing ***92**.

Helpful Hints

Voice Mail may take your calls immediately after the first ring or after any other number of rings as defined by the subscriber. You must contact *CoopTel* to use this service.

When you retrieve your messages, the quick beeping and the flashing indicator light (on certain models of phones) will stop even if you don't listen to all of the messages or if the messages have been saved.

Voice Mail - menu

Activating Voice Mail

Activate your voice mail	**Step 1**	- Dial ***98 or the number that corresponds to your region** :
		
		  - **Sherbrooke : 819 542-7000**
		  - **Valcourt and area** : **450 532-7000**
		  - **450 535-7000**
		  - **450 548-7000**
		  - **Acton Vale : 450 642-7000**
		  - **Montreal : 514 563-7000**

	Step 2	- Dial your temporary password which is your phone number. Press the # key.
	Step 3	- Dial your new password. *Choose an easy password to remember composed of 4 to 10 numbers.* - Press **1** to save or **2** to make changes.
	Step 4	*Personalize your voice mail by recording your name or the name of your business.* - Then press the **#** key. - Press **1** to save or **2** to make changes.
	Step 5	**If you opt to use the system's greeting message** : - Press the ***** key. **If you opt to use a personalized greeting message** : - Record it after the tone - After your message, wait 1 or 2 seconds, then press the **#** key. - Press **1** to save or **2** to make changes.

Accessing your Voice Mail

Retrieve messages	**from home**	- Dial ***98** then your password - Press **1** to listen to your messages. *Should you want to access your voice mail withour having to dial your password each time, follow the instructions in the following sequence : 9, 2, 1 to activate or deactivate.* <u>Note</u> : When you retrieve your messages, the quick beeping and the flashing indicator light (on certain models of phones) will stop even if you don't listen to all of the messages or if the messages have been saved.
	away from home	- Dial the number that corresponds to your region : - **Sherbrooke : 819 542-7000** - **Valcourt and area** : **450 532-7000** - **450 535-7000** - **450 548-7000** - **Acton Vale : 450 642-7000** - **Montreal : 514 563-7000** - **press the * key** and follow the instructions or dial your phone number and press the *** key at the beginning** of the greeting message. - Dial your password. - Press **1** to listen to your messages.
		-

<u>Note</u>:   A saved message will be kept for a period of 14 days and unretrieved messages will be kept for a period of 7 weeks. The *Voice Mail* box has a capacity of 50 messages of 5 minutes each.

Telephony Guide

Changing your Coordinates

	Change your password	Dial ***98** followed by your password. - Follow the instructions in the following sequence : **9**, **2**, **your new password** *Choose a password composed of 4 to 10 numbers.* - Press **1** to save your new password or **2** to make changes.
	Change your name	Dial ***98** followed by your password - Follow the instructions in the following sequence: **9**, **1**, **2**, **2**, the new name followed by the **#** key. - Press **1** to save your new password or **2** to make changes.
	Change your greeting message	**If you opt to use the system's greeting message** : - Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **1**, **1** - Press **3** to erase your personalized greeting message. *Voice Mail will automatically return to the system's greeting message.*
		If you opt to use a personalized greeting message : - Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **1**, **1**, **2**, record your new greeting messeage , wait 1 or 2 seconds, then press the **#** key. - Press **1** to save your new password or **2** to make changes.

		To activate your greeting message for a prolonged absence
		    Dial ***98** followed by your password.
		- Follow the instructions in the following sequence: **9**, **1**, **1, 2, 3**
		- Press 3 to activate the statement of a prolonged absence.
		
		To deactivate your greeting message for a prolonged absence
		    Dial ***98** followed by your password.
		- Follow the instructions in the following sequence: **9**, **1**, **1**, **3**

Changing the Answer Mode

	have your greeting message heard without activating your Voice Mail service	*You can have your greeting heard without giving your callers the option of leaving you a message. Make sure that your greeting message does not contain an invitation to leave a message.* *To activate this service* : - Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **9**, **3** - Press **2**.
	make your Voice Mail unavailable	*You can have your callers hear a message from the system stating that you are not receiving messages at this time* *To activate this service* : - Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **9**, **3** - Press **3**.
	deactivate these services	- Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **9**, **3** - Press **1**.

Changing the Way You Hear Your Messages

	Activate or deactivate the time and date announcement	- Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **3**, **3**
	Activate or deactivate the sender's announcement	Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **3**, **4**
	Change the order in which you hear the messages	Dial ***98** followed by your password. - Follow the instructions in the following sequence: **9**, **3**, **2**

Sending Messages to Another User of Voice Mail
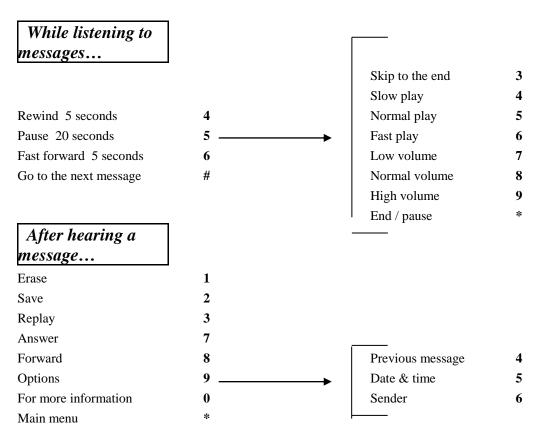
	Send a message	- Dial ***98** followed by your password. - Press **2** - Dial the number of the destination voice mail box, which is his or her telephone number. Press the **#** key. - Leave your message followed by the **#** key and then press **1** to immediately send the message (the message will be cancelled if you hang up) **or** press **9** to choose other options for delivering the message.
	Choose other options for delivering messages	***Whenu leaving a message for another user of Voice Mail you have four delivery options available to you depending on the circumstances.*** - Dial **1** for an **urgent** message for priority delivery. - Dial **2** for **a private** message that may not be forwarded to another user. - Dial **3** if you wish to receive confirmation of delivery. - Dial **4** if you wish to record a message to be **delivered at a later date**. **- Following whichever option you choose, dial 1 to send your message.** *You can combine some of these options by dialing **9** before dialing **1** to send your message.*
	Immediately answer a message	- After listening to the message, dial **7** - Record your answer after the tone - Press the **#** key and then follow the instructions.
	Forward a message	- After listening to the message, dial **8** - Dial the number of the destination voicemail box, which is his or her phone number (this number must be part of the CoopTel network) - Press the **#** key and then follow the instructions.

Telephony Guide

	Create a voice mail group	*You are able to create a group of voice mail boxes. This will allow you to send a message to more than one user of voice mail* - Dial ***98** followed by your password - Follow the instructions in the following sequence : **9**, **9**, **1**, **4** - Dial a number for the group (composed of 1 or digits : the voice mail will register 101 for 1, 102 for 2, etc.) - Record the name of the group followed by the **#** key. - Press **1** to save or **2** to make changes - When asked for the voice mail number of the person you wish to include in the group, dial that person's phone number. Continue as such for all members in the group. - Press the **#** key to end.
	Revise, delete or modify a group	- Dial ***98** followed by your password - Follow the instructions in the following sequence : **9**, **9**, **1** - Then select the option accordingly to revise, delete or modify the group.
	Send a message to a group	- Dial ***98** followed by your password - Dial **2** - Dial the number of the group followed by the **#** key. - Record your message followed by the **#** key, then **1** to send it immediately, **or 9** to choose another delivery option.
	Forward your voice mail to another user	*This function allows you to forward your messages to the voice mail of another user. However, your caller will hear your own greeting message.* **To program the number to which you wish to automatically forward your voice mail** : - Dial ***98** followed by your password Follow the instructions in the following sequence: **9**, **9**, **2**, **1**, **3**.
	Activate or deactivate the forwarding function **Change the number to which you are forwarding**	- Dial ***98** followed by your password - Follow the instructions in the following sequence: **9**, **9**, **2**, **1** - Then choose the desired option according to whether you wish to activate or deactivate the forwarding service or if you wish to change the number to which you are forwarding.
	Activate or deactivate the reminder call service and the wake-up call	*This service allows you to have your telephone ring at a predetermined time to remind you of an appointment or to wake you up.* **To activate or deactivate this service** : - Dial ***98** followed by your password - Follow the instructions in the following sequence: **9**, **4**.

Voice Mail – menu overview

While listening to messages…

		Skip to the end	**3**
		Slow play	**4**
Rewind 5 seconds	**4**	Normal play	**5**
Pause 20 seconds	**5**	Fast play	**6**
Fast forward 5 seconds	**6**	Low volume	**7**
Go to the next message	**#**	Normal volume	**8**
		High volume	**9**
		End / pause	*****

After hearing a message…

Erase	**1**		
Save	**2**		
Replay	**3**		
Answer	**7**		
Forward	**8**	Previous message	**4**
Options	**9**	Date & time	**5**
For more information	**0**	Sender	**6**
Main menu	*****		

Multi-user Voice Mail

Access your messages in complete confidentiality !

Useful information :

Multi-user Voice Mail allows you to have up to 4 different mail boxes per phone line.

Multi-user Voice Mail allows users to access their messages by using their own individual password, thereby assuring the confidentiality of their messages.

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*Speed Dial - 8 numbers (*74)*

Save time !

Useful information :

You can speed dial up to 8 telephone numbers by dialing a single digit code.

Speed Dialing allows you to save time and avoid looking up the numbers you call the most often as well as emergency numbers.

*Speed Dial - 8 numbers (cont'd) (*74)*

Using *Speed Dial* :

1. **To program or change** a telephone number, lift the handset, dial ***74** (or 1174 on a rotary phone). Dial the desired code (between 2 and 9) and then the number you wish to store in memory. You will hear two beeps. Hang up.

2. **To use *Speed Dial*** , lift the handset and dial the desired code, then press the # key.

3. **To deactivate a** number stored in memory, lift the handset and dial ***74** (or 1174 on a rotary phone). You will hear three beeps; dial the code associated with the phone number you wish to delete. You will hear two beeps. Hang up.

Helpful Hints

When you are programming long distance numbers, you must dial 1 followed by the area code and the telephone number.

Keep an up-to-date list of your stored numbers and their associated speed dial codes.

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*Speed Dial - 30 numbers (*75)*

Save time !

No more looking up the phone numbers you use the most often

Useful information :

You can speed dial up to 30 telephone numbers by dialing a two digit code (available to business subscribers only).

Using *Speed Dial* :

1. **To program or change** a telephone number, lift the handset, dial ***75** (or 1175 on a rotary phone). Dial the desired code (between 20 and 49) and then the number you wish to store in memory. You will hear two beeps. Hang up.

2. **To use *Speed Dial*** , lift the handset and dial the desired code, then press the # key.

3. **To deactivate** a number stored in memory, lift the handset and dial ***75** (or 1175 on a rotary phone). You will hear three beeps, dial the code associated with the phone number you wish delete. You will hear two beeps. Hang up.

Helpful Hints

When you are programming long distance numbers, you must dial 1 followed by the area code and the telephone number.

Keep an up-to-date list of your stored numbers and their associated speed dial codes.

Three-Way Calling

Talk to two different people in different locations at the same time !

The *Three-Way Calling* function is useful when organizing special events or to chat with friends or family members. You can have a three-way conversation or you can put one person on hold while you talk to the other.

Using *Three-Way Calling* :

To add a third party to a conversation, ask the first person to stay on the line. Press the **Link** or **Flash** button (or quickly press the receiver button). You will hear three beeps followed by the dial tone.

Dial the telephone number of the third party. When they answer, you may talk privately to them while the first person is on hold. If you wish to include the third person in the conversation, once again press the **Link** or **Flash** button (or quickly press the receiver button).

If the third party's line is busy or there is no answer or if you have dialed the wrong number, press the **Link** or **Flash** button twice (or quickly press the receiver button).

Helpful Hints

Either of the two called parties may hang up at any time without interrupting the communication. However, if the person who initiated the call hangs up, this ends the three-way call.

Call Waiting and *Call Waiting Display* will not function during Three-way Calling. The caller will hear a busy signal or the call will be forwarded to *Voice Mail* if you are subscribed to this service.

Call Trace (*57)

Increase your security and peace of mind !

This service allows you to trace the telephone number of the last call received.

Using *Call Trace* :

1. Hang up after answering the unwanted call.

2. Lift the handset and dial ***57** (or 1157 on a rotary phone). A voice recording will inform you that the call has been traced.

3. Hang up and call the police so that the appropriate actions can be taken against the caller. Each traced call incurs a cost of $5 up to a maximum of $10 per month. These costs apply even if you do not contact the police.

Call Trace may only be used in serious situations where you intend to take action against the caller (in cases of harassment or threats). The traced number will only be transmitted to the police on condition that they have legal authority.

Call Trace only traces the last call received. If you answer another call or hear the *Call Waiting* beep, the first call cannot be traced.

Number Recall (*69)

Never miss another call !

The *Last Call Return* function allows you to obtain the number of the last person who called you.

Using *Last Call Return* :

1. Lift the handset and dial ***69** (or 1169 on a rotary phone).

2. A voice recording will tell you the phone number of the last call received and offer to redial it for you.

3. For a period of 30 minutes, *Number Recall* monitors the line while making 5 attempts to alert you. If after 30 minutes you are still on the line or away from the phone, the monitoring of the line will automatically end.

Helpful Hints

You are able to make and receive calls while waiting for the signal from *Number Recall*.

You can use *Number Recall* to consecutively call back more than one telephone number. The *Number Recall* tone alerts you that a phone number is now available but does not specify which one, unless you subscribe to the *Call Display* service.

Telephony Guide

*Number Recall (*66)*

No more redialing because of a busy signal !

Busy Call Return monitors a busy line and advises you when it becomes available.

Using *Busy Call Return* :

1. Lift the handset and dial ***66** (or 1166 on a rotary phone).

2. A voice recording advises you that the line is busy. Hang up. You will hear *Number Recall's* distinctive ring (two short beeps followed by a long beep) when the line becomes available.

   In the case of another busy signal when the number is redialed, this service monitors the number for 30 minutes and dials it automatically when it becomes available.

3. After a distinctive ring alert, lift the handset and the number will be redialed automatically.

Helpful Hints

You can automatically redial the last number you called, whether you received an answer or not.

In the case of another busy signal when the number is redialed a voice recording will advise you that the line is busy. Hang up. You will hear two short beeps followed by a long beep when the line becomes available. After the distinctive ring alert, lift the handset and the number will be redialed automatically.

---

*Call Forwarding (*72) / (*73)*

Your calls follow you wherever you go !

By using *Call Forwarding* you can have your incoming calls forwarded to any phone number, including a cellular phone, a pager, etc..

Using *Call Forwarding :*

1. Lift the handset and dial ***72** (or 1172 on a rotary phone). You will hear three beeps followed by the dial tone.

2. Dial the telephone number that you wish to have your calls forwarded to. After the person you called answers, stay on the line for a minimum of five seconds to activate *Call Forwarding.* Hang up.

   If the line is busy or no one answers, hang up. Repeat the previous steps within the next two minutes. Two beeps indicate that the forwarding has been completed. In case of a dialing error, repeat the above steps.

To deactivate *Call Forwarding* :

1. Lift the handset and dial ***73** (or 1173 on a rotary phone). You will hear two beeps indicating that the service has been deactivated

Helpful Hints

When *Call Forwarding* is activated and someone tries to reach you, you will hear a short ring. You can make outgoing calls, but you cannot receive calls.

If you activate *Call Forwarding* and transfer your calls to a phone number outside of CoopTel's territory, long distance charges will apply.

Call Forwarding For Busy Signal or Unanswered Calls

When you are subscribed to *Call Forwarding for Busy Signal* and *Call Forwarding for Unanswered Calls,* your calls can be forwarded to the same phone number or to different phone numbers.

Charges apply for requests to change a phone number that is on permanent call forwarding.

Long Distance Plans

Limit your expenses, not your conversations !

Plan 1

7 ¢ / minute, for Canada and the United States (except Alaska and Hawaii)
> Offered to CoopTel residential and business members.

Plan 2

2 ¢ / minute, for Canada and the United States (except Alaska and Hawaii)
-   Network access fee of $2.95 per month

> Offered to CoopTel residential and business members who have CoopTel's 56K unlimited or high speed Internet access. Monthly fixed cost for network access.

Plan 3

$17.95 / month for unlimited calls for Canada and the United States (except Alaska and Hawaii)
-   Network access fee of $2.95 per month

> Offered to CoopTel residential members who have CoopTel's 56K unlimited or high speed Internet access. A fixed monthly fee of $2.95 is charged for network access. The monthly calling fee of $17.95 is a fixed cost, regardless of the number of calls you make.

Restricting Long Distance

Avoid long distance charges !

Useful when you have roommates or boarders.

Useful information :

There are no service fees to activate the **Restricting Long Distance** service.

A residential subscriber must pay a service fee of $10 to deactivate or to reactivate this service.

The **Restricting Long Distance** service allows you to restrict your line to local calling only in order to avoid long distance charges.

CoopTel may refuse to issue a calling card to a residential subscriber who has the **Restricting Long Distance** service.

Call Block (*60)

Reap the benefits of never being bothered again by unwanted calls !

By using **Call Block,** any caller on your rejection list, of up to 12 numbers, will hear a message saying that you are not receiving calls at this

Using Call Block :

1. Lift the handset and dial ***60** (or 1160 on a rotary phone).

2. Follow the instructions. You can :
    - add a number to your rejection list
    - delete a number from your rejection list
    - review the numbers on your rejection list
    - add the number of the last call received
    - hear the instructions again

When a number cannot be stored in memory in **Call**

Helpful Hints

Calls coming from numbers on your **Call Block** rejection list are forwarded to a recorded message even if you have activated **Call Forwarding.**

Call Block also works for calls that have been dialed automatically.

You can use the **Call Block** service to block calls coming from a private number if this is the last call received.

time.

Block, a voice message will advise you.

You may add or delete phone numbers at any time. You may also add the number of the last call received to your rejection list even if you do not know this number.

This number will show up as ''confidential'' on your list.

Protecting your Privacy

How to protect your privacy

For CoopTel, a member's right to privacy is fundamental. We propose telephone services that strike a fair balance between the right to privacy of a customer, and the people who call them.

Blocking options are offered to protect the caller by blocking the transmission of his or her name or telephone number.

Caller Display

Members who subscribe to the *Caller Display* service are able to see the name and telephone number of most of their callers.

If you have more than one phone number, you can choose which one you would like to be displayed when you call out. Contact **CoopTel** to take advantage of this option.

*Occasional Call Display Block (*67)*

Before dialing a telephone number, dial ***67** (or 1167 on a rotary phone) to block the display of your name and phone number. The person you are calling will see the display **''Confidential name/Confidential number''.**

This service is free of charge.

Operator Assisted Call Display Block

When you wish to have operator assistance to block the display of your number for certain calls.

Charges of $0.95 (rate in force at the time of printing) per call apply for this service.

Permanent Call Display Blocking of Name and Number

This option allows you to permanently block the display of your name and phone number. It is only available to refuge centres for victims of family violence, police authorities, social service organizations, crisis centres and potential victims of violence.

The display of your telephone number is not blocked for calls to 9-1-1.

This service is automatically offered to subscribers who have an unlisted number.

If you use Call Display Blocking for calls to the United States, your name will not be displayed. However, your phone number will be displayed if the American telephone company does not respect call display blocking.

Permanent Call Display Blocking of Name

It is possible to permanently replace the display of your name by the message ''**Confidential name''.** If the person you are calling subscribes to a **Caller Display** service, they will see this message instead of your name, however, your phone number will still be displayed

This service is free of charge. Contact CoopTel's Customer Service to take advantage of this service.

Telephony Guide

Telephone Services

Operator assistance (0)

You may reach an operator 24 hours a day, 7 days per week, by dialing **0**.

Directory assistance (411)

Dial **411** in order to find a number within Canada. To find a number outside of Canada, dial **1 + the area code + 555-1212.** For directory assistance for toll-free numbers, dial **1 800 555-1212.**

* Charges are applicable for each use of this service.

Technical support and repair service (611)

Should you have problems with your phone line, call our technical support group at **611** (from any CoopTel subscriber line) or **450 532-3141** / **1 866 532-2252** (from any other phone line).

Emergency Service (911)

To reach emergency services (fire, police, ambulance), dial **911** if this service is available in your municipality.