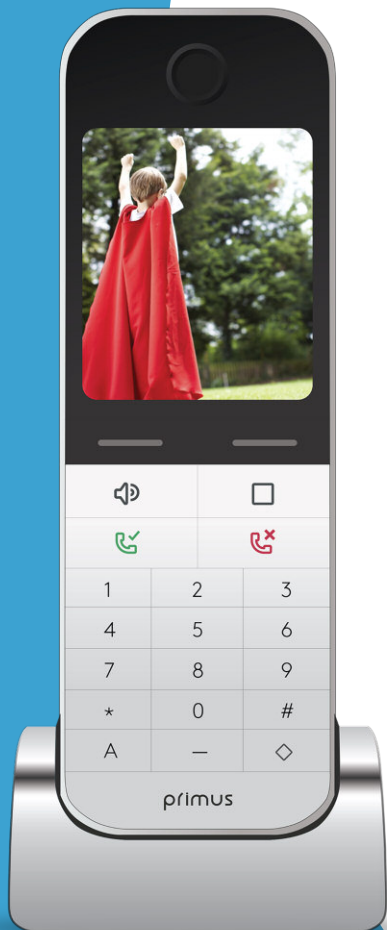# Home Phone Service Guide

- Calling features and services
- Tips and instructions

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Home Phone Service

Inside your guide to
Primus Home Phone Service

Services included with
Primus Home Phone Service

In addition to your current phone number, telephone directory listing and reliable local calling, the following essential services are included:

Enhanced Emergency Service 911

911 service allows you to directly dial the digits 9-1-1 and be connected to the closest local Emergency Service Bureau to report emergencies.

Directory Assistance 411

To reach an Operator who will provide you with name,number and address information on listings, dial "411". 411 calls are charged at pay-per-use rate that varies by region.

Message Relay Service/Telephone Device for the Deaf 711

Message Relay Service provides deaf, deafened, hard of hearing and speech impaired customers with the ability to communicate through the use of TTY (teletypewriter).

TTY to TTY dial 711
TTY to Voice dial 711
Voice to TTY dial 1-800-855-0511

Local Operator Service 0

The local Operator can be reached by dialing "0". The Operator will provide basic information, including dialing instructions and country code details.

*Charges may apply

Calling Feature Options

Alternate Number

Have a fax machine? Need a business line? Have a teenager that wants his or her own line? With Primus Alternate Number, you can assign up to two additional telephone numbers – each with its own unique ring – to your existing line. This feature is also often known as Ident–A–Call or Distinct Ring.

Even though you may have up to three telephone numbers, you still only have one line.

Call Waiting and Alternate Number Ringing
Primus Home Phone Service does not support Deny Call Waiting on secondary numbers. For example, if your secondary number is engaged and a second call to this number arrives, it will receive a Call Waiting reminder (beep) if the main number has the Call Waiting feature. **This is the default set-up.**

Note: this may cause an interruption in fax and data transmissions. If you are using a secondary line for a fax machine or dial–up Internet, you may want to use the suspend call waiting procedure before placing your call to avoid these interruptions. (See Call Waiting)

Call Display

With Primus Call Display, you'll see who's calling before you answer the phone. Screen your calls, avoid interruptions or ignore unwanted calls completely – you decide! Incoming callers who use Call Display Blocking will be displayed as "Private Name/Private Number".

How to use Call Display
• You'll either need a telephone with a call display screen or a separate call display unit connected to your telephone.
• When you have a call, simply wait for the start of the second full ring, the name[†] and number of the caller will appear on the call display screen. You will also see the date and time of the call if your display supports this function.

[†] The caller's name may not be available in certain geographic areas.

Calling Feature Options

Call Trace

If you have received a threatening or harassing phone call, an additional safety feature you can initiate is Call Trace[†]. When a Call Trace is initiated, a special record will be printed at our head office. We will only release the details of the Call Trace record to the appropriate law enforcement officials.

How to use Call Trace

1. Press `*57` immediately after you receive an offending call and hang up
2. You must then file a complaint regarding the offending call with local Police

Using Call Trace service does not guarantee that the Police will accept your case or follow up on a Call Trace request.

Call Waiting

With Primus Call Waiting, you'll never have to miss an important call because you're on the phone – you'll know when another caller is trying to reach you. And your callers won't hear a busy signal.

How to use Call Waiting

- If you're on the phone, a quiet "beep" will let you know that another caller is trying to reach you.
- You can put your original call on hold while you take the new call by pressing the LINK or FLASH button.
- You can toggle between the two calls by pressing the LINK or FLASH button
- To end the first call before answering the second, hang-up. The phone will ring with the second call.

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 Voice Mail service if you are a subscriber.

[†] There is a charge of $5.00 for each successful use of Call Trace.

Calling Feature Options

Call Waiting service will not work when you establish a Three-Way Calling call. The caller will receive a busy signal or be routed to Call Answer service if you subscribe to it.

How to suspend Call Waiting
1. Press `*70` before placing a call
2. This will suspend Call Waiting during your next call
   (any incoming callers will hear a busy signal).
3. Call Waiting will be restored once you have completed your call

Last Call Return
Last call return allows you to retrieve the phone number of the last person who called. This feature can be used whether you answered the last call or it was missed.

How to use Last Call Return
1. Press `*69`
2. The telephone number of the last call received will be announced
3. To return the call press `1`

If the line is busy, hang up and the line will be monitored for 30 minutes. A short-short-long 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.

Voice Mail
Primus Voice Mail gives you more control over your phone service by providing a wide range of voice mail and call handling capabilities. It's like having your own personal answering service! Recording your greeting is quick and easy. Plus,there are no messy tapes to rewind or replace.

Voice Mail ensures that your calls are not missed,even if you're on the phone. As soon as your line is free,a stutter dial tone lets you know there's a message waiting for you. If you have a phone with a Message Waiting Indicator,a light will flash to let you know you have a message waiting.

Your voice mailbox gives you the ability to retrieve messages from any telephone. A password is used to ensure the privacy of all your messages. The Voice Mail service will also announce how many new and saved messages are currently in your mailbox.

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Calling Feature Options

How to retrieve messages from your voice mailbox
1. Dial ***98**
2. Enter your password
3. Follow the voice prompts to retrieve your messages or use one of the many other Voice Mail features available.

* If accessing Voice Mail for the first time your temporary password is always your phone number

Voice Messaging Quick Keys

Press **1** to hear a message

Press **1** to go back eight seconds while message is playing

Press **11** to go back to the start of the message

Press **3** to fast forward eight seconds

Press **5** for the date and time of the call and the caller's number, if available

Press **7** to delete the message

Press **9** to save the message

Press ***** to end message playback and return to previous menu

Press **#** to skip messages

To contact us for support or to add any calling features, please email **customer.care@primus.ca.**

You'll also find more information at **primus.ca/costco** including details on our long distance, Internet and Wireless offers.