

## Keep your Primus Canada service for the summer

When you move out of residence, Primus Canada would be happy to set up a new account for you. Remember, Primus Canada also provides long distance and a range of other telecommunication services to off-campus students, parents, family and friends, at the same great rates.

## At the End of the Year

### You must call Primus to cancel

At the end of the school year, remember to call Primus customer service and cancel your PAC card to avoid any unnecessary charges. Primus Canada will automatically send your last invoice to your permanent address. If you would prefer to have your last bill sent to another address, please call our Customer Service department to let us know.

Sign up online at  
[www.twu.ca/telecom](http://www.twu.ca/telecom)



Any inquiries regarding your long distance service should be directed to:

Primus Canada Customer Service  
1 888 274-7920

† Reward miles issued on a minimum \$15 monthly spend. Excludes taxes and discounts.

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▲ Outgoing cell phone calls only. Requires local access number to be dialed. Mobile-only customers must choose pre-authorized monthly credit card payments or chequing account withdrawals and are not eligible for bonus AIR MILES reward miles. Customers on Unlimited plans dialing a local access number for cellular long distance calling pay an additional monthly charge.

# 2010/2011 On-Campus Communication Guide



## Welcome to Trinity Western University!

As part of your residence service, Trinity Western University is pleased to provide all residents with telephone service, including a local phone number and individual voicemail. Additionally, we have partnered with Primus Canada to provide you with low cost options for your long distance needs.

- \* You will receive your own REZ Phone Card with a unique Personal Authorization Code (PAC) to use when you make long distance calls from any phone in Residence. This card will allow you to receive a long distance bill itemizing your long distance calls only.

### Primus Canada Long Distance Rates

- \* Primus Canada offers you low cost options for your long distance needs, like Unlimited long distance calling for as low as \$14.95/month.

## How to register for your Long Distance Service

You can sign-up for your Primus REZ Card at [www.twu.ca/telecom](http://www.twu.ca/telecom). If you are under 18 years old, please go to the Trinity Western University Telecom Office to sign-up.

## Help save the environment

Primus has partnered with Evergreen and offers paperless billing to help contribute to a greener environment. E-billing is free of charge. For customers who wish to receive paper bills, a charge will be applied to your invoice.

## Making Calls

### Campus Emergency

Dial 9 + 911 for fire, police or ambulance.  
Dial 2099 for security.

### On Campus Calls

Dial the four digit extension number (eg. to reach another student whose phone number is 513-5555, simply dial 5555).

### Local Calls

Dial 9 + area code + subscriber number. Langley, Aldergrove and the Greater Vancouver area are within the local area. Note: The full 10-digit code is required for all local calls.

### Long Distance Calls

#### [within Canada and the U.S.]

Dial 89, wait for the tone, then dial your ten-digit PAC Number + 1 + area code + telephone number.

### International Calls

Dial 89, wait for the tone, then dial your ten-digit PAC Number + 011 + the country code + the city code (if required) + telephone number.

### Toll Free Calls

Dial 9 + (1 800, 1 888, 1 877 or 1 866) + telephone number. Some toll free lines have been restricted.

### Directory Assistance

Dial 89, wait for the tone, then dial your ten-digit PAC Number + 1 + area code + 555-1212.  
(A charge per call will apply).

### Collect Calls

Incoming collect calls will not be permitted. To do so will result in an administration fee of \$5.00 above the cost of the call.

### Non-Emergency Health Information

To obtain non-emergency health information you may call HealthLink BC by dialing 811 anytime of the day or night.

Important: A per minute charge will apply to all local calls placed using your PAC Number. Your PAC Number is not required for local calling.

## Your Voice Mailbox

You and your roommate(s) will each have an individual voice mailbox assigned to your extension which will allow your callers to leave you a message when your line is busy or when it is unanswered. Refer to Phone Instruction Summary posted in your room to determine mailbox numbers for your extension.

### Setting up your Mailbox

From your own telephone

- \* Dial 8\* then select an unassigned voicemail box number listed in your room and follow the prompts for the tutorial.
- \* During the tutorial, the automated voice will help you set up your mailbox by recording your greeting, setting your personal passcode (6-10 digits) and recording your name. Make sure that you listen to the entire tutorial, otherwise you won't be able to hear or send any messages.
- \* If you are interrupted part way through and do not complete the tutorial, you will need to go through the entire tutorial again.

Note: Please make sure there is no background noise when recording your greeting. It is best to go through the tutorial when you are able to be in a quiet room.

### Suggested Recording

"Hello, you have reached the voice mailbox of (your name). I can't take your call at the present time, so please leave a detailed message and I'll call you back as soon as possible."

### Retrieving Messages

#### From your own telephone

Dial 8\* then select the mailbox assigned to you. Enter your passcode when prompted.

#### From off campus

Dial 604-513-2121, listen for recording and enter \*\* + your mailbox number.

### Playing Messages

Once your mailbox has accepted your passcode, the system will tell you how many messages there are.

- \* Press 7 (P) to listen to new messages.
- \* Press 7 (P) to listen to messages again.

- \* Press 3 (D) to delete the message. If you accidentally delete a message, immediately press \* to retrieve it.
- \* Press 5 (K) to keep the message (maximum of 7 days).

While you are listening to a message, you also have the following options:

- \* \* to go back 5 seconds.
- \* I to pause the message temporarily.
- \* # to go forward 5 seconds.
- \* T to skip to the top of the next message.

### Changing User Options

The user options menu allows you to change your greeting or passcode. Once your voice mailbox has accepted your passcode

- \* press 8 (U) to access the user options menu and its features
- \* Press 4 (G) to change your greeting.
- \* Press 7 (P) to change your passcode.
- \* Press 6 (N) to change your name.
- \* Press 9 (X) to save changes and 9 again to exit to the main menu.

Please see the Telecom website for additional information at [www.twu.ca/telecom](http://www.twu.ca/telecom) or dial 0 for assistance.

## Service Issues and Troubleshooting

If you have any questions or are experiencing problems, please check the following:

- \* Is the telephone plugged into the phone jack and not the computer jack?
- \* Is the telephone jack connection secure?
- \* Is your handset plugged in properly?
- \* Check your telephone cord for fraying (which may cause static).
- \* Have you tried plugging in a different phone to ensure that the problem is not your set?

### Troubleshooting Hints

- \* Check your PAC Number and the telephone number you are calling.
- \* Try your call from another room. If it is successful, the problem may be with your telephone set.

- \* If you have reached a recording, listen to the full recording for an identifying number (the recording number is usually given at the end of the message). Please make note of the recording number so you can provide it to your Customer Service Representative.

If you are unable to solve the problem by going through this checklist, please send an email to [telecom@twu.ca](mailto:telecom@twu.ca). If the problem appears to be with your Primus card or calling code, please call Primus directly at 1 800 274-7920 (or send an email to [customer.care@primustel.ca](mailto:customer.care@primustel.ca) with an explanation of your problem, your name and your card number).

## Billing and Payment

Your Primus Canada invoice is payable upon receipt. For outstanding balances over 31 days, a 2% finance charge per month will apply (24% per annum).

Bills with balances less than \$20 are not mailed monthly. Should your balance remain at less than \$20 after 3 full months, we will mail your bill following that 3rd month. If you currently pay your bills via pre-authorized monthly credit card payments or chequing account withdrawals, and we do not mail you a bill in any given month, we will not charge your credit card or debit your account for the amount under \$20 that month.

You can also sign up for our "e-Bill" service and save time and paper by receiving your monthly statement electronically!

### Paying your Primus Canada bill

Choose from the following 5 options:

- \* by mail
- \* at the bank
- \* telephone banking
- \* pre-authorized debit to your bank account or credit card
- \* Internet banking

### Changing your Address

Your Primus Canada invoice will be mailed to your residence address unless you indicated otherwise on your application form. Please notify Primus Canada immediately of any change in your residence or permanent home address.

## Primus Canada Long Distance Rates

Primus long distance plans save you money on both domestic and international calls. Pick the plan that best fits your calling needs. You can earn AIR MILES® reward miles on any one of them!

Get these same great rates on your cell phone as well▲.

### NEW Primus World

- \* Just 5¢/minute anytime within Canada and to the U.S.
- \* Call overseas for as low as 2¢/minute with no time restrictions
- \* Only \$1.00/month

### Unlimited Evenings & Weekends Canada

- \* Call anywhere in Canada between 6 pm - 8 am and all weekend long
- \* Just 5¢/minute, daytime Canada and U.S. anytime
- \* Only \$14.95/month

### My Choice Canada

- \* Unlimited calling anytime to your province of choice
- \* Just 6¢/minute anytime to the rest of Canada and to the U.S.
- \* Only \$14.95/month

\*Other plans available.

## Long Distance Wireless Access

### Primus Wireless Long Distance

- \* Long Distance rates on your cell phone as low as 5¢/minute
- \* No need to change your cell phone company
- \* Simply give us your cell phone number and we'll provide you with a local access number you dial before the number you are calling.

Other plans available – visit us online or call for details