

User guide

Cooptel

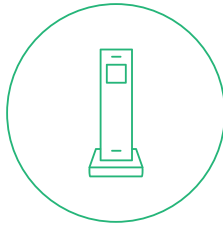
telecommunications
and entertainment

1 888 532-2667 [cooptel.ca](https://www.cooptel.ca)

Thank you for choosing Cooptel's telephone service. As a cooperative, Cooptel has for mission to provide it's members with state-of-the-art services at competitive rates.

You will find in this guide, information about our telephone options, long distance calling plans, privacy management and assistance services.

For more information, we invite you to contact us. Our client services representatives will be pleased to answer your questions.



1 888 532-COOP (2667), option 3

Monday to Wednesday

8:30 AM to 5 PM

Thursday to Friday

8:30 AM to 6 PM

Saturday

9 AM to 5 PM

TABLE OF CONTENTS

1. OPTIONAL SERVICES	4
11. Voice mail	4
11.1. Voice mail activation	4
11.2. Retrieving messages	5
11.3. Voicemail customization	5
11.4. Sending messages	5
11.5. Forwarding messages	6
11.6. Multi-user voice mail	7
11.7. Listening mode - Quick guide	7
12. Caller display	8
13. Call waiting (*70)	8
14. Speed dial – 8 numbers (*74)	9
15. Speed dial – 30 numbers (*75)	9
16. Call block (*60)	10
17. Number recall (*66)	10
18. Call forwarding (*72) (*73)	11
19. Three-way calling	11
110. Number recall (*69)	12
111. Personalized rings	12
2. LONG DISTANCE SERVICES	13
2.1 Long distance plans	13
2.2. Restricting long distance	13
3. PROTECTING YOUR PRIVACY	13
3.1. Caller display	13
3.2. Occasional call display block (*67)	14
3.3. Permanent call display blocking of name	14
3.4. Permanent call display blocking of name and number	14
3.5. Call trace (*57)	14
3.6. Directory registration	15
4. ASSISTANCE SERVICES	15
4.1. Emergency services (911)	15
4.2. Operator assistance (0)	15
4.3. Directory assistance (411)*	15
4.4. Info-Transports (511)	15
4.5. Technical support and repair service (611)	15
4.6. Info-Santé (811)	15
4.7. Relay service for the hearing impaired (711)	15
5. INSTALLATION AND CAUTION	15
5.1. Maintenance plan	15
5.2. Caution	16

1. OPTIONAL SERVICES

1.1. Voice mail

Voice mail takes your messages when you are unable to answer or when you are already on the phone. You must initialize your mailbox the first time you access it.

1.1.1. Voice mail activation

Step 1

Dial ***98** from your home phone or the access number of your area from another phone.

Acton Vale:.....	450 642-7000
Montreal:.....	514 563-7000
Sherbrooke:.....	819 542-7000
Ste-Christine:.....	819 248-7000
St-Aimé (Massueville), St-Louis.....	579 445-7000
St-Hugues, St-Marcel.....	579 429-7000
St-Joachim de Shefford:.....	579 439-7000
St-Jude, St-Barnabé, St-Bernard.....	579 437-7000
St-Nazaire-d'Acton:.....	819 558-7000
St-Théodore-d'Acton:.....	450 642-7000
Valcourt et régions:.....	450 532-7000 or 450 535-7000 or 450 548-7000

Step 2

- Dial your temporary password, then press the **#** key.

Your temporary password is your phone number without the area code.

Example: for 450-532-2667, this temporary password will be 5322667.

Step 3

- Dial your new password.
- Press **1** to save or **2** to make changes.
- Choose an easy password composed of 4 to 10 numbers.

Step 4

- Personalize your voice mail by recording your name or the name of your business.
- 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.
- At the end of your message, wait 1 or 2 seconds, then press the **#** key.
- Press **1** to save or **2** to make changes.

1.1.2. Retrieving messages

a) From home

- Dial ***98** then your password.
- Press **1** to listen to your messages.
- If you have a confidential number, you will still need to enter your 7-digit voicemail number corresponding to your telephone number without the area code. Example: For 450-532-2667, the mailbox number will be 5322667. Then, you can dial your personal code.

Should you want to access your voice mail without having to dial your password each time, follow the instructions in the following sequence: **9, 2, 1** to activate or deactivate.

b) Away from home, option A

- Dial your voicemail access number;

Acton Vale:.....	450 642-7000
Montreal:.....	514 563-7000
Sherbrooke:.....	819 542-7000
St-Christine:.....	819 248-7000
St-Aimé (Massueville), St-Louis.....	579 445-7000
St-Hugues, St-Marcel.....	579 429-7000
St-Joachim de Shefford:.....	579 439-7000
St-Jude, St-Barnabé, St-Bernard.....	579 437-7000
St-Nazaire-d'Acton:.....	819 558-7000
St-Théodore-d'Acton:.....	450 642-7000
Valcourt et régions:.....	450 532-7000 or 450 535-7000 or 450 548-7000

- Press ***** and follow the voice instructions

c) Away from home, option B

- Dial your phone number.
- Press ***** at the beginning of the greeting message.
- Dial your password.
- Press **1** to listen to your messages.

Helpful hints

- 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.
- When you retrieve your messages, the quick beeping and flashing light indicator (on certain models of telephones) will stop even if you haven't listened to the other messages.

1.1.3. Voicemail customization

a) 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.

b) Change your name

- Dial ***98** followed by your password.
- Follow the instructions in the following sequence: **9, 1, 2, 2**, your new name followed by the **#** key.
- Press **1** to save your new name or **2** to make changes.

c) 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 message, wait 1 or 2 seconds, then press the **#** key.
- Press **1** to save your new message or **2** to make changes.

d) Change the way you hear your message

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 your message

- Dial ***98** followed by your password.
- Follow the instructions in the following sequence: **9, 3, 2**.

e) 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**.

To deactivate this service:

- Dial ***98** followed by your password.
- Follow the instructions in the following sequence: **9, 9, 3**.
- Press **1**.

f) Changing the answer mode: 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**.

To deactivate this service:

- Dial ***98** followed by your password.
- Follow the instructions in the following sequence: **9, 9, 3**.
- Press **1**.

g) Have a greeting message for a prolonged absence

To activate:

- 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:

- Dial ***98** followed by your password.
- Follow the instructions in the following sequence: **9, 1, 1, 3**.

1.1.4. Sending messages

a) 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 message delivery options.

b) Choose message delivery options

When 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 with 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**, press **1** to send your message.
- You can combine some of these options by dialing **9** before dialing **1** to send your message.

c) Immediately answer a message

- After listening to the message, press **7**.
- Record your answer after the tone.
- Press the **#** key and then follow the instructions.

1.1.5. Forwarding messages

a) Forward a message

- After listening to the message, press **8**.
- Dial the number of the destination voice mail 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.

b) 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 2 digits, the voice mail will record 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.

c) 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 desired option depending on whether you want to edit, delete or modify a group.

d) 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.

e) 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 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 or 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.

1.1.6. Multi-user voice mail

- 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.

Ask our Customer Service for more information.

1.1.7. Listening mode - Quick guide

While listening to messages:

- | | |
|---------------------------------|---------------------------------------|
| 4 Rewind 5 seconds | |
| 5 Pause 20 seconds | ————— 20 second pause menu (5) |
| 6 Fast forward 5 seconds | 3 Skip to the end |
| # Go to the next message | 4 Slow play |

After listening to a message:

- | | |
|-------------------------------|----------------------------|
| 1 Erase | 4 Slow play |
| 2 Save | 5 Normal play |
| 3 Replay | 6 Fast play |
| 7 Answer | 7 Low volume |
| 8 Forward | 8 Normal volume |
| 9 Options | ————— 9 High volume |
| 0 For more information | * End / pause |
| * Main menu | |
-
- | | |
|----------------------------|-----------------------------------|
| | Listening Options menu (9) |
| 4 Previous messages | |
| 5 Time & date | |
| 6 Sender | |

1.2. 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 screen display.

- Certain numbers may not be displayed: occasional blocking of caller display, certain cellular phones or certain public phones. For more information, please consult the section “Protecting your privacy”.

1.3. Call waiting (*70)

Using call waiting:

- To answer a second call (when you hear the beep), briefly press the **Link** or «**Flash**» key (or briefly press the receiver button).
- To return to the original call or to alternate between calls, briefly press the **Link** or «**Flash**» key (or briefly press the receiver button).
- 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:

- Lift the handset and dial ***70**. 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 of this service.

Helpful hints

- The second caller will hear a ring and not a busy signal.
- After the second “**beep**” either the call will be automatically forwarded to your voice mail, or it will go unanswered.
- You may see the number of an unanswered call through the Number Recall service.
- Call waiting will not work should you be using the Three-Way Calling feature. The caller will either hear a busy signal or the call will be automatically forwarded to your voice mail, should you be a subscriber to this service.

Call waiting display

- See the name and number of the caller even if you are already on the phone.
- This requires a telephone compatible with Call Waiting Display.
- The call waiting display requires a compatible display phone.
- You must be subscribed to both the caller display service and the call waiting display service.

1.4. Speed dial – 8 numbers (*74)

Speed dialing allows you to save time and avoid looking up the numbers you call most often as well as emergency numbers. You can speed dial up to 8 telephone numbers by dialing a single digit code.

To program or change a telephone number

- Lift the handset and dial ***74**.
- 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.

To use speed dial

- Lift the handset and dial the desired code, then press the **#** key.

To deactivate a number stored in memory

- Lift the handset and dial ***74**.
- 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 dial codes.

1.5. Speed dial – 30 numbers (*75)

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

To program or change a telephone number

- Lift the handset and dial ***75**.
- 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.

To use speed dial

- Lift the handset and dial the desired code, then press the **#** key.

To deactivate a number stored in memory

- Lift the handset and dial ***75**.
- 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 dial codes.

1.6. Call block (*60)

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 time.

Using call block:

- Lift the handset and dial ***60**.
- 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

Helpful hints

- When a number cannot be stored in memory in call 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.
- 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. This number will show up as “confidential” on your list.

1.7. Number recall (*66)

Busy call return monitors a busy line and advises you when it becomes available. It will memorize the line of the last number you've dialed.

Using busy call return:

- Lift the handset and dial ***66**.
- 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.
- After a distinctive ring alert, lift the handset and the number will be automatically redialed.

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

1.8. Call forwarding (*72) (*73)

By using call forwarding, you can have your incoming calls forwarded to any phone number, including a cellular phone.

Using call forwarding:

- Lift the handset and dial ***72**.
- You will hear three «beeps» followed by a dial tone.
- Dial the phone 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:

- Lift the handset and dial ***73**.
- 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 signals or 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.

1.9. Three-way calling

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 receiver button). You will hear three «beeps» followed by a dial tone.
- Dial the phone 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, if 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 forward to voice mail if you are subscribed to this service.

1.10. Number recall (*69)

The number recall function allows you to obtain the number of the last person who called you.

Using last call return:

- Lift the handset and dial ***69**.
- A voice recording message will tell you the phone number of the last call received and offer to redial it for you.
- For a period of 30 minutes, number recall monitors the line while making five 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.

1.11. Personalized rings

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 and 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 three distinctive ring tones).

Ring tones for personalized rings:

1st ring tone: long – long

2nd ring tone: short – long – short

Helpful hints

- For a low monthly fee, you may list your personalized rings phone numbers in the phone directory.
- When using the call forwarding function to transfer your calls, the phone that the call is transferred to will have the basic ring, not the distinctive ring or the personalized rings service.
- The subscriber may only forward his or her main phone number (distinctive ring fax calls will continue as usual).
- You only have one phone line, however, you may have up to three phone numbers.

2. LONG DISTANCE SERVICES

2.1. Long distance plans

Our long distance services allow you to make long distance calls in North America at a competitive price.

Plan 1: 7¢/minute

- Calls to Canada and the United States (Except Alaska and Hawaii)
- Offered to Cooptel residential and business members.

Plan 2: 2¢/minute

- Calls to Canada and the United States (Except Alaska and Hawaii)
- Network access fee of \$2.95 per month

Plan 3: \$17.95/month

- Unlimited calls to Canada and the United States (Except Alaska and Hawaii)
- The monthly calling fee of \$17.95 is a fixed cost, regardless of the number of calls you make.

Plan 4: \$10/month

- Unlimited calls to Quebec
- 5¢/minute to Canada and the United States (Except Alaska and Hawaii)
- Offered to Cooptel residential members only.

2.2. Restricting long distance

The restricting long distance service allows you to restrict your line to local calling only in order to avoid long distance charges.

- 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.

Helpful hints

Useful when you have roommates or borders. Cooptel may refuse to issue a calling card to a residential subscriber who has the restriction long distance service.

3. 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.

3.1. 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.

3.2. Occasional call display block (*67)

Before dialing a telephone number, dial ***67** 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.

3.3. 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.

3.4. Permanent call display blocking of name and number

- This option allows you to permanently block the display of your name and phone number.
- The display of your telephone number is not blocked for calls to 9-1-1.
- This service is offered free of charge, and automatically, to customers whose number is not published in the 411 directory.
- 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.
- Monthly charges apply.

3.5. Call trace (*57)

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

Using call trace:

- Hang up after answering the unwanted call.
- Lift the handset and dial ***57**.
- A voice recording will inform you that the call has been traced.
- 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.

3.6. Directory registration

Each Cooptel subscription includes a free basic registration in the white pages of your local telephone directory. Your name and number will be indicated. This information will be available through the directory assistance service (411) and Internet number search sites, depending on how often they are updated. Cooptel is not responsible for errors in the directory.

- Monthly fees for non-publication apply.

4. ASSISTANCE SERVICES

4.1. Emergency services (911)

To reach emergency services (fire, police, ambulance), dial 911.

4.2. Operator assistance (O)

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

- Charges are applicable

4.3. Directory assistance (411)*

- Dial 411 in order to find a number within Canada.
- To find a number outside 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.

4.4. Info-Transports (511)

Call 511 to get all the information you need to plan your trips safely and efficiently across the Quebec highway system.

4.5. 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).

4.6. Info-Santé (811)

Call 811 to receive medical advice from a qualified nurse. This service is free of charge 24 hours a day, 7 days a week.

4.7. Relay service for the hearing impaired (711)

This service provides assistance to our customers who are using a telecommunications device for the hearing impaired (TTY), a teletypewriter or other specialized devices to make or receive calls.

5. INSTALLATION AND CAUTION

5.1. Maintenance plan

The telephone wiring of your home is not immune to wear, accidents or some breakage. The telephone wires of a residence are the responsibility of the owner.

Network Insurance

- The network insurance is for all residential members who are served by Cooptel technicians. Contact our Customer Service to confirm availability.
- The network insurance provides insurance on the internal wiring (between the demarcation point and the phone jacks, includes telephone wiring, Internet and television). In case of breakage of the internal wiring, a customer benefiting from this insurance will not have to pay repair costs.
- This insurance is not applicable in the case of a voluntary breakdown (example: cable cut by a customer).
- There is no maximum visit per year.
- The client can have the insurance added at any time, but must keep it for at least 12 months and pay the hourly rate.
- If a client closes his account before the 12-month period, he will be billed the balance of the 12 months required on his last bill.
- If a client wishes to request the removal of his insurance, he must make a request to Customer Service.
- The insurance is renewed automatically each year. Upon renewal, the client has 2 months to decide to cancel the insurance. If the client does not call back after these 2 months, he will have to pay for the rest of his renewal (12 months).
- Contact Customer Service for current rates.

5.2. Caution

The Cooptel telephony service is installed in your residence by a professional technician who has received specific training. Do not attempt to make changes to your installation. Please contact our Customer Service Department before making any changes to the telephone facilities in your home.

TELEPHONE NUMBER

(write down the phone number)

HOSPITAL _____

DOCTOR _____

DAYCARE _____

SCHOOL _____

OFFICE PARENT 1 _____ OFFICE PARENT 2 _____

CELL PHONE PARENT 1 _____ CELL PHONE PARENT 2 _____

GRANDPARENTS 1 _____ GRANDPARENTS 2 _____

IN CASE OF EMERGENCY, CALL _____

EMERGENCY CALLS

AMBULANCE 911

CHILD PROTECTION SERVICES 1 800 463-1029

COAST GUARD – SEARCH AND RESCUE (AERIAL AND MARINE)..... 1 800 267-7270

DRUGS HELP AND REFERRAL 1 800 265-2626

FIRE 911

GAZ – ODOR DETECTION 1 800 361-8003

GAMBLING HELP AND REFERRAL 1 800 461-0140

INTERLINE – TALKING GENDER AND SEXUAL DIVERSITY 1 888 505-1010

KIDS HELP PHONE LINE 1 800 668-6868

PARENTS HELP LINE 1 800 361-5085

POLICE 911

POISON INFORMATION CENTER..... 1 800 463-5060

SECOURS – AMITIÉ..... 1 800 667-3841

S.O.S. VIOLENCE CONJUGALE 24/7..... 1 800 463-5060

SÛRETÉ DU QUÉBEC 310-4141

TEL-JEUNES..... 1 800 263-2266



**YOU NO LONGER HAVE TO GET UP
TO SEE WHO IS CALLING YOU
FILTER YOUR CALLS ON YOUR TV***



TV

+



TELEPHONE
WITH CALL DISPLAY

* On the CoopTel network, where technology permits

REFER A FRIEND and get

**1 MONTH OF SERVICE
FREE!***



Fill in the form in the Customer Area of our Website and get the services your friend subscribed to free of charge for one month!

*Certain conditions apply. Visit our Website for complete details.

CONTACT US

Customer service

450 532-2667 (COOP)
1 888 532-2667 (COOP)
solutions@cooptel.ca

Business hours

Monday to Wednesday from 8:30 AM to 5 PM
Thursday to Friday from 8:30 AM to 6 PM
Saturday from 9 AM to 5 PM

Technical support

450 532-3141
1 866 532-2252
support@cooptel.ca

Business hours

Monday to Friday from 8 AM to 9 PM
Saturday and Sunday from 9 AM to 9 PM
(except december 25th and January 1st)