



DIGITAL PHONE – FAQ

How does YourPhone services work?

YourPhone services are digitized in the home, ensuring the highest level of voice quality. Voice communications are transported through a dedicated channel of your cable network, which guarantees that there will not be any interference with your communications. It works like a traditional phone line and will still be compatible with cordless phones in your home.

Will telephone services still work if there is no power?

YourPhone services includes a battery backup device. When fully charged, this battery backup will provide up to 4 hours of standby time.

Note: a cordless telephone will not work during a power outage, as the base station requires power to operate. A basic wired handset can be used in this time.

During power outages, some devices like handsets, advanced calling features, and fax machines will not function on a wired phone, as the equipment requires AC power.

Does YourPhone support 911 services?

With YourPhone services, 911+++ services will still operate. Our system provides your name, address and telephone number to the emergency control centre, same as with a traditional telephone.

What is the YourPhone basic package?

YourPhone Stand Alone includes voicemail, call waiting and call display. Long distance is 4 cents per minute in Canada and Continental USA, with no monthly subscription charges.

You can also bundle* the YourPhone basic package with your Cable or Internet services to save even more money.

What is the YourPhone Plus package?

YourPhone Plus includes all calling features ** and unlimited long distance in Canada and Continental USA.

You can also bundle* the YourPhone Plus package with your Cable or Internet services to save even more money.

Where can I call with my YourPhone services?

You have the ability to call anywhere you called before with your previous service provider. Unlimited long distance in Canada and Continental USA are included in the YourPhone Plus package. YourPhone basic package offers long distance at 4 cents per minute in Canada and Continental USA. Prepaid calling cards are still compatible and can also be used for calling when you are away from your home phone.

How do I dial out for a long distance or international telephone call?

Canada and United States: 1 + area code + phone number.
(Customers of the YourPhone Plus package would not need to dial 1 first)

Caribbean countries: 1 + area code + phone number

Other international calls: 011 + country code + area code + phone number

Can I still receive calls from overseas?

Yes. Your incoming calls placed from outside Canada and the continental US will be put through as they would with a traditional phone.

Can I call toll-free numbers?

Yes, you can still call 1-800, 1-888, 1-877 and any other toll-free number.

Can I add a secondary line to my YourPhone service?

Yes! A second line can be added*** for a low monthly fee for the kids, a fax machine or anything else that needs its own number. Call display is included. Other options (voicemail and call waiting) are available for a fee.

Is the YourPhone service compatible with home alarm system?

Yes! We recommend that you contact your home alarm company to confirm that they are compatible and that they provide technical support, if required.

Will the YourPhone service affect my other YourLink services, like Cable, Digital or Internet?

Even though they use the same channel, you can use the YourPhone and the Internet at the same time, without any problems with either service or with your cable TV.

Will I have to pay a touch-tone fee with YourPhone services?

No, there are no hidden fees with YourPhone.

What features are available with YourPhone services?

There are a number of features that might not be included with your package but can be added individually. You can customize your service to suit your individual needs.

Voice Mail: lets callers leave you a message when you are not available, without the use of an external answering machine.

Call Waiting: a convenient way to make sure that you never miss a call. If you are on a call and someone else tries your number, you will hear a tone and can then switch over to the other line.

Call Display: tells you the name and phone number of an incoming call, if your phone is compatible with the service.

Call Forwarding: automatically routes incoming calls to another phone number so that if you don't want to miss your calls while you are away, you can direct them to your cell or work number.

3-Way Calling: enables you to add a third party to an existing 2-party conversation.

Anonymous Call Screening: prevents people with their Call ID blocked from being able to call you. Any callers with a private ID who attempt to call you will be routed to a message stating that private numbers are not accepted by the called party.

Visual Call Waiting: works just like Call Waiting, but lets you see the name and number of the waiting caller.

Caller Block: allows you to block specific numbers.

Distinctive Ring: gives selected calls a special ring (or a special tone with Call Waiting).

Are YourPhone services compatible with fax machines and Interac/debit systems?

Yes, YourPhone service is compatible with most fax machines as well as with debit machines.

Do I need to have Internet services to subscribe to YourPhone services?

No, you can order YourPhone without Internet services. If you do have Internet services, it is also not necessary to have the computer on for the phone to work as long as the modem is on. Bundled savings* are available for multiple services, so combining YourPhone with other YourLink services is the most cost effective way to get all your communications services.

Will I receive a bill stating the long distance charges?

Yes. Additional charges will be invoiced each month and will include itemized details of the charges.

Will my YourPhone number be listed, and where?

Your phone number and name will be listed in phone books, accessible through 411 directory listings and searchable in online databases like Canada411.com. If you wish to have your number unlisted, this can be requested and may involve a monthly fee.

What kind of phone numbers can I transfer to YourPhone, when I'm changing telephone providers?

When switching to YourPhone, you can transfer up to two numbers. They can be landlines or cell numbers. The numbers must be active, so don't request a change or disconnection from your current provider before switching to YourPhone. Processing to port (transfer) your existing number can take up to 10 days.

* Bundle with Basic Cable and/or Internet

** Except for distinctive ring feature

*** Long Distance extra

++ 411 - \$0.85 per use

+++ 911 and network levy charges of \$0.57/mo not included with monthly rate