

FOR FAST, EASY REFERENCE, MAKE A NOTE OF THE NUMBERS YOU CALL FREQUENTLY

Name	Number	Name	Number	Name	Number

INCLUDE AREA CODE 403 WHEN CALLING LONG DISTANCE WITHIN ALBERTA.

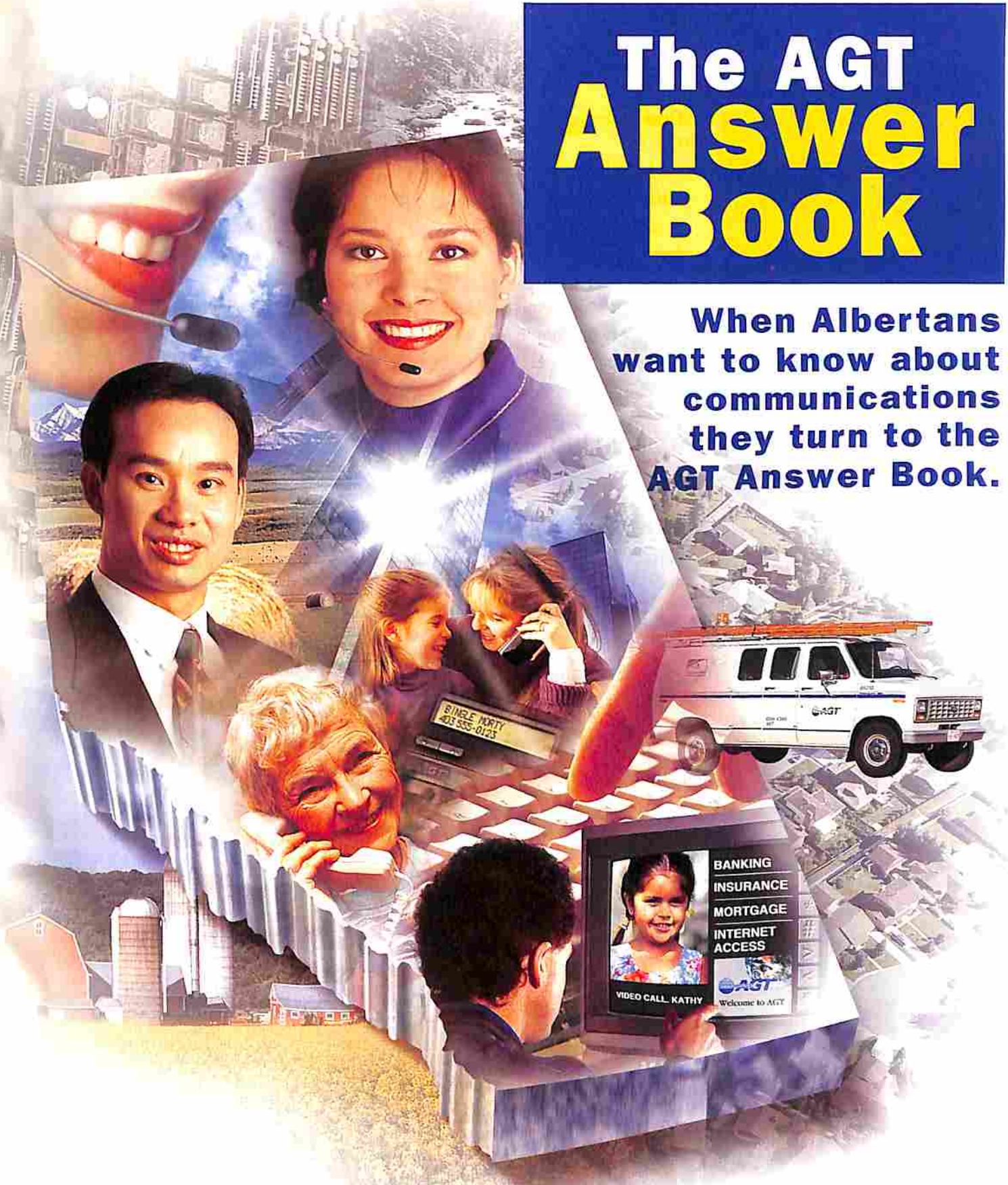
ABOUT THE COVER

Albertans have unique calling needs. Only AGT can provide a complete, competitive range of local and long distance services to meet those needs anywhere in Alberta.

AGT Limited, Canada's third largest telephone company, provides telecommunications products and services in Alberta transmitting voice, data and video communications throughout the province. Federally regulated by the CRTC, AGT is the largest subsidiary of Alberta based TELUS Corporation.

The AGT Answer Book

When Albertans
want to know about
communications
they turn to the
AGT Answer Book.



SEE INSIDE FOR INFORMATION ON SAVINGS, REWARDS, PRODUCTS, SERVICES AND MORE!



Dear Customer:

On behalf of everyone at AGT I'd like to personally thank you for being our customer. Earning your business by serving you better – day in and day out – is our number one priority. It's our job to not only meet your expectations but to exceed them – every time we serve you.

Complete, competitive communications is a special strength of AGT. No one else can offer you unique AGT features like 24 hours a day, 7 days a week operator service and special "value added" services like AGT *Calling Card*, AIR MILES™ travel miles and innovative new services. AGT *Planet*™ service is our exciting Internet offering – a reliable, affordable way to put all Albertans in touch with the limitless potential of the Net.

We're proud of our province and of the people who have worked so hard to make it strong. Today, over 6,000 Albertans work for AGT and many more benefit directly from the business we do here. We strongly believe in our responsibility to the communities we live and work in. Last year, our employees volunteered over 39,000 hours in community service, working with charities, environmental initiatives, amateur sports and a host of other projects across the province.

Providing you with affordable Long Distance is one example of our total commitment to service. Our Long Distance prices have never been as low as they are today.

We value your suggestions and welcome your input on how we can better serve you today and in the future. Listening to you and then delivering better ways to meet your needs has played a key role in our success in the past. I guarantee you, it will continue to play a major role in our future.

Don Lowry

President & Chief Operating Officer AGT Limited

Phone 1-800-565-0142 Fax 1-800-668-4654

For residential or business service inquiries see page 3.



Residential Products and Services



AGT Long Distance savings plans

Real Plus

AGT Real Plus
AGT Between Friends
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AGT Great Value Calling Periods

AGT & AIR MILES

Equal Access
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BINGLE MORTY
403-555-0123

AGT SmartTouch services

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Phones for Every Lifestyle

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For residential service call 310-2255

(A local call from anywhere in Alberta)

Hours: 7:30 a.m. - 8:00 p.m. Monday to Friday
8:00 a.m. - 4:30 p.m. Saturdays

For business service call 310-3100

(When calling from out of province or areas serviced by ED TEL, call 1-800-361-3311)

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

AGT Limited Home Page on the Internet WWW.AGT.ALTA.NET

Business Products and Services



AGT Long Distance savings plans

Real Plus

ADVANTAGE

AGT Real Plus
AGT Advantage
Preferred Entry
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AGT Advantage 800 Entry

AGT FaxCom
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AGT Centrex



AGT Calling Card

AGT Long Distance Cards

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Canada Direct

AGT SmartTouch services

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AGT Call Forwarding

Guaranteed savings on every direct-dialed Long Distance call you make, plain and simple!

Real Plus[®]

"Do I really save money on my Long Distance calls no matter who or what time I call?"

With the AGT Real Plus savings plan you do.

When you spend over \$15 a month on eligible Long Distance calling, you get 20% off direct-dialed calls to the three numbers you spend the most on calling in Canada and the U.S.* You'll also save 15% off all your other direct-dialed calls,** including those numbers you call overseas, and most AGT Calling Card calls.

You'll see the savings every month on every AGT Long Distance call you make – all on one convenient bill.

"Even if I make most of my calls in the evening or on weekends, can I still save money?"

With AGT Between Friends[†] savings plan you can.

Call up distant friends and relatives in the evening, on weekends or special holidays and get the first 30 minutes of calling for one low monthly fee. Even calls you make after you've used up your 30 minutes qualify for the same low rate on a per-minute basis. The plan applies to all direct-dialed calls made between 6 p.m. and 8 a.m. Monday through Friday, as well as all day Saturday, Sunday, Christmas Day and New Years Day.

Here's how the AGT Real Plus savings plan adds up:

	Daytime	Evenings & Weekends 35% Savings	Night Rate 60% Savings
Eligible Calls (sample spending)	\$ 100.00	\$ 100.00	\$ 100.00
Time of Day Discounts (for direct-dialed calling)		- \$ 35.00	- \$ 60.00
Real Plus 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	\$ 0.00	\$ 0.00	\$ 0.00
You Pay Only	\$ 81.50	\$ 52.97	\$ 32.60
You Save	\$ 18.50	\$ 47.03	\$ 67.40

* And Plus savings based on a \$100 Long Distance bill (calls to 70% of the calls to six to three numbers (20% savings) and the remaining 30% to four numbers (15% savings).
 † AGT Between Friends is a benefit of the trade-mark owned by MRU.
 ** Operational 900 service or collect calls are excluded.
 ‡ Revenue discount applies to eligible monthly Long Distance billings less than \$45. AGT Select Route[®] calls excluded.

AGT Between Friends

30 minutes of direct-dialed calling to anywhere in the area covered by the particular plan.

Alberta Can./USA

\$4.80 \$8.00

Unlimited additional calls after the first 30 minutes. (per minute)

16¢ 26¢

"Is there a way I can save on Long Distance when a lot of my calls are to nearby communities?"

With AGT Select Route[®] service you can.

If you regularly call for business or pleasure to areas outside your local calling area this service is for you! Choose any or all of the communities you call to or from most often within a 100 km radius and save on every direct-dialed AGT Long Distance call you make.

Get our low rates on 60 minutes worth of calls or, if you call more often, take advantage of even greater savings with our 10 Hour Plan.

One Hour Plan

Subscription/Month – **\$7.00** Each Additional Minute – **15¢**

Ten Hour Plan

Business – **\$80.00** Residence – **\$40.00**

Each Additional Minute – **15¢**

Depending on AGT route configurations. *Costs per route

CALL AGT AT 310-2255



AGT Great Value calling periods

Evening Rate*

SAVE 35% (on daytime direct-dialed rates)

6 p.m. to Midnight – Monday to Friday

North America only. Monday to Saturday in areas serviced by Northwestel.

8 a.m. to Midnight* – Saturday and Sunday

Sunday only in areas serviced by Northwestel.

Night Rate*

SAVE 60% (on daytime direct-dialed rates)

Midnight - 8 a.m. Daily

* Overseas rate periods vary by country.

AGT Long Distance – less than you'd guess!



AGT Long Distance calling is not only convenient, it costs a lot less than you think. You can save up to 60% during our Great Value calling periods to anywhere in Alberta, in Canada or to countries around the world.

To find out just how little Long Distance can cost, call AGT today at 310-2255 (A local call from anywhere in Alberta).

"How can I start collecting AIR MILES travel miles on my AGT Long Distance calls?"



Simple. Call AIR MILES™* customer service at 1-800-563-4108 to register as an AIR MILES travel miles subscriber. Then, just call AGT at 310-2255.

Talk your way to a face-to-face meeting with friends and family around the world. Only AGT rewards you with AIR MILES travel miles on residential AGT Long Distance calls. You collect one AIR MILES travel mile for every five eligible residential AGT Long Distance calls you make each month to anywhere in the world.

The same rewards apply to most calls made using your AGT Calling Card or any AGT Long Distance savings plan.

"How can I compare AGT with other companies offering Long Distance services?"



Make a no charge call to 1-800-608-1155 and get the facts on AGT and Equal Access.

"Equal Access" means Albertans can choose from a variety of long distance services. However, some long distance providers may not offer "Equal Access" in your area. It pays to compare.

Get the facts, today. Call AGT for a free copy of the easy-to-understand guide, "20 Questions (And Answers) About Equal Access and Your Long Distance Service." Just dial our toll-free number, 1-800-608-1155, or fax us at 1-800-608-1166.

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

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

If you want to confirm which long distance company you're with, call the automated information line, 1-700-555-4141. Be sure and place your call from the phone you wish to check.

If you discover you're not with AGT and want to be, call us toll-free, 1-800-608-1155, and we'll switch you back to our services free of charge!

©** AIR MILES International Holdings N.V. Loyalty Management Group (Canada) Inc. (authorized user)

CALL AGT AT 310-2255



“What is the most convenient way to phone home when I’m travelling?”



With an AGT Calling Card.

You’re never out of touch with an AGT *Calling Card*. Place calls from almost anywhere in Canada or around the world, and bill them to your home or business number. With no complex access codes – just dial “0” and the number you are calling for calls within Canada and the U.S. – it’s quick, convenient and usually costs less than operator-assisted calls.

Your AGT *Calling Card* lets you make calls to Canada from over 110 countries worldwide, call from Canada to over 200 countries, and call within or to several countries while abroad.

A transaction charge applies to each call.
Calls placed from pay phones in Alberta to overseas destinations are not currently accepted.
Cards are issued at the discretion of AGT.

“How can I pay for calls from close friends and family?”



With an AGT Call-Me Card.

Make it easy and secure for children away at school or close family in far off places to call you. With AGT *Call-Me Card*, calls can only be placed to your number and usually cost less than collect calls. Cards are free and are accepted any time of the day, every day of the week, and billing is automatic.

To find out how to get your AGT *Calling Card* or AGT *Call-Me Card* service, please call us at 310-2255. (A local call from anywhere in Alberta)

Cards are issued at the discretion of AGT. A transaction charge applies on each call. Charges may vary according to where calls originate and how they are placed.

CALL AGT AT 310-2255

The AGT *Calling Card* makes Long Distance travel that much easier.

“What is the easiest way to call Canada when I’m travelling overseas?”



AGT *Canada Direct* service.

When travelling abroad, call home quickly and easily with AGT *Canada Direct*¹ service. This convenient service lets you place calls to anywhere in Canada from approximately 110 countries around the world without ever having to worry about language or currency problems. And, you're billed at Canadian rates which are often less than those charged in other countries. If you're on one of our eligible savings plans you'll get the savings you expect.

Just dial the appropriate access code and you'll be connected with a Canadian operator immediately. You can also use AGT *Canada Direct* service when calling Long Distance within or to approximately 60 overseas countries.

Billing for all services is accepted with AGT *Calling Card*, AGT HELLO!² *Phone Pass* or collect calls. AGT *Call-Me Card* service may also be used for calls to Canada.

Canada Direct service from the U.S. is now available should you encounter difficulty placing an AGT *Calling Card*, AGT *Call-Me Card* service, collect or third number billed call.

Wallet-size AGT *Canada Direct* service cards listing all access codes are available from most travel agencies, or by calling 1-800-561-8868 toll free.

“Is there a way to buy a preset amount of Long Distance calling?”



Yes! AGT HELLO! *Phone Pass*.

If you need a convenient way to place prepaid AGT Long Distance calls, the AGT HELLO! *Phone Pass* is the perfect travelling companion. Available in \$10, \$20 and \$50 denominations from AGT Residential Call Centres or distributors throughout Alberta, they can be used 24 hours a day from most pay phones, *Touch-Tone*³ and cellular phones anywhere in Canada. They can also be used in countries where AGT *Canada Direct* service is available. A great gift idea and so attractive they've become collectors' items.

Bill them directly to your AGT account, or pay with Visa, Mastercard or American Express.

Special rates apply. AGT HELLO! cards are not applicable to AGT savings plans.

1. AGT is an licensed user of the trade-mark owned by Teleglobe.

2. AGT is an licensed user of the trade-mark owned by Senior.

3. AGT is an licensed user of the trade-mark owned by Northern Telecom.

CALL AGT AT 310-2255



**Turn
your home
display phone
into a
message
centre,
a security
system
and more
with AGT
SmartTouch
services.**

BINGLE MORTY
403-555-0123

**"What is the best way
to screen my calls?"**

With AGT Name Display service.

Security and convenience are what you get when you can check a caller's name and number on your phone's display screen before you answer. You decide which calls to respond to and which to return later. If you already have AGT Call Display service, AGT Name Display can be added for only \$2.00 extra a month.

AGT Name Display service

\$6.95

Fee is per month. Not available in all areas.

403-555-0123

**"How can I avoid taking
certain calls without
missing the important ones?"**

With AGT Call Display service.

You're in control of your phone when you can see the caller's number on the display screen before you answer. You can give important calls the priority they deserve, and free yourself from answering calls for other members of your household. AGT Call Display is compatible with digital display phones such as the Vista 200.TM

AGT Call Display service

\$4.95

Vista 200 display phone

\$7.95

Fee is per month. Not available in all areas.
TM Northern Telecom

PRIVACY OPTIONS

AGT has a wide range of options to protect your privacy. To find out about an option that's right for you, please call us at 310-2255 (A local call from anywhere in Alberta).

**"Is there a way to get the calls
I've been missing because my line
is busy?"**

Yes! AGT Call Waiting service.

Never miss an important call because you or someone else is on the line. With AGT Call Waiting, two soft beeps tell you another call is coming in while you're talking on the phone. And when you don't want to interrupt your conversation, you can let the caller try again, or turn the service off for the duration of the call.

AGT Call Waiting service

\$4.00

Fee is per month.
All fees are for residential service.

CALL AGT AT 310-2255



“How can I be sure I get all my messages when I’m away or on the phone?”

With AGT Call Answer service.

When you’re away or on the phone have AGT *Call Answer* service take your messages. Your phone is answered automatically, and callers can leave detailed messages up to three minutes in length. And they won’t get a busy signal if someone else is leaving a message because the service can handle several calls at once. Add a personal touch by recording your own greeting. Your messages can be listened to, skipped, saved, erased or replied to from any *Touch-Tone* phone in the world.

Upgrade to AGT *Call Answer* service options at any time for only \$2.00 extra a month. You get three additional mailboxes, allowing other household members the privacy of receiving their own messages. Ask about *OutCall Notification*, a service that can notify you on your pager or at another number that you have messages.

AGT Call Answer service

\$5.95

Fee is per month.

“Is there a way to tell if an incoming call is for me or for someone else?”

Yes! AGT SMART Ring service.

If you’re tired of answering calls and taking messages for everyone in the house, AGT *SMART Ring* service can help. You get the convenience without the cost of having two phone lines. Two separate numbers, each with their own distinct ring, will tell you whether the call is for you or for someone else.

AGT SMART Ring service

\$4.95

Fee is per month.

“Can I avoid having to wait at home for an important call?”

Yes! AGT Call Forwarding service.

When you have places to go there’s no need to hang around the house waiting for an expected call. With AGT *Call Forwarding* service, local and Long Distance calls can be relayed to you. And there’s comfort in knowing that your call will be answered while you’re away.

AGT Call Forwarding service

\$3.00

As an additional SmartTouch service

\$2.00

Fee is per month.

“How can I talk to more than one person at once?”

With AGT Three-Way Calling service.

Call two friends at the same time and settle in for a good visit. AGT *Three-Way Calling* service lets you talk to two people at once whether they live across town or half way around the world and the reception is crystal clear.

AGT Three-Way Calling service

\$3.00

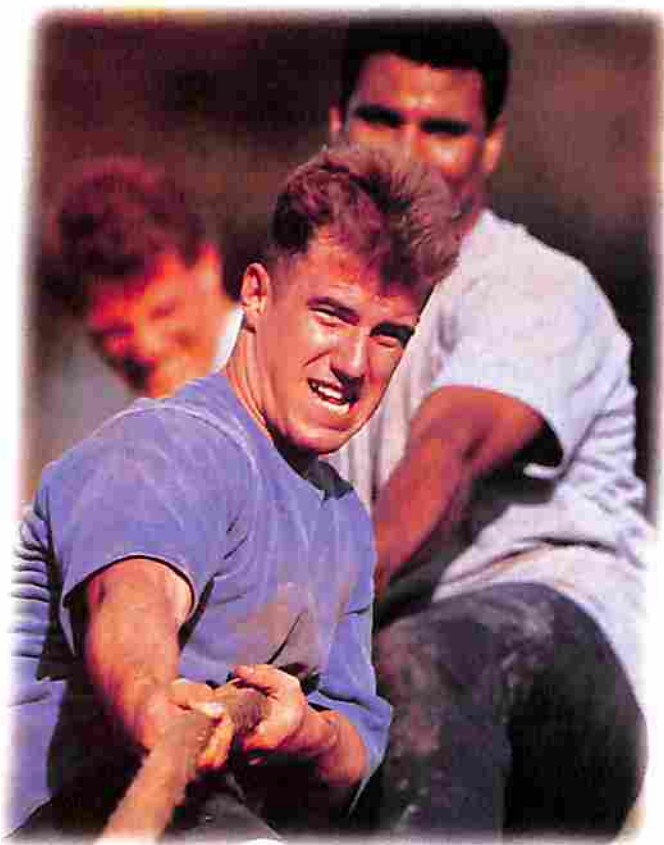
As an additional SmartTouch service

\$2.00

Fee is per month.

All fees are for residential service.

CALL AGT AT 310-2255



“What is the best way to handle nuisance phone calls?”

Dial AGT Call Trace service.

You can do something about disturbing phone calls. When you get the call, hang up and immediately activate AGT Call Trace service by pressing ***57** (rotary customers dial 1157). If the trace was successful, you'll be notified and instructed to contact the police. Traced numbers can only be released to the police.

AGT Call Trace service **\$3.00/use**

Fee is per traced call.
AGT Limited is a licensed user of the trade-mark owned by NB Tel. Not available in the ED TEL area.

“How can I get a message to someone who is either out or on the phone?”

With AGT TalkMail service.

Talk about convenience! AGT TalkMail® service can deliver your message to those difficult to reach people almost anywhere in the province at any time of the day. When there's no answer or a busy signal, hang up 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. If someone has sent you an AGT TalkMail message, you'll hear a continuous soft tone when you

pick up your phone. To retrieve your message, press ***98** (rotary customers dial 1198). You'll be told the date and time the message was left, as well as the name or number of your caller.

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

AGT TalkMail service **30¢/use**

Fee is per message sent in Alberta.
Not available in ED TEL area.

“When I miss a call is there any way to call them back?”

With AGT Call Return service.

When your pick up isn't as quick as your caller's hang up, AGT Call Return can tell you the number of the missed call and dial it for you. It's easy to use. Just pick up the phone and press ***69** (rotary customers dial 1169) and a special announcement tells you the number of your last caller and offers to return the call. If the caller's phone is busy, this service monitors the line and lets you know when it's free.

AGT Call Return service **\$3.00/month**

As an additional SmartTouch service **\$2.00/month**

“Is there a more convenient way to reach someone whose line is busy?”

Yes! AGT Call Again service.

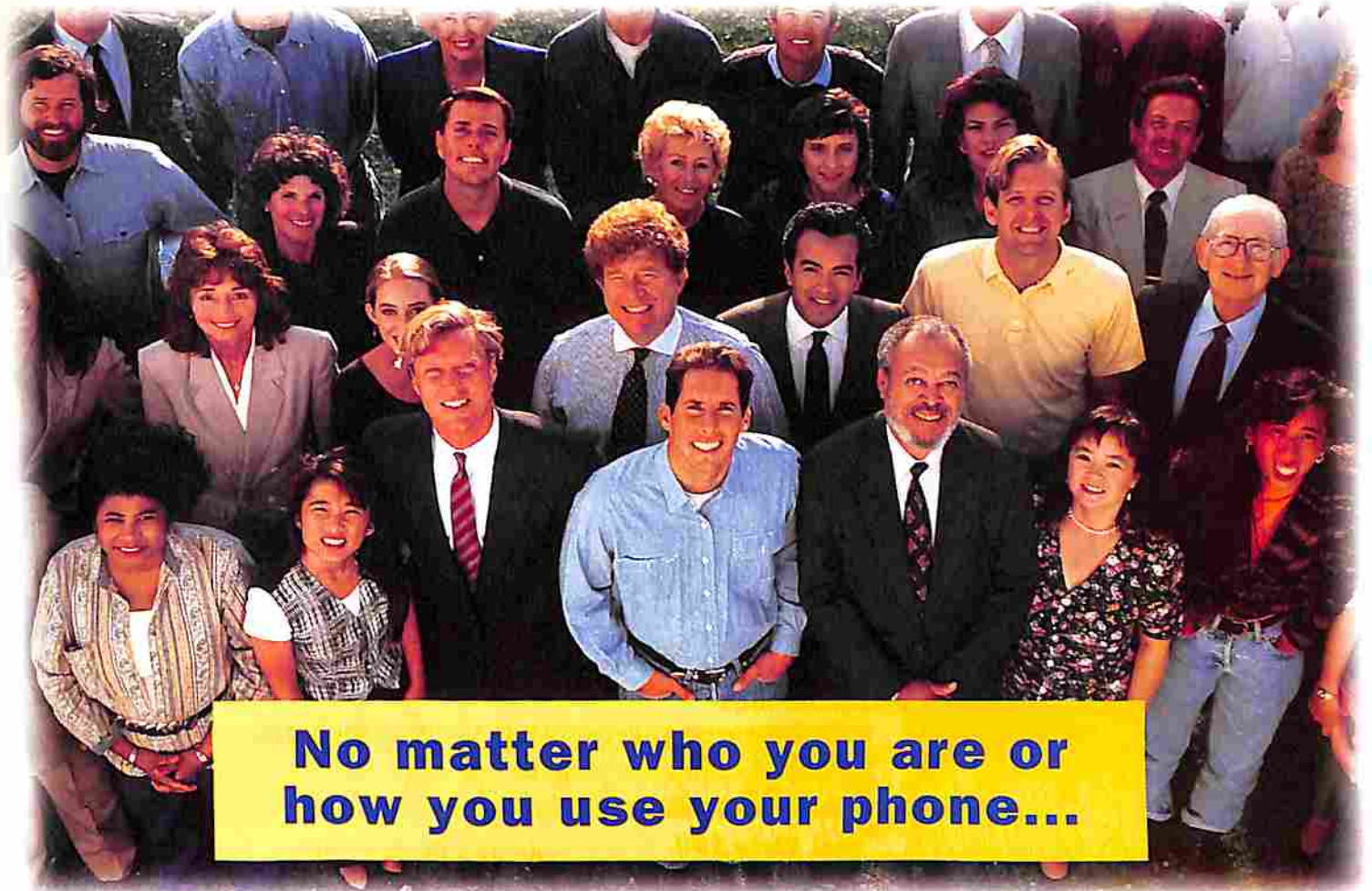
You know how frustrating it is when that important call you're trying to make keeps getting a busy signal. Don't give up. There is an answer. Just hang up, then pick up the receiver and press ***66** (rotary customers dial 1166) and hang up again. AGT Call Again service will retry the number for you for up to 30 minutes without tying up your phone. It lets you know when you've connected and will even place the call for you.

AGT Call Again service **\$3.00/month**

As an additional SmartTouch service **\$2.00/month**

All fees are for residential service.

CALL AGT AT 310-2255



No matter who you are or how you use your phone...

“Which services will give me a greater sense of security whether I’m at home or away?”

AGT Security Pac – only \$8.95 a month!

Seeing the name and number of your caller before you answer allows you to screen unwanted calls. And you can forward your calls to wherever you’re going to be, or to someone you trust while you’re away, leaving the impression that someone is always home.

“How can I make my phone more compatible with a busy lifestyle?”

AGT Convenience Pac – only \$10.95 a month!

This package gives you the control you’re looking for. One glance at your phone’s display screen shows you who’s calling and gives you the option of answering or not. And if you’re waiting for an important call, you can still use the phone because two soft beeps will tell you when someone else is calling you.

“How can I get my calls even though I’m not at home much?”

AGT In-Touch Pac – only \$14.90 a month!

If you’re always on the go, this package is one of the best ways to stay in touch. Your calls can be forwarded to where you’re going to be, and if you can’t be reached, your caller can leave a message. And if the phone rings just as you’re going out the door, you’ll be able to see exactly who is calling.

“Is there a better way to make your phone work for a busy family?”

AGT Family Pac – only \$21.85 a month!

With this package you’ll be able to see who’s calling at a glance, and one of two distinct rings will tell you who the call is for. Don’t worry if your phone is tied up. Two soft beeps let you know when someone is trying to get through. And if you’re not home, your caller can always leave a message.

A display phone is needed for all SmartTouch service packages. All fees are for residential service.

CALL AGT AT 310-2255

Put these modern display phones to work for you around the house or home-based business and enjoy the freedom.



“Can I get a phone that shows me the caller’s name?”

Yes! Vista 200.

The ideal phone for your busy household. *Vista 200™* with its enhanced display screen allows you and your family to enjoy the convenience and security of such AGT *SmartTouch* services as *Name Display* and *Call Display*. For example, with AGT *Name Display*, you can access the names and numbers of the last 15 callers whether you answered the calls or not.

Built-in features include a 10-number programmable memory for quick dialing of emergency and regularly called numbers; and an indicator light that lets you know when the phone is ringing, a message is waiting, a caller is on hold, or an extension is in use.

Vista 200 Telephone \$7.95

Colour choice:

Almond Charcoal White

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

“Do you have a reasonably priced display phone that I can use as an extension?”

Yes! Vista 100.

Compact and versatile, the *Vista 100™* is your perfect extension phone. Program up to six important numbers into the built-in memory for instant dialing convenience. When someone in your household doesn't want to be disturbed by a ringing phone, turn the ring off and rely on the indicator light to signal incoming calls.

Add AGT *SmartTouch* services like *Name Display* and *Call Display* and know exactly who's calling before you answer by checking the name and/or number displayed on the screen.

The *Vista 100EV* gives you the added benefit of a volume control to enhance voice reception for soft-spoken callers.

Vista 100 Telephone \$5.95

Colour choice:

Almond Charcoal White

Vista 100EV Telephone \$6.95

(Vista 100EV available in Almond only)

A service charge may apply. Rental fee is per month. ™ AGT is an licensed user of the trade-mark owned by Northern Telecom.

“Is there a phone with a computerized memory that's easy to program?”

Yes! Meridian 9216.

Your busy household or home-based business will run that much more smoothly with the help of a feature-packed *Meridian.™* Program up to 10 of your most often called numbers into the memory for quick dialing convenience. Tilt the moveable display for easy viewing in desk or wall-mounted positions. Dial right every time by checking the number you've dialed on the display before you pick up the receiver. Then press DIAL to put the call through.

With AGT *SmartTouch* services like *Name Display* in place, you'll be able to recall your last 15 callers' numbers whether you answered the calls or not.

Meridian 9216 Telephone \$10.95 Colour choice: Black Grey

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

™ AGT Limited is a licensed user of the trade-mark owned by Northern Telecom.

CALL AGT AT 310-2255



Whether you're browsing for information, E-mailing or downloading files, surfing the Net has never been easier!

"Is there an easy and reliable way to get on the Internet?"



AGT Planet service – Alberta's access to the Worldwide Internet.

AGT Planet™ service is Alberta's simple, reliable access to the exciting world of the Internet from your home or business. It's simple. Using your phone line or dedicated line, we'll connect you to the world's largest computer network – your link to a world of information and more than 35 million other users worldwide.

"What can I do on the Internet with AGT Planet service?"

For starters, you can communicate with people around the world.

AGT Planet service brings you the power of the Internet starting at \$10 a month, plus a one-time installation charge. Here are a few things you can do:

- Send and receive E-mail from around the world
- Participate in Usenet newsgroups
- Access databases such as Stats Canada and NASA on the World Wide Web
- Download software and much, much more!

You'll never be lost in cyberspace either with AGT Planet service. Support is available 24 hours a day, 7 days a week.

Just call 611 or in Edmonton call 1-800-263-6699.

ED TEL customers call ED TEL PLANet™ service at 423-INET.

"How can I connect to AGT Planet service?"

Sign-up by phone, computer modem, or register from the AGT home page.

To order, or for more information on AGT Planet service please call 1-800-608-1155 toll-free.

If you have a computer modem, you can sign up for AGT Planet service by setting your terminal emulation software to the VT100 setting at 9600 BPS and dialing 1-800-218-2638 24 hours a day.

For those of you who already have access to the Internet, use your web browser software to register from AGT Planet service home page at <http://www.agt.net>. Once connected, just follow the prompts and menus. You'll find plenty of information on software, hardware and using the Internet.

AGT Planet service offers these capabilities at no additional charge. Call us for details.

- Change your own password
- Forward your E-mail to someone else when you're away
- Upgrade your service
- View a detailed record of your account usage
- Upload your own homepage with the AGT Planet Enhanced package

For a small additional charge you can set up an unlimited number of subaccounts which can be signed on at the same time from different locations.

All AGT Planet service charges will appear on your AGT phone bill. Call us at 1-800-608-1155 and we'll put you in touch with the world.

CALL AGT AT 310-2255

Customer Service – that's what AGT customers expect and that's what we deliver.



For residential service call 310-2255

(A local call from anywhere in Alberta)

Hours: 7:30 a.m. - 8:00 p.m. Monday to Friday
8:00 a.m. - 4:30 p.m. Saturdays

For business service call 310-3100

(When calling from out of province or areas services by ED TEL, call 1-800-361-3311)

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

“Can I call AGT after office hours to get service?”

Yes! For all your residential needs, call 310-2255. (A local call from anywhere in Alberta)

Whether you have a question about your bill or need a rental phone repaired, AGT reliable service is just a phone call away. Our hours are 7:30 a.m. to 8:00 p.m. Monday to Friday, 8:00 a.m. to 4:30 p.m. Saturday. Our customer service number, 310-2255 is a local call from anywhere in Alberta. A friendly AGT Customer Service Representative is ready to help you. After office hours, please leave a message on our voice mail system.

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 *Real Plus* and AGT *Between Friends*
- Subscriptions to AGT *SmartTouch* services like AGT *Call Waiting* and AGT *Call Display*
- Phone rentals – and we'll deliver directly to you!
- AGT *Calling Card* and 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

“How do I get my rental phone?”

Simple! Just call AGT at 310-2255.

(A local call from anywhere in Alberta)

We'll deliver your rental phone to the location of your choice.¹

Choice may be limited in some locations.

“Is there a convenient way to pay my AGT phone bill?”

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 union and trust companies¹
- Through your automated teller¹
- Over the phone with several banks, credit unions or trust companies now offering “telephone banking” services¹
- 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.

¹ Subscription or service charge may apply.

² Ask your branch for details.

“Who do I call if I have a complaint or suggestion?”

The AGT Action Line.

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

We're open from 7:30 in the morning until midnight, seven days a week. The AGT Action Line is available to address and resolve customer complaints quickly and efficiently.

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

CALL AGT AT 310-2255

Guaranteed savings on every direct-dialed AGT Long Distance call you make in Canada or anywhere in the world.

“Can my business save on every Long Distance call I make?”

Yes! The AGT *Real Plus* savings plan guarantees it.

When you spend over \$15 a month on eligible AGT Long Distance calling, you save 20% off all direct-dialed calls to three numbers you spend the most on each month¹ in Canada and/or the U.S. with the *AGT Real Plus* savings plan. You'll also save 15% on all other direct-dialed calls² including those to Canada, the U.S. and overseas and most calls placed using your AGT *Calling Card*.

Calls to and from mobile numbers also qualify for AGT *Real Plus* savings if charged to an AGT *Calling Card* (excluding air-time charges).

“How can a small company save on Long Distance like a large company?”

AGT *Advantage Preferred Entry* savings plan.

If you spend as little as \$45 a month on AGT Long Distance, you qualify for maximum savings, up to 40% a month, on direct-dialed Long Distance calls, fax and/or modem transmissions, and most AGT *Calling Card* calls to anywhere in Canada and the U.S.

With AGT *Advantaged Preferred Entry*³ savings plan, your AGT Long Distance calls and transmissions are measured in precise six-second increments (30 second minimum). You pay only for the time you use.

If your monthly bill is less than \$25 a charge in the amount of the difference will apply.

“Which Long Distance savings plan saves me the most on business calls?”

AGT *Advantage Preferred* savings plan.

If you're looking for maximum Long Distance savings that adjust to changes in your calling pattern, look no further. AGT *Advantage Preferred*³ savings plan is right for you. If you spend over \$290 a month on direct-dialed and AGT *Calling Card* calls, you qualify for rates that are approximately 30% lower than regular direct-dialed rates. You can save even more with additional volume discounts of 10% to 22% for total usage for total savings of up to 52%. Convenient six-second timing means you only pay for what you use.

If your monthly bill is less than \$235, charges in the amount of the difference apply.

1. 30-second minimum (per call) applies.

“Is there an affordable service that lets my important out-of-town customers reach my small business?”

Yes! AGT *Advantage Toll-Free* service.

Bringing yourself closer to out-of-town customers is as easy as 1-800 or 1-888. With AGT *Advantage Toll-Free*³ 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 your monthly bill is less than \$150, a subscription fee of \$8.00 per month will apply.

1. Operator-assisted, 900 service or collect calls are excluded.

2. Discounts do not apply to eligible interstate Long Distance billing of less than \$15. AGT *Save-A-Minute*[®] calls excluded.

CALL AGT AT 310-3100

When it comes to efficiency, we're all business.

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

Yes! AGT FaxCom service.

If you spend over \$23 a month on Long Distance faxing, AGT FaxCom[®] service can save you money. You can 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, you can fax outside of Canada and the U.S. 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.

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

Yes! AGT Fax Management service.

AGT Fax Management service powers up your fax machine, without the need of any special equipment. This service also boosts your faxing capabilities to the maximum with features like delayed distribution and distribution lists and works with any machine to save you time and money.

AGT FaxCom subscribers **First ID Free**

Non-FaxCom subscribers **\$13.95**

AGT is an authorized user of the mark owned by NI Tel

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

Yes! AGT Centrex.

Give your customers the prompt attention they deserve, while expanding your organization risk-free! AGT Centrex 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. AGT Centrex delivers the power of advanced digital services to your desktop and is ideal for single or multi-location businesses ranging in size from two lines and up.

You have no space availability, back-up power or obsolescence concerns. We do all the monitoring and service maintenance. AGT Centrex 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 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 AGT Centrex Call Display, which gives you both the name and number of your caller.

AGT Centrex includes enhanced features like Call Waiting, Call Forwarding and Three-Way Calling at no extra charge. Optional features such as call detail recording, conferencing and speed calling are available to improve the efficiency of your business.

Call today and find out how AGT Centrex can improve your lines of communication.

Monthly line rate dependent on number of lines subscribed to. Some features are subject to availability and extra charge.

CALL AGT AT 310-3100



**AGT Calling Card –
Long Distance travel
without “jet lag”**

“What is the most convenient way to call Long Distance when I’m travelling on business?”

With AGT Calling Card.

You’re never out of touch with AGT *Calling Card*. Place calls from almost anywhere in Canada or around the world and bill them to your business number. With no complex access codes – just dial “0” and the number you are calling for calls within Canada and U.S. – it’s quick, convenient and usually costs less than operator-assisted calls.

AGT *Calling Card* lets you make calls to Canada from over 110 countries worldwide, calls from Canada to over 200 countries and calls within or to several countries while abroad. Most calls qualify for AGT *Real Plus*, AGT *Advantage Preferred Entry* and AGT *Advantage Preferred* savings plans.

A transaction charge applies to each call.
Calls placed from pay phones in Alberta to overseas destinations are not currently accepted.
Cards are free and are issued at the discretion of AGT.

“How can I make it more convenient for business clients to call me?”

With AGT Call-Me Card service.

Make it easier for national and international clients to call you. With AGT *Call-Me Card* service, calls can only be placed to your number and usually cost less than collect calls. The AGT *Call-Me Card* service is accepted for calling to Canada only, any time of the day, every day of the week, and billing is automatic.

Cards are free and issued at the discretion of AGT. A transaction charge applies on each call. Charges may vary according to where calls originate and how they are placed.

“What is the easiest way to call my business from overseas?”

AGT Canada Direct service.

When you’re travelling abroad and want to call your business in Canada, AGT *Canada Direct*® service can connect you immediately. This convenient service lets you place calls to anywhere in Canada from approximately 110 countries around the world without ever having to worry about language or currency problems. And you’re billed at Canadian rates which are often less than those charged in other countries.

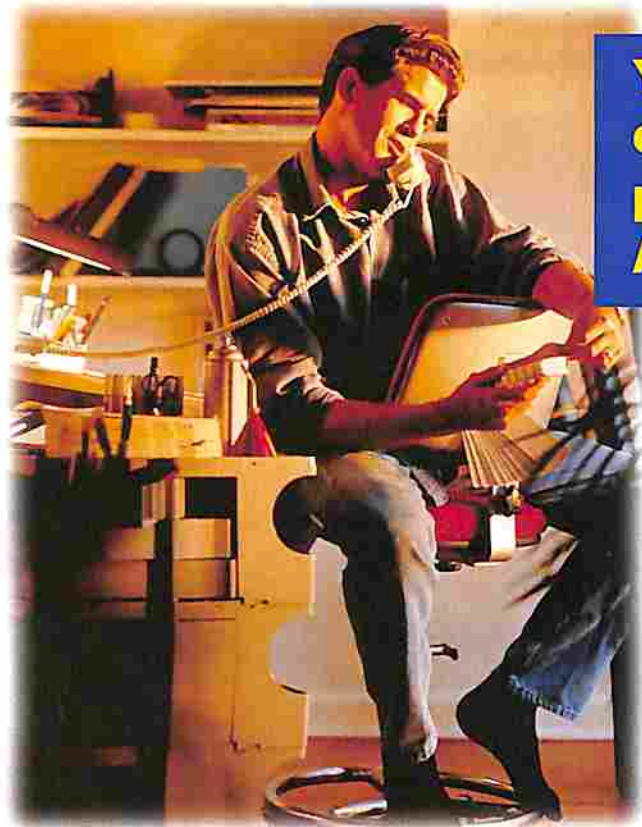
Just dial the appropriate access code and you’ll be connected with a Canadian operator immediately. You can also use *Canada Direct* service when calling Long Distance within or to approximately 60 overseas countries. Billing for all services is accepted via AGT *Calling Card*, AGT *HELLO! Phone Pass*, AGT *Call-Me Card* service or collect billed calls.

Canada Direct service from the U.S. is now available should you encounter difficulty placing an AGT *Calling Card*, AGT *Call-Me Card* service, collect or third number billed call.

Wallet-size *Canada Direct* service cards are available from most travel agencies, or by calling AGT at **310-3100**. Edmonton area and out of province customers call **1-800-361-3311**, or contact *Canada Direct* service information at **1-800-561-8868**.

* AGT Limited is a licensed user of the trade-mark owned by Telelobe Canada Inc.

CALL AGT AT 310-3100



Your business display phone can become an efficient, personal assistant with AGT SmartTouch services.

“How can I be sure I get all my messages when I’m away or on the phone?”

With AGT Call Answer service.

When you’re away from the office or on the phone have AGT *Call Answer* take your messages. Your phone is answered automatically, and callers can leave detailed messages up to three minutes in length. Your customers and suppliers won’t get a busy signal if someone else is leaving a message or if you are using your line for a fax or data transmission, because the service can handle several calls at once. Add a personal touch by recording your own greeting. Your messages can be listened to, skipped, saved, erased or replied to from any *Touch-Tone* phone in the world.

Upgrade to AGT *Call Answer* options at any time for only \$2.00 extra a month. You get three additional mailboxes, allowing other staff members the privacy of receiving their own messages. Ask about *OutCall Notification*, a service that can notify you on your pager or at another number that you have messages.

AGT Call Answer service \$9.95

fee is per month

“How can I avoid having to wait for an important call?”

With AGT Call Forwarding service.

When you have places to go there’s no need to miss important calls to your office. With AGT *Call Forwarding*, local and Long Distance calls can be relayed to you. Now you don’t have to be tied to your desk to be accessible to customers.

AGT Call Forwarding service \$5.50

As an additional SmartTouch service \$4.00

fee is per month

**For business service call 310-3100
When calling from out of province or areas serviced by ED TEL, call 1-800-361-3311.**

All fees are for business service

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“What is the best way to screen my calls?”



With AGT Name Display service.

Better customer service and convenience are what you get when you can check a caller’s name and number on your phone’s display screen before you answer. You can be prepared with the information your customer needs. If you already have AGT *Call Display* service, AGT *Name Display* can be added for only \$2.00 extra a month.

AGT Name Display service \$8.95

fee is per month. Not available in all areas

“How can I avoid taking certain calls without missing the important ones?”



With AGT Call Display service.

You’re in control of your phone when you can see the caller’s number on the display screen before you answer. You can give important calls the priority they deserve and free yourself from answering calls at inconvenient times. AGT *Call Display* is compatible with digital display phones such as the *Vista 200*.

AGT Call Display service \$6.95

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

CALL AGT AT 310-2255

"Tell me more about the community service work AGT does in Alberta"



The AGT Project Blue Eagle program

Recognizing that a strong future depends on opportunities young Albertans have today, AGT formed the *Project Blue Eagle*™ program. Through the dedication, resources and skills of volunteers from many walks of life, we have provided personal computers, software, training and ongoing support to special needs individuals in schools across the province. Our efforts focus on educational needs that are not supported through other programs.

From 1992 to date, the AGT *Project Blue Eagle* program has provided 465 computers to 45 special needs individuals and 30 schools. There are over 100 volunteers working on the project. Volunteers have contributed over 11,000 hours to the AGT *Project Blue Eagle* program.



AGT employees donate hours of their time and raise thousands of dollars for a variety of community projects across Alberta.

workplace school in the Fall of 1995. The school, located in AGT Limited's Len Werry Building in Calgary, offers classes from Kindergarten to Grade 3. Present enrollment includes children of AGT employees, as well as parents working in the downtown core.

AGT EXTENSION® and TELEPHONE PIONEERS

The true spirit of a volunteer is not in the sacrifice but in the satisfaction. Just ask the hundreds of AGT employees who willingly participate in our EXTENSION® and TELEPHONE PIONEERS programs. Through these programs, employees devote many hours of their private time to projects that will directly benefit specific communities. For each 60 hours an AGT employee volunteers, AGT donates \$200 to the non-profit group they support.

For decades, AGT employees have generously given their time in support of numerous community service projects. We're proud of the work they do and pledge our continuing support to their efforts. Together, AGT employee volunteers reported 39,000 hours in 1995.

AGT and the United Way

AGT has actively supported the United Way for over 30 years. As important as financial contributions are to the United Way, organizers rely heavily on volunteers to make the program a success. AGT employees give generously of their time to help the United Way achieve its goals each year. AGT further supports the United Way by assigning two people in Calgary and in Edmonton to work on specific fund-raising projects.

AGT Communikit

Alberta youngsters are learning good telephone manners from a pig. That's just one of four mascots visiting schools across the province with AGT *Communikit*, a program designed to teach children how to use the telephone. The pig's lesson is, "Don't hog the line!" Five year olds love it, and when they grow up to be teenagers, parents will love it even more!

Managed by AGT Operator Services and presented with the help of volunteers, the program teaches kindergarten through grade five students proper phone etiquette, as well as giving them hands-on experience looking up numbers and using the telephone in emergencies. Nearly 40,000 students participated in over 900 presentations in 1995.

If you would like more information about AGT *Communikit*, please call 1-800-661-5392.

The AGT Feather Care Program

A few years ago, AGT employee Brian Cowan had an inspiration that would make the environment a friendlier place for our fine feathered friends. He saw the potential for converting AGT's buried cable markers into nesting places. Today, thousands of these bright orange and blue cylinders are homes for many species of native Alberta birds.

The AGT *Feather Care*™ program is in full flight across the province, thanks to Brian's idea and the increasing support of volunteers. In 1995, the nesting boxes were the hatching place for over 27,000 birds.

School in the Workplace

In keeping with our goal of making educational opportunities more accessible for all Albertans, we opened Canada's first



Is there one company that gives you real savings without sacrificing personal service? yes!

Lowest Prices Ever

AGT Long Distance prices are at their lowest ever... in Alberta and clear across Canada with one of our great savings plans. See page 4.



AIR MILES Travel Miles

Only AGT offers AIR MILES™ travel miles with your residential AGT Long Distance calls. It's one more way AGT Long Distance goes further for you! See page 5.



AGT Calling Card

Take your savings on the road with an AGT Calling Card. It lets you call quickly and easily from virtually anywhere in the world. And many of AGT's savings plans enable you to save on most calls made with your AGT Calling Card. See page 6.



Alberta First

AGT is an Alberta company, proud to be employing 6,000 Albertans. While earning a reputation as a world leader in the field of telecommunications, AGT remains focused on supporting Alberta communities.



One Convenient Bill

Only with AGT do you enjoy the convenience of one single bill. All AGT local and Long Distance charges appear on the same bill.



24 Hour Operators

Only AGT Long Distance has friendly operator service 24 hours a day, 7 days a week.



If you're looking for savings, rewards, products, services and more, you can find them all inside these pages. The AGT Answer Book - just one more way we go further than Long Distance. For more information

Call 1-800-667-5813



We go further than Long Distance

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TM

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USE LONG DISTANCE

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