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1.0   Introduction

Welcome to SmartReach Long Distance Service! In this guide, you will find information on sign-up, long distance calling and other features.

2.0   Sign-Up

There are 2 easy ways to sign up:

1) You may sign up easily by going to the SmartReach website at http://www.smartreach.ca and completing the online sign up form. With the use of your credit card, your account will be activated immediately.

2) You may also sign up over the telephone by calling (416) 987-2999 to speak with a SmartReach Customer Service Representative.

Please note: You will need a valid Credit Card to sign up. We do not accept cash, cheques or preauthorized payment plans.

3.0   Making a Call

3.1. Calling with One Step Dialing

SmartReach Long Distance is designed to free you from having to use calling cards or enter PIN numbers when making calls. You may register any phone number (e.g. home, cell or office) from which you will frequently use to make long distance calls. Once you register your phone number with us, you simply call a local access number and then dial your destination number. For more information on how to set up One Step Dialing, go to http://www.smartreach.ca/quebec/faq.php.

1. Dial the SmartReach access number local to your area.
2. Listen to the menu for your account information and make your choices.
3. Dial the area code and long distance phone number of the person you wish to reach. You are connected!

3.2. Calling from unregistered numbers

1. Dial the SmartReach access number local to your area.
2. Enter the appropriate pin code for your account.
3. Dial the area code and long distance phone number of the person you wish to reach. You are connected!

For the list of local access numbers, please visit http://www.smartreach.ca/quebec/access.php.

Please note: Please ensure the access number you call is local to your calling area. We will not be responsible for any long distance charges incurred by your call. Use of the toll access number will be an additional charge of 4¢ per minute.

4.0   Recharging Your Account

SmartReach offers a number of convenient methods you can use to recharge your account. Keep funds in your account and never worry about running out of minutes during an important call.

1. The simplest way is to use the convenient Auto Recharge option. When you use this option, your account is automatically recharged on a specified date or when you reach a set minimum balance (threshold). If your account runs out of funds in the middle of a call, you will be disconnected automatically before your account is recharged.

   Simply enable the Auto-Recharge option on your online signup form or in your SmartReach Customer Portal. Log in with your SmartReach Username and Password, and click "Auto Recharge" on the left menu.

   Threshold Feature: When you use the "Threshold" feature, your account will be automatically recharged at 3 a.m. the day after your account reaches the threshold specified by you. We suggest that you maintain a threshold equal to the cost of at least a couple of calls to ensure you do not run out of funds.

2. You may also recharge your account using "One Time Recharge" in the SmartReach Customer Portal. Log in with your SmartReach Username and Password, and click "One Time Recharge" to recharge your account.

3. Call into your local access number and follow the voice prompts for the menu option "Credit card recharge". You must have the active credit card you used to sign up for SmartReach handy. For the full list of voice options, view the Voice Portal Menu.

Please note: You will need a valid credit card to recharge your account. We do not accept cash, cheques or preauthorized payment plans.

5.0   Customer Portal

To access the Customer Portal, visit www.smartreach.ca/login and log in with your SmartReach Username and Password. Some of the options in the Customer Portal are also accessible through the Voice Portal when you call into your local access number. For the full list of voice options, view the Voice Portal Menu.

Please note: The Customer Portal is best viewed in Microsoft Internet Explorer. We strongly suggest using Internet Explorer to access the Customer Portal as some features are not compatible with other Internet browsers.

5.1. Manage Your Account

Address Book
The Address Book feature is your personal online address book that allows you to store all your phone contacts online. This is a convenient and easy way of accessing your contact information.

One Time Recharge
Recharge your account any time you wish. The One Time Recharge option allows you to deposit additional funds into your account whenever you need. You must have a valid credit card to recharge your account.

Auto Recharge
Enable Auto Recharge to ensure your account never runs out of funds. The Auto Recharge option allows you to specify a threshold (minimum balance) or date when your account is automatically recharged. Customize the frequency of your deposits based on your calling patterns (e.g. length and frequency of calls, long distance rates). You must have a valid credit card to recharge your account.

Account History
View your call history online from the Customer Portal. Click "Account History" on the left menu to view your call details. Please note that only the last 15 calls will be displayed.

Contact Information and Passwords
Change your password by selecting the "Create Portal User Name and Password" option on the left menu. To change your contact information, click "Contact Information" and fill in the fields.

Current Balance
Check your account balance and see how much funds you have left.

View Rates
You can find the rates for each country in our rates chart. You may also view the rates by visiting http://www.smartreach.ca/quebec/rates.php.

Apply Credit
Apply credit allows you to transfer balances from one account to another. Click "Apply Credit" on the left menu and enter the PIN code of the account you wish to transfer funds from. Click "Retrieve".

Please note: The account you transfer funds from must be a SmartReach Long Distance account. The full amount from this account will be transferred into your account. Please ensure you receive permission from the account holder before applying a credit. We will not reimburse any accounts and is not responsible for credits applied without the consent of the account holder(s).

5.2. Calling Options

<u>Time/Balance Messages</u>
The options of time and balance audio playback can be activated, so that every time you make a call using SmartReach Long Distance service, our system will specify your account balance.

<u>One Step Dialing</u>
Enter the phone number(s), such as your home or cellular phone, from which you will frequently make long distance calls using SmartReach Long Distance service. The numbers you register for One Step Dialing will be automatically saved and recognized by our system so you don't have to enter your PIN each time you dial the access number. Click "Add New" to register any number from which you use to make long distance calls.

Note: The numbers you enter should contain **digits** only (e.g. 4162146363).

<u>Speed Dials</u>
The Speed Dial feature allows you to assign two-digit speed dials to your long distance numbers for easy quick dials. Click "Add New" and enter the long distance number you wish to save and assign it to any two-digit number between 10 and 99 inclusive. You may keep up to 90 numbers on your speed dial list.
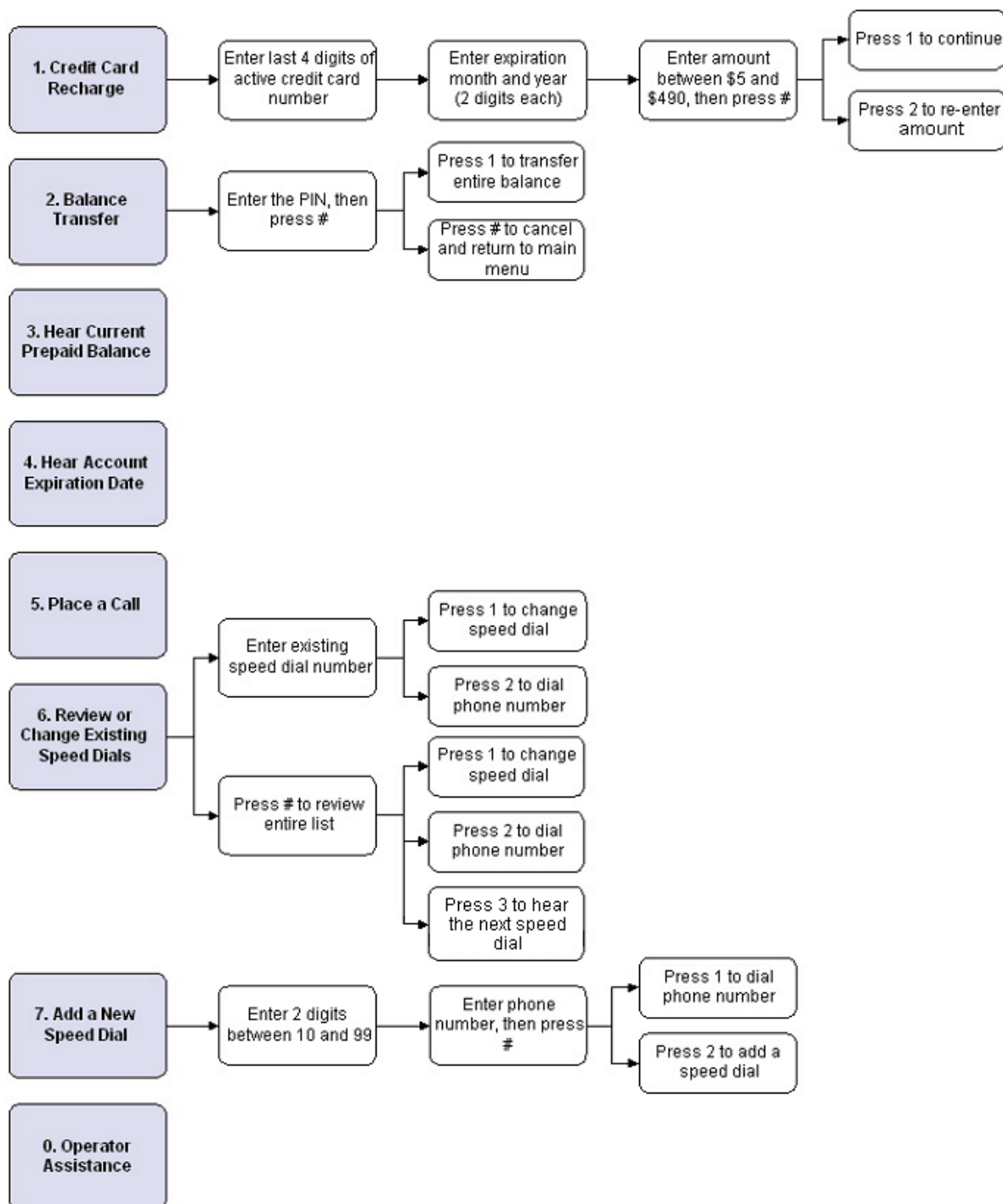
Note: The numbers you enter should contain **digits** only (e.g. 4162146363).

5.3. Special Offers

To thank our customers and recognize their valued patronage, we will make special offers and promotions from time to time. Check this section of the Customer Portal for the latest offers.

6.0 Voice Portal

The Voice Portal allows you to manage your account using a touch-tone phone. You may access the same options as in the online Customer Portal simply by dialing into your local access number. The diagram below outlines the Voice Portal menu.

1. Credit Card Recharge	→	Enter last 4 digits of active credit card number	→	Enter expiration month and year (2 digits each)	→	Enter amount between $5 and $490, then press #	→	Press 1 to continue / Press 2 to re-enter amount

2. Balance Transfer	→	Enter the PIN, then press #	→	Press 1 to transfer entire balance / Press # to cancel and return to main menu

3. Hear Current Prepaid Balance

4. Hear Account Expiration Date

5. Place a Call

6. Review or Change Existing Speed Dials	→	Enter existing speed dial number	→	Press 1 to change speed dial / Press 2 to dial phone number
		Press # to review entire list	→	Press 1 to change speed dial / Press 2 to dial phone number / Press 3 to hear the next speed dial

7. Add a New Speed Dial	→	Enter 2 digits between 10 and 99	→	Enter phone number, then press #	→	Press 1 to dial phone number / Press 2 to add a speed dial

0. Operator Assistance

7.0   Contact Us

Thank you for choosing SmartReach Long Distance Service. Please feel free to contact us with any questions or concerns.

Email: support@smartreach.ca

Phone:

	English	**French**
Toronto	416-987-2999	416-883-2805
Hamilton	905-570-8789	905-390-0623
Montreal	514-380-5407	514-380-5406
Ottawa	613-380-3005	613-380-3004
Quebec City	418-380-6005	418-380-6004
Outside areas	1-877-500-6363, opt. 2	