RESIDENTIAL TELEPHONY

USER GUIDE

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RESIDENTIAL TELEPHONY GUIDE

Your residential phone line is connected to the fiber optic. You benefit from IP telephony (VoIP), which means that your telephone is connected directly to your high-speed Internet access rather than to a traditional landline.

The signal carried by the fiber optic cable is processed by a modem installed in your home. This modem is the link between the fiber optic cable and your telephone equipment and is essential to the proper functioning of your telephone service: do not disconnect it! This modem is equipped with a battery backup that gives you about 8 hours of autonomy in case of a power failure. However, cordless phones do not work in the event of a power failure.

Just pick up and dial!

SUPPORT SERVICES
MEMBER SERVICE `611`

If you have any questions about your residential phone service or for any information about your account, please contact our Member Service Department at 819 623 - 2825 or toll free at 1 - 833 - 623 - 2825. You may also dial 611

MESSAGE RELAY SERVICES FOR HEARING DISABILITY

Information coming soon.

EMERGENCY SERVICES `911`

With traditional telephone services, your 9-1-1 call is directed to the nearest emergency call center. With VoIP service, your 9-1-1 call is transferred to a third party service provider who automatically or manually directs your call to the emergency call center.

IMPORTANT!

You may not move your modem to another street address. Since the routing of 9-1-1 calls is linked to the address where the modem is installed, moving it to another address could compromise the safety of you and your family.

DIRECTORY ASSISTANCE `411`

If you need help finding a phone number, use the directory assistance service. $3.50 fees will be applied to your account for each use.

To get a number in your local calling area or with the same area code as yours, dial 411.

PHONE SERVICES
DIRECTORY SUBSCRIPTION

If you have requested a subscription to your local telephone directory, your name and phone number will be listed. Each residential phone line includes a free basic listing in the white pages of your phone directory.

LONG DISTANCE SERVICES
LONG DISTANCE FEES

CALLS IN QUEBEC

Your phone plan includes unlimited calling in Quebec.

LONG-DISTANCE FEES FOR CALLS IN CANADA AND THE UNITED STATES

> 0.30$/minutes
> *or*
> +7.00$/months for unlimited calling

The residential phone service does not allow the use of other long-distance services than those of CTAL.

OVERSEAS LONG-DISTANCE FEES

It is possible to make overseas calls from your phone line. The fee chart can be found in our Frequently Asked Questions: https://ctal.ca/en/faq/

To place an overseas call dial 011 + country code + city code + desired number (e.g., 011 + 33 + 999-999-9999).

The residential phone service does not allow the use of other long-distance services than those of CTAL.

COLLECT CALLS

Collect Calls are not currently available. However, we are working with our provider to offer you this option.

INCLUDED SERVICES
VOICEMAIL ***98**

With Voicemail, your calls are directed to your voicemail when you are on the phone or when you are unable to answer. You can access your messages from any phone.

Your Voicemail is operational, so you don't need to set it up.

ACCESS TO YOUR VOICEMAIL

Here are two easy ways to access your Voicemail:

1. **From your home**, dial *98. No password is required if messages are taken from your home.
2. **From a remote location,** dial your phone number. Press * as soon as you hear your greeting message and follow the instructions.
   a. Your phone number corresponds to the Voicemail number.
   b. Your temporary remote access password is 1234. To change this password, you must access your Voicemail, then dial 0 for "options" and 5 for changing the password.

CUSTOMIZE THE WELCOME MESSAGE

1. You can change your Voicemail message from home or remotely. Follow the instructions above to access voicemail and press **0**.
2. Press **1** and follow the instructions.

CUSTOMIZE THE DICTED NAME ON THE VOICEMAIL

1. You can change the indicated name on the Voicemail from home or remotely. Follow the instructions above to access Voicemail and press **0**.
2. Press **3** and follow the instructions.

PLAY AND MANAGE YOUR NEW MESSAGES

==**It is important to listen carefully to the options proposed****.==

1. Press **1** to listen to a new message.

    ==**It is important to listen to the entire message in order to delete it**.**==

2. Press **7** to delete the message**.**

If there are several new messages, there is no option to forward to the next message, the Voicemail will do it for you.

LISTENING AND MANAGING YOUR ARCHIVED MESSAGES

1. Follow the instructions above to access Voicemail and press **3** for the advanced options.
2. Press **1** for playing the archived messages.

    ==**It is important to listen to the entire message in order to delete it**.**==

3. Press **7** to delete the message**.**
4. Press **6** to reach the next message.

> Other options available with **"Advanced Options"**:
>
> Press **5** to **listen to the previous message**
>
> Press **7** to **retrieve** the last deleted message
>
> Press **9** to **save** a message.

CHANGE THE VOICEMAIL ANSWERING DELAY

Dial *94 and follow the instructions. Type the number of rings you want (numbers from 0 to 9) before the system picks up the message.

Dial *95 to reset the default number of rings.

CALL DISPLAY

Caller Display, as the name implies, allows you to see the phone number and the name of the person trying to reach you before you answer the call.

The display service requires the use of a phone with a screen. When the phone rings, the caller's name and number are displayed on your phone's screen between the first and second ring. If the display screen reads "Confidential Name", "Confidential Number" or "Private" it means that the caller has intentionally blocked the transmission of their name or number.

Please note that some calls from pay phones, businesses, operators, overseas, certain networks or cell phones may not display the name or number or may contain errors. Finally, if you use the option of automatic forwarding to another number, the calls initially intended for your line may not be displayed.

CALL WAITING

Call Waiting prevents you from missing a call when you are already on the phone. A brief tone alerts you of another call while you are on the line.

To answer a call on hold, you have 3 choices:

1. <u>End the current conversation</u>
    Quickly end the current conversation and hang up. Your device will ring immediately, and you can answer the waiting call.

2. <u>Put the current conversation on hold to take the second call</u>
    Briefly press the switch or LINK, or FLASH button on your device. You will automatically be connected to your second caller. Each time you press the switch or LINK, or FLASH button, you will switch between the two parties. If you hang up to end one of your two conversations, your phone will ring, and you can reconnect with the person who was on hold with you.

3. <u>Not answer the waiting call</u>
    If you have activated your voicemail, the call will be transferred to your Voicemail.

> REMEMBER!
>
> If you lose a call on hold, hang up. The line will ring, and you can continue your conversation.

CALL WAITING DISPLAY

Call Waiting Display allows you to see the name and phone number of the person on hold when you are already on the line. This service combines Call Display and Call Waiting. Your phone must be compatible with Call Waiting Display.

THREE-WAY CALLING

Talk simultaneously to two people in different locations, it's possible! The Three-Way Calling option allows you to speak to two people at the same time. While talking with the first person, ask him/her to stay on the line:

- Briefly press the switch or LINK, or FLASH button on your device.
- Wait for the tone and dial the third person's number.
- When the third person answers, press the switch or LINK, or FLASH button on your device to begin the Three-Way Call.
- If the third person does not answer the call, briefly press the switch or LINK, or FLASH button on your device twice to return to the original caller.
- To end the conversation with the third person only, ask them to hang up or press the switch or LINK, or FLASH button on your device again.

> REMEMBER!
>
> People on the conference call, except the person who initiated the call, may hang up at any time without interrupting the call. If the person who initiated the call hangs up, the call will be terminated.
>
> Long distance fees will be charged if you contact people outside your local calling area during a Three-Way Conference.

CALL FORWARDING *72

Are you often on the road and hard to reach? With Call Forwarding, you can forward your calls to the phone number of your choice and even to your cell phone, pager, or any other valid phone number.

When Call Forwarding is activated and someone tries to call you, your phone will ring briefly to remind you that the service is activated. You can still make calls, but you cannot receive calls.

If you do not answer calls that are forwarded to you, they will not be sent to your voicemail. If you forward your calls to a phone number outside your local calling area, you will be charged the usual long-distance fees if the call is answered. This service can only be activated from your telephone line.

How to use the Call Forwarding service?

To activate the service:

- Pick up and dial *72 (please wait for the automatic message);
- You will be asked to dial the phone number you would like to forward the calls to (do not put the 1 before the forwarding number);

To deactivate the service.

- Pick up the handset, wait for the tone and dial *73.

CALL BLOCKING ***67**

Call Blocking is available on your phone line. It allows you to prevent your name and number from being displayed on the screen of the person you are calling.

Here's how to use Call Blocking:

Pick up and dial *67

- Please wait for the message and dial the number of the person you wish to call.
- The person you are calling will see a display such as "Private Name/Private Number."

BLOCKING A PHONE NUMBER ***60**

The blocking phone number option is used when you want to restrict one or more phone numbers from calling you.

Here's how to use the option:

- Pick up and dial *60
- Follow the instructions and dial the phone number you want to block.
- Dial the phone number.
- A message repeats the banned number and confirms with "Activated".

To unblock a phone number:

- Pick up and dial *61.
- Wait for the message "Please enter the number to be removed from the blacklist".
- Dial the phone number.
- A message confirms with " Deactivated ".

WARNING - ALARM SYSTEM

If your residence is equipped with an alarm system connected to a remote monitoring station, it must be compatible with VoIP telephony. The CTAL's technician will make all the required connexions in accordance with current installation standards.

Do not move the fiber optic modem or connect it to a different phone outlet than the one used by the technician during the installation of the service, as this could affect the operation of your alarm system. Please contact our technical support before making any changes to your residential phone system.