

Vidéotron Wireless

User Guide

The infinite power of cable

W I R E L E S S



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CUSTOMER SERVICE

TECHNICAL SUPPORT

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Quebec	418 847-4410	418 842-2611
Saguenay	418 545-1114	418 543-4611
Outaouais	819 771-7715	819 771-2611
Toll free	1 88-VIDEOTRON	1 877 380-2611

BUSINESS HOURS

Monday through Friday, 7:30 a.m. to 9:30 p.m. Saturday, 8:00 a.m. to 6:00 p.m. customerservice@videotron.ca	24 hours a day, 7 days a week assistance@videotron.ca
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videotron.com

CUSTOMER SERVICE, BUSINESS SECTOR

514 380-7000 or 1 800 561-4248

Business hours

Monday through Friday, 8:30 a.m. to 5:00 p.m.

WELCOME TO VIDÉOTRON WIRELESS SERVICE

Thank you for choosing Vidéotron for your wireless communications. In addition to offering the largest integrated wireless network in the country, we are making the latest advancements in services and technologies available to ensure that you enjoy the best wireless service available every day.

This *Guide* contains all of the information you need to make the most of your new telephone. For more information, please visit our web site at **videotron.com/wireless**

INSERTING THE SIM CARD



- 1 Remove the back cover of the phone.
- 2 Remove and insert the SIM card into its slot, with the gold contacts aligned with those on the phone.

INSERTING THE SIM CARD



- 3 Slide the battery into its slot, aligning the gold contacts with those on the phone.
- 4 Replace the back cover of the phone.

* Photos provided for information purposes only. May vary according to the phone model. Please refer to your user guide for more details.

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THE BEST IN CANADA

Your Vidéotron wireless service gives you access to the largest integrated wireless voice and data network in Canada. The GSM-GPRS network serves close to 95% of the Canadian population, providing expanded coverage in both urban centres and local areas.

ACCESS IN OVER 190 COUNTRIES

Since most countries prefer GSM technology to all other technologies, you can also use your wireless phone in over 190 countries through roaming agreements for the transmission of voice and data (your phone must be compatible with the network frequency in the country visited).

ALWAYS AT THE LEADING EDGE OF TECHNOLOGY

Over two-thirds of the digital market throughout the world uses GSM technology. You can therefore rest assured that you will always have access to the latest phones and applications at the most affordable prices.

In this *Guide*, we use the **SEND** button to make or answer a call, and the **END** button to end a call. These buttons may vary depending on the wireless phone model. Refer to the user's guide of your phone to check which buttons you should use.

Press the **SEND** button to make a call and the **END** button to end a call.

Making a call	Dial the 10-digit telephone number and press SEND .
Ending a call	Press END .
Answering a call	Leave your phone turned on. When the phone rings, press SEND .
Making a call local	Dial the area code + number + SEND .
Making a long distance call	Dial 1 + area code + number + SEND .
Making a collect call or using a calling card	Dial 0 + area code + number + SEND .
Making an international call	Dial 0 1 1 + country code + area code + number + SEND .

BY THE MINUTE

Airtime charges are rounded to the next full minute. A minimum fee of one minute applies to all calls, incoming or outgoing.

OUTGOING CALLS

Airtime charges and, if applicable, long distance charges, apply to calls from the time the **SEND** button is pressed, until the **END** button is pressed. Airtime charges are billed from the time the call is made and include ringing time (there are no charges if there is no answer).

INCOMING CALLS

Airtime charges and, if applicable, long distance charges, apply to incoming calls received until you press the **END** button.

PER KILOBYTE

Access to the data transmission service through the GSM-GPRS network is billed according to the volume of data sent and received, per kilobyte (KB). No airtime charges or long distance charges apply.

Usage charges per KB or based on the volume of data in accordance with your wireless Internet plan apply.

TEXT MESSAGE

There is no charge for text messages received to a maximum of 2,500 incoming text messages per month. Outgoing text messages are billed per message or based on your text messaging plan, if applicable. Some services are not included in the text messaging plan. Text messages sent to international destinations or while travelling in the United States or abroad are billed separately. Roaming charges apply. For more information, please go to videotron.com/wireless and check the Optional Services section.

LONG DISTANCE CALLS

For long distance calls, you pay airtime charges and long distance charges. Long distance charges are billed by the minute and apply to outgoing calls to locations outside the local calling area, incoming calls received outside your local calling area and calls forwarded outside your local calling area.

BUSY TONE OR NO ANSWER

No charges apply if the line is busy or if there is no answer.

VOICE MAIL AND ANSWERING MACHINES

Airtime charges apply in addition to long distance charges if applicable.

TOLL-FREE NUMBERS (E.G. 800, 877)

Airtime or, if the call is made while roaming in the United States or abroad, roaming charges apply.

CALL FROM ONE WIRELESS USER TO ANOTHER

Both subscribers pay airtime charges.

911

No usage fees apply to calls for emergency services.

DIRECTORY ASSISTANCE

Service and airtime charges apply to all calls to directory assistance. If applicable, long distance charges also apply to each call made.

CALLS TO STAR LINES

Some numbers that start with a * are toll free, others are not.

COLLECT CALLS

You cannot receive collect calls on your wireless phone. However, you can make collect calls. Local airtime charges apply.

INTERNATIONAL CALLS

Airtime and long distance charges apply to international calls.

ROAMING

Usage fees for your phone change when you roam outside of Canada. To get a list of roaming rates and the list of destinations served, go to videotron.com/wireless and check the Coverage and Roaming section..

INCLUDED SERVICES

The following services are included in your plan:

Call waiting

Do not miss any calls when you are on the phone.

Airtime charges apply to calls put on hold.

Conference call

Talk to as many as five people at the same time.¹

¹Varies depending on the type of phone.

Airtime charges apply to each party. Long distance charges apply to calls made to a number outside your local calling area.

OPTIONAL SERVICES

The following services can be added to your plan:

Call display

The caller's phone number is displayed on the screen of your wireless phone.

Monthly charges only – No usage fees

Voice mail

Lets you record up to 10 messages of 3 minutes and keeps them for up to 5 days.

Monthly charges – No charges when callers leave a message. You can listen to your messages on your wireless phone (airtime charges apply) or from a regular phone (no charge).

OPTIONAL SERVICES (continued)

Enhanced voice mail

Lets you record up to 35 messages of 5 minutes and keeps them for up to 10 days.

Monthly charges – No charges when callers leave a message. You can listen to your messages on your wireless phone (airtime charges apply) or from a regular phone (no charge).

Call forwarding (2,500 minutes)

Forward your calls to another phone. The 2,500 minutes offered with this option do not decrease the minutes included in your plan.

Monthly charges – Fee of 30¢ applies for each additional minute.

Detailed billing

Receive a detailed explanation of your usage (voice and data) with the date, time and length of calls, as well as applicable charges.

Monthly charges only
Free when you subscribe to online billing.

OPTIONAL SERVICES (continued)

Quebec Long Distance 50 minutes

Get 50 minutes of long distance calls in Quebec every month, at a special price.

Monthly charges – Fee of 30¢ applies for each additional minute.

Long distance Canada/U.S. 125 minutes

Get 125 minutes of long distance calls within Canada and to the United States every month, at a very affordable price

Monthly charges. - Fee of 30¢ applies for each additional minute.

OPTIONAL SERVICES (continued)

Additional minutes

A number of additional minute packages are available, varying from 50 to 2,000 minutes.

Monthly charges – Additional charges apply for each additional minute, according to the rates in your plan.

Text messaging

Several text messaging options are available. Quickly contact almost all wireless users in writing. The options do not include text messages to international destinations or those sent while roaming outside of Canada.

Monthly charges – Fee of 15¢ applies for each additional message sent.

Wireless Internet

Internet option available.

Monthly charges – Fee of 5¢ applies for each additional KB sent or received.

The voice mail lets your callers leave a message that you can listen to on your wireless phone (airtime charges apply) or from a regular phone (no charge). The voice mail will reliably record your messages whether your wireless phone is turned off, if the line is busy, if there is no answer after four rings or if you are outside the coverage area.

VOICE MAIL OR ENHANCED VOICE MAIL

The choice is yours! You can subscribe to either of these services by contacting Customer Service.

The **voice mail** records up to 10 messages of 3 minutes and keeps them for 5 days.

The **enhanced voice mail** records up to 35 messages of 5 minutes and keeps them for 10 days. It also includes Visual Message Waiting Indicator, Call Back, Extended Absence Message and Group Messaging functions.

INITIALIZING YOUR VOICE MAIL

Whether you choose the voice mail or the enhanced voice mail, you must initialize it before you can use it. This is very easy and must be done from your wireless phone.

TO ACCESS YOUR VOICE MAIL

Hold down the voice mail button (usually the number **1** button). Your wireless phone will dial the number to access your voice mail. If the number has not yet been programmed into the memory of your phone, turn your wireless phone off and on again and then try to access your voice mail again. If you cannot access your voice mail, contact our customer service by dialing one of the number on the inside cover at the front of this *Guide*.

YOUR PASSWORD

If you subscribe to the voice mail service, you will receive the temporary password 1234. When you access your voice mail for the first time, the system asks you to create a new 4 to 10-digit password. For security purposes, we recommend that you change your initial password to a confidential numeric code that only you know and that you can easily remember. If you ever forget your password, just dial one of the numbers on the inside cover at the front of this *Guide*.

VISUAL MESSAGE WAITING INDICATOR

Whenever you receive a new voice message, a visual message indicator is displayed on the screen of your wireless phone to let you know.

ENHANCED VOICE MAIL FUNCTIONS

In addition to providing more storage, the enhanced voice mail includes enhanced functions, such as Call Back, Skip Password and Group Messaging.

CALL BACK

Press **8** to have your enhanced voice mail automatically dial the number of the person who left you a message, allowing you to easily call people who did not leave their contact information or whose numbers you have forgotten.

SKIP PASSWORD

With this function, you can quickly access your voice mail from your wireless phone. Press **4 2 1** from the main menu to enable or disable this function.

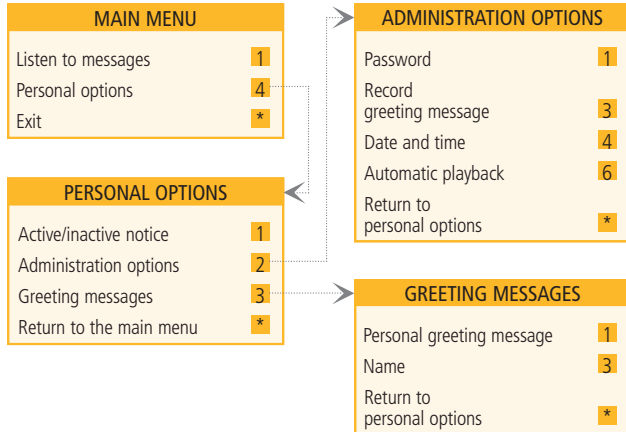
GROUP MESSAGING

Do you often call a group of people? Group Messaging is for you! It lets you record a single message and enter one address to send the same voice message to a maximum of 25 subscribers to Vidéotron wireless telephony voice mail. You can also send a voice message to the same subscribers without making their phones ring.

- Press **3** from the main menu
- Record your message.
- Press **#** at the end of the message.
- Enter the 10-digit telephone number of the recipient or distribution list and press **#** to send your message

You can create up to 15 distribution lists by pressing **4 2 2** from the main menu of the enhanced voice mail.

VOICE MAILBOX MENUS

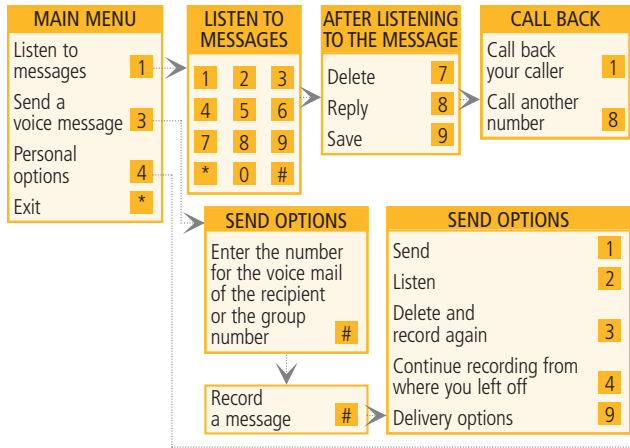


VOICE MAILBOX MENUS

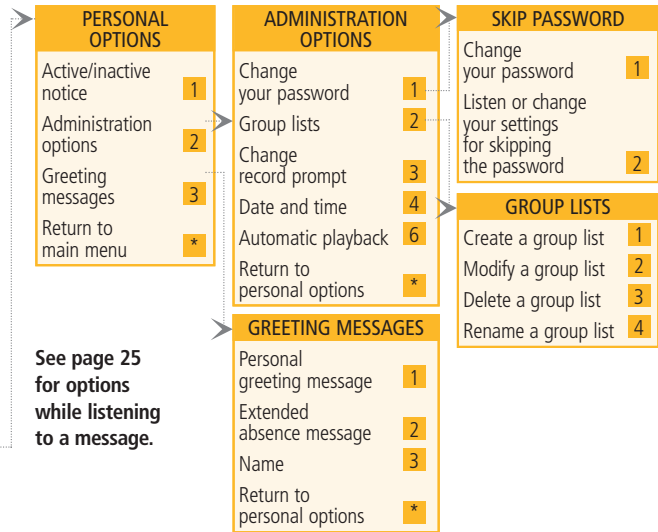
OPTIONS WHILE LISTENING TO A MESSAGE

Press 1 1	to return to the beginning of the message.
Press 3 3	to go to the end of the message.
Press 4 4	to return to the previous message.
Press 7	to erase the message.
Press 9	to save the message.
Press # 1	to access saved messages.
Press #	to skip a message.
Press *	to return to the previous menu.

ENHANCED VOICE MAIL MENUS



ENHANCED VOICE MAIL MENUS



The Wireless Zone lets you customize your phone by accessing a wide range of ringtones, games, music, videos and wallpapers. All you need to do is download and you're all set!

The Wireless Zone menu has five very interesting sections.

RINGTONES

Urban, rock, pop, jazz or hip hop music. You'll see — there is no shortage in selection. Download the music you like and your wireless phone will always ring just right.

GAMES

There are many games, such as Sudoku or Hockey Power League. Download the ones you like and have fun.

MUSIC

Download songs from your favourite artists and let your wireless phone play for you.

WALLPAPERS

Customize your wireless phone to reflect your taste by choosing a wallpaper or screensaver that is really you.

VIDEOS

Watch music clips or trailers.

TO ACCESS THE WIRELESS ZONE

There are two methods:

1. On your computer, go to **videotron.com/wirelesszone**
2. Select the Browser/Internet from the menu on your wireless phone (transmission charges apply).

TO DOWNLOAD

Here too, there are two methods for downloading:

1. From your computer to your wireless phone:
Go to **videotron.com/wirelesszone** Download an item (e.g. game, music, ringtone) to your computer and transfer it to your wireless phone using a USB cable compatible with your phone. Only the cost of your purchase applies (there are no transmission charges).

TO DOWNLOAD (continued)

2. From your wireless phone:

Access the Internet. Select an item and download it directly to your wireless phone. Charges will only apply when you purchase an item (e.g. game, music, ringtone). Download and wireless Internet browsing charges will also apply.

Then listen or play as much as you like.

**Wireless Internet
RATE**

Fee of 5¢ for each KB sent or received. Better still, benefit from our wireless Internet option.

Communicate discreetly without saying a word! This is what you can do with text messaging.

Exchange text messages with up to 160 characters with other wireless phones with the Text Messaging function throughout the world.

The following instructions may vary according to your phone. Refer to the user's guide supplied with your phone.

SENDING A TEXT MESSAGE

- Select **MENU** on your wireless phone, then **MESSAGES**.
- Select **CREATE MESSAGE** (or a similar option).
- Create your message on the keyboard of your wireless phone (maximum of 160 characters).
- Enter the 10-digit number of the recipient's wireless phone.
- Select **OPTIONS** and (or) **SEND**.

RECEIVING TEXT MESSAGES

- When you receive a new message, your wireless phone informs you with a sound or by displaying a symbol or message on the screen.
- If your wireless phone is turned off or you are outside the coverage area, your incoming messages will be stored for 72 hours and will be sent to you as soon as your phone can receive them.

RATES

Text and instant messaging	Charge of 15¢ per message sent in Canada or to the United States (20¢ for each message sent to an international recipient). Better still, benefit from a text messaging option.
Quickly contact almost all wireless users in writing. The options do not include text messages to international destinations or those sent while roaming outside of Canada.	Monthly charges – Fee of 15¢ for each additional message sent.

TAKING AND SENDING PICTURES

Your wireless phone can take pictures, add text and sound, and send them to other wireless users. You can send them anywhere in the world and it's much better than sending a postcard!

To take pictures, you need a camera phone or phone with a removable camera. To send and receive pictures, you need an MMS-compatible phone.

RATES

Multimedia messaging	
Messages may not exceed 300 KB each.	Incoming messages are free. Fee of 50¢ for each message sent. Data transmission fees apply to pictures sent and received when roaming in the United States or abroad.

IN CANADA

Vidéotron wireless telephone service gives you access to the largest integrated wireless voice and data network in Canada. Wherever you are in the network, you always have access to the same services, functions and Customer Service as in your local calling area.

Long distance charges for calls within Canada and to the United States only cost 30¢ per minute, in addition to your usual airtime charges.

If you are in your local calling area and:

You make a local call	Airtime only
You make a long distance call (within Canada or to the United States)	Airtime + long distance fees
You receive a local or long distance call	Airtime only

If you are in Canada, but outside your local calling area and:

You make a local call	Airtime only
You make a long distance call (within Canada or to the United States)	Airtime + long distance fees
You receive a local or long distance call	Airtime + long distance fees

RATES

Long distance charges on use

Long distance within Canada and the United States	30¢ per minute + airtime
Long distance outside Canada and the United States	Rates specific to the country. Refer to videotron.com/wireless , Coverage and Roaming section for details.

Options

Long distance Quebec 50 minutes	Monthly charges – A fee of 30¢ applies for each additional minute.
Long distance Canada/U.S. 125 minutes	Monthly charges – A fee of 30¢ applies for each additional minute.

OUTSIDE OF CANADA

You can use your Vidéotron wireless phone when you travel to the United States and in over 190 countries with which roaming agreements have been signed. You can even use your Wireless Internet services in over 80 countries.

RATES

Before you leave, make sure your wireless phone will operate on a GSM network frequency of the country you plan to visit. For more information on the compatibility of your wireless phone with the network in the country you plan to visit and applicable rates, visit videotron.com/wireless and check the Coverage and Roaming section.

TIPS

In emergency situations, your wireless phone can be a lifeline. This is why it is so useful to have it with you at all times.

But when you're driving, you must first think about your safety and that of your passengers. Below are a few tips to follow when you're driving:

- Put your wireless phone in a place that is easy to access.
- Use a hands-free device so you can keep your hands on the steering wheel.
- Do not dial while you drive.
- Never take notes while driving.
- Let your voice mail take your calls. You can listen to your messages later.

QUICK DIAL

SERVICES	NUMBERS	CHARGES
Vidéotron technical support in Canada	6 1 1	Free
Emergency services (police, fire and ambulance anywhere in North America)	9 1 1	Monthly fixed fee. No airtime charges
Sûreté du Québec (only in Quebec)	* 4 1 4 1	Airtime applicable
Canadian Coast Guard	* 1 6	Airtime applicable
CAA	* CAA * 2 2 2	Airtime applicable
Troubleshooting service	# AUTO # 2 8 8 6	Airtime applicable
Relay service for the hearing-impaired	# 7 1 1	Airtime applicable

EMERGENCY SERVICES (911)

Like all subscribers to the Vidéotron wireless service, you can dial 9 1 1 to get help in the event of an emergency. Your call will be handled by local emergency services anywhere that 9 1 1 services are provided by the municipality or province. In areas where it is impossible to access 9 1 1, your call will be transferred automatically to a local authority that can handle the emergency situation, such as a local police station.

Calls to 9 1 1 from your wireless phone are subject to the same conditions as standard calls. Thus, if you are in a tunnel or far from a tower, the quality of your call may be affected or you may not be able to connect to the network.

ENHANCED 911 (E-911)

The first phase of enhanced 9 1 1 emergency services (E-911) has been put forward to promote more efficient processing of emergency situations. Emergency services can determine the wireless number and location of the cellular site from which the emergency call originates, but not the exact location of the person making the call, who must tell the operator his or her location. The operator could then easily call back the person with the emergency situation if the communication is broken and determine the most appropriate emergency service for the situation.

All subscribers to Vidéotron wireless have access to enhanced **9 1 1** emergency services in the areas serviced. This includes subscribers within their local calling area or visiting Canada in an area served by E-911 service.

The second phase of development of the enhanced **9 1 1** emergency services, designed to provide even more accurate information to operators, not yet been completed.

WHAT YOU SHOULD REMEMBER ABOUT 911

- This emergency service was designed to respond to emergency situations only. Please contact your local police station for help in non-emergency situations.
- Calls to **9 1 1** are always without charge.
- To prevent accidental calls to **9 1 1**, do not program a speed dial number for **9 1 1**.

IN THE EVENT OF AN EMERGENCY

Immediately tell the operator that you are calling from your wireless phone and provide your 10-digit telephone number and your name.

Provide details about the emergency.

Provide as much detail as possible about your location (e.g. name of the street, possible reference) because the operator does not know your location.

Follow the operator's instructions and do not end the call until the operator tells you to do so. Leave your wireless phone turned on in case the operator needs to call you back.

If you have a minor problem, here are a few tips that you may find useful.

PROBLEM	CAUSE	SOLUTION
Cannot make calls.	The phone is turned off.	Turn on the phone.
	The phone is locked.	Enter your unlock code.
	The battery is dead.	Charge or replace the battery.
The text "PUK Code" is displayed on your phone's screen	You have entered the wrong code to lock the SIM card more than three times.	Contact Technical Support by dialing one of the numbers on the inside cover at the front of this <i>Guide</i> .
Cannot receive calls.	Call Forwarding is enabled.	Cancel Call Forwarding.

PROBLEM	CAUSE	SOLUTION
Quick busy tone when you press SEND .	Network congestion – all lines are busy.	Try calling again.
	Call from an area hidden to the network.	Contact Technical Support by dialing one of the numbers on the inside cover at the front of this <i>Guide</i> .

PROBLEM	CAUSE	SOLUTION
Intermittent static or dropped calls.	Weak signal – the phone is outside the coverage area.	Check the coverage map included with this <i>Guide</i> or visit videotron.com/wireless and check the Coverage and Roaming section.
	Call from an area hidden to the network.	Change location, and try to call again. If the problem persists, Contact Technical Support by dialing one of the numbers on the inside cover at the front of this <i>Guide</i> .

ERROR MESSAGE	CAUSE	SOLUTION
Insert a SIM card.	The SIM card is not inserted properly or is defective.	Make sure the card is not scratched, and that it has not been wet or damaged. Turn off the phone, remove the SIM card and wipe it with a clean cloth. Reinsert the SIM card and turn the phone back on. If the problem persists, try the card in another GSM phone or contact Technical Support by dialing one of the numbers on the inside cover at the front of this <i>Guide</i> .

ERROR MESSAGE	CAUSE	SOLUTION
Emergency call only	The signal from your phone is captured by another network because coverage is too weak or there is no coverage. This network allows emergency calls only.	View the menu on your phone to reinitialize on the Vidéotron wireless network or contact Technical Support by dialing one of the numbers on the inside cover at the front of this Guide.
Search/No service	You might be in an area with insufficient or non-existent coverage.	Check the coverage map included with this Guide or visit videotron.com/wireless and check the Coverage and Roaming section. If the problem persists, Contact Technical Support by dialing one of the numbers on the inside cover at the front of this Guide.

This service allows you to use a phone and continue to enjoy wireless service if your phone requires repair. The telephone that will be loaned to you will be programmed with your wireless telephone number and you can use it throughout the repair or replacement period (this service is free of charge if your phone is under warranty).

The usual monthly service and airtime charges will apply to the loaned phone. This service is not available for data transmission phones.

Inform Customer Service or Technical Support (outside of normal business hours for Customer Service) about the loss or theft of your phone as soon as possible by dialing one of the numbers on the inside cover at the front of this *Guide*.

If your phone has been stolen, you should also inform your local police station as soon as possible. Provide the police report number to Customer Service. We may also suspend your service to prevent airtime charges resulting from unauthorized use of your phone.

Monthly service charges will continue to be billed and we will keep your wireless phone number while you make the necessary arrangements for a replacement phone. If your phone is found or recovered by the police, call Customer Service as soon as possible to re-establish service.

There are several ways to prevent fraudulent use of your wireless phone and the information it contains. For example, never store confidential information in the memory of your phone. Memorize your passwords, PINs and any other information of this type. Also, most wireless phones are equipped with a locking function. Refer to the user's guide for your phone to learn more about this.

Your account statement will be sent to you on a monthly basis or at the same frequency as your other Vidéotron services. It includes a summary of charges to be paid for your wireless phone line, your optional services and usage fees, such as your long distance calls.

Detailed billing of your use is available as an option for \$3/month. However, you can see your detailed billing, free, by subscribing at **videotron.com/wireless** in the Free service/online billing section.

If you are a Vidéotron customer subscribing to one or more other services (cable telephone service, Internet cable television), you will receive a single bill all of your services.

For any questions concerning your invoice, do not hesitate to contact Customer Service.

You can review the subscription agreement at
www.videotron.com/terms