

August 2000

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Dialling "0" For The Operator Is No Longer Free

There are now two different types of operator services available. Depending on whether you are requesting local or long distance help, different charges apply.

Local Operator Services

If you need local operator assistance, dial "0" to reach a local operator.

Pressing "0" for local operator service is no longer free. Like directory assistance (411), Bell Canada is charging \$0.75 each time you call the local operator. For free directory assistance, use the White and Yellow Page directories or visit the following web sites:

- www.canada411.ca
- www.yellowpages.ca

your phone bill, call our office at 595-8331 and not the operator.

Long Distance Operator Services

If you need long distance operator assistance, dial "00" to reach a long distance operator. This service is offered at no charge by Bell Canada.

The following services are offered free by dialling "00":

- Person-to-Person calls
- Long distance calls that are operator assisted
- Long distance information about time and charges
- Long distance Calling Card, Call Me Card, Credit Card or collect calls
- Overseas/International calls

If you call a wrong number, do not call the operator to try and get your money back. You will not get a refund and you will get charged an additional \$0.75 each time you call the operator.

The line that appears on your phone bill each time you call the operator is "General Assistance \$0.75".

If you have any questions regarding

Calling Service

Call Forwarding

Call Forwarding allows you to transfer incoming calls to another number. This is great for anyone who runs a small business and is away from their office. Just forward your office calls to your cell phone or a number where you can be reached and you don't have to worry about missing important calls.

Selective Call Forwarding

If you only want certain calls forwarded and you don't want to be bothered with other calls, order Selective Call Forwarding. Simply enter which calls you would like forwarded to a number where you can be reached. Any other calls will ring at the original number where they can be answered or greeted with an answering machine. You can select up to 32 numbers that will be forwarded to where you can be reached.

Both of these calling features cost \$1.00 per month each and can be used as many times as you want.

To order this service, call the office at 595-8331.

COMPUTER TRAINING COURSES AVAILABLE

Could your computing skills use a little improvement? Are you new to computers and would like to take a beginners' course? We offer a variety of computer courses taught by professionals from Blackcreek Technologies.

The classes are taught at our facility in Milverton. There are a maximum of 6 students per class with only one person per computer. Call 595-SURF for more information on the classes being taught.

The following courses are being offered in the fall:

- Internet (Basic & Advanced)
- Windows 95/98
- Word (Basic & Advanced)
- Excel (Basic & Advanced)
- Microsoft Access
- Microsoft PowerPoint
- WordPerfect
- QuickBooks
- Simply Accounting
- Computer Literacy

TELEPHONE ETIQUETTE

Calling Elderly People

Here are some rules of thumb that you should follow when you call an elderly person that has trouble walking and/or hearing.

Let the phone ring long enough so the person you are calling has time to get to the phone and answer your call. People that have trouble walking usually take longer to answer the phone, so wait patiently and let the phone ring at least 7 or 8 times.

As age progresses, some people develop hearing problems so speak slowly and loudly when calling the hard of hearing. If you are calling an elderly person who is not hard of hearing, make sure you don't talk too loud into the phone. They might become offended if you talk to them as if they have hearing problems.

Suggestions for the Elderly

For those of you who find it difficult to answer the phone on time, you might want to consider buying a cordless telephone. Most cordless

telephones are small and built light weight so they are easy to carry around. They also have many of the same features as a normal telephone and most have a paging handset locator so you can find your handset if you misplaced it.

If you don't want to carry a cordless phone around with you, just place more telephones around the house so you are close to a phone when it should happen to ring.

One thing that is nice about a cordless phone is that you don't have to incur the costs of buying more phones and phone jacks. Simply take your cordless phone with you around the house when you venture from room to room. If you have a garden, take your phone with you when you do the gardening to avoid missing calls.

You can also buy an answering machine or order Voice Mail if you are worried about missing calls. If you have one of these answering services, make sure you have enough time to get to the phone before your greeting comes on. The desired number of rings before your greeting comes on can be programmed on answering machines and Voice Mail.

There are some things you can do to improve your hearing over the telephone if you are hard of hearing. If you wear a hearing aid, make sure you have a telephone that is hearing aid compatible. This means you won't get a ringing in your ear when answering the phone with your hearing aid on.

At our phone store, we sell a special telephone that is designed for the hard of hearing. Called the Dialogue XL Plus, this phone has an amplifier with a volume control for incoming and outgoing voice, tone selector which adjusts the clarity, and it has

multiple ringer volume settings. There is also a digital signal processor which minimizes unwanted background noises. With the push of a button, all your preset volumes will come on when you answer the phone. If you have people in your household that are not hard of hearing, simply don't press the preset button and the volumes will be normal when they answer the phone.

If you have trouble hearing the telephone ring, there are also amplifiers that you can buy and attach to your normal telephone for a louder ring.

CALL BEFORE YOU DIG!

As you undertake those Summer construction projects, please use caution when digging.

With telephone, fibre optic and other lines underneath the ground, it is important that you call to have those cables located.

Please call 611 at least 48 hours before you plan to dig. Locates are free, but repairs to damaged lines are not.

For more details, call 595-8331.

Past Newsletters

If you would like past issues of our monthly newsletter, stop by the office and we will be happy to print some for you. Past issues are available on our web site, www.perth.net, under the company news section.

You need to have Adobe Acrobat Reader software to view the newsletters online. If you do not have this software, simply go to our web site and click on the Adobe Acrobat link. This will take you to a web site where you can download it for free.



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telecommunications since 1919...

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