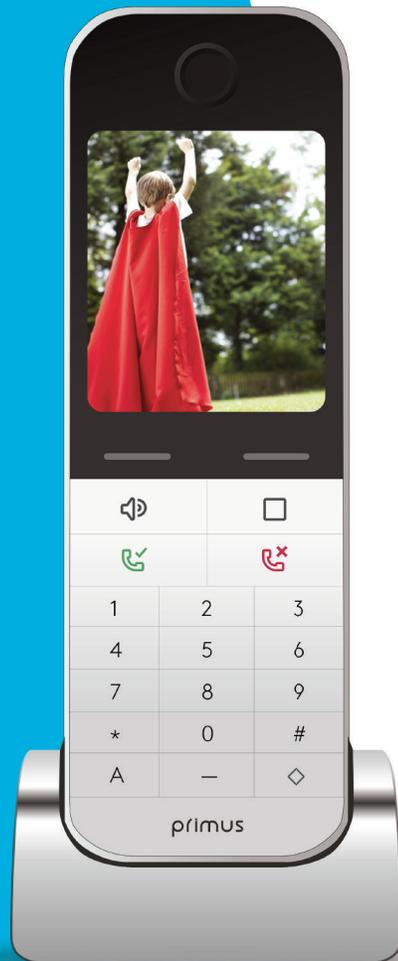


primus



Primus Digital Home Phone

Features & Access Codes

primus.ca

Note:
Full Feature descriptions are below the quick reference charts

Primus Digital Home Phone Features & Access Codes

Automatically included with Primus Digital Home Phone service

Feature	Activate	Deactivate	Status
911			
Call History			
Contacts			
Call Display Blocking			
All calls	*31	*82	*54
Next call only	*67	*65	
Telemarketing Guard	*46 then dial 1	*46 then dial 2	

Automatically included with ALL Feature service package

Feature	Activate	Deactivate	Status
Anonymous Call Rejection	*80	*87	*52*
Call Display (Caller ID)			
Voice Mail			
Access from Home	*98		
Access from another phone	Dial Home # Press *		
Access from Web Portal	My Digital Home Phone Portal		
Voice Mail Forwarding to Email	My Digital Home Phone Portal		
Clear Voice Mail indicator light	*99		
Direct Voice Mail transfer	*55		
Change # of Ring Tones before Voice Mail	*610		
Call Waiting			
All Calls	*43	#43	*53*
Suspend Call Waiting next call	*70		
Call Forwarding			
Always	*72	*73	*21*
Busy (when on a call)	*76	*77	*67*
No Answer	*78	*79	*61*
Out of Service (Not Reachable)	*90	*91	*63*
Selective (specific numbers only)	*63*	*83	

Automatically included with ALL Feature service package

Feature	Activate	Deactivate	Status
Call Forwarding to Voice Mail			
Always	*21	#21	*21*
Busy (when on a call)	*40	#40	*67*
No Answer	*41	#41	*61*
Call Hold	Press the LINK, FLASH or HOLD button once. Dial *22	-	
On Hold Music	Press the LINK, FLASH or HOLD button once. Dial *22	-	
On Hold Music			
Off - PRIOR to making a Call	*60		
Off - DURING a call	Press the LINK, FLASH or HOLD button once. Dial *60		
Conference Calling	During a call, press the flash button or quickly press and release the receiver button		
	Listen for dial tone and dial the 2nd party phone # After they pick up press the flash or the receiver button.	-	
Last Call Return	*69		
Last Call Deletion	#92#		
Last Number Redial	*07		
Do Not Disturb	*03	*04	
Speed Dial			
Two-Digit Speed Dial Number	*75		
Reach Me Anywhere	My Digital Home Phone Portal		
Call Blocking	My Digital Home Phone Portal		

Features NOT automatically included in service packages. Charges apply

Feature	Activate	Deactivate	Status
Call Trace	*57		
Alternate Number			

Primus Digital Home Phone Feature Descriptions

911

The address on the 9-1-1 page is used if a call is ever placed to 9-1-1 from the phone number associated with this account.

It is important that the information on this page is correct at all times. If this information is incorrect and you are unable to speak during a 9-1-1 call, the emergency operator may not be able to send emergency services to your location.

If you move or transfer your phone service within Primus you will need to update this information.

Updating Your 9-1-1 Address

- 1) Click **Call Control** and then **9-1-1**.
- 2) If the address is not correct, click **Edit**.
- 3) Correct the appropriate fields.

House Number	The number of the building you live in
Street Name	The name of the street you live on
Suffix	The word that follows the street name to further identify it. Example: Street, Road, Avenue, Crescent, etc.
Direction	The direction your street runs in. Only include this if it is part of your address (example: 123 Main Street North West), otherwise select None .
Location Type	Whether the address is an apartment, basement, floor in a building etc. only select something that is relevant, otherwise select None .
Location Number	The number of the location type. For example: Floor 4, or Apartment 345.
City	The city included as part of your official address
Province	Province
Postal Code	Postal Code

- 4) Click **Save**.
- 5) Confirm that the address is correct on the next screen.
- 6) Click **Use this address for directory assistance (4-1-1)** if you want this address used when someone calls 4-1-1 trying to find your phone number and click **Continue**.

Call History

You can see your detailed call records (made, received or missed calls) online on the My Digital Home Phone portal.

Contacts

My Digital Home Phone portal allows you to create a directory of your contacts, as well as place calls directly from your contacts list. Contact lists can also be exported from other applications, such as MS Outlook.

Call Display (Caller ID)

Call Display provides the name & number of the party calling so you can elect to take the call or not. If you wish not to answer, the call will be routed to your Voice Mail (if subscribed to), otherwise the caller will simply hear the phone ringing until they hang-up.

Call Display is dependent on the phone equipment you have.

Call Display Blocking (Caller ID Block)

This service enables you to block delivery of your identity (both name and number) to the called party. This can be set for all calls or only one call (next call).

If the called party is subscribed to the Call Display feature, your call will be identified as 'Private Name/Private Number'.

Activate Call Display Blocking

- 1) Dial *31.
- 2) The system then plays a confirmation announcement: 'Your calling line ID blocking service is now set to hide your identity. Thank you'
- 3) Hang up.
**Following this, your name & number will be blocked for ALL calls. The called party will see 'Unknown name & number'.

Deactivate Call Display Blocking

- 1) Dial *82.
- 2) The system then plays a confirmation announcement: 'Your calling line ID blocking service is now set to show your identity. Thank you'.
- 3) Hang Up.
**Following this, your name & number will be delivered for ALL calls.

Activate Per Call Blocking (next call)

- 1) Dial *67.
- 2) After the dial tone, dial the number you wish to call.
- 3) Your identity is blocked for that call only.

Deactivate Per Call Blocking (next call)

- 1) Dial *65.
- 2) After the dial tone, dial the number you wish to call.
- 3) Your identity is delivered to the party you are calling for that call only.

Call Display Blocking On/Off Status

To obtain the current status of Call Display Blocking Dial *54*

- If Call Display Blocking is **OFF**, you will hear: 'Your phone number is currently available to the party you are calling.'
- If Call Display Blocking is **ON**, you will hear: 'Your phone number is currently blocked from the party you are calling.'

Telemarketing Guard®

Telemarketing Guard automatically identifies suspected frequent, mass telemarketing calls. When such a call has been identified, the caller will be required to identify themselves. Some of these suspected telemarketers will choose to hang up or their automatic dialers will hang up and your phone won't even ring.

Telemarketing Guard constantly updates the suspected telemarketer list so that you can be assured that unwanted calls are consistently being blocked.

To turn Telemarketing Guard On or Off.

1. Lift the handset. Dial *46 on your phone. Wait for the prompts before proceeding.
Press 1 to turn the Telemarketing Guard system ON
Press 2 to turn the Telemarketing Guard system OFF
Note that the Telemarketing Guard default setting is “ON”

To change the Telemarketing Guard call screening options:

1. Lift the handset. Dial *46 from your phone. Wait for the prompts before proceeding.
2. Press 3 to change your call treatment options.
Press 1 to require all callers intercepted by the Telemarketing Guard to announce themselves to you after which you can accept or reject call.
Press 2 to require telemarketers to verify they aren't a telemarketer in order to reach you without being announced.
Press 3 to send all intercepted calls straight to voicemail.

Adding a known phone number to your Denied Telemarketing list.

1. Lift the handset. Dial *46 from your phone. Wait for the prompts before proceeding.
2. Press 4 to report a number as a Telemarketer and add to your Denied Telemarketing list
3. Enter the 10 digit phone number
4. Press 1 to confirm or
5. Press 2 to go back to re-enter number

Adding a known phone number that you want on your Allowed Friends & Family list. For these numbers the caller will not be screened by Telemarketing Guard.

Note: There is no need to list all your family members in the Allowed Friends & Family list. Only phone numbers improperly intercepted as a telemarketer require to be listed as an allowed friend or family number. Not all calls will be intercepted by Telemarketer Guard, only those deemed to be a frequent, mass telemarketer.

1. Lift the handset. Dial *46 from your phone. Wait for the prompts before proceeding
2. Press 6 to report a number as a friend or family and add to your Allowed Friends and Family list.
3. Enter the 10 digit phone number.
4. Press 1 to confirm or,
5. Press 2 to go back to re-enter number.

Removing a phone number from your Allowed Friends & Family or Denied Telemarketing list.

1. Lift the handset. Dial *46 from your phone. Wait for the prompts before proceeding.
2. Press 5 to remove phone number from corresponding list
3. Enter the 10 digit phone number.
4. Press 1 to confirm or,
5. Press 2 to go back to re-enter number.

Adding a phone number to Denied Telemarketing list after receiving an unwanted call.

1. Hang up on the unwanted call. Lift the handset. Dial *44 from your phone. Wait for the prompts before proceeding.
Press 1 to report last caller as a telemarketer and block the number from calling you again.

Adding a phone number to the Allowed Friends & Family list if a caller you do not want screened by the Telemarketing Guard was screened inadvertently.

1. Once you have completed your call to your friends or family member, hang up the receiver. Lift the handset, listen for the dial tone and Dial *44 from your phone. Wait for the prompts before proceeding.
Press 2 if the caller was a friend or family member so they can bypass the Telemarketing Guard system.

Anonymous Call Rejection

The Anonymous Call Rejection service enables you to reject calls from parties who have explicitly restricted their identities.

Only calls from blocked numbers are rejected. Callers whose numbers are unavailable are not rejected.

Callers with blocked identities are connected to an announcement and informed that you do not accept calls with the caller's identity blocked. Your phone does not ring and you will not see or hear any indication of the attempted call.

Activate Anonymous Call Rejection

- 1) Dial *80.
- 2) You will hear the following announcement: 'Your Anonymous Call Rejection has been activated successfully. Thank you'
- 3) Hang up.

Deactivate Anonymous Call Rejection

- 1) Dial *87.
- 2) You will hear the following announcement: 'Your Anonymous Call Rejection has been deactivated successfully. Thank you'
- 3) Hang Up.

Anonymous Call Rejection On/Off Status

To obtain the current status of Anonymous Call Rejection Dial *52*

You will hear the following message:

- If the service is OFF: The anonymous call rejection service is currently deactivated.
- If the service is ON: The anonymous call rejection service is currently activated.

Number of Rings

Change Number of Rings before Voice Mail

Voice Mail will default to 3 rings.

- 1) Dial *610.
- 2) Press the keys to change the number of rings before Voice Mail picks up.
- 3) Hang-up. Number of rings has been changed.

Voice Mail

Voice Mail service allows the caller to leave a voice message when:

- a) You are not available to take the call.
- b) Line is busy.
- c) You invoke the Do-Not-Disturb feature.

Main Voice Mail Menu

To access your Voice Mail Dial *98 from your home phone

Universal Commands

To go back to a previous menu press *

To repeat this menu press #

<p>To listen to your messages, Press 1 To save, Press# To erase, Press 7 To repeat - 2 To play the message envelope - 5 To call back the caller - 8 Additional options - 9</p>	<p>To change your Voice Mail busy greeting, Press 2 To record a new busy greeting - 1 To play the current busy greeting - 2 To revert to the default system busy greeting - 3</p>
<p>To change your Voice Mail no answer greeting, Press 3 To record a new no answer greeting - 1 To play the current greeting - 2 To default to the current system greeting - 3</p>	<p>To compose and send a new message, Press 5 To end recording - # To delete all messages, Press 7</p>
<p>To modify message deposit settings for your Voice Mail, Press 8 To enable message deposit for your Voice Mail - 1 To disable message deposit for your Voice Mail - 2 To listen to your message deposit status - 3</p>	<p>To go to the ComPilot voice portal, Press * To access your Voice Mail inbox - 1 To go to the greetings menu - 3 To change your Call Forwarding options - 4 To change your passcode - 8 To exit the voice portal - 9</p>

You can access and control your Voice Mail service from the Voice Mail tab of the Digital Home Phone portal. From there you can see if you have new Voice Mail, listen to messages, delete or forward to an e-mail address, and setup new Voice Mail notifications to be sent to your e-mail.

When a new message arrives, you will hear a stutter tone or/and see a flashing message indicator (on phones, equipped with this indicator).

We do not offer Voice Mail for Alternate numbers; automatically the calls for the Alternate Number will be saved within the main number Voice Mail.

You can also customize your Voice Mail menu keys via the Digital Home Phone Portal.

Initiate Voice Mail (1st time set-up)

- 1) Dial *98.
- 2) Enter your temporary password - 8642
- 3) Enter a new password.
- 4) Follow the prompts to record personal greeting.

NOTE: Your password must meet the following criteria:

- Must be at least 6 digits, and no more than 15 digits.
- Cannot be your own telephone number.
- Cannot contain 4 or more repeated digits. Example: 11111
- Cannot contain more than 3 sequentially ascending digits or 3 sequentially descending digits. Example: 123456 or 654321.
- Cannot be repeating patterns. Example: 121212

If you need Primus to reset your password you can do this through the Digital Home Phone portal. If you are having trouble, contact technical support at 1-800-370-0015.

Access Voice Mail from your Home

- 1) Dial *98.
- 2) Enter your password when prompted.
- 3) Follow the voice prompts.

Access Voice Mail from a Phone other than your Home Phone

- 1) Dial your Home Phone Number.
- 2) During your Voice Mail Greeting, press *.
- 3) Enter your password when prompted.
- 4) Follow the voice prompts.

Clear Voice Message Waiting Indicator

- 1) Lift telephone handset. Press the assigned code *99.
- 2) You will hear the following announcement: 'Your voice message waiting indicator has been cleared.'

Direct Voice Mail Transfer

The Direct Voice Mail Transfer service, Do Not Disturb, allows you to transfer a call to your Voice Mail.

- 1) Place your active call on hold.
- 2) Press *55.
- 3) Press the # key to transfer the call to your mailbox; or for multiple mailboxes, enter the mailbox number, then press the # key.
- 4) The caller is now transferred to your voice mail.

Voice Mail Forwarding to Email

Set-up Voice Mail email notifications so that when a message has been left in your Voice Mail box you will receive an email notification with the message attached as a .WAV file so that you can listen to your message from any computer, tablet or cellphone.

Sending All Voicemail to Email

- 1) Click Quick Call Settings or click Call Control and then Voicemail Settings.
- 2) Select Send voicemail to email.
- 3) Type the email address you want to send voicemail recordings to.
- 4) Click Save.

Recordings of voicemail will be sent to the email address and will still be accessible from your phone and the Digital Home Phone portal until you delete them.

Emailing a Single Voicemail

- 1) Log into the Digital Home Phone portal and go to the Voicemail tab
- 2) Click the Email Voicemail button beside the call you want to forward to an email address.
- 3) Enter the email address you want to send the voicemail to, and a subject line for the email.
- 4) Click Send.

A .wav file of the voicemail will be sent to the email address you entered.

Call Waiting

When you are on the phone, Call Waiting alerts you that you have another call. The alert is done via an audible tone that you will hear when the new call arrives.

Call Waiting will not work when you establish a Conference Call. If on a Conference Call the incoming caller will receive a busy signal or be routed to your Voice Mail (if you subscribe to it)

- 1) If you are on the phone, a quiet 'Beep' will let you know that another caller is trying to reach you.
- 2) You can put the original call on hold while you take the new call by pressing the LINK or FLASH button.
- 3) You can toggle between the 2 calls by pressing the LINK or FLASH button.
- 4) To end the 1st call before answering the 2nd call, simply hang up. The phone will ring with the 2nd call.
- 5) If you choose not to answer the 2nd call within 2 rings, the caller will receive the 'No Answer' treatment assigned to the line (i.e. it will forward to Voice Mail if the line has a voice mailbox).

Activate Call Waiting

- 1) To activate the service, Dial *43.
- 2) The system then plays a confirmation announcement: 'Your call waiting service is now enabled. Thank you'.
- 3) Hang up.

Deactivate Call Waiting

- 1) To deactivate the service, Dial #43.
- 2) The system then plays a confirmation announcement: 'your call waiting service is now disabled. Thank you.'
- 3) Hang up.

Call Waiting On/Off Status

- 1) To obtain the current status of Call Waiting, Dial *53*.
- 2) You will hear the following message:
- 3) If Call waiting is **ON**: The call waiting service is currently activated.
- 4) If Call Waiting is **OFF**: The call waiting service is currently deactivated.

Suspend Call Waiting

You can suspend Call Waiting for just one call. This can be for the next call or for the call in progress.

Next Call

- 1) Dial *70 before placing a call.
- 2) This will suspend Call Waiting during your next call (any incoming callers will hear a busy signal).
- 3) After the dial tone, dial the destination number. For the duration of the call, you are not presented with any waiting calls.
- 4) Call Waiting will be restored once you have completed your call.

Current Call

- 1) To cancel Call Waiting for the current call, you flash the switch hook while the call is in progress, and then Dial *70 after you hear a dial tone.
- 2) You will hear a dial tone. You can then flash back to the other call, and no other waiting calls are presented for the duration of the current call.

Visual Call Waiting

Visual Call Waiting is a combination of two features, Call Waiting and Call Display. When you are on an active call you will hear a quiet beep when another call is coming and you will see the calling Name and Number which will be displayed on the phone display. You can take another call or switch back-and forth between the calls.

When Call Forwarding service is turned on and someone tries to reach you, your telephone will ring once then it will be forwarded to the destination number. During this time, you cannot receive calls but you can make outgoing calls.

Unanswered calls will not route to your Voice Mail service when Call Forwarding is engaged.

Call Forward – Always

You can activate, deactivate, or inquire about the service through feature access codes dialed from your phone.

Activate Call Forwarding Always

- 1) Dial *72.
- 2) A voice prompt will ask you to enter the number to forward calls to.
- 3) After you have entered the number, the system then plays a confirmation announcement: 'Your Call Forward Always feature has been activated successfully. Thank you.'
- 4) Hang up. The service is on.

Deactivate Call Forwarding Always

- 1) Dial *73.
- 2) The system then plays a confirmation announcement. 'Your Call Forward Always feature has been deactivated successfully. Thank you.'
- 3) Hang up. The service is off.

Status of Call Forwarding Always On/Off

You can obtain the current status and destination of Call Forwarding.

- 1) Dial *21*.
- 2) You will hear the following announcement: Your Call Forward Always feature is currently activated/deactivated.

Activate Call Forwarding Always to your Voice Mail

- 1) Dial *21.
- 2) The system then plays a confirmation announcement "Your Voice Mail service is now set to answer calls immediately. Thank you".
- 3) Hang up. The service is on.

Deactivate Call Forwarding Always to your Voice Mail

- 1) Dial #21.
- 2) The system then plays a confirmation announcement "Your Voice Mail service is now set to not answer calls immediately. Thank you".
- 3) Hang up. The service is off.

Call Forwarding - Busy

Allows you to forward calls to a different phone number when your phone line is busy (on another call).

Activate Call Forwarding – Busy

- 1) Dial *76.
- 2) Enter phone number to forward calls when you are on the phone. You will hear a confirmation message: 'Your Call Forward Busy has been activated successfully. Thank you.'
- 3) Hang Up. The service is on.

Deactivate Call Forwarding – Busy

- 1) Dial *77.
- 2) You will hear the following confirmation message: 'Your Call Forwarding Busy service has been deactivated successfully. Thank you.'
- 3) Hang up. The service is off.

Status of Call Forwarding Busy On/Off

You can obtain the current status and destination of Call Forwarding Busy.

- 1) Dial *67*.
- 2) When activated, the announcement plays, "The Call Forwarding Busy service is currently activated. The current forwarding destination is <xxx-xxx-xxxx>".
- 3) Hang up.

Activate Call Forwarding Busy to your Voice Mail

- 1) Dial *40.
- 2) You will hear the following announcement: 'Your Voice Mail service is now set to answer calls when your line is busy. Thank you'.
- 2) Hang up. The service is on.

Deactivate Call Forwarding Busy to Voice Mail

- 1) Dial #40.
- 2) You will hear the following announcement: 'Your voice mail service is now set to not answer calls when your line is busy. Thank you'
- 2) Hang up. The service is off.

Call Forwarding – No Answer

Allows you to forward calls to a different phone number when you do not answer your phone.

Activate Call Forwarding – No Answer

- 1) Dial *78.
- 2) Enter phone number to forward calls to when you do not answer the phone. If you do not enter a phone number, the phone number that was configured previously is used.
- 3) You will hear the following announcement: 'Your Call Forward No Answer feature has been activated successfully. Thank you.'
- 4) Hang up. The service is on.

Deactivate Call Forwarding – No Answer

- 1) Dial *79.
- 2) You will hear the following announcement: 'Your call forwarding no answer service has been deactivated successfully. Thank you.'
- 3) Hang up. The service is off.

Status of Call Forwarding No Answer On/Off

You can obtain the current status and destination of Call Forwarding No Answer.

- 1) Dial *61.
- 2) You will hear the following announcement: 'The call forwarding no answer service is currently activated/deactivated. Thank you.'
- 3) Hang up.

Activate Call Forwarding No Answer to your Voice Mail

- 1) Dial *41.
- 2) You will hear the following announcement: 'Your Voice Mail service is now set to answer calls when there is no answer. Thank you.'
- 3) Hang up. The service is on.
You can also activate this service through the Digital Home Phone Portal.

Deactivate Call Forward to Voice Mail

- 1) Dial *41.
- 2) You will hear the following announcement: 'Your voice mail service is now set to not answer calls when there is no answer. Thank you.'
- 3) Hang up. The service is off.
You can also deactivate this service through the Digital Home Phone Portal.

No Answer Timer

You can configure the number of rings before the call is forwarded to a phone number or Voice Mail. Note however, that this setting will also apply to your Voice Mail and Sequential Ringing services.

- 1) Dial *610.
- 2) Press the keys to change the number of rings before Voice Mail picks up.
- 3) Hang up. The service is turned on.

Call Forwarding – Out of Service (Not Reachable)

The Call Forwarding Not Reachable service allows you to redirect incoming calls to a configurable destination when your phone is unreachable.

Activate Call Forwarding – Not Reachable

- 1) Dial *90.
- 2) Enter phone number to forward calls.
- 3) You will hear a confirmation announcement: 'Your Call Forwarding Not Reachable service has been activated successfully. Thank you.'
- 4) Hang up. The service is on.

Deactivate Call Forwarding – Not Reachable

- 1) Dial *91.
- 2) You will hear a confirmation announcement: 'Your Call Forwarding Not Reachable service has been deactivated successfully. Thank you.'
- 3) Hang up. The service is off.

Status of Call Forwarding Not Reachable On/Off

You can obtain the current status and destination of Call Forwarding Not Reachable.

- 1) Dial *63*.
- 2) When activated, the announcement plays, "The Call Forwarding Not Reachable service is currently activated. The current forwarding destination is <xxxx-xxx-xxxx>".
- 3) Hang up.

Call Forwarding – Selective

Selective Call Forwarding allows you to forward specific calls matching your pre-determined criteria to a different phone number. Use this service to forward calls from specific numbers during specific days and you can even go as specific as the time period for those days.

You can set up to 12 Selective Call Forwards.

For Example: From Monday to Friday 9am to 5pm, forward all calls from phone number xxx-xxx-xxxx to phone number yyy-yyy-yyyy.

This service is controlled through the Digital Home Phone portal.

Call Hold

Call Hold feature allows you to place a call on Hold. When you use the Call Hold feature, the person on hold will hear music. However, the music can be changed or turned OFF.

Placing a Call on Hold

- 1) Press the LINK, FLASH or HOLD button once.
- 2) Dial *22.
- 3) You can make a second call and toggle between calls.

Music On Hold

Turning On Hold Music Off – PRIOR to making a Call

- 1) Before the call Dial *60.
- 2) You will hear a confirmation tone followed by a dial tone.
- 3) After you hear the dial tone you can dial your outgoing call.

Turning On Hold Music Off – DURING a call

- 1) When a call is in progress, press the LINK, FLASH or HOLD button once and then Dial *60.
- 2) You will hear a confirmation tone followed by a dial tone.
- 3) You can now flash back to the active call.

Conference Calling (3-way calling)

This feature allows you to talk to two or more different people at the same time, whether they are down the street or around the world (up to 3 participants in the conference).

Calls made outside your local area are subject to Long Distance charges.

Call Waiting service will not work when you establish a 3-Way Conference Call. The caller will receive a busy signal or be routed to Voice Mail if you are subscribed to it.

INITIATE A CONFERENCE CALL

- 1) While on a call (or after placing the first call) put the party on hold briefly by quickly pressing the LINK or FLASH button.
- 2) Listen again for the dial tone (the original call has been placed on hold).
- 3) Dial the number of the 2nd party you wish to call.
- 4) When the 3rd person answers, briefly press the LINK or FLASH button to connect all 3 parties.
- 5) If the number of the 3rd party is busy, press and release the hang-up, LINK or FLASH button to disconnect them. You will automatically be reconnected to the original call.

(continued)

- 6) Either of the called parties can hang up at any time without interrupting the call; however the party establishing the 3-way call cannot hang up without terminating the call.
- 7) If the initiator of the 3-way call disconnects or terminates the call, the other parties are also disconnected. By terminating the callers when the initiator hangs up it allows the initiator, who is the billed party, to control the call thus alleviating many Long Distance billing disputes.

Call Return

Call Return allows you to retrieve the phone number of the last person who called your line. It can be used whether the last call was answered or missed. If the last caller's information was "unknown" or "private", the Call Return will not work.

Call Return

- 1) Dial *69.
- 2) Your phone will immediately dial the last number that called your line.

Last Call Deletion

Last Call Deletion

- 1) Dial #92#.
- 2) The last answered or unanswered incoming number is deleted.
- 3) Upon successful deletion, a confirmation announcement is played.
- 4) After an incoming number is deleted, the Call Return function cannot be used until a new incoming call has been received.

Last Number Redial

The Last Number Redial service allows you to make a call to the last dialed number without having to re-enter the number

Redial Last Number

- 1) Dial *07.

Do Not Disturb

When you activate the Do Not Disturb service, ALL incoming calls are processed as if your phone is busy and cannot receive calls. If you have Call Forward Busy set up to forward to another phone number or your Voice Mail these triggers will be used. Since the usual busy processing applies to the call, the caller is unaware that you have the service activated.

Activate Do Not Disturb

- 1) Dial *03.
- 2) You will hear a confirmation announcement: 'Your Do Not Disturb service has been activated successfully. Thank you.'
- 3) Hang up. The service is on.

Deactivate Do Not Disturb

- 1) Dial *04.
- 2) You will hear a confirmation announcement: 'Your Do Not Disturb service has been deactivated successfully. Thank you.'
- 3) Hang up. The service is on.

Speed Dial

This feature allows you to set up speed dial numbers for frequently dialed or hard to remember phone numbers.

Setting a Two-Digit Speed Dial Number

- 1) Dial *75 to get stutter tone (three quick beeps and then a regular dial tone).
- 2) Enter a two-digit code + the phone number you want to associate with it + #
Example: 75+416-555-0000#
- 3) The system plays a confirmation announcement.
- 4) Replace telephone handset. The service is on.

Initiating a Call with Speed Dial

Dial the two-digit code.

Example: 75

Reach Me Anywhere

This service enables you to be reached at multiple terminating locations simultaneously.

You can have incoming calls ring up to 10 different phone lines at the same time, or 5 phone lines one after the other so that callers can be sure to reach someone when they call.

You can have all calls ring on multiple phones or specify that certain numbers ring multiple numbers at specific time periods. This feature is helpful to ensure that you never miss a call.

This service is set up through the Digital Home Phone Portal

Call Blocking

You can block calls from unknown numbers and/or specific callers and set schedules for when you want them blocked. You can also create lists of numbers you want to accept calls from while blocking all other calls.

For example you can:

- 1) Block all unknown numbers and/or private numbers
- 2) Block a persistent caller for a few hours
- 3) Block all numbers except for a your spouse's work and cell phone
- 4) Block all calls during your kids' nap

Call Trace

If you receive threatening or harassing phone calls you may initiate a Call Trace which will allow tracing the origin of the calls. When a Call Trace is initiated, a special Call Trace record will be printed at the Primus Central Office. The Primus Central Office will only release the details of the Call Trace record to the appropriate law enforcement officials with a valid warrant - the information will not be released to you or to any Primus employee.

Using the Call Trace service does NOT guarantee that the police will accept the case or follow-up on a Call Trace request.

A charge of \$5 per Call Trace will be applied to your account.

Tracing a Call

- 1) Dial *57 immediately after you received an offending call and hang up.
- 2) After a Call Trace is initiated, you must file a complaint regarding the offending call with the local law enforcement officials.
- 3) Call Trace feature when used is always successful. However the records are locked and will only be released to the police.

Alternate Number

This feature allows you to add up to 4 additional phone numbers to your main telephone number to provide a different ring tone depending on the phone number that is called. A distinct ring will be heard for alternate numbers as well as the main number, even if the numbers are in different serving areas.

Since the Alternate number is a secondary service connected to your main telephone number, you cannot use both at the same time.

Although, alternate numbers can be used to connect a fax machine, it's important to remember that they cannot receive or send faxes from alternate number if main telephone number is already in use.

If you would like the ability to use both services at the same time, then you would need to purchase a Secondary Digital Home Phone Line which is offered at a discount through Primus.

You can associate one of the following Ring Patterns to your Alternate Numbers:

1. Normal
2. Long Long
3. Short Short Long
4. Short Long Short

* If you have 4 Alternate numbers plus your main line, 2 of the numbers will carry the same ring pattern.

However, the support for a distinctive ring pattern depends on the capability of your home phone equipment/device. If the device does not support a distinctive ring pattern, then the normal ring pattern is applied to all calls.

Each ring pattern has a distinctive call waiting tone associated with it. If you are on the phone and have Call Waiting enabled, an incoming call to the main number results in the normal call waiting tone, while an incoming call to an alternate number results in the call waiting tone for that number.

A charge of \$5 per Alternate Number will be applied to your account.