

## NetCall Packages

### NetCall Basic ..... \$9.95

- Free local calling in the Salmon Arm area.
- All calls 3.5¢/min to anywhere in Canada & the USA.
- Free NetCall-to-NetCall Calling
- No Contract
- Works with any Cable, Wireless, DSL or LAN-based broadband Internet service.
- Portable-Take your phone adapter with you when you travel.

Features Included: Voicemail, Caller ID, Three-Way Calling, Call Waiting, Call Hold, Do Not Disturb, Message Waiting Indication, Voicemail Notification-to-Email, Call Back, Call Return on Busy, Speed Dialing, Call Blocking.

### NetCall Salmon Arm ..... \$19.95

- Local Salmon Arm Telephone Number
- Free local calling in the Salmon Arm area.
- All calls 3.5¢/min to anywhere in Canada & the USA.
- Free NetCall-to-NetCall Calling
- No Contract
- Works with any Cable, Wireless, DSL or LAN-based broadband Internet service.
- Portable-Take your phone adapter with you when you travel.

Features Included: Voicemail, Caller ID, Three-Way Calling, Call Waiting, Call Hold, Do Not Disturb, Message Waiting Indication, Voicemail Notification-to-Email, Call Back, Call Return on Busy, Speed Dialing, Call Blocking.

Activation Fee of \$9.95 & Box Rental charges are currently being waived.

## Long Distance Plans

### Canada & US Long Distance

250 Minutes .....	\$6.95
500 Minutes .....	\$11.95
750 Minutes .....	\$15.95
Unlimited.....	\$19.95
<b>Provincial Unlimited.....</b>	<b>\$15.95</b>

Unlimited long distance minutes anytime, any where in the province of your choice.

## Extra Features

### ADD Local Calling Zone ..... \$14.95

Gives you a secondary phone number and UNLIMITED calling to and from the city of your choice! Perfect for remote friends & family as well as people who travel to one location frequently.

### ADD PC Softphone ..... \$5.95

Make and receive calls directly from your computer.

### ADD Enhanced Voice Mail ..... \$5.95

Have a communications voice mail centre that allows you to check your voice mail online, or over the phone. Also includes Call Forwarding & Call Logging.

For international calls, check out the rates before you call. Go to [www.sunwave.net](http://www.sunwave.net), under Long Distance Rates & look up the area you are calling.

## FAQs

### Can I use the NetCall phone while someone is on the other phone?

Yes. The NetCall phone doesn't affect your regular phone line.

### Can someone call me collect on NetCall?

Yes you can. But we advise against it as the fees associated with a collect call to NetCall are high.

### How do I make free NetCall-to-NetCall phone calls?

Just dial the NetCall phone number for the NetCall customer you are trying to dial.

### Can I use a telephone splitter to operate more than one phone off of the NetCall box?

Yes, it is possible to use a splitter to operate more than one phone.

### Will NetCall work during a power outage?

No, NetCall will not work during a power outage. It is dependant upon having a working High Speed Internet connection, which of course requires power.

### Do I need to have my computer on to use NetCall?

No, NetCall requires a High Speed Internet connection, but does not require the computer to be on at all times. NetCall does allow a user to talk on the phone and surf the internet at the same time.

### Can I get 411 directory service with NetCall?

Yes, NetCall offers 411 directory services. Customers who wish to use it can simply dial the area code + 555-1212 for information in Canada and the USA. A \$0.75 charge will be assessed for each directory assistance call that is made. Customers can also log on to [www.canada411.com](http://www.canada411.com) for assistance.

### Can I get 911 emergency service with NetCall?

NetCall needs high speed internet service to work, so if the internet is down the NetCall phone will not work. NetCall 911 service has certain limitations as compared with traditional 911. When you dial 911 using NetCall, you will be connected to an intermediate operator. This operator will ask that you confirm your location and will then transfer you to the emergency services agency that serves the area you have identified.

### Can I keep my current phone number with NetCall?

At this time it is not possible to transfer your current land line number to use on your NetCall box. There are plans to offer this in the future.

### Who would benefit most from NetCall?

NetCall is a service that would be perfect for a wide range of users, including: busy families who want an inexpensive second phone line solution; people who regularly communicate with family or friends in NetCall served areas; and or people who want to receive calls without friends or family incurring long distance charges.

