



vTone
Broadband Voice Service
Information Sheet



1-800-788-0363

For online help go to:
<http://livehelp.vianet.ca>

Table of Contents

Welcome to vTone Broadband Voice service!.....	3
vTone Set-up.....	3
Linksys VOIP Gateway/ATA – MODEL # SPA2102	4
Linksys VOIP Gateway/ATA – MODEL # RT31P2	5
Mediatrix VOIP Gateway/ATA – MODEL # 2102	6
Long Distance	7
Packages	7
Calling Card Services	7
Calling Card Local Access Numbers:	7
Voicemail.....	8
Accessing your Voicemail.....	8
Checking your Voicemail for the first time	8
Checking your Voicemail from home	8
Checking your Voicemail when you are not at home.....	8
How do you know you have messages waiting?	8
Can I fast-forward or rewind my message while listening to it?	8
Voicemail Prompt Menu	9
How can I change the number of rings that occur prior to the voicemail picking up?	9
I forget my vTone number	9
Call Waiting.....	9
Call Number Display	9
4-1-1 - Information	10
6-1-1 – Support Services.....	10
Faxing & Alarm Systems.....	10
9-1-1 – Emergency Access	11
Troubleshooting.....	13
LiveHelp	13
FAQ	13

Welcome to vTone Broadband Voice service!

vTone Broadband Phone Service is the new way to get local phone service. Instead of using old fashioned copper lines, vTone works with your high-speed Internet connection and delivers a phone service which is almost identical to your current one. It includes popular features such as:

- Local Phone Service
- Free Voice Mail
- Free Call Number Display
- Long distance at only 5 cents / min for calls to Canada and the USA.* anytime of the day, any day of the week. Or choose from 2 great rate long distance packages!
- Calling Card service

* Excluding Alaska, Hawaii (\$0.15 per minute), The Yukon, Nunavut and The Northwest Territories (\$0.20 per minute).

vTone Set-up

Please follow the installation instructions:

A: How to install your VOIP Gateway/ATA

For all set-up procedures you should have the following available before you begin:

- VOIP Gateway/ATA
- Power Supply (provided with your hardware)
- 2 Ethernet/Network cables
 - one to connect your ATA to your computer
 - one to connect your high speed DSL or Cable modem to your ATA
- 1 phone cord

*****Please note ATA's are generally setup at our office to be ready to go for when you get them back home or to the office.**

Before you begin you need to determine which ATA you have and follow the instructions on the corresponding set up page.

Linksys SPA2102	Linksys RT31P2	Mediatrix 2102
		
- see pg. 4 for set up	- see pg. 5 for set up	- see pg. 6 for set up

**How to install your
Linksys VOIP Gateway/ATA – MODEL # SPA2102**



Figure A-1 : Linksys VOIP Gateway/ATA – Front

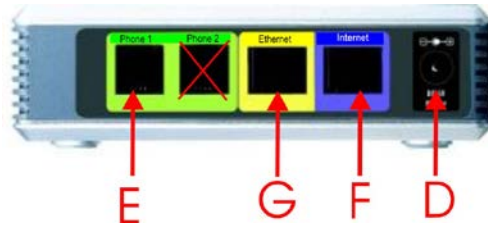
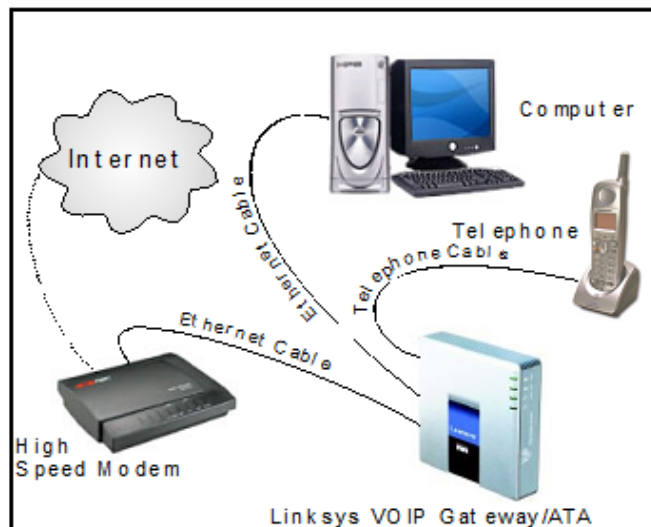


Figure A-2 : Linksys VOIP Gateway/ATA – Back

1. Connect an Ethernet cord into the Ethernet port on your High Speed modem.
2. Connect the opposite end of the Ethernet cable into the **Blue** Internet port on the Linksys Gateway (See **F** in Figure A-2)
3. Connect a second Ethernet cable into the **Yellow** Ethernet on the Linksys Gateway provided (See **G** in Fig. A-2)
4. Connect the opposite end of this cable to the Network interface card in your computer or into a wireless router.
Attention: If attaching a wired/wireless router behind the ATA ensure that the router is set to DHCP for LAN. Your router also must be set for a different IP than our ATA. Generally the ATAs will use 192.168.0.1 or 192.168.15.1
5. Plug your phone into the jack labeled PHONE1 on the Linksys Gateway (See **E** in Figure A-2). **DO NOT PLUG YOUR PHONE INTO THE JACK LABELED PHONE 2 UNLESS YOU HAVE A SECOND PHONE NUMBER.**
6. If necessary plug your phone into a power source.
7. Plug the Linksys Gateway power supply into the DC 5V input slot on the equipment (See **D** in Figure A-2) and then plug it into a power outlet.
8. **Steps 9-12 are only needed if your ATA was not pre-configured at our office.**
9. Open your Internet browser and in the address bar type in 192.168.0.1 or 192.168.15.1, press enter
10. A webpage will prompt you for a username and password, type in "user" for the username and type in "vianet" for the password, then press enter.
11.
 - a. If you are on a **cable** Internet Connection select "DHCP" (default).
 - b. If you have a **DSL** high speed connection click on WAN Setup select "PPPoE". Type in your username (see note below) and password for PPPoE connection.
Note – For your username make sure to type @vianet.ca after it. I.e. if your username is 'jason' you will need to enter 'jason@vianet.ca' to connect.
12. Scroll down and 'Save Settings'.
13. Wait 30-60 seconds until you see a green light on Phone 1.
14. Pick up the receiver, if you hear a dial tone you have successfully installed your Linksys ATA!
15. If you do not hear a dial tone, verify all physical connections again and ensure that they are fully plugged in.
16. If you still do not receive a dial tone, contact technical support at 1-800-788-0363.

SETUP



**How to install your
Linksys VOIP Gateway/ATA – MODEL # RT31P2**



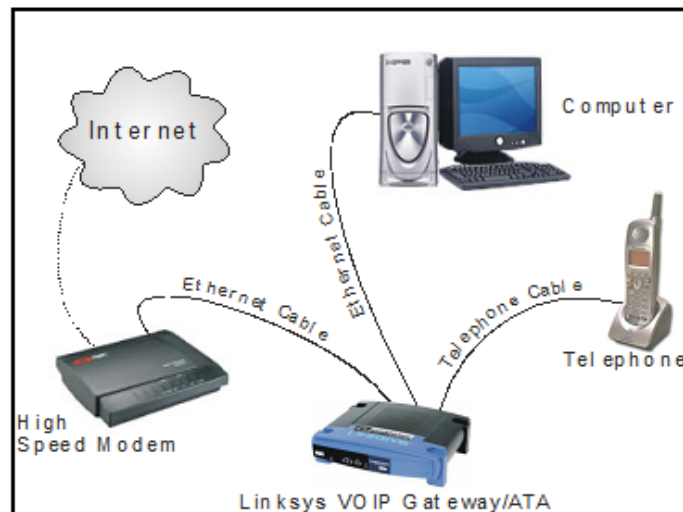
Figure B-1 : Linksys VOIP Gateway/ATA – Front



Figure B-2 : Linksys VOIP Gateway/ATA – Back

1. Connect an Ethernet cord into the Ethernet port on your High Speed modem.
2. Connect the opposite end of the Ethernet cable into the INTERNET port on the Linksys Gateway (See **D** in Figure B-2)
3. Connect a second Ethernet cable into Ethernet port 1 on the Linksys Gateway provided (See **F** in Figure B-2)
4. Connect the opposite end of this cable to the Network interface card in your computer or into another router's "INTERNET" or "WAN" port.
 - Attention:** If attaching a wired/wireless router behind the ATA ensure that the router is set to DHCP for LAN. Your router also must be set for a different IP than our ATA. Generally the ATAs will use 192.168.15.1
5. Plug your phone into the jack labeled PHONE1 on the Linksys Gateway (See **E** in Figure B-2). **DO NOT PLUG YOUR PHONE INTO THE JACK LABELED PHONE 2 UNLESS YOU HAVE A SECOND PHONE NUMBER.**
6. If necessary plug your phone into a power source.
7. Plug the Linksys Gateway power supply into the DC 12V input slot on the equipment (See **G** in Figure B-2) and then plug it into a power outlet.
8. **Steps 9-12 are only needed if your ATA was not pre-configured at our office.**
9. Open your Internet browser and in the address bar type in 192.168.15.1, press enter
10. A webpage will prompt you for a username and password. The username is "admin" and the password can be either "admin" or "vianet" and press enter.
11. If you are on a cable Internet Connection select "Obtain an IP automatically" (default), otherwise select static ip and enter the info given.
12. Scroll down and 'Save Settings'.
13. Wait 30-60 seconds until you see a green light on Phone 1.
14. Pick up the receiver, if you hear a dial tone you have successfully installed your Linksys ATA!
15. If you do not hear a dial tone, verify all physical connections again and ensure that they are fully plugged in.
16. If you still do not receive a dial tone, contact technical support at 1-800-788-0363.

SETUP



How to install your Mediatrix VOIP Gateway/ATA – MODEL # 2102



Figure C-1 : Mediatrix VOIP Gateway/ATA – Front

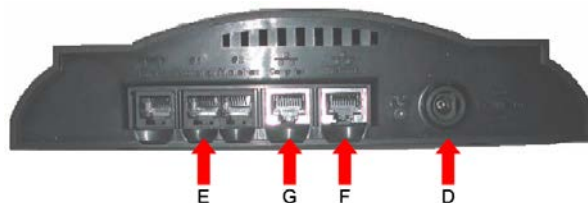


Figure C-2 : Mediatrix VOIP Gateway/ATA – Back

1. Connect an Ethernet cord into the Ethernet port on your High Speed modem.
2. Connect the opposite end of the Ethernet cable into the NETWORK port on the Mediatrix Gateway. (See **F** in Figure C-2)
3. Connect a second Ethernet cable into the COMPUTER port on the Mediatrix Gateway provided. (See **G** in Figure C-2)
4. Connect the opposite end of this cable to the Network interface card in your computer or into another router's "INTERNET" or "WAN" port.
Attention: If attaching a wired/wireless router behind the ATA ensure that the router is set to DHCP for LAN. Your router also must be set for a different IP than our ATA. The Mediatrix will use 192.168.15.1
5. Plug your phone into the jack labeled PHONE1 on the Mediatrix Gateway (See **E** in Figure C-2). **DO NOT PLUG YOUR PHONE INTO THE JACK LABELED PHONE 2 UNLESS YOU HAVE A SECOND PHONE NUMBER.**
6. If necessary plug your phone into a power source.
7. Plug the Mediatrix Gateway power supply into the DC 24V input slot on the equipment and then plug it into a power outlet. (See **D** in Figure C-2)
8. By default the Mediatrix is setup for DHCP so no configuration is required on your part.
 - a. To set a static ip for your internet service please contact tech support.
9. Wait 1 to 2 minutes until you see a ready light (Unit will reboot twice before it stays solid with an occasional blink).
10. Pick up the receiver, if you hear a dial tone you have successfully installed your Mediatrix ATA!
11. If you do not hear a dial tone, verify all physical connections again and ensure that they are fully plugged in.
12. If you still do not receive a dial tone, contact technical support at 1-800-788-0363.

Long Distance

Packages

At the time of sign up you were given 4 choices for long distance service.

1. To have no long distance active
2. To have our Straight Talk Package active - 5¢ per minute to Canada and the USA*
3. To have our Unlimited Ontario Package active - \$19.99 per month for Unlimited calling to Ontario and just 6¢ per minute to Canada and the USA*
4. To have our 1000 Anytime Package active - \$19.99 per month for 1000 long distance minutes per calendar month to be used for calling to Canada and the USA*

If you chose to have no long distance service on your line, all outbound long distance calling will be blocked. You can add long distance at a later date by contacting your local office (see 611 on page 10 for local numbers).

Calling Card Services

Calling Card Local Access Numbers:

Atikokan	807-590-7134
Bracebridge	705-640-7134
Chapleau	705-860-7134
Elliot Lake	705-847-7134
Fort Frances	807-270-7134
Haileybury	705-680-7134
Huntsville	705-224-7134
Kapuskasing	705-319-7134
Kirkland Lake	705-572-7134
Little Current	705-370-7134
Marathon	807-230-7134
Nipigon	807-880-7134
North Bay	705-223-7134
Parry Sound	705-751-7134
Peterborough	705-926-7134
Sault Ste Marie	705-251-7134
Sudbury	705-222-7134
Thunder Bay	807-333-7134
Timmins	705-269-7134
Toronto	416-853-7134
Wawa	705-850-7134

If you wish to change your long distance plan at any time, simply call your local office. Long Distance plan changes take effect at the 1st of the following month.

You may wish to activate a Long Distance Calling Card to your line or you may have already activated it. (Call your local office to activate).

We have a number of Local Access numbers across Ontario to help you save even more or choose the Toll Free Access number when you are traveling anywhere in North America.

- Local Access
 - 25¢ for the first minute
 - 8¢ for all additional minutes
- Toll Free Access
 - 25¢ for the first minute
 - 12¢ for all additional minutes

When you use your Vianet Calling Card the call will automatically be billed to your Vianet long distance bill. You will be able to view these calls using your online call detail record. There is no charge to have the calling card service available on your Vianet long distance service. Calls made using the Calling Card service are not included in your Unlimited Ontario or 1000 Anytime plan minutes they will be billed as additional charges and applied at the first of the following month to your Vianet statement.

Use your Calling Card to:

- make long distance calls from your cell phone to avoid high cellular long distance rates
- call customers when you're away from the office
- check your voicemail
- keep in touch while on vacation
- make a long distance call from a friends home

*Excluding Hawaii, Alaska, Nunavut, the Yukon, the Northwest Territories and Nunavut

Voicemail

Accessing your Voicemail

Voicemail takes a message for you even when you are on the phone!

Voicemail service will automatically take a message for you when you are on the phone or unable to answer your call. You can access your messages from your home phone by dialing *98 or remotely using your local voicemail access number – see checking your Voicemail when you are not at home below.

Checking your Voicemail for the first time

- Dial *98 from your home phone
- Enter your temporary password, which is the last 4 digits of your home phone number
- At this time you should reset your password. To reset your password press 0, then 5 and follow the prompts
- Record a personal greeting that caller's will hear when your Voicemail picks up. If you do not record a personal greeting callers will hear the systems pre-recorded greeting

Checking your Voicemail from home

From your home dial *98

- Dial *98 from your home phone
- Enter your password
- You have now entered your Voicemail box. Simply follow the prompts to hear your messages

Checking your Voicemail when you are not at home

- From any phone dial your home phone number
- When you hear your voicemail message begin to play, press 0
- You will hear a voice prompt say "Please hold while I try that extension. Password"
- At this time enter your password.
- You have now entered your Voicemail box. Simply follow the prompts to hear your messages

How do you know you have messages waiting?

When you pick up the receiver you will hear a flashing tone, rather than the solid dial tone you normally hear. If you have an indicator light on your phone this also may be lit up or flashing. Dial *98 to receive your messages.

When you are away from home you can not determine if you have any messages waiting unless you log into your Voicemail box. (*see Checking your Voicemail when you are not at home above*)

Can I fast-forward or rewind my message while listening to it?

Yes, you are able to fast-forward and rewind a voicemail message.

To fast-forward your message, while the message is playing press the pound (#) key. This will fast-forward your message 3 seconds ahead. You can press the pound (#) key multiple times to fast forward in 3 second intervals until you come to the point in the message you need.

To rewind your message, while the message is playing press the star (*) key. This will rewind your message 3 seconds back. You can also press the star (*) key multiple times to rewind in 3 second intervals until you reach the point in the message you are looking for.

VoiceMail Prompt Menu

When you log into your voicemail you will be asked for your mailbox number and the password. You will then be told how many new and saved messages you have. At this time you can choose one of the following options

Press **1** for **new messages** After your message has played press:

- **5** to **repeat current message**
- **6** to **listen to the next message**
- **7** to **delete this message**
- **8** to **forward this message to another user**
- **9** to **save this message**

Press **2** to **change folders**

- **0** for **new messages**
- **1** for **old messages**
- **2** for **work messages**
- **3** for **family messages**
- **4** for **friends messages**
- **# (pound)** to **cancel**

Press **3** for **advanced options** (currently not available)

Press **0** for **mailbox options**

- **1** to **record your unavailable greeting**
- **2** to **record your busy greeting**
- **3** to **record your name**
- **4** to **change your password**
- ***** (**star**) to **return to the main menu**

Press ***** for **help** (currently not available)

How can I change the number of rings that occur prior to the voicemail picking up?

From your Home Phone Dial:
***97**

If you would like to increase or decrease the amount of time until your voicemail picks up simply dial *97 from your touchtone phone. You will hear a solid dial tone, enter the number of rings you would like to hear before the voicemail picks up (1 through 9), followed by the # key. The line will go dead when it has successfully changed your settings. The default number of rings is 4.

- Dial *97
- Hear Solid Dial tone
- Enter number of rings followed by the # key (i.e. 5#)
- Hear dead air, hang up

I forget my vTone number

From your home dial ***11**

If you ever need to remember your vTone phone number simply dial *11 from your home phone. This will tell you your number.

Call Waiting

Using your Call Waiting feature

Never miss an important call again! Call Waiting notifies you of incoming calls when you are on the phone.

Call waiting services will notify you of incoming calls with a series of short beeps. To accept the call simply press the LINK or FLASH button on your phone. This will put your current call on hold and transfer you to the incoming call. To return back to your original call, simply press the LINK or FLASH button again

Call Number Display

How Call Number Display works

See who is calling before you pick up the phone!

Call Number Display allows you to see the phone number of the person who is calling before you answer the call. After the first ring the number will appear on your call display equipped phone. Unlisted numbers or intentionally blocked numbers will be displayed as "Unknown Number", "Blocked Call" or "Private Number". You must have a compatible call display phone to use this service.

4-1-1 - Information

Using the 411 service

Looking for a local or long distance phone number in North America? It's just a click away at www.411.ca!

Directory Assistance service is now available. Each call to the service is \$0.85 and billed on your monthly statement.

6-1-1 – Support Services

Direct from your vTone Service dial:
6-1-1

From a non-vTone line dial the local number and select option 1 from the main menu:

Atikokan:	807-590-9996
Bracebridge:	705-640-9996
Chapleau:	705-860-9996
Elliot Lake:	705-847-9996
Fort Frances:	807-270-9996
Haileybury:	705-680-9996
Huntsville:	705-224-9996
Kapuskasing:	705-319-9996
Kirkland Lake:	705-572-9996
Little Current:	705-370-9996
Marathon:	705-230-9996
Nipigon:	705-880-9996
North Bay:	705-223-9996
Parry Sound:	705-751-9996
Peterborough:	705-926-9996
Sault Ste. Marie:	705-251-9996
Sudbury:	705-222-9996
Thunder Bay:	807-333-9996
Timmins:	705-269-9996
Toronto:	416-853-9996
Wawa:	705-850-9996
Toll Free:	800-788-0363

Problems or questions regarding your **vTone** service can be directed to our Local Service Support Centre.

If you are experiencing difficulties with your vTone service you should first read the Troubleshooting section of this guide (*located on page 13*). If you are still experiencing difficulties with your service you can contact our **vTone** Service Support Centre by dialing 6-1-1 from your **vTone** phone or dial 1-800-788-0363.

Faxing & Alarm Systems

Faxing and Alarm systems are only available on specific models of ATAs, please contact support for more info. Before using faxing or alarm systems it must be enabled on our side.

9-1-1 – Emergency Access

vTone VoIP 9-1-1 Service Limitations

Vianet provides VoIP 9-1-1 service to every vTone subscriber. VoIP 9-1-1 service is different from Enhanced 9-1-1 service (service provided on a traditional phone line). VoIP 9-1-1 service limitations include the following:

VoIP 9-1-1 service may not be available in an electrical power outage and will not be available during a broadband Internet outage.

VoIP 9-1-1 calls are sent to a call centre for screening and routing to the correct emergency response center (also known as the Public Safety Answering Point or PSAP). This is different from Enhanced 9-1-1 service where the call is sent directly to the appropriate PSAP. Due to the “nomadic” nature of vTone service (service can be moved to any location with broadband Internet access), a caller must identify his/her location to the 9-1-1 call taker in order for the call to be routed to the correct PSAP and for emergency services to be dispatched to the correct location.

Subscribers of Vianet’s vTone service are required to ensure that all potential users of the VoIP service understand the 9-1-1 service limitations identified in this notice.

Limitation of Liability

Neither Vianet Internet Solutions nor their employees shall be held liable for any claims, losses, damages, penalties, fines and expenses and you hereby waive any and all such claims or causes of action arising from the absence, outage or failure of the VoIP service, including the inability to be able to dial 9-1-1 to access emergency personnel.

You agree to defend, indemnify and hold harmless, Vianet Internet Solutions and its employees and any other third party service provider who furnishes service to you or to Vianet in connection with VoIP services, including 9-1-1 service from and against any claims, losses, damages, penalties, fines and expenses (including, without limitation, legal fees and expenses), by or on behalf of you or any third party or user of your VoIP local line service relating to the absence, outage, failure or degradation of voice quality of the VoIP service, including the inability to be able to dial 9-1-1 to access emergency services, the inability to complete a 9-1-1 call, the inability to correctly route a 9-1-1 call to the appropriate PSAP or to correctly dispatch emergency services to the location from which the 9-1-1 call originated.

User tips to remember when placing a 9-1-1 call from a vTone phone line:

1. As identified above, a VoIP 9-1-1 call is not routed directly to a PSAP. A VoIP 9-1-1 call is first sent to a call center for screening before it is routed to the correct PSAP.
2. When you dial 9-1-1, you must be prepared to provide your location and callback number to the call taker.
3. In the event you cannot speak, the call taker may assume you are located at the address you registered with Vianet. It is important to ensure this information is updated if you move your VoIP phone. Subscribers can call Vianet to update their address information.
4. Do not hang up unless told to do so, call back if you get disconnected.
5. vTone service and VoIP 9-1-1 service may not be available in an electrical power outage and will not be available during a broadband Internet outage.
6. Ensure that you understand the 9-1-1 limitations of your VoIP service and inform all potential users of your VoIP service of these limitations

Troubleshooting

Some basic troubleshooting tips to help resolve the problem. These tips may be used with the Linksys Gateway/ATA, Mediatrix, Cisco 186 or GrandStream ATA.

If you experience difficulties with your **vTone** service, before calling for support you should first run through the following steps. If you are still having problems, contact our **vTone** Support Centre at (800) 788-0363 press 1 to reach the helpdesk.

1. Check to make sure all cables are plugged in correctly, including those used for your Internet connection and network.
2. Ensure that you have power to your ATA.
3. Make sure your router is set to provide DHCP.
4. Determine if your Internet connection is working. Regardless of the state of your Internet connection, continue to follow through with the steps below.
5. Turn off your router and unplug the power.
6. Reboot your high speed modem.
 - If your modem does not get sync, call Vianet (800) 788-0363.
 - If your modem does get sync continue to step 7.
7. Turn on router. Wait a few minutes for it to boot up.
8. Reboot your ATA by unplugging the power and plugging it back in.
9. Wait 5 minutes.
10. Check for a dial tone.
11. If the Phone light on the ATA is flashing, try plugging in a different phone. If no change, call Vianet (800) 788-0363.
12. If the Phone light on the ATA is out, wait at least 2 minutes for the ATA to register. If you still do not have a dial tone, call Vianet (800) 788-0363.

LiveHelp

<http://livehelp.vianet.ca>

Available 7 days a week
8:30 a.m. to 1:00 a.m.

If the above troubleshooting tips do not help you AND your Internet connection is working you can contact technical support using our LiveHelp service.

Simply go to <http://livehelp.vianet.ca> and enter your name and email address. The next available technician will be with you as soon as they finish up with their current customer. Please be patient and give them a moment.

FAQ

What happens when there is a power outage?

vTone service and 9-1-1 will not work in an electrical power or broadband Internet provider outage. If you live in an area of frequent power outages or have a concern about not having use of your phone during these times, we recommend that you purchase an un-interruptible power supply (UPS) that will provide you with power to your system for a short period of time.

Does the service work with all types of Internet connections?

vTone service can work on any always-on High Speed Internet connection with a speed of at least 512 Kbps, including High Speed DSL, High Speed Cable and Cable Lite services. **vTone** service does not work on a dial-up Internet connection.

What happens when my cable connection gets capped?

If you are on a high-speed package that only allows you a certain amount of data transfer each month, you may be worried about your phone service when the speed decreases. You will not lose your **vTone** phone service, but the voice quality may be poor depending on the speed of your connection. To ensure that you do not get capped, you can choose one of the no-cap cable packages (if available in your area) or a plan with a higher cap.

Can I transfer my current phone number?

Yes, you can transfer your current phone number to our **vTone** service, providing you are in an area that is portable (contact customer service for more info).

Can I choose my own phone number?

Yes, you can choose your own phone number, provided it is not currently in use or reserved for another customer.

What happens when I move?

If you know that you are going to move, call us at least 10 business days in advance to find out if you can receive **vTone** service at your new address. As long as you are still able to receive a high speed Internet connection and are in an area that is serviceable by our **vTone** service, there will not be any problem with your move.

What is a foreign exchange?

An example of a Foreign Exchange (FX) service would be a vTone phone sitting in Timmins but with a Toronto phone number. The advantage would be that calls to Toronto would be toll free. However, a call to a Timmins phone number would be considered a long distance call from Toronto.

Example: If you are getting vTone service and live in Sudbury: Sudbury's current list of exchanges are: 222, 521, 522, 523, 524, 525, 560, 564, 566, 662, 665, 669, 670, 671, 673, 674, 675, 677, 682, 688, 691

If your current phone exchange cannot be found in the above list it is considered a Foreign Exchange, and calls to any of these exchanges would be considered long distance.

I will be getting a vTone foreign exchange line, are there any differences to this service than to a regular vTone line?

Yes there are some differences in your service if you have a vTone line.
1. Your local calling area will change. Your local calling area will be the calling area of the exchange city number you choose. This may result in calls to your own city becoming long distance calls. Please make sure to ask us for more information on how your calling area will change
2. You will not be able to receive a directory listing.

What type of voice quality can I expect?

Your **vTone** service is only as good as your Internet connection. If you have a slow Internet connection (i.e. Cable Lite) or there is congestion on the Internet you may notice a decline in voice quality. If you are experiencing poor voice quality refrain from using the Internet while on the phone and see if it clears up. If it does you may choose to consider a higher quality, faster Internet connection.

Do I have to have a computer to use this service?

You do not require a computer to use vTone Broadband Local Phone service. However, you do need to have a High Speed Internet connection.

Can I have 2 different directory listings?

Yes, if you would like 2 separate directory listings (i.e. Smith, Roger – listed under Smith and MacDonald, Sarah – listed under MacDonald). There is a monthly charge of \$1.85 per month and you may be charged an initial set up fee of \$50.

Can I list my non-Vianet number as my phone number in our directory listing?

Yes, you can choose the number you wish to have listed in your directory listing.

When I signed up for service, I requested to have no long distance service, can I activate long distance service now?

Yes you can. Choose from our current long distance packages and we'll update your account settings. It can take up to 48 hours to activate your long distance service. There is no fee to activate your long distance service, but there may be monthly charges depending on the plan you request. Ask your customer service representative for more information

When I signed up for service, I choose a long distance package. Is it possible to change my package or to prevent long distance calls from my phone?

Yes you can. Choose from our current long distance packages and we'll change your long distance service plan effective the 1st day of the following month. If you wish to eliminate your long distance service so that NO long distance calls may be placed from your phone, this can be done as well.

I would like to activate a calling card, how do I do this?

To activate your calling card simply contact Vianet (See 611 on Page 9 for local numbers) and we will be happy to help you. Calling cards can usually be active the same day. You will need to provide Vianet with a 4 digit PIN number of your choice.