Welcome

Home Phone
Welcome to Cogeco Home Phone Service

By choosing to get your phone service from Cogeco, you have made an important decision about the quality of your connections. Unlike third-party voice over Internet providers, as your chosen cable company, we can directly control the quality of your line for greater call clarity.

You’ll enjoy value, many benefits, plus great flexibility with a variety of packages to meet your needs. Depending on the Cogeco Home Phone package you selected, your service may provide many popular features including five of the most popular calling features (Voice Mail, Call Display, Call Waiting, Visual Call Waiting and Call Forwarding). If these features are not included with your package, you can add them, as well as a selection of other features such as Three-Way Calling, for an extra monthly fee. Your package may also include unlimited calling within Canada and the U.S., a certain number of minutes, or you may have chosen a package that only includes local calling, depending on your needs.

We know you’re going to enjoy this exciting service from Cogeco, which also provides helpful services such as Operator Services and Directory Assistance. If you require additional information or have any questions about your new Cogeco Phone service, our helpful customer service representatives will be happy to assist you.

Sincerely,
Cogeco Team

Customer Support 611 or cogeco.ca/phonesupport
In This Kit

You will find everything you need to begin using your Cogeco Phone, including: what you should know about your new service; how to place calls to anyone in Canada and the U.S.; how to make international calls; tips for making the most of your calling features, as well as information on services available to you; troubleshooting tips; and answers to some common questions you may have. There’s also a handy Quick Tips Reference Card designed to give you at-a-glance reminders of your Cogeco Phone capabilities.

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Cogeco Home Phone Difference

Cogeco Phone service uses Cogeco's own private cable network. That means that the same digital technology that brings High Speed Internet and Cable TV to your home now lets you enjoy high quality phone service. You’ll never experience any interference with your other services and we can ensure that your conversations are of the highest quality.

Getting Started with Your Cogeco Home Phone

Your Package
Before you get started, please ensure you are familiar with the package you've selected and the features and benefits that are included with it. If you need assistance, please contact Customer Support.

Installation
Once the service has been installed by a Cogeco technician, you will be able to begin using your home phones in the same places as you did before and just as easily as you did before.

Services
Depending on the package you selected, you will enjoy substantial savings on your phone service, which can include calls in Canada and the U.S. as well as the most popular calling features. If you’re calling international, Cogeco offers easy and affordable options such as Direct International Calling and Gold Line’s International Calling Prepaid Service.
Placing Calls in Canada and the U.S.

Unlimited local calling is included in all of our packages

All you have to do to reach the person or company you wish to call is dial the 10-digit number directly.

If long distance calling in Canada and U.S. is included in your package

There’s no need to watch the clock or call at awkward hours of the day and night. All of our packages let you phone any time you like – to anyone in Canada and the U.S. Simply dial the person or company that you wish to reach directly (just the 10-digit number – no need to dial “1”) within Canada and the U.S. Your call will go through immediately. It really is that easy.

If long distance calling in Canada and U.S. is not included in your package

To make long distance calls, simply dial the person or company that you wish to reach directly (dial “1” before the 10-digit number in most cases) within Canada and the U.S. Your call will go through immediately. It really is that easy.

Two Options for Placing International Calls

Direct International calling

It’s easy to make direct international calls from your home phone. There are no PIN numbers to remember or complicated instructions. For Caribbean countries, simply dial 1 + Area Code + Phone Number. For other international long distance calls, dial 011 + Country Code + Area Code + Phone Number. With more than 225 countries available to you it’s never been easier to stay connected. Also, Cogeco offers affordable and competitive pricing and all charges will appear on your Cogeco bill. For added security, you also have the option to block international calls if you want. More details, such as rates, can be found on our website. Direct international calling is an easy and affordable way to stay connected with your loved ones.

Prepaid calling card with Gold Line

Cogeco has partnered with Gold Line, a premier prepaid calling provider. Gold Line’s Prepaid Service lets you make international calls when you’re away from home at affordable rates with no hassles, so you can pay as you talk. You can use the service to call anywhere in the world including Canada and the U.S., from any other phone like a cell phone or a public phone.
Cogeco offers several features that are designed to make your life easier. Check to see which features are included with your package and then simply follow the instructions below to take advantage of these services. You can also refer to the enclosed Quick Tips Reference Card for an easy reminder on how to access the various features.

Voice Mail
Cogeco Phone Voice Mail allows your callers to leave messages following your personalized greeting and prompt, allowing you to stay in touch even when you’re out of the house or too busy to pick up the phone. Your Voice Mail will also store your saved messages for up to 21 days.

Accessing Voice Mail for the first time
To access and initiate your Voice Mail for the first time, enter 22# and proceed as follows:

When you hear the welcome message, enter your temporary password using your telephone keypad (your default password is the last four digits of your phone number). Then simply follow the prompts to change your password, your personal options, and customize your Voice Mail service to your preferences.

Subsequent Access to Voice Mail from home
To retrieve your messages from your Cogeco Phone, dial 22#. Then, with your keypad, enter the password you selected when you initiated your Voice Mail and set your personal options.

You can control how you listen to your messages by fast-forwarding, rewinding, pausing them, etc. (see our Quick Tips Reference Card). You can also find out the date and time your messages were left.
Remote Access to Voice Mail

We’ve created a feature that lets you easily access your Voice Mail even when you’re far from home. This kit includes a reminder card with the number to call for remote access to your Voice Mail.

There are two ways to access your messages remotely:

**Option 1:** Dial your home phone number and press * when you hear the welcome message. When the system requests you to, with your keypad, enter your password.

**Option 2:** No matter where you happen to be, you can access your Voice Mail remotely by calling 1-866-669-8383. When you hear the welcome message, enter your 10-digit residential phone number (voice mailbox number). When the system requests you to, with your keypad, enter your password.

Voice Mail Hot Keys

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Personal Options

| 1 Change your greeting | 3 Record your spoken name |
| 2 Change your password | 3 Return to the previous menu |

Change number of rings to Voice Mail

If you want to change the number of rings before your Voice Mail picks up, you simply have to dial 23# and follow the prompts with your keypad. You can choose anywhere between 1 and 9 rings. You can change the number of rings as many times as you wish.
Call Display

This useful feature lets you see the name and the phone number of the person who’s calling before you pick up the phone, or decide to let it go to your Voice Mail. Your home phone must support Call Display to take advantage of this feature. The name and number may not be displayed if not provided by the calling party’s service provider.

Call Waiting

A particularly useful feature for busy households with lots of calls coming in, Call Waiting allows you to put a current call on hold to take a new incoming call. With Call Waiting, you will never miss an important call and your line is never truly tied up. If included with your package, Call Waiting is automatically enabled when you receive your Cogeco Phone. When you are on the phone with someone and a second call comes in, you will hear an audio signal. You can then answer this second incoming call by quickly pressing the hookswitch or Flash button (or the button you press to hang up the phone). The first call will automatically be put on hold. You can switch between those two calls by quickly pressing the hookswitch or Flash button again. If you hang up and there is still somebody on the call, your phone will ring. Any unanswered calls will automatically be forwarded to your Voice Mail.

To Deactivate Call Waiting

If included with your package, Call Waiting is automatically enabled when you receive your Cogeco Phone. Call Waiting can be disabled on a per call basis. To disable Call Waiting, simply enter *70 and followed by the number you want to dial, and you will not be interrupted by an incoming call while you are in the middle of the call you placed. When Call Waiting is disabled, incoming calls will automatically go straight to your Voice Mail. Call Waiting will be reactivated automatically after you finish your call.
Cogeco Home Phone Features

Visual Call Waiting

This feature enables you to see, on your telephone’s display, the name and the number of an incoming call when you are already on the phone. It actually blends the benefits of Call Display and Call Waiting and helps you manage your calls at your convenience. Your home phone must support Call Display to take advantage of this feature.

Call Forwarding

When you are away from home, you can quickly and easily arrange to have your incoming calls forwarded to another number so you can pick up any urgent calls immediately. As for outgoing calls, they will still go through when this feature is turned on. To remind you that the Call Forwarding service is enabled, your home phone will ring briefly if someone tries to reach you but the call will still be forwarded to your programmed number.

To Activate Call Forwarding from your home

To activate Call Forwarding from your phone, enter \*72 followed by the 10-digit number you wish to forward your calls to. To cancel Call Forwarding from your phone, enter \*73.

Remote Access to Call Forwarding

Remote Access to Call Forwarding allows you to control your Call Forwarding feature from any touch-tone phone other than your Cogeco Phone. So even if you’re not at home you can dial in and remotely turn Call Forwarding on or off. You can also change the number you wish to have your calls forwarded to – no matter where you are, you can also do so as often as you like. Your calls can be redirected to any number where you can be reached – to your cell phone, to someone answering your calls or even to your Voice Mail.

Prior to using Remote Access to Call Forwarding, you must set up your password. From your home phone, dial \*96 and change your password. (Default password is the last 4 digits of your phone number.)
To forward your calls when you’re away, you will need to use a remote access number (assigned 1-877 number) allowing you to call to access your Call Forwarding feature. Just dial your remote access number from any phone other than your Cogeco Phone. When you hear the welcome message, enter your Cogeco phone number and your password, then, simply follow the prompts.

To find out your remote access number (assigned 1-877 number), dial 24# from your Cogeco Phone and record this number for future use.

**Three-Way Calling**

With Three-Way Calling you can talk with two friends or family members at the same time, no matter where they are. You can also talk privately to one person until you’re ready to conference in your third party. It’s the perfect tool when you’re planning a get-together, or just catching up.

**How to make a Three-Way Call**

When you’re already on the phone with someone you can add a third party at any time by pressing the hookswitch or Flash button on your phone and wait for a dial tone (the first caller will be put automatically on hold). Then, simply dial the number of the other person you want to talk to. When the third party answers you can speak privately with them, then press the hookswitch or Flash button to get everyone in a single conversation.

If the third party you’re calling doesn’t answer or the line is busy, press again on the hookswitch or Flash button to return to the first caller. Please note the Call Waiting feature will not function during a Three-Way Call, however, incoming calls will be redirected to your Voice Mail.

The use of Three-Way Calling and Call Forwarding may be subject to long distance charges for calls not specifically included in your calling package and can only be used within Canada and the U.S.
Call Screen

With Call Screen you can manage all incoming calls to only get the ones you want. All you need to do is specify a list of phone numbers that you want screened and what you want done with the calls. You can choose from:

Selective Call Forwarding (\*63), Selective Call Acceptance (\*64), Selective Call Rejection (\*60) and Distinctive Ringing/Call Waiting (\*61).

Each of these Call Screen features has its own list of phone numbers to create.

Selective Call Forwarding (\*63)

If the phone number of an incoming call is on your list for Selective Call Forwarding, the call will be automatically forwarded to a designated phone number. All other incoming calls that are not part of this specific list will be received, as usual. You can activate or deactivate this feature any time you want. Plus, you can add or delete numbers from your screening list, change the number you want calls forwarded to or review the screening list. To use and manage the different options of Selective Call Forwarding dial \*63 and follow the prompts.

To activate and deactivate Selective Call Forwarding, dial 3.

Selective Call Acceptance (\*64)

With this feature you can create a list of phone numbers that you’ll accept incoming calls from. Any calls that aren’t on your Selective Call Acceptance list are blocked and they’ll receive an announcement telling the callers that their call is not accepted. This is a great feature for late at night when you only want to answer important calls or if you only want to keep you or your family from being disturbed. To use and manage the different option of Selective Call Acceptance, just dial \*64 and follow the prompts.

To activate and deactivate Selective Call Acceptance, dial 3.
• Please note if Selective Call Acceptance and Selective Call Rejection are active at the same time with different phone numbers listed in each list, then the only calls that will be received by the Subscriber are the numbers in the Selective Call Acceptance list.

• Selective Call Acceptance must be deactivated if you'd like to activate the Do Not Disturb feature on all incoming calls. Otherwise, all telephone numbers on the Selective Acceptance list will go through.

Selective Call Rejection (∗60)
This feature is helpful if you do not wish to be contacted by telemarketers or other unwanted callers. When a number calls that’s on the Selective Call Rejection list this call will be blocked and the callers will receive an announcement telling them that their call is not accepted. To use and manage the different options of Selective Call Rejection, just dial ∗60 and simply follow the instructions.

To activate and deactivate Selective Call Rejection, dial 3.

Please note if Selective Call Rejection is enabled at the same time as any other call screen feature, it will take priority.

For example: if the same number is on both the Selective Call Rejection and Distinctive Ringing/Call Waiting list, the call will be rejected and it won’t ring at your end.

Distinctive Ringing/Call Waiting (∗61)
When this feature is turned on, every call you get from a set of phone numbers that you’ve selected will have a special ring or Call Waiting tone. Any calls that aren’t on your screening list will have a standard ring and Call Waiting alert tone. This is a great feature if you wish to separate children’s calls from the rest of the household. To use and manage the different options of Distinctive Ringing/Call Waiting, just dial ∗61 and follow the prompts.

To activate and deactivate Distinctive Ringing/Call Waiting, dial 3.
Call Screen Hot Keys

This is a list of shortcuts for you to use when you’re setting up any of the previously mentioned features.

Call Screen Features

- #60 For Selective Call Rejection.
- #61 For Distinctive Ringing/Call Waiting.
- #63 For Selective Call Forwarding.
- #64 For Selective Call Acceptance.

Call Screen Features Shortcuts

- 3 To turn the feature on/off.
- # To add an entry.
- * To remove one or more entries.
- 08 To remove all list entries.
- 09 To remove all anonymous list entries.
- 1 To review the entries on your list.
- #01# To add the last calling number.

Anonymous Call Reject

This feature lets you block any calls from people who have blocked their number and caller information from displaying on your phone. If an anonymous caller contacts you, they’ll hear a message that instructs them to hang up, remove their block and call again. To activate Anonymous Call Reject dial *77 and to deactivate it, simply dial *87. You’ll receive an announcement to confirm that you turned the option on or off.
Do Not Disturb

If you don’t wish to be disturbed for a period of time, say, during dinner or your favourite TV show, you can use the Do Not Disturb feature. When activated, all your calls are sent directly to your Voice Mail and the caller can leave a message for you to listen when it’s more convenient.

Simply dial *78 to turn Do Not Disturb on and dial *79 to turn the feature off. An announcement will confirm if you activated or disabled the option.

Please note: To block all incoming calls you must deactivate your Selective Call Acceptance. Otherwise, all telephone numbers on the Selective Call Acceptance list will go through.

Call Display Permanently Blocked

This feature automatically prevents your name and number from being displayed on all outgoing calls. However, this feature does not affect how your number and information are seen when making 911 calls.

Call Blocking

This feature lets you block future incoming calls from the last number that called your phone. For example, if a solicitor calls your phone and you want to block them from calling again, this feature lets you do that without needing to know their number. Once Call Blocking is activated for a specific number it remains in your call rejection list. Prior to the using Call Blocking feature, you must activate it. Just dial *60, then #01# and then 3. To activate the Call Blocking, simply dial *97 after the last call you received. An announcement will confirm if you activated or disabled the option. To remove a number from your call rejection list, dial *60 and follow the prompt.

Unlisted Name/Phone Number

If you don’t want your name and phone number to be listed in the next published phone book.
The following Star Services are included in all of our packages.

**Call Display Blocking (⋆67)**

The Call Display Blocking service prevents those you call from viewing your name and telephone number on their call display. Your name and phone number remain unknown to them. This feature is activated on a per call basis, just dial ⋆67 before each call to remain anonymous.

**Call Trace (⋆57)**

In emergency situations, the Call Trace service gives you the means to stop unwanted calls by tracing the last call received. The service is free of charge and may be used only to protect you from unwanted calls. You must limit its use to serious situations in which you are prepared to file charges, i.e., notify the police and make an official complaint. Once your complaint has been registered, and proof of warrant is received, Cogeco will transmit the telephone number, the date and the time of the call to the police. Just dial ⋆57 immediately after the undesirable call has been received. Pertinent information will be stored for safekeeping by Cogeco.
Other Services

The following Cogeco services are also available.

**Operator Services (0)**
Dial “0” if you need assistance in placing a call and one of our operators will assist you. Operators are available 24 hours a day, 7 days a week. Collect calling and bill-to-third-party calling are not offered.

**Message Relay Service (711)**
711 Relay Service is available 24 hours a day, 7 days a week to people who are hearing-impaired and/or speech-impaired. It provides the free assistance of an operator.

Persons who have hearing difficulties may use the Relay Service if they own a tele-printer or ATS and dial 711 or 1-800-855-1155. Clients without hearing problems can contact a Relay Service operator by dialing 1-800-855-0511.

The service is provided at no charge. All calls are free, provided you're calling within Canada or the U.S.
**Emergency Access (911)**

In emergency situations, when you dial 911, your Cogeco Phone connects you directly to 911 Emergency Service for immediate assistance just like your previous phone service.

Cogeco’s multifunction cable modem must not be moved or tampered with for as long as you subscribe to Cogeco Phone. This is necessary to ensure that 911 calls will be handed off to the Emergency 911 Call Center serving your residence, and that the address provided to the Emergency 911 Call Center from which you place the 911 call will correspond to the physical address registered in the 911 database which is associated with your telephone number. You understand that any breach hereof may result in 911 Emergency services being unavailable.

Emergency 911 Service will not work properly if you experience one of the following situations (but not limited to) with your Cogeco Phone: a network service outage, failure of the multifunction cable modem or in the event of a power failure, once the multifunction cable modem uses up its power supply.

**Directory Assistance (411)**

Directory Assistance services will help you find a telephone number. Simply dial 411 for any number in Canada or the U.S. or if you prefer, you can also get Directory Assistance from several public websites. Please note that depending on your package, additional charges may apply.
How does Cogeco Phone work?
Cogeco Phone service uses Cogeco’s own private cable network. This is the same network that delivers High Speed Internet and Cable TV to your home so you'll never experience any interference with your other services. That way, we can ensure that your conversations are of the highest quality.

What is the difference between VoIP and Cogeco Phone?
Although both types of services rely on Internet protocols, Cogeco uses its own privately managed and secure network instead of public networks to transport calls. This ensures high quality sound, regardless of Internet traffic.

Is Cogeco Phone compatible with home alarm systems?
Cogeco Phone service will work with most home alarm systems. We’ve completed testing with Voxcom and found they are fully compatible. To see if your Cogeco Phone service will work with other systems, we recommend you contact your home alarm company and ask if they will provide technical support.

Will my telephone service work if there is no power?
In the event of a power failure, your telephone service will continue to operate since the multifunction cable modem is equipped with a battery back-up supporting up to eight hours stand-by time. If your multifunction cable modem is plugged into a power bar, make sure the power bar is turned ON at all times. Please note that regardless of the phone service you choose, cordless phones may not work during a power outage due to drained batteries.

Can I receive collect calls?
No, you are not able to receive collect calls on your phone.

Is the “bill-to-third-number call” service available?
No, this service is not available.

Will my name be listed in the phone directory?
Yes, the name appearing on your phone bill will be the one displayed in the phone directory. Unpublished numbers are also available for a $2.00 monthly fee.
Can I receive calls from overseas?
Yes, incoming calls placed from outside Canada and the U.S. will be put through to you just as they were before you switched phone services.

Can I call toll-free numbers?
1-800, 1-888, 1-877 and any other toll-free numbers you could access before, you can access now with Cogeco Phone. In the case of toll-free numbers, you need to dial “1” before the “8XX” toll-free number.

Will my Cogeco Internet connection or Cogeco Digital Cable be affected by this service?
Even though they use the same channel, you can use your phone and the Internet at the same time, without any problems with either service. This also applies to your Cogeco Digital Cable Service, which will not be affected by your Cogeco Phone.

How many Voice Mail messages will your service allow?
You will be able to receive up to 20 messages, each up to five minutes in length.

Can I disable my Call Display Permanently Blocked for a specific call?
Yes, *67 enables calling number delivery on a per-call basis.

What happens if I set my number of rings to “0”?
If you set the number of rings to “0”, all calls will continue to ring and will not be redirected to Voice Mail.

What if I want to have access to directory assistance for international countries?
The service is not available at Cogeco.

What if I have a question that is not answered here?
You will find cogeco.ca/telephone an excellent place to go for additional information on your service. You can send us an e-mail at phone.support@cogeco.com or, if you are more comfortable, you can phone us at 611 from your phone or call our Customer Support number at 1-800-267-9000 (toll-free).
Troubleshooting Tips

What should I do if there’s no telephone signal/dial tone?
Make sure that your multifunction cable modem is powered on, but in the event of a power failure, the battery of your multifunction cable modem will take over for up to eight hours. If your multifunction cable modem is plugged into a power bar, make sure the power is turned ON at all times. The phone service will not work in the event of a network failure or a cable modem failure. Cogeco will do everything possible to restore normal service as soon as possible following a power, network, or cable modem failure.

What should I do if my phone doesn’t ring?
If you subscribe to one phone line, make sure the phone is plugged into port 1 labelled “TEL1/2” of the multifunction cable modem, and not port 2 labelled “TEL2.” If you subscribe to two phone lines, make sure the phone’s second line is plugged into port 2 labelled “TEL2.” Make sure your phone’s ringer is at the appropriate volume.

What do I do if I have a router? Will the multifunction cable modem interfere with my configuration and the installation of my network?
No. The multifunction cable modem connects your PC or router directly to the Internet and should not cause any problems with your home network. However, there are many routers and possible configurations and in the unlikely event that you are having problems installing your phone, please contact Customer Support at phone.support@cogeco.com or 1-800-267-9000 (toll-free).

What if I am having difficulty calling a phone number in Canada or the U.S. and International Calling?
Remember, you may need to dial “1” before the 10-digit number.
Do I need to have a computer turned on to use Cogeco Phone?
No, Cogeco Phone does not require the use of your computer. Although it is based on the same technology as your Internet service and uses the same cable modem, your Cogeco Phone operates independently from your Internet connection and PC. You do not need to turn on your PC or use your PC to use your phones. You do need to ensure that your cable modem is powered on, at all times, for your Cogeco Phone to work.

What if I have a problem placing an international phone call with Gold Line’s International Calling Prepaid Service?
If you need assistance when using Gold Line’s International Calling Prepaid Service, simply call Gold Line customer service toll-free 24 hours a day, 7 days a week from anywhere in Canada and the U.S. at 1-866-619-7708.

What is the best way to reach Cogeco Phone Customer Support?
Dial 611 from your phone. We are available to assist you 24 hours a day, 7 days a week. From any other phone, you may dial 1-800-267-9000 (toll-free). You can also send us an e-mail at phone.support@cogeco.com.
Cogeco Home Phone

You've signed up for Cogeco Home Phone and are getting great value and a great service. But you can also get the best TV and Internet services available and benefit from great bundle savings on your bill every month. With a Cogeco Complete Connection you get a great price, no hidden charges and the best services. Plus, you get it all on one bill from a supplier you trust.

Cogeco High Speed Internet

Cogeco High Speed Internet offers great surfing choices to suit every lifestyle. With High Speed Internet our connection is reliable and secure. Whether you’re sharing photos with your family and friends, downloading music, playing online games or just surfing your favourite sites, Cogeco has an Internet service to suit your needs.

- A fast, and secure connection
- Access to a full suite of security services that are automatically and continuously updated
- FREE access to Cogeco Wi-Fi hotspots
- A modem included
- Always-on access: surf and talk with no need for a second phone line
- Cogeco Webmail, with at least five email addresses included
- Professional installation
- 24/7 technical support
Cogeco Cable TV

Along with Classic Cable (Analogue), Cogeco offers Digital Cable services that give you more choice and control over your TV experience than ever before.

You can take advantage of:

- Exclusive access to Cogeco on Demand\(^2\) – something you simply can't get with satellite
- Over 250 channels of amazing programming available
- Access to Video On Demand and Pay Per View movies and other content
- Your favourite programming in High Definition
- The ability to pause, rewind and replay live TV with a Digital Video Recorder (DVR)
- Interactive on-screen program guide – control what you watch

To find out more information on our latest bundle offers, go to CompleteConnection.ca

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1. Cogeco Wi-Fi hotspots are free to access if you are a Cogeco High Speed Internet subscriber; and via pay per use for non-Cogeco subscribers. Visit cogeco.ca/wifi for locations. 2. Cogeco On Demand service is offered where the technology is available and for customers who meet the Cogeco On Demand access requirements.
Important Telephone Numbers
* The COGECO Home Phone is a residential service and should only be used for residential purposes. Business and professional use or any other activity that would contravene or be inconsistent with such normal residential usage patterns are not allowed. Please refer to Cogeco website for the terms and conditions of the Home Phone.

IMPORTANT NOTE: COGECO Cable Canada Inc. and its Affiliates (as defined in the Canada Business Corporations Act) [hereinafter “COGECO”] reserves the right to revise this Residential Home Phone Service Agreement at any time, effective upon posting of the new or revised version on the COGECO website at http://www.cogeco.ca. By using the COGECO Residential Home Phone, you will be deemed to have agreed to be bound by the terms and conditions of this Agreement. If you do not agree with the terms and conditions of this Agreement you must immediately stop using the Residential Home Phone and notify Cogeco’s Customer Support department that you wish to terminate this Agreement. The International Calling Prepaid Service is provided by Gold Line Telemanagement Inc., a distinct third-party provider specialized in prepaid calling services. Cogeco Cable Canada Inc. does not assume responsibility and will not be liable for losses, liabilities, expenses or any direct, indirect, special or consequential damages based on, or arising out of, the usage of this International Calling Prepaid Service provided by Gold Line Telemanagement Inc. Please refer to Gold Line Telemanagement Inc.’s specific Terms & Conditions governing the usage of its International Calling Prepaid Service. Thank you for entrusting your important calls to us. Your new Cogeco Home Phone will make it easy for you to stay in touch and save on the services you want, while taking advantage of high quality connections.

cogeco.ca/telephone
Thank you for entrusting your important calls to us.

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