



pay per use services – always on your line

code	feature	how to use	price
*69	<p>call return</p> <p>Satisfy your curiosity.</p>	<p>Press *69 to hear the last number to call your line. Press 9 to repeat the number. Press 1 to return the call, otherwise hang-up.</p> <p>If you reach a busy signal after pressing 1:</p> <ul style="list-style-type: none"> Hang-up and Call Return will keep redialling the number for up to 30 minutes. When the line is free, you'll hear a distinctive ring. Answer your phone and your call will be connected. <p>Press *89 to cancel your *69 request.</p> <p>Call Return works even if you're on the phone and unable to answer. It will not return calls to some wireless numbers or to numbers marked "Private" or "Unknown".</p>	\$1 per use*
*66	<p>busy call return</p> <p>Let us redial for you.</p>	<p>If you reach a busy signal and hear "This number is busy..." then:</p> <ul style="list-style-type: none"> Press * then hang-up to turn on Busy Call Return. Or, upon reaching a busy signal, hang-up, then pick up your phone and press *66. Hang-up again and we'll redial the number for up to 30 minutes. When the line is free, your phone will ring with a distinctive ring. Pick up your phone for the call to be connected. <p>Press *86 to cancel your *66 request.</p> <p>Some fax machines, modems, and autodialers do not recognize the Busy Call Return recording. Press *03 to turn off the prompt for that call.</p> <p>Note: Busy Call Return does not work with numbers starting with 280, university registration lines, some wireless numbers and very busy commercial lines.</p>	\$1 per use*

* Maximum of \$7 per month or available in a TELUS Smart Bundle.



personal voice mail

TELUS offers two types of Personal Voice Mail:

- 1 **Simple Voice Mail** Takes messages when you're on the phone or away from the phone.
- 2 **Enhanced Voice Mail** Includes all the benefits of Simple Voice Mail plus additional features for families, homes and small businesses.

set up

Keep the following information handy:

- **Access number:** _____
This is the number you dial to access your mailbox.
- **Mailbox number:** _____
This is your 10-digit phone number.
- **Temporary password:** _____
This is your 10-digit phone number.
- **Permanent password:** _____
This can be 4 – 15 digits.
Your password cannot be your phone number and cannot start with "0".

access your voice mail

From home

Lift the handset, if you hear a series of short dial tones you have messages.

- Dial *98.

Away from home

You have two options:

1. Dial your Access Number, press # then enter your Mailbox Number.
Call the helpline at 1-800-663-8131 if you don't know your Access Number.
2. Call your home phone number and when you hear your greeting press 9.

set the number of rings

Control the number of rings before a call goes to voice mail

1. Dial *94.
2. Wait for dial tone.
3. Enter number of rings (2 – 9).
4. Listen for 2 beeps, then hang-up.



personal voice mail

message monitor

Monitor messages being left in your mailbox

- After the normal rings, you will hear a short ring tone as your caller is sent to your mailbox.
- To listen to the caller: pick up the handset.
- If you do not want to speak to the caller, simply hang-up.
- To speak to the caller: briefly hang-up by depressing the receiver button or press the "LINK" or "flash" key. The message is no longer recorded.

enhanced voice mail

Set/Skip password

You can turn password control ON or OFF when accessing your mailbox from home.*

- From the Main Menu, press **4 2 1 2 1** to turn off your password.
- Press **4 2 1 2 2** to turn on your password.

When accessing your messages remotely, a password is always required.

Autoplay

To turn Autoplay ON and OFF:

- From the Main Menu, press **4 2 6** and follow the voice prompts.

Undelete messages

- Press *** 1 9** during message review to undelete messages.
Once you exit your mailbox, all deleted messages are permanently erased.



know who's calling

call display

See who's calling before you answer and who called while you were out

Call Display* shows the caller's name and number on your display screen. When a "Private" or "Unknown" number is displayed, either information cannot be sent from where the call originated or the caller may have blocked their number.

caller reveal

Lets you easily identify calls marked "Private" and "Unknown" number

With Caller Reveal* service on your line, callers with "Private" or "Unknown" numbers will be instructed to identify their number to complete their call. With Caller Reveal, names will display either a "^" or "*" symbol.

^ indicates a private caller unblocked or entered the number they are calling from.

* indicates the unknown caller has entered a number that **may** not match the number they are calling from.

To turn Caller Reveal ON or OFF:

- Call the TELUS Calling Feature Assistant¹ at 310-8682. Listen to the voice prompts.
- Press **5** for Caller Reveal.
- Press **1** to turn Caller Reveal ON.
- Press **2** to turn Caller Reveal OFF.

call screen

Prevent unwanted callers from reaching you

Program up to 12 phone numbers that you want to screen. Callers on your list will receive a recording, "The party you are trying to reach is not accepting calls at this time." Your phone won't even ring.

Call Screen² lets you add or delete numbers whenever you choose.

To program your Call Screen list:

- Press ***60** and follow the voice prompts.
- To turn Call Screen ON, press **1** or **3**.
- To turn Call Screen OFF, press **0** or **3**.

You may even block "private" callers.

- Follow the voice prompts and select the "reject the last calling party" option after you receive the call.

* Requires compatible equipment.

¹ See the Calling Feature Assistant set-up instructions for details.

² If you have activated Call Forwarding, calls from a number on your list will receive the recording and will not be forwarded. Note: Call Screen will not screen operator-handled, overseas or some wireless calls.



manage your calls

call waiting

Don't miss important calls because you're on the phone.

To answer the second call:

- Press the "LINK", "flash" or hang-up button to put the first call on hold.
- Press the "LINK", "flash" or hang-up button again to transfer back and forth between calls.

To turn Call Waiting OFF before placing a call:

- Listen for dial tone, then press *** 7 0** before dialing the number you wish to call.

To turn Call Waiting OFF during a call:

- Briefly press the "LINK", "flash" or hang-up button.
- Press *** 7 0**. When you hang-up Call Waiting is automatically turned back on.

talking call waiting

Hear who's calling

Talking Call Waiting* announces the name associated with your caller's line when you're already on the phone.

visual call waiting

See who's waiting

Visual Call Waiting* combines Call display and Call Waiting. It displays a second caller's name and phone number when you're already on the phone.

Smart Ring®

Two phone numbers on one phone line, each with a distinctive ring

A distinctive double ring will alert you to calls to your Smart Ring number. If you also subscribe to Call Waiting, a distinctive beep lets you know that a second caller is phoning your Smart Ring number.

* Talking Call Waiting requires Call Waiting.
Visual Call Waiting requires Call Display.



TELUS Calling Feature Assistant

Use the Calling Feature Assistant to customize Advanced Call Forwarding, Anonymous Caller ID, Do Not Disturb®, Call Gate® and Caller Reveal.

For your protection, you must first activate your services from your home line. Once connected, you'll hear "Welcome to the TELUS Calling Feature Assistant. To set up your services, create a password that is between 6 and 10 digits in length. Enter your password followed by the pound key now". Once you have created your password, you'll be able to customize your service by following the voice prompts. Be sure to make note of your password.

Accessing the Calling Feature Assistant

From outside BC or Alberta:

- Dial 1-604-520-3212 or 1-403-263-6981 (long distance charges will apply).



call forwarding – forward your calls wherever you go

feature

Call Forwarding Variable

to turn on

Choose where you want your calls forwarded each time you turn on the service.

- Dial ***72**, listen for 3 beeps, then a dial tone.
- Dial the phone number you want your calls to be forwarded to. If that phone is answered, Call Forwarding is on. If the phone is busy, or unanswered, hang-up and repeat the activation process within 2 minutes. An intermittent dial tone confirms that Call Forwarding is on.

to turn off

- Dial ***73**, after 2 beeps, hang-up.

Call Forwarding Busy

Forward incoming calls to a pre-determined number when your line is busy.

- Dial ***90**, after 2 beeps, hang-up.

- Dial ***91**, after 2 beeps, hang-up.

Call Forwarding No Answer

Forward incoming calls to a pre-determined number after a certain number of rings.

- Dial ***92**, after 2 beeps, hang-up.

- Dial ***93**, after 2 beeps, hang-up.

To set the number of rings:

1. Dial ***94**.
2. Listen for 3 beeps, then a dial tone.
3. Enter the number of rings, 2 to 9.
4. After 2 beeps, hang-up.

Call Forwarding Fixed

Forward incoming calls to a pre-determined number automatically, each time you turn on the service.

- **Alberta users:**
Dial **79#**, after 2 beeps, hang-up.
- **BC users:**
Dial ***72**, after 2 beeps, hang-up.

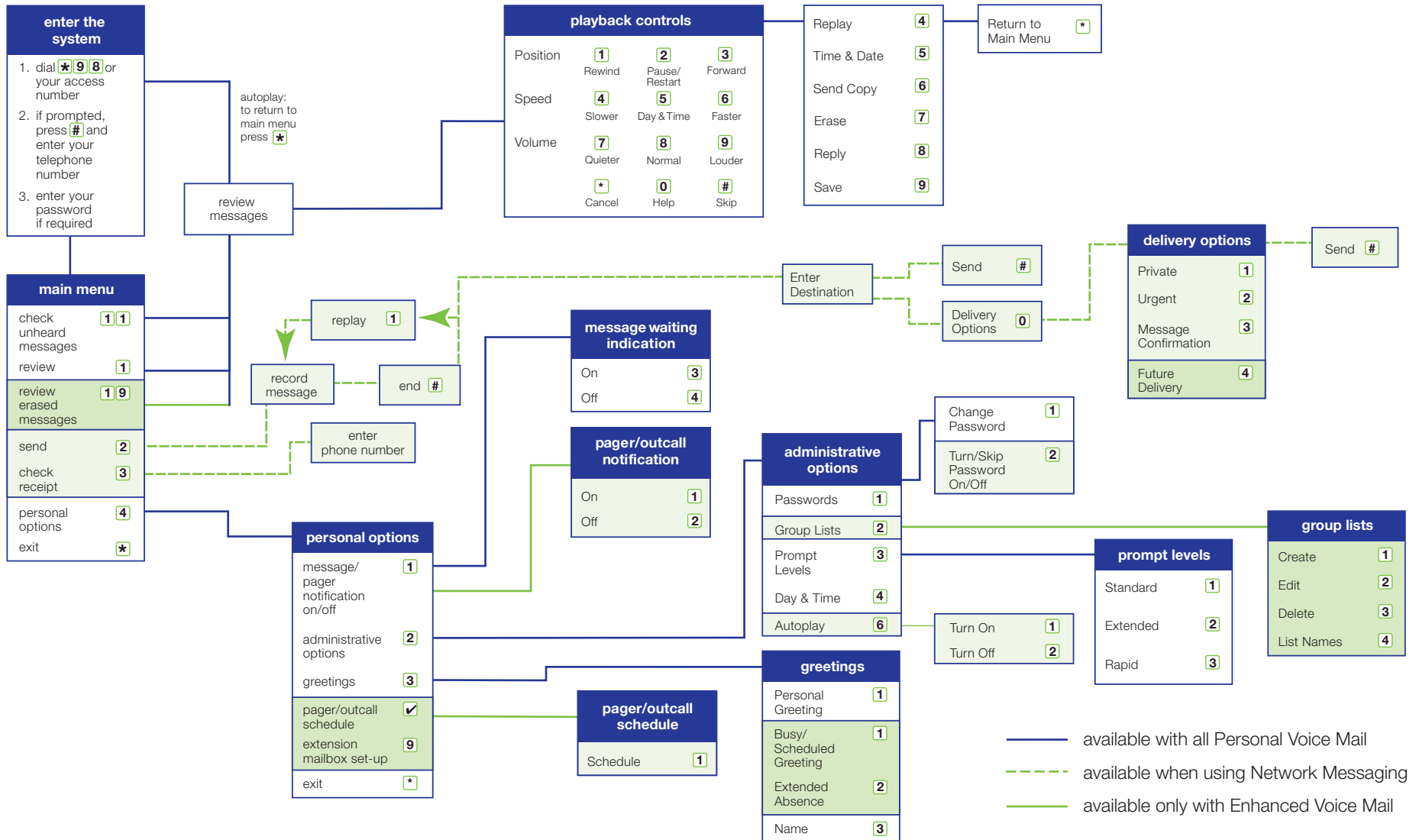
- **Alberta and BC users:**
Dial ***73**, after 2 beeps, hang-up.



TELUS personal voice mail at a glance

these controls are always available.

- *** to return to previous menu, cancel or exit
- 0** to replay Voice Prompts
- #** to Complete or Skip



- available with all Personal Voice Mail
- - - available when using Network Messaging
- available only with Enhanced Voice Mail