



# A More Affordable Home Phone Service from Cable Cable.

Cable Cable home phone is the perfect alternative to traditional phone service. By using your existing internet connection you can keep your same phone number and receive the same or better quality of basic phone service, but with more built in features.

Every home phone package comes with five popular calling features, including; call answer, call display, call forward, three way calling, and call waiting. Upgrade to Home Phone Plus and you'll receive 1,000 North American long distance minutes a month.

You'll enjoy even more monthly savings when you bundle your Cable Cable internet service with our home phone plan.

		Call Answer	Call Display	Call Forward	Three Way Calling	Call Waiting	Long Distance
<b>Starter</b>	<b>\$37.45</b> monthly	✓	✓	✓	✓	✓	
<b>Plus</b>	<b>\$47.45</b> monthly	✓	✓	✓	✓	✓	✓

Have your phone number published for \$3.00 monthly. This will ensure your phone number is visible in the next published phonebook and 4-1-1 directory Directory Assistance.



1.866.887.6434  
care@cablecable.net  
www.cablecable.net

# Home Phone FAQ's



## 1. How does Cable Cable's Home Phone work?

Our home phone technology uses broadband cable to run your phone services. The quality is as good as or better than traditional service providers, and much more advanced due to all the new features and technology. But, best of all, it is much less expensive than old-fashioned phone providers!

## 2. Can I use the internet and phone at the same time?

Yes.

## 3. Can I have more than one phone in my house?

Yes, this can be set up two ways. You can purchase a multiple phone set and connect the base station to your digital phone terminal while placing the cordless sets elsewhere in your home or you can contact The Phone Guy (705) 328-2131, Northern Lights (705) 738-9885 or your electrician who can feed your phone jacks into your phone modem.

## 4. What calling features does Cable Cable's home phone service include?

Call answer, call waiting, three way calling, call display, and call forwarding.

Unless advised otherwise, your call display will default to the account holder's name and number. Setting up your call display to read Private Name and Private number can be done upon request.

## 5. Can I keep my existing phone number?

We can port land lines from certain areas, however, depending on the cooperation of your current provider this may take up to 10 business days to complete.

To port your existing phone number we will require a copy of your most recent phone bill.

## 6. Will my home phone work during a hydro outage?

No. We strongly recommend that you have ready access to a cell phone in case of an outage.

## 7. Do I still call 911 in an emergency?

Yes, when you make a 911 call using your Cable Cable Home Phone, it is dispatched to our enhanced 911 service provider. Who then routes your call to the pre-determined Public Safety Answer Point. A Call Taker will answer the line "911, do you need Police, Fire or an Ambulance?" After you state your emergency the Call Taker will press the transfer button routing your call to the correct dispatch agency. Your location is automatically routed at the same time. It is important that you notify the Cable Cable office should your service address change at any time while you are a home phone subscriber.

## 8. Am I able to reach an operator?

No, an operator is not available.

## 9. Am I able to call 411 Directory Assistance?

Yes, directory assistance is available. Directory assistance charges are not included in your monthly phone plan.

## 10. Will my phone number be listed in the phone book?

No. If you would like your phone number to be included in the phone book you can make a request to BELL Canada at 310-BELL.

## 11. Will I receive a monthly call usage report?

No, however you can request a report for all long distance, 411 and collect calls made on your account by contacting

our office Monday to Fridays, 9am to 5pm, at (705) 887-6433 option 3.

## 12. Are collect calls and 411 calls included in my phone plan?

No, all collect and 411 calls are separate charges that will be billed to your account on a monthly basis.

## 13. Will my Cable Cable home phone service work with my existing security system and fax machine?

We can not guarantee that your Cable Cable home phone service will work with any alarm system or fax machine.

## 14. How Do I Disconnect my Home Phone Service?

To permanently disconnect your Cable Cable Home Phone service we require 60 days notice, as stated in the End User License Agreement you signed during installation.

A temporary or seasonal disconnect is available. A \$25 reconnect fee will be billed to your account when you re activate your phone service. While your home phone service is disconnected you can hold your phone number for a monthly charge of \$20 plus tax or opt to have a new phone number upon the reactivation of your service.

To reconnect or disconnect your phone service contact our office Monday to Friday, 9am to 5pm, at (705) 887-6433 option 2 or email us at [orders@cablecable.net](mailto:orders@cablecable.net)