

# USER'S GUIDE

## Telephone Service



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## 1. Introduction

## **VoIP Home Telephone**

Your home telephone line is connected to the TFLM network. You therefore benefit from IP telephony (VoIP), which means your telephone is connected directly to your high-speed Internet connection rather than to a traditional landline. The connection to our network is made via fiber optic cable, which gives you access to our services.

The signal, which is carried by the fiber optic cable, is processed by a modem installed in your home. This modem connects the fiber optic cable to your telephone devices and is essential for the proper functioning of your telephone service: do not unplug it! This modem is equipped with a backup battery that provides approximately 8 hours of operation in the event of a power outage. However, cordless phones do not work during a power outage. Making phone calls is the same as you are used to: simply pick up the receiver and dial.

## **2. Customer Service 611**

Dial 611 if you have questions about your home phone service or for any other information.

## **3. Emergency Services 911**

With traditional phone service, your 911 call is routed directly to the nearest emergency call center. With VoIP service, your 911 call is transferred to a third-party service provider who automatically or manually routes your call to the emergency call center.

It is illegal to move your modem to a different street address. Because 911 emergency call routing is linked to the modem's installation address, moving it to another address could endanger your safety and the safety of your loved ones.

## **4. Suicide Prevention Hotline 988**

Are you thinking about suicide? Are you worried about a loved one? Are you grieving a loss? Dial 988 for assistance.

## **5. Helpline Directory 411**

Dial 411 for service.

## **6. Directory Listing**

If you requested a listing in your local telephone directory, your name and number will be included. Each residential phone line includes a free basic listing in your local phone book.

## **7. Long Distance Services**

Your plan includes toll-free long distance calling within Canada and the United States.

## **8. Collect Calls**

Currently, collect calls are not available. However, we are working with our provider to offer this option in the future.

## **9. Voicemail \*98**

Voicemail is available as an optional service only; you must request it from customer service. \$2.00 per month.

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

Your voicemail is working, so you don't need to set it up. Here are two convenient ways to access your voicemail:

1. From home, dial \*98. No password is required if you are retrieving messages from home.
2. From a distance, dial your phone number.

Press \* as soon as you hear your greeting message and follow the instructions.

Your phone number is your voicemail number.

Your temporary remote access password is 1111. To change this password, access your voicemail, then dial 0 for options and 5 to change your password.

### **CUSTOMIZE YOUR VOICEMAIL**

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

### **CUSTOMIZE THE DICTIONARY NAME ON YOUR VOICEMAIL**

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

### **LISTENING TO AND MANAGING YOUR NEW MESSAGES**

\*It is important to listen carefully to the options provided.\*

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 multiple new messages, you do not need to select an option to proceed to the next message; the messaging system will do so automatically.

### **LISTENING TO AND MANAGING YOUR ARCHIVED MESSAGES**

1. Access your voicemail and press 3 for advanced options.
2. Press 1 to listen to archived messages.

\*It is important to listen to the entire message before deleting it.\*

1. Press 7 to delete the message.
2. Press 6 to access the next message.

### **ADVANCED OPTIONS**

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 ANSWER TIME**

Dial \*94 and wait for instructions. You can then enter the desired number of rings (numbers from 0 to 9) before the system takes the message.

Dial \*95 to reset the number of rings to the default.

## **10. Caller ID**

Caller ID, as the name suggests, allows you to see the phone number and name of the person trying to reach you before answering the call.

Caller ID requires a phone with a screen. When the phone rings, the caller's name and number will appear on your device's screen between the first and second rings. If messages such as "Name Confidential" or "Number Confidential" appear on the display screen, it means the caller has intentionally blocked the transmission of their name or number.

Please note that for some calls from public phones, businesses, telephone operators, overseas, certain networks, or cell phones, the name or number may not be displayed or may contain errors. Finally, if you use the automatic call forwarding option, calls originally intended for your line will not be displayed.

## **11. Call Waiting**

The call waiting service prevents you from missing a call while you are already on a call. A short tone notifies you of an incoming call while you are on a call.

To answer a call on hold, you have three options:

### **1. End the current conversation**

Quickly end the current conversation and hang up. Your device will ring immediately, and you can answer the call on hold.

### **2. Put the current conversation on hold to take the second call**

Briefly press the switch or the TALK or FLASH key on your device. You will be automatically connected to your second contact. Each time you press the switch or the TALK or FLASH key, you will switch between the two contacts. If you hang up to end one of your two conversations, your phone will ring, and you can then reconnect with the contact you had put on hold.

### **3. Not answering the call on hold**

If you have voicemail enabled, the call will be transferred to your voicemail box.

## **12. Call waiting display**

The call waiting display service allows you to see the name and phone number of the person on hold on your phone screen while you are already on a call. This service combines the caller ID and call waiting options. Your phone must be compatible with the call waiting display service.

## **13. Three-way conference**

Talking to two people in different locations simultaneously is possible! The three-way conference call option lets you talk to two people, wherever they are, without having to move. When speaking with the first person, ask them to stay on the line:

1. Briefly press the switch or the TALK or FLASH button on your device;
2. Wait for the dial tone and dial the third person's number;
3. When the third person answers, press the switch or the TALK or FLASH button on your device to establish the three-way call;
  - If the third person doesn't answer, briefly press the switch or the TALK or FLASH button on your device twice to return to your original contact;
4. To end the call with the third person only, ask them to hang up or press the switch or the TALK or FLASH button on your device again.

### **REMEMBER!**

Participants in a conference call, except for the person who initiated the call, can hang up at any time without interrupting the conversation. If the person who initiated the call hangs up, they will end the conference. Long-distance charges will apply if you contact people outside your local calling area during a three-way conference call.

## **14. Automatic Call Forwarding**

Are you often on the go and hard to reach? With automatic call forwarding, you can forward your calls to the phone number of your choice, including your cell phone, pager, or any other valid phone number.

When automatic call forwarding is activated and someone tries to call you, your phone will ring briefly to remind you that the service is active. You can continue to make calls, but you cannot receive them.

If you do not answer forwarded calls, they will not be sent to your voicemail. If you forward calls to a phone number outside your local calling area, you will be charged standard long-distance rates for all calls that are answered at that forwarded number. This service can only be activated from your telephone line.

#### **14. Automatic Call Forwarding \*72**

How to use automatic call forwarding:

To activate the service:

1. Pick up the handset and dial \*72 (please wait for the automated message);
2. You will be asked to dial the phone number to which you want to forward calls (do not dial the 1 before the forwarding number).

To deactivate the service:

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

#### **15. Call Transfer When Line is Busy (Cascade)\*90**

Before proceeding, call TFLM customer service to deactivate call waiting.

To activate Call Transfer, dial \*90, then dial the destination number.

Dial \*91 to cancel call transfer when line is busy, contact customer service for assistance.

#### **16. Caller ID Blocking \*67**

Caller ID blocking is available on your phone line. It prevents your name and number from appearing on the screen of the person you are calling.

Here's how to use caller ID blocking:

- Pick up the handset and dial \*67
- Please wait for the message and then dial the number of the person you wish to call;
- A message entitled "Name Confidential - Number Confidential" will appear on the recipient's device.

#### **17. Blocking a Phone Number \*60**

The phone number blocking service is used when you wish to prevent one or more numbers from contacting you.

Here's how to use it:

- Pick up the handset and dial \*60
- Wait for the message "Please enter the number to block"
- Dial the number
- A message will repeat the number to block and confirm with "Activated"

To unblock a number:

- Pick up the handset and dial \*61
- Wait for the message "Please enter the number to remove from the blacklist"
- Dial the number
- A message will confirm with "Deactivated"

## **18. Alarm System**

If your residence is equipped with an alarm system connected to a monitoring center, it must be compatible with VoIP telephony for your system to function. The TFLM technician will have made the connections in accordance with current installation standards.

Do not move the fiber optic modem or connect it to a telephone jack other than the one used by the technician during service installation, as this could impair the operation of your alarm system. Please contact our technical support team before making any changes to your home's telephone system.

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