



WELCOME TO
Westman
Home Phone

USER GUIDE



This User Guide outlines Westman Home Phone service in detail and provides information on our calling features and functions.

Westman is pleased to bring you Home Phone service, along with our High Speed Internet and a superior selection of Digital and HD TV channels. All of our services are carried over our fibre network, which is unmatched for its quality and reliability. As always, you'll receive prompt, courteous, local service and support.

**Thanks for choosing
Westman Home Phone.
If you have any questions,
just give us a call!**

204.725.4300 or toll free at
1.800.665.3337 for Customer Sales & Service,
or **611** for technical service.

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Calling Features and Functions

Westman offers a variety of features and functions that can be included in your monthly service package. The following outlines each of these features and how they are used.

ANONYMOUS CALL REJECTION INCLUDED AT NO COST

Automatically reject all calls from numbers withholding identification (i.e. telemarketers using unknown name and/or number display).

If anonymous callers contact you, they'll hear a message that instructs them to hang up, remove their identity block and call again.

> **Press * 77 to activate.**

> **Press * 87 to deactivate.**

CALL BLOCK INCLUDED AT NO COST

Block specific phone numbers that you do not wish to receive calls from. Anyone trying to call your phone from a number that you have blocked will simply get a recording advising them that you are not presently accepting calls from their number.

> **Press * 60 to activate (or deactivate). Wait through the two to three second delay, then follow the prompts.**

CALL DISPLAY INCLUDED AT NO COST

See the name and number of the incoming caller before you answer the phone. To use this feature, you require a Call Display compatible telephone with a display screen.

Note: The service is always enabled.

CALL DISPLAY BLOCK INCLUDED AT NO COST

Block the display of your name and phone number on the display screen of the person you are calling.

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- > **Press * 67 before placing your call to activate.**

 - > **Press * 97 if you have an unlisted number and want to have your number displayed.**

Please contact a Westman Customer Service Representative if you are interested in permanently blocking your name and phone number from being displayed.

CALL FORWARDING INCLUDED AT NO COST

Transfer all of your calls to an alternate number, without ringing your home number first. It must be activated from your home phone.

Call Forwarding - All Incoming Calls

Redirect all incoming calls from your home phone to another phone number. The redirection remains in effect until you cancel the forwarding option.

-
- > **Press * 72 and wait for the confirmation tone.**

 - > **Dial the number to where calls should be forwarded.**

 - > **Press * 73 to deactivate.**

While Call Forward is in effect:

- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Calls that are unanswered at the forwarded number will **not** route to your Voicemail.
- Call Waiting is deactivated.

CALL TRACE INCLUDED AT NO COST

Request a trace of the last person who called you.

- > **Hang up after the call you wish to trace has been completed. Lift the receiver and Press * 57. A voice announcement will tell you whether the call was successfully traced. You can then hang up.**

Note: The information is released to Westman and may then be passed on to the appropriate authority.

CALL WAITING INCLUDED AT NO COST

When you are on the phone and a second call comes in, a Call Waiting tone will sound to notify you that a second caller is trying to reach you.

- > **Press * FLASH or LINK on your telephone, to accept the Call Waiting call.**
- > **Press * FLASH or LINK again, to go between both callers.**
- > **Press * 70 to deactivate Call Waiting before making another call.**

If you hang up while a call is still on hold, your telephone will instantly ring, allowing you to reconnect the “on hold” call.

CALL WAITING - VISUAL INCLUDED AT NO COST

Displays the calling name and telephone number of another incoming call as part of the notification that a second call is on the line.

EMERGENCY SERVICE INCLUDED AT NO COST

To contact Emergency Services (fire department, police, ambulance), **dial 911**. Westman Home Phone service fully supports the enhanced 911 (E911) Emergency Services by making the customer’s name, address and telephone number available to the Emergency Centre serving a customer’s area.

MESSAGE RELAY SERVICE INCLUDED AT NO COST

The Message Relay Service provides telephone accessibility to persons with hearing and/or speech problems who use TTY devices. A person using a TTY device can place a call via the Message Relay Service by dialing 711. A person can place a call to someone using a TTY via the Message Relay Service by dialing 711. There is no charge for local calls.

PRIORITY RING INCLUDED AT NO COST

Allows subscribers to customize their own list of up to 30 incoming phone numbers to have a different ring.

- > **Press *81 to launch feature.**
- > **Press 3 to enable or disable.**
- > **Press 1 to hear your customized phone number list. Press # to add a phone number. Press * to remove a phone number.**

TOLL RESTRICT INCLUDED AT NO COST

These types of calls are blocked from being dialed on your line:

- Collect, third party and person-to-person calls
- 1-900 services

Please contact Westman if you are interested in blocking Phone numbers that begin with the digit "1" with the exception of toll-free from being billed to your line.

VOICEMAIL INCLUDED AT NO COST

Westman Home Phone offers free Voicemail service included in the service plan. With Voicemail service, you do not miss a call. When your phone is busy or you are away from your phone, calls are forwarded to your Voicemail box where the caller can leave a message. The message is stored for you to retrieve at your convenience.

SETTING UP VOICEMAIL FOR THE FIRST TIME

First-time sign-in involves three steps: first you must create your PIN, then you must record your recorded name and finally you must choose a greeting to play to callers before they leave a message. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

- > **Press * 99.**
- > **Listen to the recorded instructions and follow the Voicemail set-up prompts.**

Note: You can end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

Create Your PIN:

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed.

- > **Enter a new PIN, pressing # when finished.**
- > **Confirm the new PIN by re-entering it and pressing #.**

Note: If you forget your PIN, please dial 611 for assistance.

Record Your Name:

Next, you are prompted to record your name. This is used for some system-generated announcements, for example when greeting your callers or when you leave messages for others.

- > **Record your name and press # when finished. An announcement plays your recording back to you.**
- > **Press 1 if you want to re-record it.**
- > **Press # if you want to keep it.**

Note: If your recording is too long, you will be asked to re-record a shorter version.

Choose A Greeting:

Once you have successfully recorded your name, you are prompted to select a greeting. This is the last step in setting up your Voicemail. You can use a number of different types of greeting.

- > **Press 1 to record your own personal greeting.**
- > **Press 2 to use a system-generated greeting that announces your recorded name.**
- > **Press 3 to use a system-generated greeting that reads out your phone number.**
- > **Press 4 to use a system-generated greeting that neither announces your name nor reads out your phone number.**

An announcement plays back your selected greeting.

- > **Press 1 to make a change.**
- > **Press # to save it and use it as your greeting.**

Common Keys:

You can press the following common keys at any point. They behave in the same way whichever menu you are listening to.

- > **Press 8 to pause all activity for 30 seconds, and then you return to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.**
- > **Press * to perform one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system.**
- > **Press # to perform one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.**
- > **Press 0 to get helpful hints about Westman Home Phone system.**

Mailbox Limits

Stored messages of any type are limited to a combined total of 30 messages. When the Mailbox is full, no new incoming messages can be recorded. New callers are informed that the mailbox is not accepting any more messages. You must then delete messages to free storage space for new messages. Stored and saved messages are kept for a maximum of 7 days, after which they are deleted. Each incoming message is limited to 60 seconds in length. Each personal greeting is limited to 2 minutes in length and does not detract from the mailbox size for incoming messages.

Using the Skip PIN (password) feature:

The Voicemail system allows you to control whether your PIN is required to access your mailbox through your home phone. Access from any other phone always requires your password.

- > **Dial into your Mailbox, then Press 4 to go to Mailbox Settings.**
- > **Press 3 from the Security Options menu to change whether or not you need to enter your PIN at login.**

Note: This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your Voicemail messages, and to assume your identity when sending messages.

Mailbox Main Menu:

The Main Menu is the starting point for using your Voicemail box. Press * 99 to enter, and you will be notified of the number of new, skipped and saved messages in your mailbox.

The prompt choices are:

-
- > **Press 1 to listen to your messages, if you have messages.**

 - > **Press 2 to send a new message to another Westman Home Phone subscriber.**

 - > **Press 3 to work with your greetings.**

 - > **Press 4 to change your mailbox settings.**

 - > **Press 6 to manage any erased messages.**

 - > **Press 7 to log in again as a different subscriber.**

 - > **Press 0 to listen to helpful hints.**

 - > **Press * to exit the Main Menu.**

To Access Your Mail Box (From Any Other Phone):

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- > **Dial 717-MSG5 or (717-6747), and follow the prompts.**

 - > **For Toll-Free access dial 1-877-717-MSG5 (1-877-717-6747).**

Message Notification

The Voicemail system notifies you when you have new messages. The choice of indicator depends on the type of telephone you use. When new messages arrive, you hear a stutter-tone upon lifting the phone receiver. If your phone has a message waiting light, the message light is lit as well. If you are away from your phone and want to know whether messages arrived, the Voicemail system will inform you upon entering your Voicemail box.

Listening to Your Messages:

Press * 99 to enter the Main Menu, then choose option 1. After each message has played, you have the choice of the following options. You can also select these options at any time during the playback of the message:

- > **Press 1 to play the message again from the beginning.**
- > **Press 2 to save the message and go to the next message. This will store the message and mark it as a saved message.**
- > **Press 3 to erase the message.**
- > **Press 4 to reply to the message.**
- > **Press 5 to forward the message to another Westman Home Phone subscriber.**
- > **Press 11 to return to the previous message.**
- > **Press # to leave the message as new and go to the next message.**
- > **Press 66 to hear details of the date and time of the message, and the caller's name or number.**
- > **Press * to go back to the Main Menu.**

Note: The Voicemail box is entirely voice instruction driven. All activities performed within the mailbox are guided by introductory verbal instructions. When you are familiar with the mailbox menus, you can enter the menu choices immediately and bypass the verbal instructions.

DISTINCTIVE RING \$5.00 A MONTH (PER RING)

With Distinctive Ring you can have additional telephone numbers assigned to your home phone line. It's not an extra line, but a feature that allows your home telephone to ring differently depending on which number a caller dials. This allows you to assign up to 3 different distinctive rings in the house so you'll know whom the call is for based on the ring tone. You can also assign a Distinct Ring to your fax machine so you can tell regular calls from incoming faxes.

Note: Distinct Ring Voicemail will go to the primary Voicemail unless user wants separate Voicemail.

DISTINCTIVE RING VOICEMAIL \$5.00 A MONTH (PER RING)

Forwards calls to an external Voicemail service if they are unanswered or if the subscriber line is busy. The distinctive ring service will include up to 30 messages with seven-day storage. Any given message can be no larger than 60 seconds. Each Voicemail account is specific to the distinct ring.

THREE-WAY CALLING \$1.00 PER USE OR \$5.00 A MONTH

Allows the subscriber to talk to two people in different locations at one time.

-
- > **To add a third party to an active call, flash-hook and then dial their number. If the third party answers, flash-hook again to add both of you to the original call, connecting all three parties.**

 - > **If the third party does not answer (or their line is busy) then flash-hook twice to rejoin the original call. If you hang up you will rejoin the call by picking up the phone.**

UNLISTED NAME & PHONE NUMBER \$2.00 A MONTH

VACATION SERVICE \$3.00 A MONTH

Allows you to hold your Phone number for up to 1 year.

VOICEMAIL - ADVANCED \$5.00 A MONTH

All the same basic Voicemail features, but allows the user to store and save 50 messages for a maximum of 14 days, after which they are deleted.

WESTMAN TOLL FREE NUMBER \$2.95 A MONTH, PER NUMBER

Allows subscribers to have a personal toll-free number added to an existing home telephone line.

Note: Costs 12 ¢ per minute for calls received from Canada and U.S.

“0” OPERATOR ASSISTANCE \$1.00 PER USE

“411” DIRECTORY ASSISTANCE \$1.00 PER USE

LONG DISTANCE PLANS

We have the long distance plan that is just right for your life style! Whether you call internationally or simply across the Province we have a long distance plan that will save you money with the added convenience of being billed to your phone, Internet or Digital TV bill.

> Unlimited Long Distance Plan \$13.95 A MONTH

One low flat rate for all the calls you make anywhere in Canada and across Continental USA, including Hawaii and Alaska. Call anytime you like and talk for as long as you like.*

*Acceptable Use Policy - Allows Westman to suspend or terminate all or part of a service and service agreement if it determines that a customer is using an "unlimited use" plan outside of an ordinary range of use, as determined by Westman.

> 300 minute plan \$9.95 A MONTH

For the moderate long distance caller. This plan includes 300 long distance minutes per month anywhere in Canada, and across Continental USA, including Hawaii and Alaska.

*Customers will only pay 7 cents a minute if they go over their minute plan.

> 100 minute plan \$4.95 A MONTH

For the light long distance caller. This plan includes 100 long distance minutes per month anywhere in Canada, and across Continental USA, including Hawaii & Alaska.

*Customers will only pay 7 cents a minute if they go over their minute plan.

> 7 cents / minute

For customers that do not want a plan, long distance minutes in Canada and U.S. will be 7 cents a minute: any time, any day.

INTERNATIONAL CALLING AS LOW AS 3 CENTS A MINUTE

Westman Home Phone service gives you access to the world. Regardless of the home phone plan you choose, Westman offers you the most competitive long-distance rates. Please visit westmancom.com for a complete and current list of rates.

*Long distance plans can only be changed on your billing date once a month and minutes do not carry over to the next month. Rates are for wire line calls only. Calls to cellular/mobile phones in some international destinations or special country code terminations may be billed at higher rates.

Appendix – Westman Customer Information

Billing Policy

Westman Communications Group will invoice for flat fee phone services once per month. Regular monthly service fees are billed and payable in advance of receiving the service. Disconnection of the basic service will be prorated however, prorating will not apply to long distance plans or during start up. Long distance and other usage charges are billed each month as close to the period of usage as possible and will be a one line item on the invoice. Plan minutes do not carry over to the next month. Bills for services will be mailed once per month and payments are due 20 days later, prior to the next billing. Details of long distance and other usage charges will be available upon request to Westman Communications Group.

Agreement to Pay

All charges shown on a customer's bill are payable on the Due Date. If a bill is lost or not received customers are still responsible for making the required payment. Collections proceedings will begin when the customer's account becomes past due. If Westman Communications Group fails to bill or under-bills, we will correctly bill customers within one year of the date the charge was incurred. Customers may negotiate payment arrangements on disputed amounts, under reasonable circumstances and Westman will not charge customers interest on the full amount of any correction. If customers are over-billed for a recurring charge, Westman Communications Group will credit customers back to the date of the error. If customers do not dispute a charge within one year of the date of an itemized statement that shows the charge, customers lose the right to have the excess credited for the period prior to that statement. Non-recurring charges that should not have been billed or were over-billed will be credited, provided customers dispute the amount within 150 days of the date of the bill. Westman will not suspend or stop service for a disputed amount unless there exists reasonable grounds to believe the dispute is to avoid or delay otherwise rightful payment. If service is stopped for non-payment, reconnection charges will apply.

Customer Liability For Calls

The customer is liable to Westman for charges for all calls originating at the customer's telephone number, regardless of who may originate such calls, and for all calls received at the customer's telephone number, the charges for which are accepted by any person receiving such calls, regardless of who may accept such charges.

Security Deposit Policy

We may require a security deposit based on our credit policy. In 12-month intervals or whenever customers request, Westman will review the appropriateness of keeping a security deposit. A security deposit will be credited to a customer's account after at least 12 consecutive months in good standing on all accounts with Westman. If services are terminated, Westman will apply the security deposit against any outstanding balance and refund any remaining balance.

NSF Cheque Charge and Denied Credit Charge

A service fee will be charged to a customer's account each time a cheque is returned, or a preauthorized withdrawal or a credit card payment is denied, for whatever reason. The service charge is subject to change from time to time.

Overdue Accounts

Any balance unpaid after the Due Date may be subject to a late payment charge of 2% per month. A service charge will be levied if a pre-authorized payment is denied or if a cheque is returned. A fee will be charged if administration and/or account processing activities have occurred due to non-payment.

Suspension or Termination of Service/Disconnection Policy

1. Westman may suspend or terminate service if:
 - Customers fail to pay an account that is past due;
 - Customers fail to provide or maintain a reasonable deposit or alternative when required to do so;
 - Customers fail to comply with the terms of a deferred payment agreement;
 - Customers fail to provide the Company with reasonable entry and access, at reasonable hours, to install, inspect, repair and remove its facilities and to perform necessary maintenance in cases of network affecting disruptions involving Customer provided facilities;
 - Customers use or permit others to use any of Westman's services for the purpose of making annoying or offensive calls or for a purpose or in a manner that would constitute a criminal offence, give rise to civil liability, or otherwise violate any applicable local, provincial, federal or international law, or for the purposes of encouraging or assisting others to do any of the foregoing;
 - Customers rearrange, disconnect, remove, repair or otherwise interfere with Westman's equipment or facilities (except in cases of emergency) or if termination or suspension is necessary to protect Westman's facilities, equipment or network;
 - Customers violate any provision of Westman's Terms of Service;
 - Customers harass, threaten or otherwise act unreasonably towards Westman or its employees or agents; or
 - Customers fail to provide payment when requested by Westman.
2. Where there is a payment to prevent suspension or termination of service, or to reconnect service, and that payment is returned by the bank or declined, Westman may immediately, and without further notice, suspend or terminate service.

3. Suspension or termination does not affect a customer's obligation to pay any amount owed to Westman. Upon termination, any balance owing shall become due at once. Service charges will continue to accrue during any suspension of service.
4. Where customers have paid in advance for service, Westman will rebate the portion that was paid for service for the period after the termination date. Any such rebate will first be applied in payment of any amounts owed to Westman.
5. Subject to Westman's right to refuse service, Westman will restore service, without undue delay, where the grounds for suspension or termination no longer exist, or a payment or deferred payment agreement has been negotiated. Reconnection charges shall apply.
6. Where it becomes apparent that suspension or termination occurred in error or was otherwise improper, Westman will restore service during business hours on the next working day, at the latest, unless exceptional circumstances do not permit this, and no reconnection charges will apply.
7. In the event of suspension or termination of service, all features and services, except emergency 911 service and access to Westman's office, will also be suspended or terminated.
8. Westman cannot guarantee the availability or resumption of any previous telephone numbers following a termination of a customer's service.
9. Customers shall reimburse Westman for reasonable collection fees and/or pickup charges in the event that Westman finds it necessary to enforce collection and/or preserve and protect its rights under its Terms of Service.
10. If service is terminated for nonpayment, reconnection charges will apply.

Acceptable Use Policy

Westman Communications Group may suspend or terminate all or part of a service and service agreement if it determines that a customer is abusive with an "unlimited use" plan.

Directory Policy

At our discretion and subject to availability, customers will be provided, without charge, up to one copy per telephone number of the most recent telephone directory for both White and Yellow pages. The contents of directories may not be published or reproduced in any form without the Directory Publisher's written consent. In the case of errors or omissions in directory listings (White and Yellow pages), whether or not the error or omission is with regard to a name, address, telephone number, or listing mark, Westman and the Directory Publisher's liability is limited to refunding or canceling any charge associated with such listings for the period during which the error or omission occurred.

Privacy Matters

Telephone Service Privacy

Westman supports a policy that protects Customer information, but also provides telephone services that help to balance the privacy interests of callers and the people they call.

Privacy and Call Management Features

Call Management services such as Call Display, Call Return, Call Answer and Visual Call Waiting provide telephone number information to the called party.

If customers have concerns with these features or wish to deactivate them when placing calls, customers may need to contact our Customer Sales & Service for information (service charges may apply).

Call Management features that are designed to help protect a customer's privacy and are offered by Westman include:

- Delivery of the privacy indicator when invoked by an end customer;
- Provision of per line call display blocking to qualified end customer;
- Disallowance of Call Return to a blocked number;
- Enforcement of the CRTC's restriction on Automatic Dialing Announcing Devices, Automatic Dialing Devices and unsolicited facsimiles; and
- Provision of universal Call Trace;

Disclosure of Subscriber Listing Information

In accordance with CRTC requirements, Westman makes customers' names, addresses and telephone numbers available to publishers of paper and electronic directories and to providers of operator services. The name, address and telephone number can be omitted from these directories/services by requesting, and paying for, an unlisted telephone number.

Unlisted Numbers

Unlisted numbers do not appear in the telephone directory and are not available from directory assistance operators. Unlisted numbers are included in provincial emergency 911 databases.

Monitoring of Customer Service Calls

In order to provide exceptional customer service, we train our Customer Sales and Service Representatives on an ongoing basis. As such, if customers have a telephone conversation with our representatives, we may monitor or record the call for coaching and quality control purposes.

Confidentiality of Customer Records

Unless customers provide express consent, or disclosure is pursuant to a legal power, all customer information kept by Westman, other than a customer's name, address and listed telephone number, is confidential and may not be disclosed by Westman to anyone other than:

- a. the customer;
- b. a person who, in our reasonable judgment, is seeking the information as a customer's agent;
- c. another telephone company, provided the information is required for the efficient and cost effective provision of telephone service and disclosure is made on a confidential basis with the information to be used only for that purpose;
- d. a company involved in supplying customers with telephone or telephone directory related services, provided the information is required for that purpose and disclosure is made on a confidential basis with the information to be used only for that purpose;
- e. an agent we retain in the collection of a customer's account or to evaluate the customer's creditworthiness, provided the information is required for, and is to be used only for, that purpose; or
- f. a public authority or agent of a public authority, if in the reasonable judgment of Westman, it appears that there is imminent danger to life or property that could be avoided or minimized by disclosure of the information.

Express consent, may be given to customers, when customers provide:

Written consent;

Oral confirmation verified by an independent third party;

Electronic confirmation through the use of a toll-free number;

Electronic confirmation via the Internet;

Oral consent, where an audio recording of the consent is retained by the carrier; or

Consent through other methods, as long as an objective documented record of customer consent is created by customers or by an independent third party.

Customers may request, in writing, access to any of their personal information that Westman holds. We will provide the information requested if Westman is provided sufficient details of the information sought, to allow us to comply with the request and if reimbursement is given to the Company for costs, if unusual expenses are incurred to provide the information.

Contacting Westman Communications Group

The Customer Call Centre for both service and support is located at Westman Communications Group, 1906 Park Ave, Brandon, MB. Customers can contact Westman at 204.725.4300 or toll free at 1.800.665.3337 for Customer Sales and Service, or 611 for technical service. Customers may use these numbers to contact Westman to obtain information or to identify any problems related to Home Phone service.



For technical assistance, please call or visit
support.westmancom.com.



WESTMAN | COMMUNICATIONS GROUP

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