Bell Aliant

Voicemail and Calling Features

User Guide

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Voicemail

Voicemail automatically takes a message when you're away from the office or on the telephone. Voicemail allows you to forward or send a message to those hard to reach people. You can send any incoming or outgoing message to one person or to a group of people - at the touch of a button. Voicemail can notify you of new and urgent messages based on your schedule. No more missed calls or unwanted interruptions. Voicemail also offers a host of other features, including your own personalized greeting that are designed to take care of you and your callers.

You'll enjoy the convenience of being able to capture your messages right on your telephone – no extra equipment required – as well as being able to access your messages from anywhere in the world.

Setting up

Your Bell Aliant Voicemail Access Number is

1 888 576-0033 (English) • 310-MAIL (6245) (English)
1 888 576-1133 (French) • 310- PSTE (7783) (French)

All you need to do to get started is dial the access number, then select a password and record your name along with a personal greeting. Here's how:

- Enter the temporary password that you've been assigned
- Select a permanent confidential password that is 6-15 digits long and enter it.

With the help of Password Check, a security feature, you can ensure that your voice mailbox password will not be easily guessed by others. Just follow these simple rules.

Your password cannot:

- Begin with 0
- Match your telephone number
- Be the reverse of your mailbox number (e.g. 555 1212 reversed 2121 555)
- Be a single repeating digit (e.g. 4444444)
- Be a series of consecutive ascending or descending numbers (e.g. 3456789)
- Be a series of ascending or descending even or odd numbers (e.g. 24681012)

You may find it easier to remember your password if you select letters on your keypad instead of numbers.

- At the next prompt, record your name
- Record your busy and no answer greetings, which callers will hear when you are not available. Press # when you are finished, and # again if you are satisfied with your greeting. To re-record, press *, and to replay press 1

A SAMPLE DAILY GREETING "Hello, you have reached the voicemail of (your name) at (Your company or organization). It is (today's date) and I am in the office but unavailable to take your call at the moment. At the tone please leave a detailed message and I will return your call as soon as possible".

That's all it takes to personalize your Bell Aliant Voicemail service. It is now ready and waiting to answer your calls.

Checking your Voicemail

Callers can now leave you messages. If you're at your desk and there's a new message, you will see either a message light flashing or a message waiting indicator on your set, or you will hear a stuttered dial tone when you pick up the receiver. You can also check for messages when you're away from the office.

Here's how to get caller messages when you're...

At your desk

- Call Voicemail using your *99 Access Code (where applicable) or press the message button on your phone
- Enter your password

Easy Access and for outside Canada

- Dial your phone number, wait for your Personal Greeting then during your greeting press 5 and enter your password

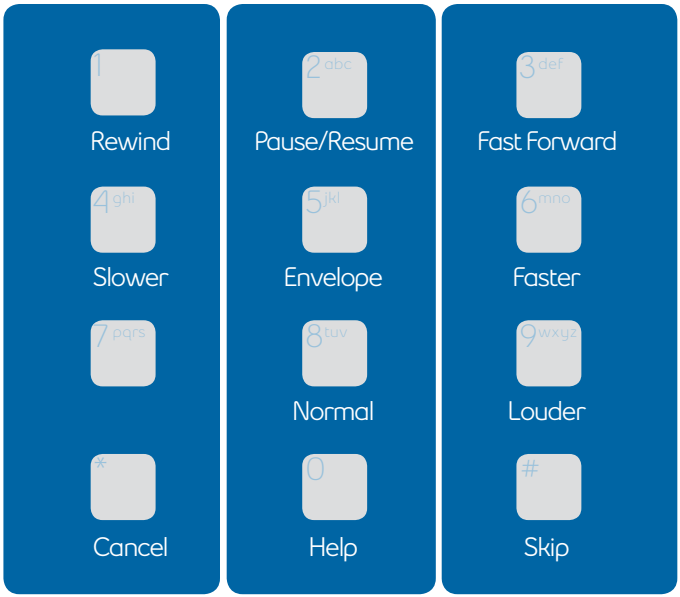
At another phone

- Using the following numbers in Atlantic Canada:
- 310-MAIL (6245) - English
- 310-PSTE (7783) - French
- Using your Toll Free Access Number Anywhere in Canada:
- 1 888 576-0033 - English
- 1 888 576-1133 - French
    - Press the # key and enter your 10 digit mailbox number
    - Enter your password

While you're listening

Voicemail lets you hear messages the way you want to hear them. You can control the speed and volume. You can rewind important messages to hear them again. You can pause a message to take a note. And you can fast forward when you are in a rush. Just press:

- 1 to rewind by 10 seconds
- 1 1 to rewind to the beginning
- 2 to pause and to restart during pause
- 3 to fast forward 10 seconds
- 3 3 to fast forward to the end
- 4 to slow down messages
- 5 to get envelope information
- 6 to speed up messages
- 7 to increase volume
- 8 to return to normal mode



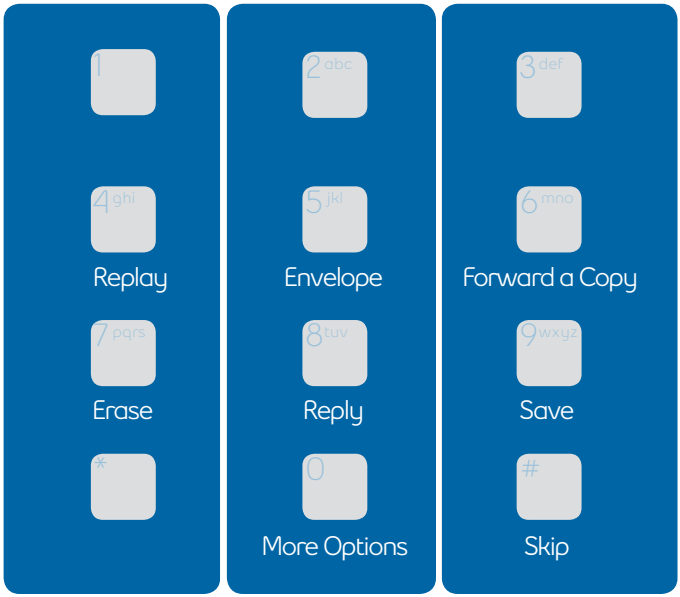
In a hurry? Some tips for getting through your messages faster: Just press # to skip a message and listen to it later, or 339 to fast forward to the end and save a message. And you can always speed up a message by pressing 6

After you've listened

You can do much more than just save or erase a message once you've listened to it. Press:

- 4 to replay
- 5 to get envelope Information
- 6 to send a copy of the message to someone else
- 7 to erase
- 8 to send a reply to a message left by another Voicemail user
- 9 to save
- 0 for more options

Etiquette tip: Give top priority to any urgent messages, but try to respond to all messages within two hours of listening to your voicemail.



Envelope information is the date, time and length of the call. It also tells you the phone number of the caller, if the number is displayed.

Sending a Message

It's after hours

Or you don't have time to chat. Maybe you want to leave a little reminder for yourself. Or you need to reply to a message or forward a copy to someone else. What do you do?

Send a voice message

It's fast - compare it to the time it takes to compose and send an email. It's reliable - written notes can be misplaced. And it's personal - your message, your words and your voice.

To send a message

At the Main Menu:

- Press 2 to send a message (record your message)
- Press # key to signify the end of a message
- Enter the mailbox number of the destination mailbox and, if you wish, add one of the delivery options noted below
- Press # key to send message to mailbox number

After you've entered the number, you can choose from these extra delivery options:

- 1 to send Private messages (these cannot be forwarded to anyone else)
- 2 to send Urgent messages (these are placed at the beginning of the receiver's message line-up)
- 3 for Message Confirmation
- 4 for Future Delivery

Oops! Make a mistake while leaving a message? You can press the * key at any time, to cancel and re-record your message.

To reply to a message

At the end of the message:

- Press 8 to respond to the message
- Record your reply and press # key
- Press # key again to send your reply
- Press 7 to erase the original message, or
- Press 9 to save it in message archives

Voicemail makes it easier to get in touch with hard-to-reach people.

To forward a copy of a message:

- Press 6 to send a copy to somebody else
- Record any instructions or comments
- Press # key
- Enter the mailbox number you want to forward the message to
- Press # key to send the copy

Etiquette tip: When you get a message that needs someone else's attention, forward it to that person as soon as possible (unless there is some reason why your caller wouldn't want you to).

Sending a Message to a Group

You can use a Group Distribution List to get important messages to a wider audience. You can create up to 10 lists with a combined total of up to 250 mailboxes.

Setting up group distribution lists

- From the Main Menu,enter 4 2 2 1 to create a group distribution list
- The system will prompt you for a 2-digit number (between 11-25) to assign to the list you are creating
- Record the name of the list and press #
- Enter the 10-digit mailbox numbers of each person you want to be on the list
- Press * key to exit and save the complete list

Your lists

- From the Main Menu, enter 4 2 2 2 to edit a group distribution list
- Enter the 2-digit number of the list you may want to edit
- Press 1 to listen to the names on the list
- To add or remove a name, enter the mailbox number
- Press * key to exit and save the complete list

Your Messages, Your Way

Voicemail puts you in control. We provide a variety of personal options meant to help you get the most out of your time at work and your time away.

You can use your greeting to give callers a daily report that tells them the date, and whether you'll be in or out of the office on that day. And with remote access, it's easy to change your greeting when you're not at work.

Changing your greeting

- From the Main Menu, enter 4 3 1 1 (Busy Greeting), or 3 1 2 (No Answer Greeting) and follow the instructions

Changing your password

- From the Main Menu, enter 4 2 1 1 and follow the instructions

Power keys (skip or correct messages)

These convenient controls are always at the ready:

- # key to skip a message
- * key to correct a mistake

Going away? (extended absence greetings)

Voicemail will handle your calls. You can record an extended absence greeting. Unlike your regular greeting, this can't be skipped over by callers - making sure they know that you're away. From the Main Menu, just enter:

- 4 3 and record your extended absence greeting
- Press # if you are satisfied with your greeting
- Press * if you would like to re-record your greeting
- Press 1 if you would like to re-play your greeting

Staying in touch by phone or pager

Maybe you're at home. Or taking calls on your pager. When a new message is left in your mailbox, Voicemail can notify you by calling you at a telephone number or paging number that you choose.

Setting up a notification schedule

Heading out of the office or changing your schedule for a few days? Before you do, you can arrange to have Voicemail notify you at a new number, and to return to your usual notification schedule whenever you want. This service works for local telephone numbers, as well as pagers. It's just one of the ways that this feature can help you.

To set up out call notification schedule

- Press 4 4 1

To turn out call notification on or off

- Press 4 1 1

Press:

- 1 for first schedule
- 2 for second schedule
- 3 for temporary schedule

Once you've selected a schedule

- Press 1 to update a notification schedule
- Press 2 to cancel a notification schedule
- Enter the telephone number where the system can reach you (either a regular telephone or pager number)
- Enter a weekday notification schedule
- Select whether you want to receive all messages or just the urgent messages
- Select how much time you want to lapse between the call and the delivery of the notification; you can choose different times for urgent and non-urgent messages
- Press 1 to confirm the schedule
- Press 2 to change the schedule

Deleted Message Recovery

The Deleted Message Recovery feature allows you to recover a message that you deleted. **The recovery must be done in the current voicemail session - once you exit the voicemail system, the message cannot be recovered.** At the end of message review, you will be given the option to "Check Erased Messages" by pressing 1-9. Once in the erased message review, you have the option of pressing 7 to delete, press 8 to reply to the message or press 9 to save the message. If you press 7 to delete, the message will be permanently deleted from the system.

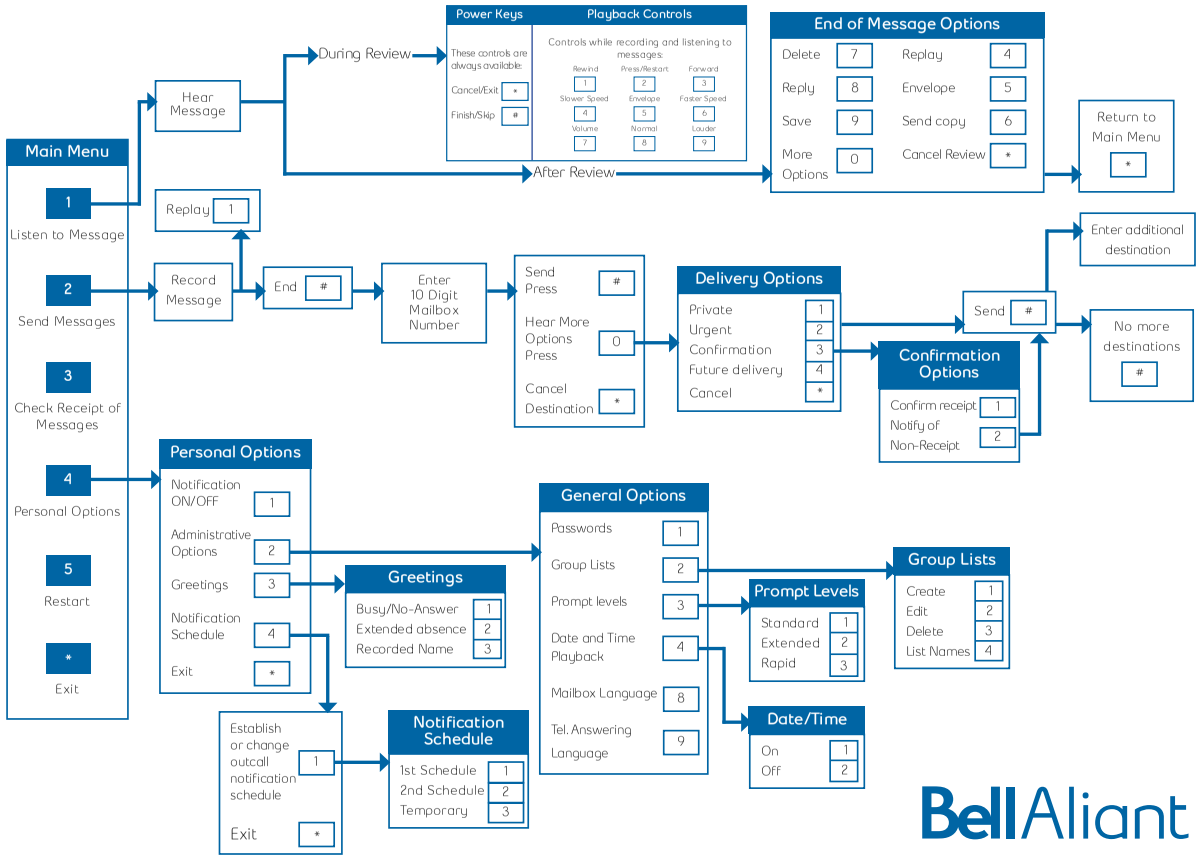
Quick Keys in your Voicemail Menu

- Press *99 to access your mailbox
- Press 1 to listen to your messages
- Press 2 to send a message
- Press 3 to check receipt of a message
- Press 4 to change your personal options
- Press 4, 2 for Administrative Options
- Press 4, 3 to customize your greeting
- Press 5 for envelope information
- Press 6 to forward a message
- Press 7 to erase a message
- Press 8 to reply to a message
- Press 9 to save a message
- Press # to skip a message
- Press * to return to the Main Menu

When Listening to Your Messages

- Press 1 to rewind the message by 10 seconds
- Press 1, 1 to rewind the message to the beginning
- Press 2 to pause the message for 20 seconds, and press 2 again to restart
- Press 2, 2 to continue to pause
- Press 3 to fast forward the message by 10 seconds
- Press 3, 3 to fast forward to the end of the message
- Press 3, 3, 7 to fast forward to the end of the message and erase it
- Press 3, 3, 9 to fast forward to the end of the message and save it
- Press 4 to play a message more slowly
- Press 5 for envelope information
- Press 6 to play a message more quickly
- Press 8 to restore normal volume
- Press 9 to increase volume
- Press 0 to replay instructions

Voicemail - at a Glance



Voicemail Plus

Voicemail Plus can be added to your current voicemail plan, and it allows for additional storage and features. Voicemail Plus holds up to 60 messages for up to 90 days with messages up to 5 minutes in length. There are also additional features, such as mailbox extensions allowing up to 4 users to access their own mailbox sharing mailbox storage and a consolidated voicemail box for up to two landline numbers. Voicemail Plus also allows you to create up to 15 distribution lists with a combined total of up to 400 mailboxes.

Setting up Mailbox Extensions

The first time you log into a mailbox with extension, you are prompted to press 4 (Personal Options), then 9 (Add or Delete Extension Mailboxes). This can be done after the initial logon as well.

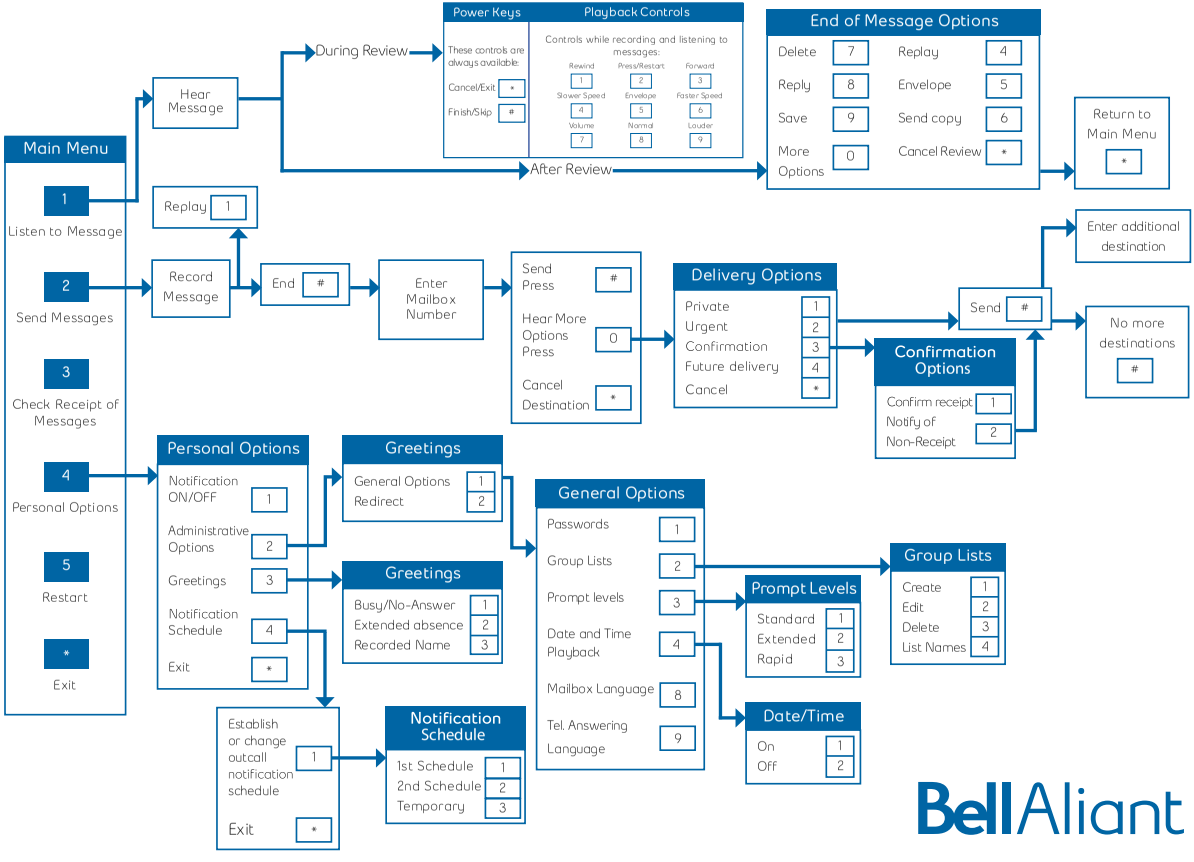
To add or delete an extension mailbox

At the Main Menu:

- Press 4 for personal options
- Press 9 for extensions
-
- Press 1 to add an extension
- Press 3 to delete an extension
- Press 2 to add or delete another extension

Extensions can be numbered 1, 2 or 3.

Voicemail Plus - at a Glance



Call Forward Access Numbers

The following are used to Call Forward to the Bell Aliant Voicemail system in your area.

To determine your Call Forward number, locate your local exchange in the left hand column.

New Brunswick Centers	Local Forwarding Number
Bathurst	506-546-6677
Campbellton	506-759-0900
Caraquet	506-727-4140
Edmundston	506-735-8409
Fredericton	506-455-2283
Grand Falls	506-473-6350
Miramichi	506-622-4035
Moncton	506-855-8278
Richibucto	506-523-4430
St. Stephen	506-466-5089
Sussex	506-433-2888
Woodstock	506-328-3703
Saint John	506-632-2006

Nova Scotia Centers	Local Forwarding Number
Halifax	902-475-1929
Sydney	902-562-6273
Ingonish	902-285-2583
Kentville	902-678-7032
Whycocomagh	902-756-3473
Windsor	902-792-2679
Truro	902-893-1088
Arichat	902-226-1036
Cheticamp	902-224-2238
Antigonish	902-863-6287
Hopewell	902-923-2618
Amherst	902-661-0603
Queensport	902-358-2088
Sheet Harbour	902-885-2779
Bridgewater	902-541-1248
Pubnico	902-762-0532
Port Mouton	902-638-3187
Shelburne	902-875-1649
Metagan	902-645-2145
Digby	902-245-6013
Middleton	902-825-6282
Parrsboro	902-254-3065
Clark's Harbour	902-745-1236
Blandford	902-228-2147
Carleton	902-761-2655
Goldboro	902-387-2031
Kennetcook	902-362-2027
Lake Charlotte	902-845-2125

Call Forward Access Numbers

L'Ardoise	902-587-2035
Mulgrave	902-747-2116
Pictou	902-485-5480
Sherbrooke	902-522-2126
Shubenacadie	902-758-4012
St. Ann's Bay	902-929-2007
Wallace	902-257-2060
Wedgeport	902-663-2132

Prince Edward Island Centers	Local Forwarding Number
Charlottetown	902-892-2681
Summerside	902-436-2448
Alberton	902-853-4236
Souris	902-687-2517
Montague	902-838-3050

Newfoundland Centers	Local Forwarding Number*
St. John's	709-739-4186
Clarenville	709-466-1320
Gander	709-234-9409
Grand Falls	709-489-3521
Corner Brook	709-637-1006
Port Aux Basques	709-695-2610
Stephenville	709-643-2164
St. Anthony	709-454-1071
Bonavista	709-468-1405
Carbonear	709-596-1105
Lower Island Cove	709-584-3022
Burin	709-894-4306
Bay Roberts	709-786-1109
Arnold's Cove	709-463-1329
Baie Verte	709-532-2212
Bay L'Argent	709-461-2089
Beaumont	709-264-3122
Belleoram	709-881-2160
Black Tickle	709-471-8815
Botwood	709-257-2481
Boyd's Cove	709-656-3159
Brent's Cove	709-661-5114
Brig Bay	709-528-1326
Buchans	709-672-2126
Burgeo	709-886-1380
Burlington	709-252-2237
Cape Broyle	709-432-2367
Carmanville	709-534-2068
Cartwright	709-938-7113
Centreville	709-678-2008
Chance Cove	709-460-2102
Change Islands	709-621-2194
Chapel Arm	709-592-2317

Cont'd...

Call Forward Access Numbers

Charlottetown (Bonavista Bay)	709-664-3107
Charlottetown (Labrador)	709-949-0329
Churchill Falls	709-925-3498
Clarke's Head	709-676-2113
Conche	709-622-3169
Cottrell's Cove	709-485-2019
Cow Head	709-243-2075
Daniel's Harbour	709-898-2021
Deer Lake	709-635-1184
Eastport	709-677-2246
Englee	709-866-2123
Fairhaven	709-878-4136
Fleur de Lys	709-253-2165
Flower's Cove	709-456-2216
Fogo	709-266-1022
Francois	709-842-3119
Gambo	709-674-4219
Garden Cove	709-549-2168
Grand Bruit	709-492-2101
Grandois	709-423-2005
Hampden	709-455-2116
Happy Valley - Goose Bay	709-896-1189
Harbour Breton	709-885-2156
Hare Bay	709-537-2022
Hawke's Bay	709-248-4048
Heart's Content	709-583-2039
Hermitage	709-883-2106
Hillgrade	709-628-5051
Hopedale	709-933-3442
Horwood	709-671-2244
Jackson's Arm	709-459-2173
King's Cove	709-447-2160
King's Point	709-268-2150
L'Anse Au Loup	709-927-5039
Labrador City - Wabush	709-282-3047
Ladle Cove	709-670-2128
Lamaline	709-857-2044
LaPoile	709-496-0199
Leading Tickles	709-483-2010
Lewisporte	709-535-2247
Little Bay Islands	709-626-3105
Makkovik	709-923-2135
Mary's Harbour	709-921-6212
McCallum	709-846-2104
Millertown	709-852-2215
Milltown	709-882-2178
Monkstown	709-356-3120
Mount Carmel	709-521-2092
Musgrave Harbour	709-655-2063
Nain	709-922-1114
Natuashish	709-478-2010

Cont'd...

Call Forward Access Numbers

New Chelsea	709-586-2553
New Harbour	709-582-2049
Nipper's Harbour	709-255-3101
Norman's Bay	709-988-4210
Pacquet	709-251-3137
Paradise River	709-845-5218
Petit Forte	709-428-3104
Pinsent's Arm	709-951-2219
Point Leamington	709-484-3219
Pool's Cove	709-665-3155
Port Albert	709-241-3211
Port Hope Simpson	709-960-0225
Port Rexton	709-464-2026
Postville	709-479-1018
Raleigh	709-452-2010
Rencontre East	709-848-3104
Rigolet	709-947-3472
Robert's Arm	709-652-2014
St. Brendan's	709-669-3109
St. Bride's	709-337-2049
St. Mary's	709-525-2042
Terra Nova	709-265-6180
Terranceville	709-662-2144
Trepassey	709-438-1006
Triton	709-263-2330
Wesleyville	709-536-2188
Whitbourne	709-759-2031
Williams Harbour	709-924-0240
Woody Point	709-453-2013

*Local forwarding numbers are listed for all areas of Newfoundland; however there are areas of NL where features, including voicemail, are not available yet.

Call Display

Call Display lets you see the name and telephone number of the person calling so you can decide whether or not to answer the telephone. You will need a telephone equipped with a special display screen for this service to work.

How Call Display works:

1. When your telephone rings, the name and number of the caller will be displayed. If a caller has intentionally blocked the display of their name and number, “Private Name” and “Private Number” will appear on your display screen.

2. When you combine Call Display and Voicemail, you have the choice of answering immediately after recognizing the caller’s number, or letting Voicemail service take the call for you.

3. If you have a non-published number, your name and number are already permanently blocked.

Call Forwarding (*72)

Have your calls follow you wherever you go. This service lets you forward calls to any number you choose, including cellular or pager numbers.

How to use Call Forwarding service:

1. Lift the receiver and press *72. Listen for two or three beeps followed by the dial tone, then dial the telephone number to which your calls are to be forwarded. If the person answers, keep the line open for at least 5 seconds to establish service.

2. If the number is busy or does not answer, hang-up and repeat process. Lift the receiver and press *72. Dial the number to which your calls are to be forwarded, listen for two to three beeps and hang-up.

To cancel Call Forwarding service:

1. Lift the receiver and press *73. Listen for two beeps and hang-up.

Hints & Tips

- When Call Forwarding service is turned on, you cannot receive calls, but you can make outgoing calls. If someone tries to reach you, your telephone will ring once after which the call will be forwarded to the other telephone number.
- All calls are forwarded to the other telephone number whether your telephone is busy or not.
- If you call forward to another telephone number, unanswered calls will not route to your Voicemail service.
- If forwarding to a long distance number, normal long distance charges will apply and will be billed to your account.
- If you attempt to establish Call Forwarding when it is already in effect, a fast busy tone will be heard.
- Call Forward can only be activated from your regular telephone line.

Call Waiting

Never miss an important call when you're on the telephone. With Call Waiting, a second call is announced with a special beep that indicates a call is waiting. The unique beep will let you know whether an incoming call is local or long distance.

How to use Call Waiting service:

1. To answer a waiting call, briefly press the Link or Flash button or switch-hook.
2. To return to the original call or to alternate between callers, briefly press the Link or Flash button or switch-hook.
3. To end the first call before answering the second, hang-up. The telephone will ring with the second call.

Hints & Tips

- The second caller will hear a ringing tone rather than a busy signal. If you do not answer waiting call within two rings, it will go unanswered or route to your Voicemail if you are a subscriber.
- You can also obtain the telephone number of an unanswered call by using *69 - Last Call Return. Pay-Per-Use charges apply if you do not subscribe to Last Call Return monthly.
- Call Waiting will not work when you establish a Three-Way call. The caller will receive a busy signal or be routed to Voicemail, if you subscribe to it.
- If you use a fax or modem on your line, you may want to temporarily turn off Call Waiting signals to avoid interruption of data transmissions. (Use *70 before using your fax or modem to ensure your data transmission is uninterrupted.)

To temporarily turn off Call Waiting signals before placing a call:

1. Lift the receiver, press *70, and listen for a tone confirming the signals have been turned off. Place your call.
2. Your callers will now receive a busy signal during this time or be routed to Voicemail, if you subscribe to it. Call Waiting will be turned back on automatically once you hang-up.

To temporarily turn off Call Waiting signals during a call:

1. Press the Link or Flash button or switch- hook.
2. Press *70 and listen for two short beeps confirming the signals have been turned off.
3. You will be returned to your call.
4. Your callers will now receive a busy signal during this time or be routed to Voicemail, if you subscribe to it. Call Waiting will be turned back on automatically once you hang-up.

To turn off long distance signals:

1. Long distance signals can interfere with the operation of your answering device or ring selector. To turn off the long distance signals lift the receiver and press *49 and listen for one long beep. The long distance signals have been turned off until you restore them. To restore the long distance signals, repeat the above steps. Two short beeps will confirm that they have been turned back on.

Visual Call Waiting

This service displays incoming calls when you're already on the telephone. You can choose, if you want, to interrupt your conversation. Visual Call Waiting combines the benefits of Call Waiting and Call Display into one integrated service. Visual Call Waiting also lets you know whether a call is local or long distance using a unique beep when you're on the telephone.

How Visual Call Waiting works:

1. Local calls are signaled by a short beep while long distance calls are signaled by one long and two short beeps. After one to two beeps the name and number of the caller will be displayed.
2. To answer the waiting call, briefly press the Link or Flash button or switch-hook.
3. To return to the original call or to alternate between callers, briefly press the Link or Flash button or switch-hook.
4. To end the first call before answering the second, hang-up. The telephone will ring with the second call.

Hints & Tips

- The second caller will hear a ringing tone rather than a busy signal. If you do not answer a waiting call within two rings, it will go unanswered or route to your Voicemail, if you are a subscriber.
- If a call is lost, hang-up. The telephone will ring to re-establish the call.
- Visual Call Waiting will not work when you establish a Three-Way call. The caller will receive a busy signal or be routed to Call Answer/ MessageManager, if you subscribe to it.
- If you combine Visual Call Waiting and Ident-A-Call, you may want to temporarily turn off Visual Call Waiting signals to avoid interruption of data transmissions. (Use *70 before using your fax or modem to ensure you data transmission is uninterrupted.)

Visual Call Waiting Deluxe*

This service shows the incoming call when you're already on the telephone. With Visual Call Waiting Deluxe you can manage your incoming call using three options available on the Vista 350 or Vista 390 phone.

Option One: have callers leave a message
Option Two: answer the call
Option Three: disconnect

How Visual Call Waiting Deluxe works:
1. Local calls are signaled by a short beep while long distance calls are signaled by one long and two short beeps. After one or two beeps the name and number of the caller will be displayed.
2. To answer the waiting call, briefly press the Link or Flash button or switch-hook.
3. To return to the original call or to alternate between callers, briefly press the Link or Flash button or switch-hook.
4. To end the first call before answering the second, hang-up. The telephone will ring with the second call.

To temporarily turn off Visual Call Waiting signals before placing a call:
1. Lift the receiver, press *70 and listen for a tone confirming the signals have been turned off.
2. Place your call.
3. Your callers will now receive a busy signal during this time or be routed to Call Answer/Message Manager, if you subscribe to it. Visual Call Waiting Deluxe will automatically be turned back on once you hang-up.

To temporarily turn off Visual Call Waiting signals during a call:
1. Press the Link or Flash button or switch-hook briefly. Press *70 and listen for two short beeps confirming the signals have been turned off.
2. You will be returned to your call.
*Must subscribe to Call Display, Call Waiting and Call Answer/MessageManager.
3. Your callers will now receive a busy signal during this time or be routed to Call Answer/Message Manager, if you subscribe to it. Visual Call Waiting will automatically be turned back on once you hang-up.

To turn off long distance signals:
1. Long distance signals can be turned off if they interfere with the operation of your answering device or ring selector. To turn off the long distance signals, lift the receiver, press *49 and listen for one long beep. The long distance signals have been turned off until you restore them. To restore the long distance signals, repeat the above steps. Two short beeps will confirm that they have been turned back on.

Last Call Return (*69)

Last Call Return (*69) will provide the telephone number of the last person who called – whether the call was answered or not. Last Call Return (*69) is available on a monthly subscription or as a Pay-Per-Use Service.

How to use Last Call Return (*69) service:
1. Lift the receiver and press *69. The telephone number of the last call received will be announced and you have the option of returning the call. To return the call, press 1.
2. To cancel, lift the receiver and press *89. Charges still apply on cancelled Last Call Return requests made on a Pay-Per-Use basis.

Hints & Tips

- Last Call Return operates on most direct- dialed calls from most locations, on both local and long distance calls.
- Last Call Return will not override Call Block. If a customer blocks a number, the number cannot be returned to you.

Busy Call Return (*66)

Busy Call Return (*66) monitors a busy line and lets you know when the line is free. *66 is available on a monthly subscription or as a Pay-Per-Use service.

How to use Busy Call Return (*66) Service:

1. When you call a number and the line is busy, hang-up, then pick up the receiver again and press *66.
2. You will hear a recorded message confirming that the line is busy, and Busy Call Return will alert you when the line is free. Hang-up.
3. The line will be monitored for 30 minutes. A special ring will let you know when the line is free. Once you hear the ring, lift the receiver and the call will be made automatically.
4. To cancel, lift the receiver and press *86. Charges still apply on cancelled Busy Call Return requests made on a Pay-Per-Use basis.
5. If you have more than one request active at a time, Busy Call Return (*66) will signal you as the called parties become available. You will not know the number of the call being returned unless you subscribe to Call Display.
6. You can still make and receive calls while waiting for the Busy Call Return signal.

Ident-A-Call

Ident-A-Call. Only answer the calls that are for you. With Ident-A-Call, you can have up to two additional telephone numbers on your regular telephone line, each with its own distinctive ring, so you know who the call is for before answering.

Hints & Tips

- Even though you may have up to three telephone numbers, you still only have one line.
- If you subscribe to Visual Call Waiting or Call Waiting, incoming long distance signals will have a unique ring on each of your Ident-A-Call numbers.
- If the Ident-A-Call number is used for data trans mission, the Call Waiting Auto Suppression option (*70) is recommended. There is no additional charge for this option. It automatically cancels the Call Waiting tone during data transmission on the Ident-A-Call number and turns Visual Call Waiting/ Call Waiting back on once the data transmission is completed.

Three-Way Calling (*71)

Three-Way Calling lets you talk to two people in two different locations – across town or across country – at the same time. You can also consult privately with one party while the other holds.

How to use Three-Way Calling service:

1. While on a call put the party on hold by pressing your Link or Flash button or switch-hook. Listen for three beeps followed by regular dial tone.
2. Press *71.*
3. Dial the telephone number of the third party. When answered, press your Link or Flash button or switch-hook again to connect all three parties immediately or consult privately. Should the third not answer, or if the line is busy, press your Link or Flash button or switch-hook again to return to the original person you called.

4. To hang-up or to return to the original call, press your Link or Flash button or switch-hook.

Hints & Tips:

- Either of the called parties can hang-up at anytime without interrupting the call. The partyestablishing the Three-Way call cannot hang-up without terminating the call.
- Visual Call Waiting and Call Waiting will not work when you establish a Three-Way call. The caller will hear a busy signal or be routed to Voicemail, if the called party is a subscriber.
- Three-Way calls made to long distance numbers are subject to applicable long distance charges.
- * If you subscribe to Three-Way Calling service on a monthly basis, please omit this step. You do not need to press *71.

Call Trace (*57)

This service lets you request an automatic trace of the last call received*. It makes it possible to have Bell Aliant record the telephone number of a harassing, obscene or threatening call. Call Trace service should only be used in serious situations. If you use this service, you should be prepared to contact the police and have the caller charged. Call Trace information will only be released to law enforcement officials.

How to use Call Trace service:

1. Hang-up after receiving the threatening or harassing call.
2. Lift the receiver and press *57 to activate Call Trace. A voice announcement will tell you whether the call was traced successfully.
3. Hang-up. Note the date and time of the call and contact your local police department.

Hints & Tips:

- Call Trace service only works on the last incoming call. If you receive another call or a Call Waiting or Visual Call Waiting beep before you use Call Trace, the number of the last call or the waiting call will be traced instead of the threatening call.
- Trace information will only be released to law enforcement officials. Information is obtained by security when required.
  * A $5 fee applies for this service, with a maximum charge of $10/month.

Call Block (*67)

Call Block service lets you "block" your name and telephone number from being seen by the person you are calling (on Call Display or Call Return). Call Block is an Always On service on customer lines and is free of charge.

How to use Call Block:

1. Lift the receiver and press *67. Listen for Three beeps.
2. Dial the number you're calling. The person you are calling will see a display such as "Private Name/ Private Number".

OR

1. You can ask the telephone operator to place an Operator Handled Call. Your name and number will not be transmitted or displayed – there is a charge per call.
2. Even if your name and number are blocked, Call Trace can still trace calls made from your telephone.