

RESIDENTIAL PHONE



USER GUIDE

Phone services
Basic and optional phone services



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FOREWORD

Your residential phone line is now connected to the **TFLM** network. Your telephone jacks and devices are connected to our telephone exchange. The connection to our network is through fiber optic that gives you access to our services.

The signal routed through the fiber optic is processed by multifunction fiber optic termination equipment installed in your home. This equipment is the link between the head of **TFLM** network connected to DERY equipment in Labelle and your telephones. It is essential to the proper functioning of your telephone service: do not unplug it! It is equipped with a battery that will ensure the maintenance of service in case of power failure.

Your TFLM Residential Phone Service is independent of other services offered, such as High Speed Internet and High Definition Television.

The way to make your phone calls is the same as the one you already know. Pick up and dial!

Please note that some options may differ depending on your area of residence.

Contact our customer service for more details;

Local call: **(819) 274-1553**

Toll free: **1 833 274-TFLM (8356)**

An up-to-date version of this guide is available on the WEB site www.telefibrelaminerve.com

Support Services

Customer service

If you have questions pertaining to your phone service or for any information about your account, do not hesitate to contact our customer service department.

611 Technical support 1 (866) 611-5372

In order to guarantee an optimal service, our network is closely monitored at all times. Contact our technical support if you experience difficulties with your phone line or have technical questions.

To contact us, dial **611** from your **TFLM** network line.

Message relay centre for the deaf

The message relay centre is a service adapted to the needs of the hearing impaired using a TDD telecommunication device, a teletypewriter or other types of specialized devices to make or receive calls.

Hearing people who want to call the hearing impaired through the message relay centre can do so by calling, toll free, **1 (800) 855-0511**

0 Operator service

If you need help making your calls, you can rely on the 24/7 operator service. Simply press **0**

Several services are offered, including person-to-person call and operator assisted call (fees may be charged). Note that calls made through the operator service are more expensive. In addition to long distance charges, they include a fee for operator assistance.

To make a collect call or call to a third number, you can use the automated attendant service by dialing **0** followed by the 10-digit phone number you want to reach.

International collect calls are not supported.

911 Emergency services

To reach emergency services (fire department, police department, ambulance), dial **911**, if those services are available in your municipality. **TFLM's** phone service fully supports emergency services by making your name, address and phone number available to the emergency centre serving your municipality.

Important!

In accordance with **TFLM's** phone service subscription agreement, it is forbidden to move your multifunction fiber optic termination equipment to another civic address. Call forwarding to the **911** emergency service is linked to the termination equipment address; moving it to another address could jeopardize your own and your loved ones' safety.

411 Directory assistance service

If you need help finding a phone number, you can use the directory assistance service. Fees will be billed to your account for each use.

To get a number in your local calling sector or with an area code identical to yours, dial **411**.

To get a number with an area code different than yours, dial 1 + area code + **555-1212**

To contact international directory assistance, dial **0**.

Phone Services

Directory listing

If you asked for a listing in your area's telephone directory, your name and number will appear based on the information you provided us with.

Each residential phone line includes free basic listing in your directory's white page section. Other types of directory listings are also available (additional or confidential listing). To learn more, get details from our customer service.

Local service

Thanks to TFLM, you will find the answer to all your communication needs at once. Whether it is for the local basic service, optional services such as the display device or long distance call services, TFLM gives you access to a wide range of services adapted to your needs.

The residential phone service includes:

- 1-** Basic service..
- 2-** Touch-Tone^{MC} service.
- 3-** **911** emergency services.
- 4-** Directory listing of your name and phone number.

Optional services

Practical and efficient, our optional services are precious partners designed to make your life easier. They can help you better manage your time and travels, ensure your safety, protect your privacy or simply allow you a better control over your communications.

Please note that certain options may differ according to the area in which you reside.

Rates

To get information on local and long-distance calls rate, please visit our WEB site www.telefibrelaminerve.com or contact our customer service department.

Long-distance calls

Phone service does not allow other long-distance provider than **TFLM**.

As a residential phone customer, you can combine our long-distance call services with your local **TFLM** service. Our service allows you to make calls in Québec, Canada and around the world.

✓ **Long-distance call plans**

We offer long distance call plans with incredible rates to meet your needs. For more details, communicate with our customer service department or visit our WEB site www.telefibrelaminerve.com

✓ **Overseas calls**

You can make overseas calls from our phone line. You will find access codes and rates on our WEB site www.telefibrelaminerve.com or communicate with our customer service department.

✓ **Dialing of overseas calls**

Dial **011** + country code + city code + number

(e.g. : **011 + 33 + 514 555-3358**).

✓ **Blocking long distance and oversea calls**

The **TFLM** telephony service offers you the option to block all long distance or overseas long-distance calls made from your device. To activate this service, contact our customer service department.

✓ Check your long-distance calls

You can view your long-distance calls through your online Client space.

To activate your access, you can contact a technical support agent who will provide you with a username and password.

To access the extranet, enter ***extranet.derytelecom.ca*** in your internet navigator.

Enter the username you were provided with in the ***User*** box and your password in the ***Password*** box. Then click on ***IDENTIFICATION*** to open a session. Once connected, click the ***Phone*** tab and then on the ***Long-distance*** sub-tab.

If you have a single phone number, the monthly call history will be displayed. If you have several phone numbers, you must first select the phone number for which you want to check calls.

On the monthly history, you only have to click the ***+*** sign in the ***Details*** column to get the list of communications for the selected month.

You will have the detail of each call: destination, date, hour and duration. Note that no cost will be displayed. If your calls are billed per use or if you exceed the number of minutes included in your package, charges will appear directly on your invoice.

To close call details, simply click on the ***X*** in the navigator window. Once you are done, click on ***Exit*** to end your session.

All long-distance calls are detailed on this list, including calls made to ***800*** and ***900*** numbers. Detail of long-distance calls is usually processed once a day.

Collect call

✓ What is a collect call?

A collect call is a call which communication fees are invoiced to the person receiving the call rather than to the person making it. To make a collect call, you must go through the operator assistance service who will ask authorisation to charge fees to your correspondent's account.

✓ How do we bill you?

Phone companies have 90 days to invoice the company which took charge of the call. Considering this 90-day delay, up to 4 or 5 months can go by before fees appear on your invoice.

TFLM invoices its clients only once it has been invoiced itself. Luckily most companies are quicker. However, third-party invoicing is out of our control.

✓ What is the rate?

Operator assistance fees for collect and long-distance calls apply for each collect call. The rate depends on origin, location and phone company. The phone company used by the caller sets the rates and bills **TFLM** accordingly. Cost validation must be made by the caller before making the call. International long-distance calls vary based on the country and differ from Canadian standards. **TFLM** charges **\$0.95** per call for operator assistance (**0**), as well as for directory assistance (**411**).

Optional Services

Please note that some options may differ depending on your area of residence. Contact our customer service for more details at:

1 (833) 274-TFLM (8356).

* **57** Call trace

When you are bothered by unwanted calls, **Call trace** allows you to take action and have these calls retraced. **Call trace** should only be used in dire situations.

Here is how to use **Call trace** service:

- hang up after having received the call.
- Pick up the handset and wait for the tone.
- Dial ***57** and wait for the voice message indicating the call has been retraced.

This service only allows you to retrace the last call received.

It even works for calls which display has been blocked by the caller.

TFLM only discloses information received by the **Call trace** service to duly mandated authorities. Please contact your local police service, you must give them the date and hour of the retraced call.

Fees may be charged for each service use (whether you contact the police or not).

* **60** Call screen

The time being bothered by unwanted calls is now over. **Call screen** allows you to forward calls coming from 12 different numbers to an automated message stating that you prefer not to receive calls for the moment. As long as the designated number is activated in the **call screen**, no call coming from this number will reach you.

To use this service, pick up the handset and dial ***60** and follow the instructions. You will be able to:

- Refuse calls coming from the last caller (**#, 01, #**).
- Add or delete a number (**1**).
- Review numbers on the list (**2**).
- Activate or deactivate the function (**3**).

This service works in priority, even if the **call forwarding** is activated to another number. It also works to block calls originating from automatic dialing telemarketing system. A call originating from an unlisted number can also be blocked if it corresponds to the last call received. However, the number will be identified as confidential in your list of blocked numbers.

A voice message will inform you if a number cannot be added.

*** 67 Display blocking**

Display blocking is offered with your phone line. It allows you to prevent the person you are calling from having your name displayed on their phone screen.

Here is how to use **display blocking**:

- Pick up the handset and dial ***67**, then the phone number you want to call.
- A «Confidential name – Unlisted number» message will be displayed on the recipient's phone.

*** 69 Last call return**

This function allows you to get and automatically redial the last phone number calling you.

Here is how to use the **last call return** service:

- To know the number of the last call received, dial ***69**.
- A message will provide you with the number of the last call received and will offer redialing this number by pressing **1**.

Three-way conference

Simultaneously talk to two individuals in different locations, is now possible! The **three-way conference** phone option allows you to exchange by phone with two individuals, wherever they are and without traveling. Plus, it is easy to use!

- In conversation with the first person, ask them to stay on the line.
- Briefly push the receiver hook or the **Liaison** or **Flash** button on your handset.
- Wait for the tone and dial the number of the third person.
- When the third person answers, push the receiver hook or the **Liaison** or **Flash** button on your handset to establish the three-way communication.
- If the third person does not answer the call, briefly push twice the receiver hook or the **Liaison** or **Flash** button, you will then go back to your initial interlocutor.
- To end the conversation with the third person only, ask them to hang up or simply push again the receive hook or the **Liaison** or **Flash** button on your handset.

To remember

Except for the person who initiated the call, individuals who are in a phone conference can hang up at any moment without interrupting the communication. If the person who initiated the call hangs up, the conference call will end.

Long distance calling fees will be invoiced if you contact individuals who are outside your local calling zone during a **three-way conference**.

* 72 Call forwarding

You travel often and are hard to reach? Thanks to **call forwarding**, you can have your calls forwarded to the phone number of your choice and even to your cell phone, pager or any other valid phone number.

When the **call forwarding** service is activated and someone tries to reach you, your phone will briefly ring to remind you the service is activated. You can keep on making calls, but you cannot receive any.

If you do not answer calls that are being transferred to you, they will not be sent to your **voice mail**. If you have your calls forwarded to a phone number located outside your local calling zone, regular long-distance call fees will be invoiced if it is answered at this number. This service can only be activated from your phone line.

Here is how to use **call forwarding**:

To activate the service:

- Pick up the handset and dial ***72**.
- After you hear two “beeps”, dial the phone number you wish to forward your calls to.
- If someone answers, **call forwarding** is activated.
- If the line is busy or if nobody answers, you have to hang up and repeat the procedure.
 - Pick up the handset and dial ***72**.
 - After you hear two “beeps”, dial the phone number to which you want to forward your calls.
 - **Call forwarding** is then activated.

To confirm that the **call forwarding** service has been activated:

- Dial ***72**.

- A busy signal confirms that **call forwarding** is activated.

To deactivate the service:

- Pick up the handset, wait for the tone and dial ***73**.
- Wait until you hear two beeps and hang up.

Call waiting

The **call waiting** service prevents you from missing a call when you are already on the phone. A brief tone informs you of another incoming call when you are on the line.

When a call is waiting, you have three options:

1 – End your current conversation

Quickly end your current conversation and hang up. Your phone will ring right away and you will be able to answer the waiting call.

2 – Put your current conversation on hold to take in the second call.

Briefly push the receiver hook or the **Liaison** or **Flash** button on your handset. You will be automatically in line with your line second interlocutor. Each time you will push the receiver hook or **Liaison** or **Flash** button, you will switch from one interlocutor to the other. If you hang up to end one of the two conversations, your handset will ring and you will be able to talk again to the interlocutor you have put on hold.

3 – Ignore the waiting call

If you have subscribed to TFLM's **voice mail** service, the call will be transferred to your voice mail.

Reminder

If you lose a waiting call, hang up your handset. The line will ring and you will be able to resume your conversation.

This service is offered as an option on a monthly basis only.

***70 Temporary deactivation of call waiting**

In some situations, you may not want to be disturbed by another incoming call.

To temporarily deactivate ***call waiting*** prior to making a call:

- Pick up your phone and dial ***70**.
- You will hear two short tone signals followed by a steady tone.
- Make your call.
- The ***call waiting*** service will be reactivated automatically when you hang up.

***78 Permanent deactivation of call waiting**

To deactivate ***call waiting***:

- Pick up your phone and dial ***78**.
- You will hear two short tone signals followed by a steady tone.

To reactivate ***call waiting***:

- Pick up your phone and dial ***78**.
- You will hear two short tone signals followed by a steady tone.

Please note that this option may differ by sector. If you have difficulties, you can contact our [technical support](#) at any time at **1 (866) 611-5372**.

Call waiting display

The ***call waiting display*** service allows you to see, on your handset screen, the name and phone number of the person waiting when you are already on the line. The service combines ***call display*** and ***call waiting*** options. Your phone must be compatible with the ***call waiting display*** service.

The procedure to temporarily deactivate this service before a conversation is the same as for the ***call waiting*** option.

***98 Voice mail**

With the **voice mail** service, your calls are forwarded to your voice mail when you are on the phone or when you are unable to answer. You have access to your messages from any phone.

Service initialization

To have an operational **voice mail** service, you must first initialize it. Initialisation will only be performed the first time you access your voice mail.

The automated message system will first ask you for your temporary password. Your temporary password corresponds to the last 4 digits of your phone number, followed by 99. For example, for **418 544-3358**, the temporary password will be **335899**.

Afterwards, the system will ask you to perform the following operations, guiding you with precise instructions:

- Modify your password.
- Record your name.
- Record your customized welcome message.

Your voice mail will then be ready to automatically take your messages.

You know you have messages when you pick up your handset and hear a staccato tone or when a light indicating a message flashes (on some phone set).

Voice mail by email

The **voice mail by email** service lets you access your voice mail messages through your email service. By activating this option, your voice mail messages are automatically sent as audio (.wav) attachments to your email box. All you need to do is open the files to listen to your messages, as if you were on the phone. To take advantage of this service you must subscribe to voice mail and internet service.

Access to your voice mail

Here are two practical ways to access your voice mail:

- 1- From your residence, dial ***98**. Then enter your password.
- 2- Remotely, dial your phone number. Then push **9** as soon as you hear your welcome message and follow instructions.

Message management

After having accessed your voice mail, from your residence or remotely, dial **11** to listen to new messages.

Voice mail customization

- ✓ Adjusting the number of answering rings:
 - Dial ***94**.
 - Wait for the tone and enter the number of rings desired (from 0 to 9) before the system answers.
 - Two beeps followed by a dial tone will confirm your selection. The default number of rings is five.
- ✓ Changing your answering message :
 - Dial ***98** then your password.
 - Follow the instructions in this sequence: **4-3-1**, *, record, #.
- ✓ Changing the recorded name:
 - Dial ***98** then your password.
 - Follow the instructions in this sequence: **4-3-3**, new name, #.
- ✓ Changing your password:
 - Dial ***98** then your password.
 - Follow the instructions in this sequence: **4-2-1**, enter your current password, enter your new password (at least four numbers), #.

Remember

- 1 – Maximum message length is 60 seconds.
- 2 – Non-archived messages are erased after 30 days.
- 3 – Archived messages are never erased automatically, but you can erase them yourself at any time.
- 4 – Your voicemail can store up to 1 hour of messages.

This service is offered as an option on a monthly basis only.

***99 Activation and deactivation of your voice mail**

For example, the option to enable and disable voicemail can be used if you want your voicemail to be active only during the day, but not during the evening.

To activate your voice mail:

Dial ***99**. You will hear a «bip» confirming the activation of your voice mail.

To deactivate your voice mail:

Dial ***99**. You will hear two «bips» confirming deactivation of your voice mail.

To ensure that this option works, the voicemail service must be activated on your first phone line.

VOICEMAIL OVERVIEW

Access to your voicemail

1. Dial ***98**
2. Enter your password

Main menu

➤ **Listen to new messages: 11**

While listening

- 10-second backward: **1**
- Pause : **2**
- 10-second forward: **3**
- Erase: **7**
- Main menu: *****

After listening

- Erase: **7**
- Save: **9**
- Main menu: *****

➤ **Atchived messages: 1**

➤ **Personal options: 4**

Management options: **2**

- Password control: **1**
- Activate date/time function: **4**
- Deactivate date/time function: **2**
- Previous menu: *****

Greeting messages: **3**

- Personalized messages: **1**
 - ✓ System: **1**
 - ✓ Personal messages: **2**
- Record name: **3**

Exit: *****

Activate/deactivate "message notification" function : **1**

Activate/deactivate "message notification" function : **4**

➤ **Exit: ***

NB To go back to previous menu, press the star key (*).

Call display

Call display, as its name indicates, allows you to see the phone number and name of the person trying to reach you before taking the call.

Call display service requires the use of a phone with a display screen. When the phone rings, the name and number of the caller appear on the screen of your handset between the first and second ring.

If mentions such as “Confidential Name – Unlisted number” appear on the display screen, this means the caller has intentionally blocked the transmission of his name or number.

Note that for certain calls originating from public phones, companies, operators, overseas, certain networks or cell phones, the name or number might not be displayed and may contain errors.

Please note that, if you use the **call forwarding** option, calls initially intended for your line might not be displayed.

This service is offered as an option on a monthly basis only.

Reminders

Terms of invoicing

Your account statement for your **TFLM** phone services will be sent on a monthly basis. You will find details on the fees to be paid for your phone line, optional services (monthly and pay-per-use invoicing), long distance calls, use of operator and directory assistance services as well as taxes.

If you also are an internet or television service subscriber, you will receive a single invoice for all your services. If you have questions pertaining to your invoice, do not hesitate to communicate with our Customer service department.

Caution – Alarm system

If your residence is equipped with an alarm system connected to a surveillance center, a technician has made connections in compliance with installation standards in force. Do not move your fiber optic termination equipment and do not connect it to a phone outlet other than the one used by the technician during service installation, since it could alter the operation of your alarm system.

Communicate with our *Technical support department* before making modifications to your phone installation.

General description of the fibre optic termination equipment

The multifunction optical fiber termination equipment can provide two separate telephone lines. This multifunction termination equipment is essential to your telephone service. Do not disconnect the power plug or telephone jack as your telephone service may be interrupted. This equipment has the particularity to adapt well to your workspace. It is designed to be placed horizontally, vertically or fixed on a wall.

It is also equipped with a battery that will ensure phone service in case of power failure for up to 8 hours, based on the use made of the phone line. This battery, installed on the side of the equipment, is not fully charged when new. It is thus probable that the Battery light will flash after installation, and this for up to 18 hours. Do not cut electrical supply during this period to ensure the battery is fully charged.

Your residential coaxial and phone wiring is not exempt from wear, accidents or certain potential breaks. This wiring is your responsibility.