Business Phone
User Guide

Shaw) Business

Shaw) Business

Contents

Welcome to Shaw Business Phone

Inside you'll find easy-to-follow instructions for all the features included with your Shaw Business Phone service, depending on what plan you have selected. If you have any questions, a Shaw Customer Service Representative will be happy to help.

Please call **1-877-742-9249** or visit us online at **shaw.ca/business**.

Voicemail

Voicemail answers your calls when you are unable to answer the phone. Your personalized greeting is played and the caller's message recorded for you to listen to later.

Getting started
Before you can use the Voicemail service, you must first initialize your Voicemail box.

Step 1 – Access the system
• Dial `*` `9` `8` from your Shaw Business Phone.

Step 2 – Enter your temporary access code
Shaw will provide you with a temporary access code for your initial login.

• Enter your temporary access code and press `#`.
• The system will now prompt you to select a language (Press `1` for English, `2` for French, `3` for Punjabi, `4` for Mandarin, `5` for Cantonese) change your access code and record your greeting.

Step 3 – Enter your new access code
For security reasons, please change your access code immediately. The new access code length can be 4 to 14 digits.
• Enter your new access code.
• Press `#` to finish.
• Press `*` to cancel.

Step 4 – Record your personal greeting
The system will request you to record your greeting at the tone. When completed:
• Press `#` to end the recording.
• Press `*` to cancel.

Step 5 – Exiting the system
To complete your set-up session, hang up.

Accessing the Main Menu options:
Your Voicemail service comes with a variety of features and functions for your convenience.

• Press `0` for help.
• Press `1` to retrieve your messages.
• Press `2` to change greeting.
• Press `3` to setup and customize your personal options.
• Press `5` to record and forward a voicemail
• Press `6` to manage your memos (Elite only)
• Press `9` to manage your mailbox extensions is Elite only

Retrieving your messages
When you have a new message waiting, you will hear an interrupted dial tone when you pick up the receiver, or your phone's message-waiting light will be flashing (on phones with a message-waiting light feature). You can still make and receive calls when you hear the interrupted dial tone.

To access your Voicemail from your Shaw Business Phone:

• Press `*` `9` `8`.
• If you have set up the skip access code feature, you will not be prompted for your access code. (See page 5 for instructions on how to set up this feature.) If this feature is not enabled, please enter your access code when prompted.
  Note: If you enter an incorrect access code, you will be asked for your access code again.

To access your Voicemail while you are away from your Shaw Business Phone:
• Dial your phone number and press `*` when your personal greeting begins.
• Enter your access code.

Note: If you enter an incorrect access code, you will be asked for your access code again.
• Follow the prompts to check for new or saved messages.

To access your Voicemail without calling your Shaw Business Phone:
• Dial the toll-free number at 1-866-656-7429 or 1-866-677-7429 from anywhere in Canada or the U.S.
• Enter your mailbox number (your ten-digit phone number) followed by `#`.
• Enter your access code followed by `#`.
• Follow the prompts to check for new or saved messages.

Additional Voicemail features

Toll-Free number to access your Voicemail from anywhere in Canada or the U.S.:

- Dial the toll-free number at **1 866 656 7429** from anywhere in Canada or the United States.
- Enter your mailbox number (your ten-digit phone number) followed by **#**.
- Enter your access code followed by **#**.
- Follow the prompts to check for new or saved messages.

During playback:

- Press **0** for help.
- Press **1** to hear the next message.
- Press **1 1** to fast forward.
- Press **3** to go to the previous message.
- Press **3 3** to rewind.
- Press **4** replay the message.
- Press **7** to delete the message.
- Press **9** to save the message.
- Press ***** to skip all messages.

After playback:

- Press **0** for help.
- Press **5** to hear the date and time that the message was left.
- Press **6** to forward this message.
- Press **7** to delete this message.
- Press **9** to save this message.
- Press ***** to cancel the message playback and return to the main menu.

To review saved messages:

- Dial *** 9 8** to access your feature management menu.
- Press **1** to review saved messages

How to change your personal greeting

- Dial *** 9 8** to access the main menu.
  - Press **2** to modify greeting (not personal options)
    - Press **1** to record a personal greeting.
    - Follow the prompts to record your new greeting.

Customize your Voicemail service Personal Options menu:

- Dial *** 9 8** to access the main menu.
- Press **3** for personal options.
  - Press **0** for help.
  - Press **1** for access code authentication
  - Press **2** to configure message order
  - Press **3** to manage auto play
  - Press **5** to enable or disable the date and time stamp.
  - Press **7** for language options.
  - Press **9** to manage distribution lists.
  - Press ***** to go back to the main menu.

To change your access code

- Dial *** 9 8** to access the main menu.
- Press **3** for personal options.
- Press **1** to change your access code.
- Enter your new access code. The access code can be 4 to 14 digits long. You cannot reuse your old access code.
- You will hear a message that your new access code is confirmed.

To skip the access code prompt when accessing Voicemail from your Shaw Business Phone

- Dial *** 9 8** to access the main menu.
- Press **3** for personal options.
- Press **2** for access code authentication.
- Press **1** to skip the access code prompt.

To reactivate the access code prompt when accessing Voicemail from your Shaw Business Phone

- Dial *** 9 8** to access the main menu.
- Press **3** for personal options.
- Press **2** for access code authentication.
- Press **1** to reactivate the access code prompt.

Personal distribution lists

Distribution lists contain the phone numbers of other Shaw Business Phone service users. You can use distribution lists to quickly forward Voicemail messages to all users on the list.

- Dial *** 9 8** to access the main menu.
- Press **3** for personal options.
- Press **9** to manage your personal distributions lists.
  - Press **0** for help.
  - Press **1** create a new distribution list.
  - Press **2** to review your distribution lists.
  - Press **3** to modify your distribution lists.
  - Press **4** to delete distribution lists.
  - Press ***** to return to the previous menu.

Record and forward a message

- Dial *** 9 8** to access the main menu.
- Press **5** to record and forward a voice message
- Press **1** to record and forward a message to a phone number.
- Press **2** to record and forward a message to a distribution list.

Managing your Mailbox Extensions

Your voicemail service allows up to 3 additional mailboxes. Use these extensions to provide staff members with an individual voice mailbox.

To manage your mailboxes:

- From the main menu press **9** to access mailbox extensions.
- Press **1** to record or modify main greeting.
- Press **2** to add an extension.
- Press **3** to remove an extension.
- Press ***** to return to the previous menu.
- Press **0** for help.

Voicemail to email

Forward your voicemail messages to your email account. It's a great way to manage and save space on your phone. Each voicemail is sent as an audio file and can be saved for as long as you want.

To set up or deactivate the feature on your phone:

- Login to your personal Online Customer Care account on shaw.ca/occ
- Select Phone / Manage Phone Features and follow the instructions.

Call Forward

Call Forward redirects your incoming calls to another phone number. You can forward calls to any number you choose.

To set up Call Forward:
- Lift the receiver and dial ***** **7** **2**.
- When you hear the dial tone, dial the ten-digit number you want your calls forwarded to. If you want calls forwarded to your Voicemail, dial ***** **9** **8**
- Once your call is answered, you can hang up.
- Your call must be answered in order for call forwarding to be initialized. Call Forward is now in effect.

If the line is busy repeat the steps above. You will hear a confirmation tone to let you know Call Forward is in effect.

To cancel Call Forward:
- Lift the receiver and dial ***** **7** **3**.
- When you hear a series of beeps, this indicates Call Forward has been cancelled.
- You can only cancel Call Forwarding with the phone from which it was activated.

While Call Forward is in effect:
- You may still make calls from your phone.
- Callers will receive a busy signal when the number that your calls are forwarded to is busy.
- Calls that are unanswered at the forwarded number will not route to your Voicemail.
- Call Waiting is inoperable. You will not receive a Call Waiting signal, and the call will automatically be forwarded.
- You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward when it's already in operation.
- Long-distance charges may apply.

Call Forward Busy

Call Forward Busy redirects your incoming calls to another phone number if your line is busy. You can forward calls to any number you choose.

To activate Call Forward Busy:
- Lift the receiver and dial ***** **9** **0**.
- Once you hear the dial tone, enter the ten-digit forwarding number.
- When your call is answered, you can hang up. Call Forward Busy is activated.

If the line is busy, or there is no answer:
- Hang up.
- Within two minutes, repeat the steps above. You will hear a confirmation tone to let you know that Call Forward Busy is activated.

To deactivate Call Forward Busy:
- Lift the receiver and dial ***** **9** **1**.
- When you hear a series of beeps, you can hang up. Call Forward Busy has been deactivated.

Note: You can only deactivate Call Forward Busy from the phone line on which it was activated.

Call Forward Busy cannot be provisioned
on any line that is part of a Multi-line Hunting group or on any line that has Voicemail provisioned.

When Call Forward Busy is in effect:
- You can still make calls from your phone.
- Callers will receive a busy signal when the forwarding number is busy.
- Call Waiting is inoperable.
- Calls that are unanswered at the forwarding number will not route to the original line.
- You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward Busy when it's already activated.
- Long-distance charges may apply.

Call Forward Busy is only available in certain areas.

Call Forward No Answer

Call Forward No Answer redirects your incoming calls to another phone number if your line goes unanswered. You can forward calls to any number you choose.

To activate Call Forward No Answer:
- Lift the receiver and dial ✱ 9 2.
- When you hear the dial tone, enter the ten-digit forwarding number.
- When your call is answered, you can hang up. Call Forward No Answer is activated.

If the line is busy, or there is no answer:
- Hang up.
- Within two minutes, repeat the steps above. You will hear a confirmation tone to let you know that Call Forward No Answer is activated.

To deactivate Call Forward No Answer:
- Lift the receiver and dial ✱ 9 3.
- When you hear a series of beeps, you can hang up. Call Forward No Answer has been deactivated.
  Note: You can only deactivate Call Forward No Answer from the phone line on which it was activated.

Call Forward No Answer cannot be provisioned on any line that is part of a Multi-line Hunting group or on any line that has Voicemail provisioned.

When Call Forward No Answer is activated:
- You can still make calls from your phone.
- Callers will receive a busy signal when the forwarding number is busy.
- Call Waiting is inoperable.
- Calls that are unanswered at the forwarding number will not route to the original line.
- You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward No Answer when it's already activated.
- Long-distance charges may apply.

Call Waiting

With Call Waiting, you'll know if another call is coming in when you're already on the line. If you have a caller ID phone, the names and numbers of incoming calls will be displayed when you are on the phone.

When you are on the phone and someone else is calling you:
- You will hear a single tone when another call is waiting. If you have Call Waiting with Call Display you will hear a series of tones.
- Press and release the receiver-disconnect button (or link or flash). Caller #1 is now on hold.
- You can now speak privately to caller #2.
- Press the receiver-disconnect button again (or link or flash) to return to caller #1.
  Note: Call Waiting will not work if a phone extension is in use. Extension users must hang up during all switching between calls.

To temporarily cancel Call Waiting:
Before you make a call:
- Dial ✱ 7 0. Listen for two beeps.
- Listen until no further beeps are heard and make your call.
- Call Waiting will be restored when you hang up.

What happens when using Call Waiting:
- Callers will hear a normal ring instead of a busy signal when you are already on the phone. If you have temporarily turned Call Waiting off, second callers will hear a busy signal or be routed to your Voicemail, if you subscribe to Voicemail services.
- Waiting calls that are not answered will be routed to Voicemail if you subscribe to Voicemail. You can find the telephone number of the second call by using the Call Return service (See page 14 for more information).
- Call Waiting does not work when you are on a 3-way call. Additional callers will be routed to Voicemail or receive a busy signal.

Multi-line Hunting

What is Multi-line Hunting?

Multi-line Hunting allows multiple telephone lines in a business to act as a single group, called a hunt group.

The hunt group is made up of a Pilot Line and associated Member Lines. When someone calls the Pilot Line and no one answers or the line is busy, the calls will ring sequentially through the Member Lines until answered.

If the Pilot Line has Voicemail provisioned, the call will hunt through the Member Lines, and if the lines are busy or go unanswered, the call will go to Voicemail.

Multi-line Hunting is only activated when a call is placed to the Pilot Line. If a call is placed to a Member Line directly and that line is busy or unanswered, the call will not hunt through any of the other lines.

To activate Multi-line Hunting you need to contact a Shaw Customer Service Representative.

What are the benefits of having Multi-line Hunting?

Multi-line Hunting allows you to have multiple customers calling at the same time, and they will not receive a busy signal. As well, you can have multiple numbers but you only need to advertise one. Never miss a call even when you are not in the office – unanswered calls are forwarded to another number or directly to Voicemail.

Call Waiting

Call Waiting will activate only when a call comes in directly to the Member Line.

Call Forward Busy

Call Forward Busy cannot be activated on any line that is part of a hunt group.

Call Forward No Answer

Call Forward No Answer cannot be activated on any line that is part of a hunt group.

Fax/Alarm /Distinctive Ring

Neither the Parent Line or Distinctive Ring Line can be part of a hunt group.

Voicemail

When a call comes into the Pilot Line of a Multi-line Hunt group, a timer kicks off that determines how long the call will hunt before going to Voicemail if it is unanswered. Currently this timer is set for 60 seconds, after which the call goes to Voicemail. The call will spend 14 seconds ringing each line.

Call Forward

You have the option to set "Call Forward" on a Multi-line Hunt group, which allows calls coming into the Pilot Line to be sent to Voicemail or forwarded to a number of your choice, and bypass hunting through the Member Lines.

To forward calls to a local number:

• Lift the receiver and dial ✱ 7 2.
• When you hear the dial tone, enter the ten-digit number that you want your calls forwarded to. If you want calls forwarded to your Voicemail, dial ✱ 9 8
• When your call is answered, you can hang up. Call Forward is now activated.

To deactivate:

• Lift the receiver and dial ✱ 7 3
• When you hear a series of beeps, you can hang up. Call Forward has been deactivated.

> **Note**: You can only deactivate this feature from the phone line on which it was activated.

When Call Forward is activated:

• You may still make calls from your phone.
• You will hear a short ring when an incoming call is forwarded to remind you that Call Forward is activated.
• Callers will receive a busy signal when the number that your calls are forwarded to is busy.
• Call Waiting is inoperable.
• Calls that are unanswered at the forwarded number will not route to your Voicemail.
• You will hear an announcement that "the feature is already successfully activated" if you try to set up Call Forward when it's already activated.
• Call Forward to be activated from the Pilot Line.
• Long-distance charges may apply.

Hunt Make Busy

• To remove a line from a hunt group temporarily, dial ✱ 9 5 to activate Hunt Make Busy. Hunt Make Busy means that calls will skip over the line as if it wasn't part of the hunt group. It can be deactivated by using ✱ 9 6 again.

Multi-line Hunting requires two lines and is only available in certain areas.

Call Display and Call Return

Call Display shows an incoming caller's name and telephone number (if available) on a caller ID unit, or a caller ID-equipped phone, before you answer.

To use Call Display:
You don't need to do anything to use Call Display – just watch the display screen on your caller ID-equipped phone or caller ID unit when a call comes in. After the first full ring, the phone number and name will appear if the call is from an area where Call Display service is available.

"Unknown Number" and "Unknown Name" will be displayed if the call is from a pay phone, some cellular phones, areas where Call Display features are not available, or an operator-assisted call where operator assisted blocking was requested.

"Private Number" and "Private Name" will be displayed if the caller activated Call Display Blocking.

To use Call Display Blocking:
If you do not want your name and phone number displayed when you make a call, you can activate Call Display Blocking.

- Dial *** 6 7** before placing a call.
- "Private Number" and "Private Name" will be displayed.

If you have a non-published telephone number, but wish to display your name and telephone number, dial *** 8 2** before placing a call.

With Call Return, you can dial the last number that called you whether you answered the call or not. Call Return works with direct-dialed calls from most areas.

To use Call Return:
- Dial *** 6 9** to hear a recording of the phone number of the last incoming call.

- Call Return will not work when the call is from a private number, a blocked number, or 1-800 or 1-900 numbers. In some cases, Call Return will not work outside of your local calling area.

Call Return cannot return a call to a number that has Call Forward activated. You will receive a message that Call Return does not follow Call Forward.

Calls cannot be returned when calls are placed from:

- Phones using Call Display Blocking features – you will hear a voice message saying that the call was marked "private."

- Some pay phones, business lines, cell phones and long-distance connections.

- The operator.

3-Way Calling and External Call Transfer

3-way Calling lets you talk with two other people in one call.

To use 3-way Calling:
- Phone the first person and tell them you're going to bring another participant in.
- Press the receiver-disconnect (or link or flash) button to place them on hold.
- When you hear the dial tone, call the next participant.
- When the second participant answers, press the receiver-disconnect button again (or link or flash). All three people will be connected in one call.

To use external call transfer:
- Phone the first person and tell them you're going to bring another participant in.
- Press the receiver-disconnect (or link or flash) button to place them on hold.
- When you hear the dial tone, call the next participant.
- When the second participant answers, you can join the two calls. Afterwards you may disconnect yourself, and the two external parties will stay connected

3-way Calling tips:
- If you are unable to reach the second participant, press the receiver disconnect button (or link or flash) twice to connect back with the first person you called.
- If you reach a participant's Voicemail, press ***** three times to disconnect.
- As long as you remain on the line, either one of the other participants can hang up and you can continue to talk to the remaining person.
- During a 3-way Call, Call Waiting will not work. The caller will be routed to Voicemail if you subscribe to Voicemail services, or they will receive a busy signal.
- All extension phones must be hung up in order to use 3-way Calling.

Managing business phone features online

Your personal Online Customer Care account is an easy and convenient way to manage multiple phone features. Through this platform you can:

- Enable or disable your Voicemail without affecting your personalized greeting, distributions lists or saved messages.
- Reset your Voicemail access code
- Determine and program a specific number of rings before calls are transferred to your Voicemail.
- And more.

Simply login to Online Customer Care at shaw.ca/occ and select the option *"Manage Digital Phone Features"*.

To set up an account with Online Customer Care:
- Go to Online Customer Care at shaw.ca/occ and click on *NOT REGISTERED YET?*
- Enter your Shaw Account Number (located on your Shaw bill) and postal code.
- Enter your phone number (with area code) where prompted.

- Create a Customer Care login name and password.

To login to Online Customer Care:
- Go to Online Customer Care at shaw.ca/occ
- Enter your Customer Care login name and password and click SUBMIT.

To manage your calling features online*:
- Login to your personal Online Customer Care account and click on Manage Digital Phone Features.
- Select the feature you want to manage in the menu on the left-hand side of the page and follow the instructions.

Anonymous Call Blocking

With Anonymous Call Blocking you can avoid receiving a call from numbers that have a privacy feature activated such as Caller ID Blocking. When Anonymous Call Blocking is activated your phone will not ring. Instead, the caller will hear a recording that informs them that you do not accept calls from blocked numbers. They will then have to hang up and unblock their number to have their call placed through to you.

To use Anonymous Call Blocking:
- Lift the receiver and dial `*` `7` `7`.
- You will hear a recording confirming that Anonymous Call Rejection is activated.
- Anyone calling with a blocked number will hear a recorded message indicating that your telephone line is not accepting blocked calls.

To cancel Anonymous Call Blocking:
- Lift the receiver and dial `*` `8` `7`.
- You will hear a recording confirming that Anonymous Call Blocking is deactivated.

  Note: If you activate Anonymous Call Blocking, you may not receive calls from health care institutions, such as hospitals, as many of these numbers are blocked for privacy reasons. Please consider this before activating Anonymous Call Blocking.Selective Call Blocking lets you enter up to 32 specific numbers that you do not wish to receive calls from. Anyone trying to call your phone from a number that you have blocked will simply get a recording advising them that you are not presently accepting calls from their number.

Must be a current customer to be able use Online Customer Care. Content is subject to change. *Select features cannot be managed through this platform.

14
15

Selective Call Blocking

To add numbers to Selective Call Block List:
- Lift handset and wait for the dial tone.
- Press ⬡ 6 0 to enter the Command Options menu.
- Press 3 to activate Selective Call Blocking.
- Key in the # sign.
- Enter the phone number to block (ten-digit local numbers or 1+10 long distance numbers).
- Press the # sign.

To remove numbers from Call Block List:
- Dial ⬡ 6 0 to enter the command options menu.
- Press the ⬡ key.
- You can delete numbers one at a time or all at once following the instructions.

  Note: The number 1 is not required to remove a long-distance number from the block list, enter as: 403-123-4567, not as: 1-403-123-4567.

To block the number from last call received:
- Dial ⬡ 6 0 to enter the Command Options menu.
- Key in # 0 1 # to automatically recall the last incoming number and add it to the block list.

To block an anonymous number from last call received:
- Dial ⬡ 6 0 to enter the Command Options menu.
- Press # 0 1 # to add to the block list automatically.

  Note: In order to delete anonymous entries, you must delete all entries in the list when prompted, and then rebuild the list with the numbers you want blocked. Please be aware of this when blocking an anonymous number you may wish to remove at a later time.

To deactivate Selective Call Blocking:
- Lift handset and wait for the dial tone.
- Press ⬡ 6 0 to enter the Command Options menu.
- Press 3 to deactivate Selective Call Blocking.

Simultaneous Ring

Simultaneous Ring
Have calls to your Shaw business phone ring on up to five different phone lines all at the same time. This means your business phone will also ring at home, on your cell, wherever. Your customers, vendors and suppliers only need to remember one number.

To set up or deactivate Simultaneous Ring on your phone:
- Login to your personal Online Customer Care account on shaw.ca/occ.
- Select Manage Digital Phone Features and follow the instructions.

Shaw Long Distance

All of our phone plans provide you with competitive long-distance rates and services that will help you keep in touch with business associates around the world. With Shaw Business Phone Plus you will receive 1,000* monthly minutes of no-charge calls to destinations within Canada and to the U.S.

Shaw International Calling◊

With all of Shaw's Business Phone plans, you will receive anytime calling at 4¢ per minute to 50 specified countries in the U.K., Europe, Asia Pacific and South America. And even better, you can call China and Hong Kong for just 2¢ per minute.

For calls to destinations outside of Canada, the U.S., and Shaw's 50 countries in the U.K., Europe, Asia Pacific and South America, Shaw offers the most competitive calling rates available. Find our most current rates and dialing information on **shaw.ca**.

Shaw to Shaw Calling

Make complimentary long-distance calls to all other Shaw phone customers across Canada with unlimited Shaw to Shaw Calling‡. The feature is automatically included with your Business Phone and/or Business Phone Plus plan and does not need to be activated.

Shaw Prepaid Calling

Shaw's Prepaid Calling Plan lets you enjoy great international calling rates even when you're not using Shaw's Business Phone service. You can use Shaw's prepaid plan from a cell phone, a pay phone, a hotel room phone – virtually any phone, from anywhere. Shaw's Prepaid Calling Plan allows you to prepay as much or as little as you want, and the plan is activated instantly. Our plan has no hidden fees – no connection fee, no monthly fee, and no minimum charge per call. Your prepaid amount goes completely towards your long-distance usage. Visit **shaw.ca** to order a Prepaid Calling plan today.

Optional features

Shaw Toll-Free Service

Shaw Toll-Free Service allows you to receive toll free calls. You can choose from any 888, 866, 877 and vanity toll free numbers.

To activate your service* you need to subscribe through a Shaw Customer Service Representative.

Shaw Distinctive Ring

Distinctive Ring provides additional phone numbers that all ring on your existing Shaw Business Phone line. Each number is given its own distinctive ring tone, allowing the type of incoming call to be identified by its ring. This allows you to assign numbers specifically for faxes, businesses, or other specific callers. With Shaw Distinctive Ring you can have up to three additional phone numbers all sharing the same line.

To order Shaw Distinctive Ring, call **1-877-742-9249** or visit **shaw.ca** today.

Shaw Audio Conferencing Service

Shaw's Audio Conferencing service provides on-demand audio conferencing that you can manage online. For detailed instructions on all features and functionality please visit **shaw.ca**

To activate your audio conferencing account* you need to subscribe through a Shaw Customer Service Representative.

*Shaw Business Phone Plus includes 1,000 minutes of international calling per month within Canada and to the U.S. It does not include all regions within these destinations or mobile/cellular/specialty numbers. ◊Some mobile phone and outlying territory terminations are excluded from the Shaw International Calling Destinations. International calls placed outside of the international calling areas are subject to regular Shaw International Calling per-minute calling rates. See SHAW.CA for exclusions. ‡ Does not apply for calls to and from former Shaw Business Solutions customers.

*Not available with the Shaw Business Phone Basic plan. Billing will be separate from your Shaw invoice.

For further information

Complimentary Directory Assistance

To access directory assistance, dial 411 for local and North American numbers.

24/7/365 support

Technical support is available 24 hours a day, 7 days a week, 365 days a year – simply dial 611 from your Shaw Business Phone. If calling from another phone, dial **1-877-742-9249**.

To find out more call **1-877-742-9249** or visit **shaw.ca** where you'll also find our Terms and Conditions.

Protecting your business from Toll Fraud

Toll Fraud is the theft of long-distance services by an unknown third party. It takes many forms including unauthorized entry into a customer's phone system or equipment. Businesses that use third party private exchange (PBX) telephone systems and/or third party voicemail systems are particularly at risk if these systems are not secure.

There are several steps you can take to protect yourself:

- Ensure your phone system equipment is protected and secure.
- Contact your phone system provider and discuss your security options.
- Keep an eye out for unusual call activity.
- Contact Shaw Business if you have any questions or concerns.

For details please visit **shaw.ca/businesssupport** or call us at **1-877-SHAWBIZ (742-9249)**.

Refer a business and get a $50 credit

If you're going to tell your fellow business owners about Shaw's Business Phone, Internet or TV service, the least we can do is thank you. If you send a new customer our way, we'll reward you with a $50 credit on your Shaw bill. Here's how it works:

$50 credit

- Refer your friend's business using the online referral form at **shaw.ca/referabusiness**
- All you need is their name, telephone number, email address, company name, province and city.
- We will contact your referral within 72 hours and once they have been a Shaw Business customer for 60 days, your account will be credited $50.
- There are no limits to the number of referrals you can make, so ther's no limit to the credit you can earn.

It's our way of saying thanks for thinking so highly of Shaw and recommending our service.