

ALWAYS SELLING YOUR PRODUCT

WORKS 24
HOURS A DAY
365 DAYS OF THE YEAR

HAS CONTACT
WITH ALMOST ALL
RESIDENCES
& BUSINESSES

NO TRAINING
NECESSARY

NO
TRAVEL
COSTS

NO
VACATION REQUIRED

KNOWS ALL
THE TERRITORY

WORKS
FOR LOW WAGES



The AGT

Volume 2, Issue 1

Answer Book



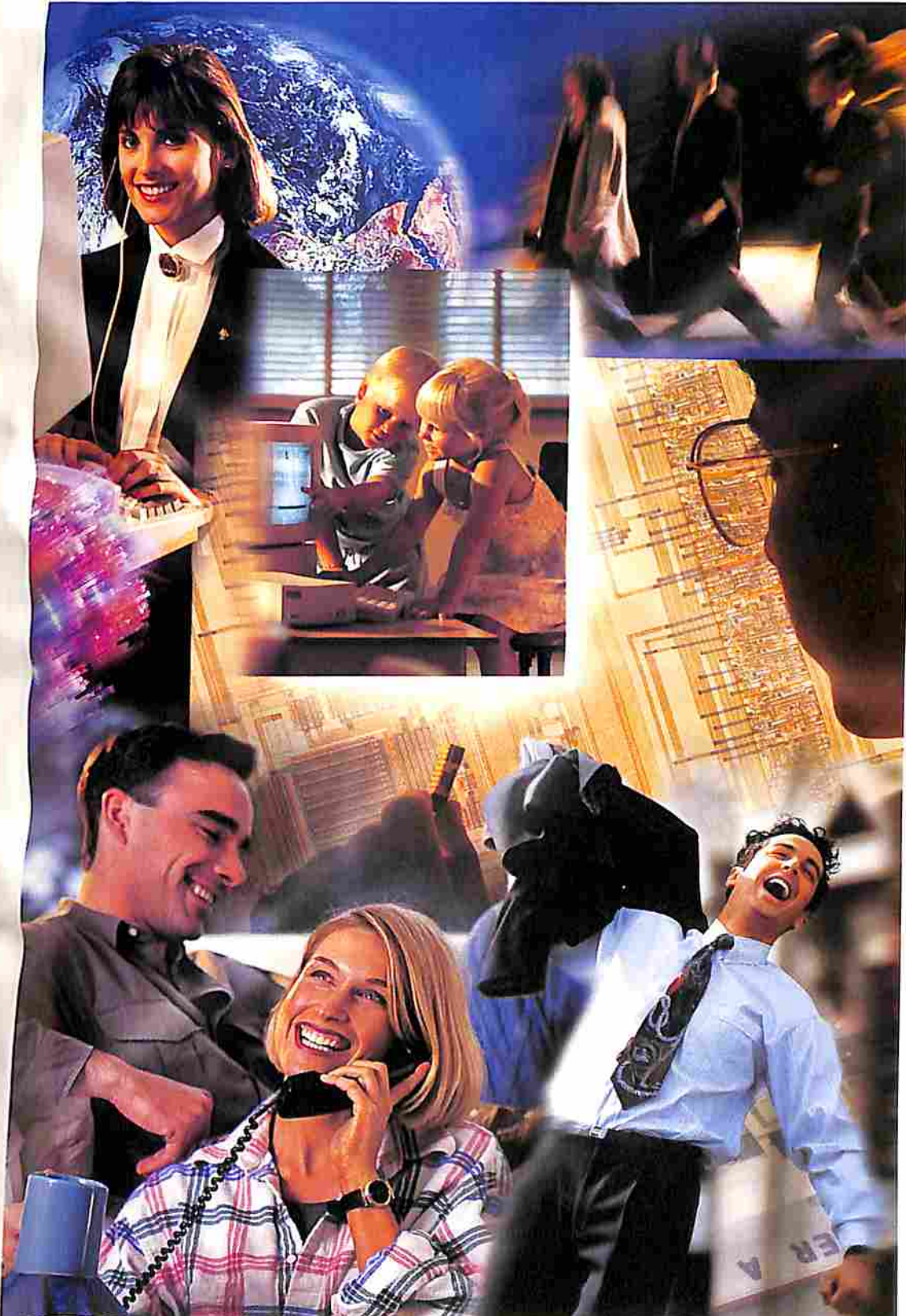
AGT
Long Distance
savings plans



Get the most out
of your phone



Put our smart
network to work
for you



New focus on your needs

We are pleased to offer you this AGT Answer Book as a helpful and convenient collection of products, services and savings available exclusively through AGT.

Albertans have unique calling needs. Only an extensive product line of local and long distance services can meet those needs day in and day out, and that's why AGT has strived to provide this kind of service to Albertans since 1906. We're working hard to lead the way with the latest technology to offer you the most up-to-date communications available.

Today, AGT remains a dynamic Alberta-based company, employing over 6,000 people across the province. We bring our collective knowledge and experience together to provide a high standard of personalized service to all Albertans.

Complete, competitive, communications: that's the AGT promise to you! It is a promise that we stand behind, and I invite you to let us know how we're doing and for ways we can serve you better.

Thank you.



Don Lowry
President and Chief Operating Officer
AGT Limited

phone **1-800-565-0142** fax **1-800-668-4654**



RESIDENTIAL

Products and Services

AGT LONG DISTANCE SAVINGS PLANS

- | | |
|-----------------|---------------|
| TelePlus | Call-Me Card |
| Between Friends | Canada Direct |
| Calling Card | Select Route |

Whether phoning across Alberta or around the world, you can save according to when you call, who you call or how often you call. We'll find an AGT Long Distance savings plan that's right for you.

. **4-6**

AGT AND THE AIR MILES REWARD PROGRAM

Collect free airline travel miles on all your residential AGT Long Distance calls. You can call for miles and miles.

. **7**

AGT SMARTTOUCH SERVICES

- | | |
|-------------------|-----------------|
| Name Display | Ident-A-Call |
| Call Display | Call Forwarding |
| Call Waiting | Call Trace |
| Call Return | Call Answer |
| Call Again | TalkMail |
| Three-Way Calling | |

Our selection of AGT SmartTouch and other local services means added convenience for you. You'll be surprised what these features can do for you.*

. **8-11**

PHONES FOR EVERY LIFESTYLE

- | | |
|-----------|---------------|
| Vista 200 | Harmony |
| Vista 100 | Meridian 9216 |

AGT phones are designed with your calling needs in mind. These models facilitate some or all of AGT's local services.

. **12-13**

AGT ACTION LINE

If you have any comments, concerns or suggestions regarding our service, you can let us know by dialing one number.

. **14**

BUSINESS

Products and Services

AGT LONG DISTANCE SAVINGS PLANS

- | | |
|---------------------|---------------------|
| TelePlus | FaxCom |
| Advantage Preferred | Fax Management |
| Calling Card | Advantage 800 Entry |
| Call Forwarding | |

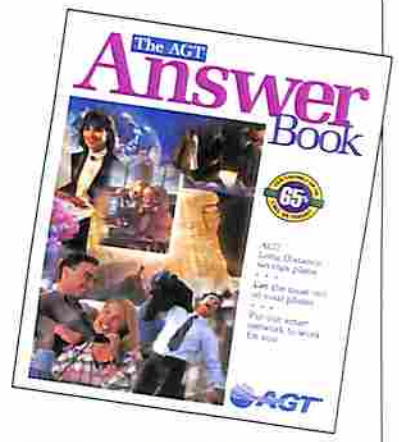
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INCREASE YOUR CUSTOMER SERVICE

- | | |
|--------------|-------------|
| Name Display | Call Answer |
| Call Display | Centrex |

. **18-19**

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In 1906, AGT first combined the latest technology with knowledgeable and dedicated personnel. Today, thousands of AGT employees work harder than ever to bring you the best in leading-edge communications and service.

Prices were correct at time of publication. All local services are offered subject to availability.
*AGT is an authorized user of the mark.

AGT Long Distance savings plans

TelePlus
Between Friends



We're constantly updating and enhancing our AGT Long Distance savings plans. To find out about the exciting new ways you can save, please call us at 310-2255.

(A local call from anywhere in Alberta)

Q. "I call Long Distance whenever I get the urge. Is there a plan for me?"

A. Yes. AGT TelePlus savings plan.

For unmistakable savings, no matter when you call, AGT *TelePlus** savings plan is our most flexible plan. You receive a minimum of 15% off the cost of every direct-dialed Long Distance call, 24 hours a day, and a full 20% automatically every month off the three numbers you call the most with *TelePlus North America*. That's on top of what you save during regular discount periods.

Here's how the savings add up:

| | Daytime | Evenings & Weekends 35% Savings | Night Rate 60% Savings |
|---|-----------------|------------------------------------|---------------------------|
| Eligible Calls | \$100.00 | \$100.00 | \$100.00 |
| Time of Day Discounts (for direct-dialed calling) | | - \$ 35.00 | - \$ 60.00 |
| TelePlus Savings† | | | |
| Calls eligible for 20% savings | - \$ 14.00 | - \$ 9.10 | - \$ 5.60 |
| Calls eligible for 15% savings | - \$ 4.50 | - \$ 2.93 | - \$ 1.80 |
| Subscription fee | + \$ 2.00 | + \$ 2.00 | + \$ 2.00 |
| You Save | \$ 16.50 | \$ 45.03 | \$ 65.40 |

† TelePlus savings based on a \$100.00 Long Distance bill, where 70% of the calls were to three people (20% savings) and the remaining 30% were to others (15% savings).

Q. "Is there a plan for people who usually call during the evening and on weekends?"

A. Yes. AGT Between Friends savings plan.

For those who enjoy talking to distant friends and relatives in the evening, AGT *Between Friends** savings plan is the perfect choice. You'll enjoy your first 30 minutes of calling across the province, the country or to the United States for a very attractive monthly fee. It could be one long call or several shorter ones. And any additional calls receive the same low per-minute rate!

Choose from two types of AGT *TelePlus* savings plans, depending where you usually call. The AGT *TelePlus North America* savings plan includes Alaska and Hawaii, while the AGT *TelePlus Overseas** plan works with all international calls, including Mexico and the Caribbean.

This plan gets better! With the North America plan you automatically save a full 20% on all calls to the three numbers you speak with the most each month. And with the overseas plan you get 20% off your monthly overseas calls when they total over \$200.

Both of these plans offer savings on customer direct-dialed calls or equivalent calls made on AGT *Calling Card** service to or from any point in Canada. This includes the Long Distance portion of calls to and from cellular 400, 800 and general mobile phones.

| | |
|-----------------------------------|---------------|
| AGT TelePlus North America | \$2.00 |
| AGT TelePlus Overseas | \$2.00 |

Fee is per month.

AGT *Between Friends* savings plan applies to all direct-dialed calls made between 6 p.m. and 8 a.m. Monday through Friday, and all day Saturday, Sunday, Christmas Day and New Years Day.

Choose from plans for calling in Alberta or across Canada/United States (excluding Alaska, Hawaii, and Alberta). To find out if either or both plans can work for you, call an AGT *TeleCentre*™ representative today.

| | Alberta | Can./USA |
|--|---------------|---------------|
| AGT Between Friends 30 minutes of direct-dialed calls to anywhere in the area covered by the particular plan | \$4.80 | \$8.00 |
| Unlimited additional calls after the first 30 minutes (per minute) | 16¢ | 26¢ |

SAVING YOU MONEY

Q. "Is there a convenient way to keep in touch when I'm travelling?"

A. Yes. AGT Calling Card service.

Travel with the convenience of AGT Calling Card service and take your savings plan with you. You can place calls from almost any payphone[†] anywhere in Canada or around the world, and bill them to your home or business phone – usually for less than an operator-assisted call. It's quicker and easier than waiting for acceptance or verification on collect or third-number billing calls. Most calls automatically qualify for AGT TelePlus and AGT Advantage Preferred* savings plans.

AGT Calling Card service also lets you place calls to Canada from over 100 countries worldwide, and call within or to several countries while abroad.

No startup fee. Transaction charge applies on each call. A separate rate applies on card calls to or from overseas countries.

[†] Calls placed from payphones in Alberta to overseas destinations are not currently accepted. Cards are issued at the discretion of AGT.

Q. "Is there a way I can pay for calls from friends or loved ones?"

A. Yes. AGT Call-Me Card service.

If you have children away at school or relatives in other provinces, the AGT Call-Me Card* service makes it easy for them to call you. This card can only be used to call your number, and the charges are automatically billed to you – so there's no need to worry about unauthorized calls to other numbers. These calls are generally less expensive than collect calls. AGT Call-Me Card service can be used 24 hours a day, seven days a week.

A transaction charge applies on each call within North America. A separate rate applies on calls back to Canada where Canada Direct service is available.

Cards are free. Call us today for yours.

*Cards are issued at the discretion of AGT.

Q. "Is there an easier way to call home from overseas?"

A. Yes. AGT Canada Direct service.

If you're overseas and want to call back to Canada, AGT Canada Direct* service can connect you immediately – without needless language difficulties. You can obtain a Canada Direct wallet card from most travel agencies or by calling any AGT TeleCentre™ or 1-800-561-8868 toll-free. Canada Direct gives you direct access to Canada from approximately 100 countries. Just dial the appropriate access code and you'll be connected with a Canadian operator who will ask you for your AGT Calling Card service number or if you would like to call collect. You'll be billed at Canadian rates which are often less than foreign rates. Approximately 50 overseas countries also allow calling within or to other countries when placed through the Canada Direct service.



Calling Card
Call-Me Card
Canada
Direct

Cards are free. Call us today for yours.

• • •
To find out how to get Calling Card services, please call us at **310-2255.**

(A local call from anywhere in Alberta)

Select Route

Q. "Can I save money on my AGT Long Distance calls to nearby communities?"

A. Yes. AGT Select Route service.

There are many reasons to keep in touch with a nearby community outside of your local calling area. If you commute there regularly for business, recreation or shopping, AGT *Select Route*® is your direct route to Long Distance savings.

Select any number of routes within a 100 km radius† that reflect your personal and business calling patterns. AGT *Select Route* service lets you make direct-dialed calls to any phone in each community you choose. Two plans are available. Our 60 Minute Plan gives residential and business customers 60 minutes worth of AGT Long Distance calls to a specific community within range. More frequent callers can take advantage of our 10 Hour Plan.

60 Minute Plan

| | |
|-----------------------------------|---------------|
| AGT Select Route Fee/Month | \$7.00 |
| Each additional minute | 15¢ |

10 Hour Plan

| | |
|--------------------------------------|----------------|
| Monthly Subscription Business | \$80.00 |
| Residence | \$40.00 |
| Each additional minute | 15¢ |

† Depending on AGT route configurations. Cost is per route.

• • •
 To find out more about AGT Long Distance savings plans, please call us at **310-2255**.

(A local call from anywhere in Alberta)

AGT Good Value calling periods

Evening Rate
 6 p.m. - Midnight
 Monday - Friday
 8 a.m. - Midnight
 Saturday & Sunday

35% Savings
 Savings on daytime direct-dialed rates.

Night Rate
 Midnight - 8 a.m.
 Daily

60% Savings
 Savings on daytime direct-dialed rates.

AGT Long Distance – less than you'd guess

You'll be surprised how inexpensive it is to place an AGT Long Distance call across Alberta, across Canada, or even across the globe. Call an AGT Operator to find out how little your calls really cost.



"Telephone service is more than a dial tone. It's knowing that there is an organization working with you to make sure you have the kinds of telecommunications services whenever and wherever you need them."

Connie Parenteau, Network Engineer

ADDED VALUE WITH AGT

AGT and AIR MILES

Q. "How far can AGT Long Distance take me?"

A. With AGT and AIR MILES, you can call for miles and miles.

Who says you can't talk your way across the country? With AGT and AIR MILES™ travel miles, the more you talk, the further you can go. Like all AIR MILES sponsors, AGT rewards your patronage with travel miles that can take you anywhere you want to go. You collect one travel mile for every five residential AGT Long Distance calls you make to family and friends across the province or across the country. AGT customers will receive one AIR MILES travel mile for every five calls on their monthly bill. If you live in the City of Edmonton you will receive one AIR MILES travel mile for every five AGT Long Distance calls made within the calendar month. Call more, earn more!

With AGT and AIR MILES travel miles, you could be talking face to face soon. It's proof positive that keeping in touch really does bring people closer together – and just another good reason to use AGT Long Distance.

AIR MILES travel miles can be collected on all residential AGT Long Distance calls, including those made with AGT *Calling Card* service or any AGT Long Distance savings plan.

AGT and Equal Access

Q. "Is there a way to compare AGT service to that offered by alternate long distance companies?"

A. Yes. Call AGT at 1-800-608-1155 and get the facts.

Albertans now have "Equal Access" to the service of alternate long distance companies. However, some alternate long distance companies may choose not to provide "Equal Access" service in your area. For more information on how other companies compare to AGT, call toll-free 1-800-608-1155 (facsimile 1-800-608-1166). We'll be happy to send you the in-depth guide "20 Questions (And Answers) About Equal Access and Your Long Distance Service."

™ AIR MILES International Holdings N.V. Loyalty Management Group Canada Inc., authorized user.

Q. "Is there a number to call to confirm that I am an AGT Long Distance customer?"

A. Yes. Just dial 1-700-555-4141 toll-free.

With competition comes choice. At AGT we believe in your freedom to choose your long distance company. If you want to be sure who your long distance company is, call the automated information line at 1-700-555-4141. Please place your call from the specific phone line you wish to check. If you discover you're not with AGT but thought you were, call us at 1-800-608-1155 and we'll process, at no charge, your change back to AGT. At AGT, we're proud to be your choice for local and long distance services.

The more you talk, the further you go.



• • •
To find out how you can collect AIR MILES travel miles, please call us at 310-2255.

(A local call from anywhere in Alberta)

AGT *SmartTouch* Services

Call Display
Name Display
Call Waiting



Q. "I'd feel more in control knowing who's calling me. Is that possible?"

A. Yes. **AGT Name Display service.**

Before you answer your phone, you'll see your caller's name as well as his or her number. You get all the benefits of AGT *Name Display* service with at-a-glance convenience. It's ideal for calls from unfamiliar numbers, telling you all you need to know immediately after the first ring and before you answer. If you already have AGT *Call Display* service, AGT *Name Display* service can be added for only \$2.00 extra per month.

| | Res. | Bus. |
|---------------------------------|---------------|---------------|
| AGT Name Display service | \$6.95 | \$7.95 |

Fee is per month.
May not yet be available in all areas.

Q. "Is there another way to know who's calling before I answer?"

A. Yes. **AGT Call Display service.**

Now you can tell who's calling before you pick up the phone. AGT *Call Display* service shows you the number of your caller after the first ring, allowing you to screen calls or answer only the call you've been waiting for. You can also tell if the call is for you or your children. And if it's from a friend or loved one, you'll know to settle in for a long talk. AGT *Call Display* service is simple to use and works on digital display phones such as the *Vista 200*[™].

| | Res. | Bus. |
|---------------------------------|---------------|---------------|
| AGT Call Display service | \$4.95 | \$6.95 |
| Vista 200 Display Phone | \$7.95 | \$7.95 |

Fee is per month.
[™]Northern Telecom

Q. "Is there some way to get the calls I've been missing because my line is busy?"

A. Yes. **AGT Call Waiting service.**

Are you missing important messages because your kids are using the phone or because you often get several calls at the same time of day? If you are, you might be missing some important calls. Fortunately, there's AGT *Call Waiting* service, which emits two soft beeps while you're talking on the phone. This lets you know someone else is trying to reach you. No more missed messages. And if you don't want to be interrupted, AGT *Call Waiting* service can be turned off for the duration of one call.

| | Res. | Bus. |
|---------------------------------|---------------|---------------|
| AGT Call Waiting service | \$4.00 | \$6.95 |

Fee is per month. May not be available in all areas.



To find out more about privacy options, please call us at **310-2255.**

(A local call from anywhere in Alberta)

QUALITY & CONVENIENCE

Q. "I just missed a call. Can I possibly find out who it was so I can call them back?"

A. Yes. **AGT Call Return service.**

It's frustrating to just miss a call and never know who made it. But now when you miss that last ring, *AGT Call Return* service is on hand to find the number – it can even dial it for you. A special announcement tells you the number of your last caller and offers to return the call. And if the caller's phone is busy, *AGT Call Return* service can actually monitor the line and let you know when it's free.

| | Res. | Bus. |
|--|---------------|---------------|
| AGT Call Return service | \$3.00 | \$5.50 |
| As an additional SmartTouch service | \$2.00 | \$4.00 |

Fee is per month.

Q. "I get frustrated calling someone whose line is busy. Isn't there a better way than trying over and over again?"

A. Yes. **AGT Call Again service.**

Why waste your time redialing the same number over and over again? If you call and get a busy signal, *AGT Call Again* service will retry the number for you for 30 minutes

or until the line is free. It lets you know when you can get through and can even place the call for you. If you need to keep in touch with a lot of people, this service lets you keep your line free while it's trying the number. *AGT Call Again* service is the perfect solution for catching up with someone who's always on the phone.

| | Res. | Bus. |
|--|---------------|---------------|
| AGT Call Again service | \$3.00 | \$5.50 |
| As an additional SmartTouch service | \$2.00 | \$4.00 |

Fee is per month.

Q. "I'm tired of relaying information from friend to friend. Is there any way I could talk to both of them at the same time?"

A. Yes. **AGT Three-Way Calling service.**

With *AGT Three-Way Calling* service, it is possible to talk to two friends at once – even if one's in the same town as you are and the other lives across the country. All three of you can speak together and clearly hear what the others are saying. And either of the called parties can hang up without interrupting the conversation.

| | Res. | Bus. |
|--|---------------|---------------|
| AGT Three-Way Calling service | \$3.00 | \$5.50 |
| As an additional SmartTouch service | \$2.00 | \$4.00 |

Fee is per month.

Call Return
Call Again
Three-Way
Calling



XV CANADA GAMES
JEUX du CANADA
GRANDE PRAIRIE '95

AGT, official
telecommunications
supplier to the
1995 Canada Games



Ident-A-Call Call Forwarding Call Trace

AGT EMPLOYEES IN THE COMMUNITY

For decades, AGT employees have generously given their time in support of numerous community service projects. Willing volunteers are coordinated through an employee program, called EXTENSION, to match people with community needs. For each 60 hours an AGT employee volunteers, AGT donates \$100 to the project they've supported. We're proud that AGT employees are helping create a better quality of life for Albertans.

Q. "Is there a service that lets me know if an incoming call is for me or for someone else?"

A. **Yes. AGT Ident-A-Call service.**

Get the convenience of two phones on a single line. With AGT *Ident-A-Call** service, your phone can be reached by dialing either of two separate numbers – each with its own distinct ring. This allows you to tell immediately whether the call is for you or your kids, preventing you from having to answer each other's calls. It's ideal for roommates, too. And AGT *Ident-A-Call* service can give any home-based business a second ring to differentiate between business and personal calls.

| | Res. | Bus. |
|---------------------------------|---------------|---------------|
| AGT Ident-A-Call service | \$4.95 | \$6.95 |

Fee is per month.



"Our whole focus is on serving our customers. Finding out what they want and what they need, and then making sure they have it."

Carol Nelson, Systems Manager

Q. "Can I possibly avoid having to wait at home for a call?"

A. **Yes. AGT Call Forwarding service.**

There's no need to stay tied to the phone when there are places you'd rather be going. AGT *Call Forwarding* service relays all calls that come into your home to any local or Long Distance phone number you choose. It also acts as a great security measure by reducing the risk that someone will break in while you're away – as your phone will always be answered.

| | Res. | Bus. |
|--|---------------|---------------|
| AGT Call Forwarding service | \$3.00 | \$5.50 |
| As an additional SmartTouch service | \$2.00 | \$4.00 |

Fee is per month.

Q. "If I get a disturbing call, can I do anything to prevent it from happening again?"

A. **Yes. AGT Call Trace service.**

If you receive harassing phone calls, there's a way to strike back. Just hang up and initiate AGT *Call Trace* service by pressing *57 (or dial 1157 if you don't have *Touch-Tone** service). You'll be offered an opportunity to trace the origin of your last call. The service will then tell you if the trace was successful. If it was, you'll be instructed to contact the police to pursue further action. AGT *Call Trace* service works only on the last call you received. Traced numbers are only released to the police.

| | |
|-------------------------------|---------------|
| AGT Call Trace service | \$3.00 |
|-------------------------------|---------------|

Fee is per traced call.

QUALITY & CONVENIENCE

Q. "Is there a reliable way to get all of my messages while I'm out or on the phone?"

A. Yes. AGT Call Answer service.

AGT Call Answer service picks up where an ordinary answering machine leaves off. Not only does it work in your own voice, it also allows any Touch-Tone phone to take several messages at once, even when your line is busy. These messages can be listened to, skipped, saved, erased or repeated from any Touch-Tone phone in the world, because there is no equipment to fuss with or repair. AGT Call Answer service won't garble or cut off your messages. Every word will come through loud and clear.

You can also get separate mailboxes for up to four members of your family.

| | Res. | Bus. |
|-------------------------|--------|--------|
| AGT Call Answer service | \$5.95 | \$9.95 |

Fee is per month.



Q. "I don't have time to wait for someone whose line is busy or who isn't there. Is it possible to just leave a message?"

A. Yes. AGT TalkMail service.

With AGT TalkMail* service you can get through to almost anyone in the province at any time of any day, local or long distance. When you call someone and get no answer or a busy signal, just hang up, pick up the receiver and dial *99 (rotary customers dial 1199) to leave a message of up to one minute. Your message will be delivered when you hang up. You can tell that someone has sent you a TalkMail message when you hear a continuous soft tone upon picking up your phone. All you have to do to hear it is press *98 (rotary customers dial 1198). You'll know the date and time the message was left and the number or name of your caller. There's no subscription fee for using AGT TalkMail service and there's no charge for picking up messages from any phone in your local calling area.

| | |
|----------------------|-----|
| AGT TalkMail service | 30¢ |
|----------------------|-----|

Fee is per message sent in Alberta.

Special Note: TalkMail Extra is available for frequent users at \$12.00 per month for 100 local messages. To subscribe call 1-800-661-2200.

† Availability is limited to some areas.

* TalkMail is a trade-mark of New Brunswick Telephone Company, Limited, used under license by AGT Limited.

* Not available in Edmonton.

Call Answer TalkMail

• • •
To find out more about AGT TalkMail service, please call us at **1-800-661-3162.**

(A local call from anywhere in Alberta)

Phones for every lifestyle

Q. "Can I find a phone that shows me the name of the person calling?"

A. Yes. *Vista 200*.

The *Vista 200*TM is the main phone for your home. In addition to displaying the caller's name and/or number on the screen, for those with AGT *Name Display* or AGT *Call Display* service, it logs the last 15 answered or unanswered callers' numbers. Ten memory keys allow for quick dialing the numbers of those you call most often. The *Vista 200* comes with an indicator light for visual ringing, hold and extension-in-use.

Vista 200 Telephone

\$7.95

A service charge may apply. Rental fee is per month.



Colour choice:



Almond

Charcoal

White

Q. "Is there an inexpensive display set I can use as an extension of my main display phone?"

A. Yes. *Vista 100*.

The *Vista 100*TM is the perfect extension telephone. With AGT *Name Display* service or AGT *Call Display* service it displays the name and/or number of the caller on the screen and logs this information for the last caller, whether the call was answered or unanswered. The *Vista 100* features six memory keys for quick dialing of the numbers you call most often. It comes with an indicator light for visual ringing, hold and extension-in-use.

Vista 100 Telephone

\$5.95

A service charge may apply. Rental fee is per month.



Colour choice:



Almond

Charcoal

White

TM Northern Telecom

Phones for every lifestyle

To find out more about AGT phone options, please call us at **310-2255**.

(A local call from anywhere in Alberta)

QUALITY & CONVENIENCE

Q. "I want a simple, reliable phone that's easy to use. Can I get one?"

A. Yes. Harmony phone.

AGT *Touch-Tone* services like the *Talking Yellow Pages**, voice mail for your home-based office, and AGT Automated Long Distance service are at your fingertips with the *Harmony* phone. This model is compact and sturdy, with larger buttons and an adjustable ringer. If you're talking to someone who speaks softly, a volume-controlled handset is available, allowing you to make sure every word comes through loud and clear.

Harmony Telephone

\$2.95

A service charge may apply. Rental fee is per month.



Colour choice:



Almond

Charcoal

White

**Harmony Telephone With
Hard-of-Hearing Volume Control
(Almond Only)**

**additional
\$2.00**

Q. "Do you have a phone with easy-to-use memory functions?"

A. Yes. Meridian 9216.

The Meridian 9216 features a tiltable display screen which, with AGT *Name Display* and AGT *Call Display* services, gives you the caller's name and/or number and the ability to log the last 15 answered or unanswered callers' numbers. If you work from an office at home, you'll appreciate placing calls without having to lift the receiver. And everyone can take advantage of the 10 memory keys for quick access to those you call the most.

Meridian Telephone

\$10.95

A service charge may apply. Rental fee is per month.



Colour choice:



Black

Grey

Phones for every lifestyle

HOW AGT IS HELPING OUR YOUNG ALBERTANS

AGT Project Blue Eagle is a volunteer project which improves the quality of life for people with disabilities through learning. By donating computer technology, training and ongoing support, AGT helps individuals develop communications skills, improve self esteem and participate more fully in everyday life. Since Project Blue Eagle's inception, 280 computers have been installed to benefit over 7,000 students across the province - including 1,400 special needs students. Personal computers have also been donated to assist 23 physically challenged Albertans, as we've put our resources to good use.

SIMPLE SERVICE

Customer Service

7:30 a.m. - 8:00 p.m.
Monday-Friday

8:00 a.m. - 4:30 p.m.
Saturday

• • •
Questions, concerns, comments, complaints call 310-1000 7:30 a.m. to midnight, 7 days a week
(A local call from anywhere in Alberta)

Q. "Can I call AGT after business hours to get service?"

A. Yes! You can call AGT at 310-2255.

(A local call from anywhere in Alberta)

How do you handle your phone bill? Where do you take your rental phone for repair?

There's no need to go out of your way to get reliable AGT service. You can get high quality communication services and friendly advice with just one phone call to AGT.

For all your residential needs, call 310-2255 toll-free.

(A local call from anywhere in Alberta)

One call to AGT puts you on-line for all of the following services:

- Phone service connections, disconnections and moves
- Subscriptions to AGT Long Distance savings plans like AGT *TelePlus* and AGT *Between Friends*
- Subscriptions to local services like *Call Waiting* and *Call Display*
- Phone rentals – and we'll deliver directly to you
- AGT *Calling Card* service and the AGT *Call-Me Card* service
- Telephone directories
- Billing inquiries or to change the way you pay your bill
- Free advice on using your phone services

Q. "Is there an easy way to pay my AGT phone bill?"

A. Yes! Choose one of six convenient ways to pay your phone bill.

Take advantage of our pre-authorized bill payment program.

AGT can, with your authorization, automatically debit your account. Or, if you prefer, we can bill your credit card.

Payments will also be accepted:

- In person at banks, credit unions and trust companies[†]
- Through your automated teller[†]
- Over the phone with several banks, credit unions or trust companies now offering "telephone banking" services^{††}
- By mail to AGT, P.O. Box 2422, Edmonton, Alberta, T5J 2S7
- Calgary Payment Centre - Main Floor, 411 - 1 St. S.E. Calgary T2G 4Y5.

[†] Subscription or service charge may apply.

^{††} Ask your branch for details.

Q. "How do I get my AGT rental phone?"

A. Simple. Just call AGT at 310-2255.

(A local call from anywhere in Alberta)

We'll deliver it to the location of your choice.[†]

[†] Choice may be limited in some locations.

Q. "Who do I call if I have a question, comment, complaint or suggestion?"

A. The Action Line.

When you have a suggestion, concern or complaint, call us at 310-1000, or in Edmonton call 1-800-567-0000. We're the AGT Action Line.

It's open from 7:30 in the morning until midnight, seven days a week. While all our familiar billing, repair and customer assistance lines are still available, the AGT Action Line is here for your concerns.

So use the AGT Action Line to stay in touch and get the action you deserve right away.

SAVING YOU MONEY

AGT Long Distance savings plans for business

Q. "I may make business calls at any time. Is there a plan for me?"

A. Yes. AGT TelePlus savings plan.

Looking for around-the-clock savings on Long Distance business calls? AGT *TelePlus* savings plan takes 15% off the cost of each direct-dialed Long Distance call 24 hours of every day. That's on top of what you save during regular discount periods.

Here's how the savings add up:

| | Daytime | Evenings & Weekends 35% Savings | Night Rate 60% Savings |
|---|-----------------|------------------------------------|---------------------------|
| Eligible Calls | \$100.00 | \$100.00 | \$100.00 |
| Time of Day Discounts (for direct-dialed calling) | | - \$ 35.00 | - \$ 60.00 |
| TelePlus Savings[†] | | | |
| Calls eligible for 20% savings | - \$ 14.00 | - \$ 9.10 | - \$ 5.60 |
| Calls eligible for 15% savings | - \$ 4.50 | - \$ 2.93 | - \$ 1.80 |
| Subscription fee | +\$ 2.00 | +\$ 2.00 | +\$ 2.00 |
| You Save | \$ 16.50 | \$ 45.03 | \$ 65.40 |

[†] TelePlus savings based on a \$100.00 Long Distance bill, where 70% of the calls were to three people (20% savings) and the remaining 30% were to others (15% savings).

Q. "Is there one plan that saves my business the most?"

A. Yes. AGT Advantage Preferred service.

If you're looking for maximum Long Distance savings that adjust to changes in your calling pattern, you're looking for AGT *Advantage Preferred* service. Businesses spending over \$235 a month on direct-dialed and AGT *Calling Card* service calls are automatically qualified to take

We've got a plan designed for wherever you call the most. The AGT *TelePlus North America* savings plan includes Alaska and Hawaii, and saves you a full 20% automatically every month on the three numbers you call the most each month. Meanwhile, the AGT *TelePlus Overseas* savings plan, including Mexico and the Caribbean, takes 20% off your monthly overseas calls when they total over \$200.

Both of these plans offer savings on customer direct-dialed calls or equivalent calls made on your AGT *Calling Card* service to or from any point in Canada. This includes the Long Distance portion of calls to and from cellular 400, 800 and general mobile phones.

| | |
|---|---------------|
| AGT TelePlus North America service | \$2.00 |
| AGT TelePlus Overseas service | \$2.00 |

Fee is per month.

advantage of rates approximately 30% lower than regular direct-dialed rates. You can save even more with volume discounts of 10% to 22% for total usage! Convenient six-second timing means you only pay for what you use. And you can also save on eligible calls made on your AGT *Calling Card* service.

AGT *Advantage Preferred* service savings apply 24 hours a day, seven days a week, almost anywhere in the world, which makes the service ideal for North American and international marketing. This allows you to save the most on calls within Canada, to the United States, Mexico and points overseas.

TelePlus Advantage Preferred



We're constantly updating and enhancing our AGT Long Distance savings plans. To find out about the exciting new ways you can save, please call us at 310-2255.

(A local call from anywhere in Alberta)

Calling Card FaxCom



**Cards are free.
Call us today
for yours.**

• • •
To find out
more about AGT
Long Distance
savings plans,
please call us at
310-2255.

*(A local call from
anywhere in Alberta)*

Q. "Could Long Distance calling be more convenient for business travellers?"

A. Yes. AGT Calling Card service.

Business people making frequent Long Distance calls away from the office will appreciate the convenience of AGT *Calling Card* service. It usually costs less than an operator-assisted call and is a lot handier than waiting for acceptance or verification on collect or third-number billing calls. Not only does this service allow you to bill such calls to your office number, it allows you to save as well. Most calls automatically qualify for AGT *TelePlus* and AGT *Advantage Preferred* savings plans. And you can call 24 hours of every day from almost any phone[†] anywhere in the world, which is perfect for contacting business associates across Alberta or across Canada. Meanwhile, *Canada Direct* service lets you call within, or to foreign countries while abroad. You can also call back to Canada from over 100 countries.

Cards are free. Call us today for yours. No startup fee. Transaction charge applies on each call.

[†] Calls placed from payphones in Alberta to overseas destination are not currently accepted. Cards are issued at the discretion of AGT.

Q. "Is there a Long Distance plan that saves on my facsimile transmissions?"

A. Yes. AGT FaxCom service.

AGT *FaxCom** service translates into clear savings for your business. If you spend over \$23 a month on Long Distance faxing, AGT *FaxCom* service is the plan for you. Save up to an average of 35% on direct-dialed rates no matter where you fax

to in Canada or around the world. Plus, you can save an extra 35% on facsimiles sent to destinations in Canada and the U.S. between 6 p.m. and 11 p.m. weekdays. And you can save 60% from 11 p.m. to 8 a.m. weekdays and Saturdays. With AGT *FaxCom* service, you can fax overseas for 10% less than regular Teleglobe rates (excluding Mexico).

AGT FaxCom service

\$8.00

Fee is per month.

FaxCom may not be available in some areas.

A nominal charge may apply to each call.



SAVING YOU MONEY

Q. "Is there a service that lets me get even more out of my fax?"

A. Yes. **AGT Fax Management service.**

AGT Fax Management service powers up your fax machine, making it work harder than ever for you. You don't need special equipment. This service works with any machine to save you time and money. AGT Fax Management service also boosts your faxing capabilities to the maximum with features like delayed distribution and distribution lists. With AGT Fax Management service, savings are a guaranteed fact!

| | |
|-------------------------------|----------------------|
| AGT FaxCom Subscribers | First ID Free |
| Non-FaxCom Subscribers | \$13.95 |

Q. "Is there an affordable service that lets my important out-of-town customers reach my small business?"

A. Yes. **AGT Advantage 800 Entry service.**

Bringing yourself closer to out-of-town customers is as easy as 1-800. With AGT Advantage 800 Entry service, you have an inexpensive way to generate leads and expand into new markets. Having a toll-free number encourages customers to call you for products, services and support. You won't need a new line because calls can be automatically routed through your existing line. It's an economical way to form closer business ties with your customers. If you receive a minimum of \$150.00 worth of calls, you're eligible. There is no monthly minimum.

| | |
|--|---------------|
| AGT Advantage 800 Entry service | \$8.00 |
|--|---------------|

Fee is per month plus applicable toll charges.

Q. "Is there a service that allows my customers to reach me when I'm out of the office?"

A. Yes. **AGT Call Forwarding service.**

Be accessible to your customers – wherever you go. With AGT Call Forwarding service you can receive your calls even when you're out of the office. This convenient service reroutes your calls to whatever number you want – local or Long Distance. Now your business can follow your busy schedule, so you won't miss important leads and contacts.

| | |
|------------------------------------|---------------|
| AGT Call Forwarding service | \$5.50 |
|------------------------------------|---------------|

Fee is per month.



"Today's business customers demand fast service. They want to deal with people who are knowledgeable about the products and services that can help them be more competitive."

Leane Lowe, Business Service Representative

Fax Management Advantage 800 Entry

AGT AND THE UNITED WAY

Our employees raise thousands of dollars every year for the United Way, but their support goes far beyond financial donations. Their commitment and enthusiasm have helped make United Way campaigns a growing success each year. AGT is one of the largest corporations to contribute in the province. As well, we assign two people in Calgary and in Edmonton to work on specific campaigns. In 1994, AGT employees across the province contributed \$210,728.00 to the United Way.

AGT *SmartTouch* services

Q. "Is there an easier way to know who's calling before I answer?"

A. **Yes. AGT Name Display service.**

With this service, you can address your customers personally by knowing their name when you answer their call. With AGT Name Display service you see the name and number of your caller before you answer. If you're meeting with someone, it's no problem to screen calls and set your priorities. To get started, you need a *Vista* or *Meridian* phone with display capabilities. If you already have AGT Call Display service, get AGT Name Display service for only \$2.00 more.

AGT Name Display service

\$8.95

Fee is per month.

Q. "Is there a better way to take down my caller's number correctly?"

A. **Yes. AGT Call Display service.**

AGT Call Display service gives you the advantage of knowing the number of your caller, even before you answer. This allows you to identify the person on the other end and take down the right number if you need to call them back. AGT Call Display service requires a phone with display capabilities.

AGT Call Display service

\$6.95

Fee is per month.

Call Display Name Display



• • •
To find out more about AGT *SmartTouch* services, please call us at **310-2255**.

(A local call from anywhere in Alberta)



QUALITY & CONVENIENCE

Q. "Is there a reliable way to get all of the business messages that come in while I'm out or on the phone?"

A. Yes. AGT Call Answer service.

Reduce the valuable time you spend playing telephone tag with customers and suppliers. Now they can leave you a detailed message up to three minutes long. AGT Call Answer service is better than an answering machine, and can take several messages at once. AGT Call Answer works 24 hours a day, seven days a week on any busy or unanswered phone. You can greet customers with an easy-to-change personalized greeting. Messages can be listened to, skipped, saved, erased or repeated from any Touch-Tone phone in the world.

AGT Call Answer service

\$9.95

Fee is per month.



"We're in a business where the only thing we know for sure is that technology is changing. AGT employees have always been quick to adapt to innovation and technology."

Patrick Houle, Network Installer

Q. "Can my business have the convenience of a switchboard without all the headaches?"

A. Yes. AGT Centrex service.

Give your customers the prompt attention they deserve, while allowing yourself to expand your organization without risk. AGT Centrex service is a state-of-the-art service that gives you the power of your own switchboard without the worry or expense of purchasing or managing it. No space availability, back-up power or obsolescence concerns. We do the monitoring and service maintenance. AGT Centrex service offers flexibility to change as your business changes, and provides the reliability you need to ensure continuous contact with your customers. By adding AGT Centrex service features such as Automatic Call Distribution and AGT Message Manager service, you can actually enhance your ability to respond to customer needs. And you'll always know who's on the line with Centrex Call Display, which gives you both the name and number of your caller. Call today to find out how AGT Centrex service improve your lines of communication.

* AGT Limited is an authorized user of the mark.

Call Answer Centrex

SPREADING OUR WINGS FOR THE ENVIRONMENT

Few of us realize it, but many species of native Alberta birds are becoming threatened as we lose more and more wilderness to farmland and urban development. Brian Cowan, an AGT employee, took a second look at AGT's buried cable markers that dot Alberta and saw a chance to provide homes for thousands of these birds.

Brian developed Feather Care, a program to convert the bright blue and orange cylinders into nesting boxes. A huge success, 5,000 markers were converted in 1992 and 2,362 native Alberta birds were hatched. Thanks to Brian's idea and the increasing support of volunteers, AGT hopes to convert 25,000 markers and attract 17,000 nesting pairs of birds by 1997.

PATRICK HOULE
Lethbridge
Network Installer

BRENDA CUNNINGHAM
Edmonton
Director's Assistant

LEANE LOWE
Calgary
Business Service Representative

RANDY DOLL
Peace River
Network Maintenance

CAROL NELSON
Calgary
Systems Manager

CONNIE PARENTEAU
Edmonton
Network Engineering

Meet six of the over 6,000 AGT employees
who are working hard to improve what we
provide - great products and service.



We go further than Long Distance

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AND**

**BINDLOSS - BOW ISLAND - BURDETT - ELKWATER
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SEVEN PERSONS - WALSH**

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TM

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