

**The Alberta**

Volume 1 • Issue 1

# Answer Book



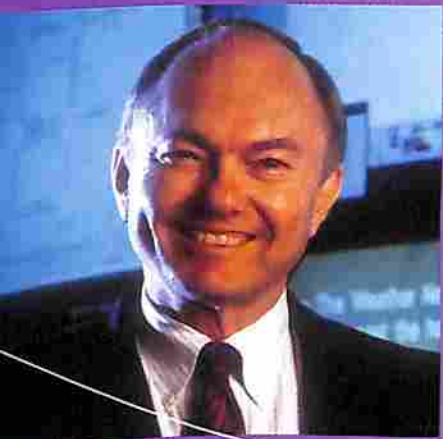
**Inside:**  
**Savings, rewards,  
products and  
services for  
people at home  
and people at work.  
All from the  
telecommunications  
company that's  
grown up with  
Alberta.**

**How to reach us -  
see page 3.**



# TELUS and Alberta

## We are here for you.



As a company that's grown up with Alberta, we've seen many changes over the past nine decades. Nothing as dramatic, perhaps, as the changes we've experienced in recent years.

Once we provided Albertans with telephone sets that connected you with basic local and long distance calling services. Now we provide a vast array of advanced services and solutions – from *SmartTouch* Services and TELUS *PLAnet* Internet connections to high-speed intelligent networks and global cellular services.

Once we were the only company that provided phone service across our territory. We are still the only company that can provide you with every product and service you need, at home and at work, within your community and around the world.

Once you knew us as AGT. Now we're introducing ourselves to you as TELUS. Under this name, all nine thousand of our Alberta employees are pulling together to provide you with the best the world of telecommunications has to offer. More than that, we are working together to earn your business by providing you with the most choice – the best service – the greatest value.

We are here for you.

A handwritten signature in black ink, which appears to read "George Petty". The signature is fluid and cursive, written over a white background.

**George K. Petty**

Chief Executive Officer

# Contents

## Products and services for people at home and people at work



**For residential service  
call 310-2255**

A local call from anywhere in Alberta - See page 4



**Find us on the Internet  
<http://www.telus.com>**



**For business service  
call 310-3100**

A local call from anywhere in Alberta - See page 5

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**For information about directories  
call toll-free 1-800-661-4260**



**For cellular service  
call toll-free 1-800-661-3681**

**For other important TELUS numbers,  
please see page 2 of the Customer Service Pages.**



# Customer Services

## Residential Services

**Q** Is there one simple way to take care of all my residential service needs?

**A** Yes – just call **310-2255**. This is a local call from anywhere in Alberta. Your TELUS Customer Service Representative will be pleased to:

- Arrange your service connection, disconnection or move
- Help you subscribe to TELUS Long Distance savings plans
- Help you subscribe to TELUS *SmartTouch*<sup>†</sup> services
- Arrange for your rental phones and have them delivered to your door
- Arrange for TELUS *Calling Card* and *Call-Me*<sup>††</sup> Service
- Provide you with phone directories
- Answer questions about your TELUS bill
- Help you choose the most convenient payment option
- Give you good advice on getting the most from your phone service





### Payment Options

**Q** What's the most convenient way to pay my TELUS bill?

**A** Save time and money with our Pre-Authorized Payment Plan. No more standing in line, searching for a stamp or late payment charges.

With your authorization, we automatically debit your bank account to pay your phone bill. Or we can bill your credit card. Either way, you'll still receive a detailed statement every month. For added convenience, you may choose the day you'd prefer to be your regular monthly payment date. Or you may take care of your TELUS bill:

- In person at banks, credit unions and trust companies\*
- At your automatic teller machine\*
- Over the phone with major banks, credit unions and trust companies that offer "bank by phone" services\*
- By mail to: TELUS, P.O. Box 2422, Edmonton, Alberta T5J 2S7
- At the Calgary Payment Centre:  
The TELUS Tower  
Main Floor  
Payment Centre  
411 - 1st Street S.E.  
Calgary Alberta, T2G 4Y5

### Business Services

**Q** Who should I contact about my business service?

**A** Call **310-3100** to speak with a TELUS Business Services Representative. This is a local call from anywhere in Alberta. Your TELUS Representative will work with you to see your business has the right telecommunications solutions for today – and for the future.

- Arrange your service connection, disconnection or move
- Help you subscribe to TELUS Long Distance savings plans
- Help you subscribe to TELUS *SmartTouch* services
- Arrange for your rental phones and have them delivered to your door
- Arrange for TELUS *Calling Card* and *Call-Me* services
- Provide phone directories
- Answer questions about your TELUS bill
- Help you choose the most convenient payment option
- Give you advice on getting the most from your business service

### Business Hours

**Q** I'm too busy to call during the day. Do you provide extended hours service?

**A** Yes. We're ready to take your call in person: 7:30 am to 8:00 pm Monday – Friday. After these hours, please leave a message on our automated messaging system. We'll get back to you without delay.



### TELUS Action Line

**Q** What should I do if I have a complaint or a suggestion?

**A** Let us know! To improve the service we provide, we need to hear from you. That's why we encourage you to call with comments – suggestions – complaints. To get action from us, call the TELUS Action Line at **310-1000**. This is a local call from anywhere in Alberta. We're ready to take your call seven days a week, from 7:30 am to 12 midnight.



\* Subscription charges may apply. Ask your branch for details.

# Long Distance Value & Rewards







**Long Distance Value**

- Q** Does TELUS give me the best value on Long Distance calling?
- A** Only TELUS provides all the choice you want – all the service you expect – and all the savings you demand. There are no limits to our service – no places you cannot call or times you cannot reach TELUS operators for assistance. We provide the simplest dialing procedures, saving times you've come to know, discount plans that give you our lowest prices ever, and one easy-to-understand bill.

**Long Distance Saving Times**

- Q** Are there times when TELUS Long Distance rates are lower than regular daytime direct-dialed rates?
- A** Yes. TELUS provides the Long Distance saving times you've come to count on for value. These savings times are for customers who are not on a savings plan and for calls place within Canada and to the U.S.

**Save 35% Evening Rate\***

6 pm to Midnight – Monday to Friday  
 8 am to Midnight – Saturday and Sunday

North America only. Monday to Saturday in areas served by Northwest Tel (Yukon Territory, Northwest Territories and northern B.C.)

Sunday only in areas served by Northwest Tel (Yukon Territory, Northwest Territories and northern B.C.)

**Save 60% Night Rate\***

Midnight – 8 am – Every Day

\*Minimum message charges may apply.

**TELUS & AIR MILES®**

- Q** Can I collect AIR MILES travel miles with TELUS Long Distance?
- A** Only TELUS rewards you with AIR MILES travel miles. Collect one AIR MILES travel mile for every five eligible residential TELUS Long Distance calls you make each month to anywhere in the world. The same rewards apply to most calls made with your TELUS *Calling Card* and TELUS *Call-Me* service. To get an AIR MILES collector number, call AIR MILES customer service to register at 1-800-563-4108. Then call TELUS at 310-2255 and give us your AIR MILES collector number.
- Q** What if I'm already registered as an AGT AIR MILES collector?
- A** We've taken care of the transfer for you. All AGT AIR MILES collectors have been automatically re-registered as TELUS AIR MILES collectors.

**Making a Comparison**

- Q** How can I compare TELUS with other companies who offer to provide me with Long Distance services?
- A** We encourage you to compare TELUS services with other options available to you through Equal Access. Be sure you have all the facts you need to make an informed decision. Call us for a free copy of "20 Questions and Answers about Equal Access." Call 1-800-608-1155 or fax 1-800-608-1166 toll free.
- Q** How can I be sure I'm a TELUS customer?
- A** Call our toll-free automated information line: 1-700-555-4141. Place your call on the phone you wish to check. If you learn you're not a TELUS customer, call us toll free at: 1-800-608-1155. We'll switch you back to TELUS Long Distance services, free of charge.





# Long Distance Savings Plans

## TELUS Your Way Long Distance

**Q** How can I get the best savings on every call I dial direct – without paying a fee?

**A** With TELUS *Your Way*™ Long Distance it's never been easier to save more every day no matter when you call. You'll save 60% off daytime prices every evening and all through the weekend when you spend as little as \$5 in eligible residential Long Distance calling per month. Plus you'll save 25% off all your daytime calls. You'll save 25% on overseas and TELUS Calling Card calls too! Check the chart for all the details.

Here's how the TELUS *Your Way* savings plan adds up:

Save <b>60%</b> *	Monday through Sunday	6 pm to 8 am	Residential Long Distance calls within Canada & to the U.S. (including Alaska & Hawaii)
	Saturday and Sunday	8 am to 8 am Monday	
Christmas and New Years Day	All day and all evening		
Save <b>25%</b> *	Monday to Friday	8 am to 6 pm	
Save <b>25%</b> *	TELUS Calling Card calls will receive a 25% savings in addition to Long Distance savings times detailed on page 7. Your call must begin and/or end in Canada.	7 days a week, 24 hours a day	Residential Long Distance calls within Canada & to the U.S. (including Alaska & Hawaii) and to overseas
	Overseas calls receive 25% savings in addition to overseas Long Distance savings times Dial 0 and ask the TELUS Operator for price information and the best time to call the country of your choice.		

\*Savings off regular daytime prices  
Calls that are not eligible for savings include 900 service, Collect and Operator Assisted Calls





### TELUS Select Route

**Q** Most of my Long Distance calling is to people in nearby communities. Do you have a savings plan for me?

**A** When you regularly call communities within 100 km<sup>2</sup>, you'll save money with *TELUS Select Route*<sup>®</sup> service. Select any or all of the communities you call to or from, select the plan that meets your needs, then save on every direct-dialed TELUS Long Distance call you make.

<p><b>One hour plan- 12¢/minute</b></p>	<p><b>\$7.00</b> per month per route. Each additional minute - 15¢</p>
<p><b>Ten hour plan- 7¢/minute (residential)</b></p>	<p>Residential rate - <b>\$40</b>/month per route Business rate - <b>\$80</b>/month per route Each additional minute - 15¢</p>

\* Depending on route configurations

### TELUS Advantage

**Q** How can my business save the most on Long Distance?

**A** Even when you spend as little as \$25 a month on TELUS Long Distance, you qualify for savings with the *TELUS Advantage Select*<sup>™</sup> plan. You'll receive great low per minute rates, and if your *Advantage Select* calling is \$200 or more, you also receive additional volume discounts on calls in Canada, the U.S. and Overseas. Eligible calls include direct-dialed Long Distance, fax and modem transmissions, and most *TELUS Advantage Calling Card* calls to anywhere in the world. *TELUS Advantage Select* makes it easier to enter new markets – to build on new business opportunities. If your Long Distance spending is greater than \$290 per month, there may be additional options you may want to consider. Call 310-3100 and we will be happy to analyze your calling patterns and recommend the best plan for your business.

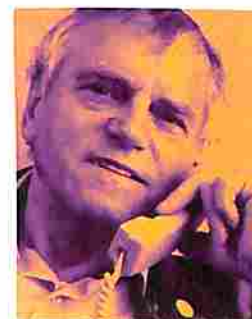
Calls are billed in 6-second increments. A 30-second minimum per call applies. If your monthly bill is less than \$15, charges in the amount of the difference will apply.

### TELUS Advantage

#### Toll-free

**Q** Can my small business afford to have a 1-800 or 1-888 toll-free number?

**A** With *TELUS Advantage Toll-free*<sup>™</sup> service, a toll-free number is within reach of virtually every business. Because calls can be routed through your existing phone line, you won't need a new line. When your monthly bill is less than \$150, your subscription will be just \$8.00/month. If your monthly phone bill is \$150 or more, there is no charge for *TELUS Advantage Toll-free* service – you pay only for the calls you pull in.





# Long Distance Card Services



## TELUS Calling Card

**Q** What's the easiest way to place long distance calls when I'm away from my home or office?

**A** Only TELUS *Calling Card* gives you ease of calling and unlimited reach. No long strings of access numbers to remember and dial. You simply dial '0' and the number you want to reach anywhere in Canada and the United States. TELUS *Calling Card* is the only service that lets you call to Canada from more than 120 countries, call from Canada to more than 200 countries, and call within or to most countries while abroad.

Most TELUS Calling Card calls apply to TELUS Long Distance savings plans. A transaction charge applies to each call. Cards are issued at the discretion of TELUS.

## TELUS Call-Me service

**Q** How can I encourage my family and close friends to call me Long Distance?

**A** Pay for their calls with TELUS *Call-Me* service. It's the secure way to encourage people to keep in touch. With TELUS *Call-Me* service, calls can be placed only to your number and costs are the same as if you placed the call. TELUS Long Distance saving plans apply and you collect AIRMILES travel miles.

Charges will be automatically billed to your number. Calls placed from outside Canada or through an operator, and local calls from payphones, are subject to transaction charges.

## TELUS HELLO! Phone Pass

**Q** Can I buy Long Distance calling as gifts for friends, family and clients?

**A** Yes – with TELUS HELLO!® *Phone Passes*. Available in denominations of \$10, \$20 and \$50, TELUS HELLO! *Phone Passes* can be used in every country where Canada Direct service is available.

Special rates apply. TELUS HELLO! Phone Passes are not eligible for TELUS savings plans.

## Business Cards

**Q** Do you have Long Distance cards for my business?



**A** Yes. Ask us about TELUS *Advantage*™ Calling Card and TELUS *Call-Me*™ Card. Call **310-3100**. A local call from anywhere in Alberta.

## Canada Direct

**Q** Can I reach a Canadian operator when I'm calling from overseas?

**A** Yes. *Canada Direct*® service is the easiest way to call Canada from more than 120 countries around the world. No more struggling to communicate in another language. By dialing the access code you instantly connect with Canadian telephone service or a Canadian operator. Your charges are billed at *Canadian* rates which are often less than those charged in other countries. You can even use *Canada Direct* service when calling within or between nearly 60 overseas countries.

Wallet-sized *Canada Direct* service cards listing all access codes are available from most travel agents. Or call us toll-free at 1-800-561-8868.

**Q** What if I have trouble placing a long distance call when I'm in the US?

**A** *Canada Direct* service is now available in the United States. If you have difficulty placing a call with your *Calling Card*, TELUS *Call-Me* service, or with a collect or third-number billed call toll-free: 1-800-555-1111.

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™Trademark of Bell Canada used under license.

‡Trademark of Teleglobe used under license.





Qty	Rate
535	\$95,016
581	108,511
138	22,411
25	4,011
50	11,111
26	4,111
13	1,891
16	2,811
788	138,461
837	152,711

# TELUS PLANet Internet Service

## Connecting Up

- Q** What's the easiest and most reliable way to get onto the Internet?
- A** With TELUS, connecting to the world-wide Internet is as easy as making a toll-free call to us at 1-800-773-2121. We'll explain what computer and modem you need, offer you a choice of service plans and then provide you with software and an Internet account. You'll be ready to get started on TELUS PLANet™.

**Q** What can I do on the Internet with TELUS PLANet service?

**A** Once you're on the Internet, you're part of the world's largest computer network. This connects more than 35 million individuals, businesses and organizations world-wide. With TELUS PLANet service, you can send and receive electronic mail, access thousands of newsgroups, join chat groups and surf the World Wide Web.

## The Internet & Business

- Q** How can the Internet benefit my business?
- A** With TELUS PLANet service, you can exchange files electronically instead of sending disks back and forth. Conduct research world-wide. Conduct global recruitment programs at a fraction of the cost of advertising. And let anyone in the world contact you at your Internet address.

## Value-added

- Q** What do I get with TELUS PLANet Internet service?
- A** Added-value capabilities at no added cost:
- professional, friendly Help Desk
  - large modem pools – no busy signals!
  - personal web page space on the TELUS PLANet CyberPro package
  - high speed Internet backbone connection
  - licensed Netscape Navigator software
  - convenient billing on your TELUS bill
  - detailed account usage statistics

## Reach Us

- Q** I'm already on the Internet. How can I check out TELUS PLANet service?
- A** Visit us at <http://www.telus.com>

## Faster Connections

- Q** Is there a way to get a faster connection to the Internet?
- A** If you do a lot of surfing or use TELUS PLANet service for business, you may wish to move into the fast lane with an ISDN line\*. Call us and ask about TELUS Microlink™ service. Choose between two kinds of TELUS Microlink service, depending on how much time your firm or your family spends on the Internet.

\* Where available. Additional monthly service charge and installation fees apply.

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# SmartTouch

## Services

### TELUS Name Display

**Q** How can I tell who's calling, before I answer the phone?

**A** With TELUS *Name Display* service, you see the name and the number of the person calling before you answer the phone. You'll know in advance how to answer the call - whether the call's for you or someone else in your household, whether it's a personal call or a customer calling your small business. Give a priority to important calls, or decide to call back later when it's more convenient.

TELUS Name Display service	Res.	Bus.
	\$6.95	\$8.95

If you have TELUS *Call Display* service, add *Name Display* for \$2.00

Fee is per month.

**You need a display phone to enjoy this service. See Display Phones on Page 17.**





### TELUS Call Display

Is there a more economical way to see who's calling?

Yes. TELUS *Call Display* service shows you the phone number of the person who's calling. Like *TELUS Name Display*, this service gives you more control over your incoming phone calls, and adds a welcome measure of security.

<b>TELUS Call Display service</b>	<b>Res.</b> \$4.95	<b>Bus.</b> \$6.95
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Fee is per month.  
You need a display phone to enjoy this service. See Display Phones on Page 17.

### TELUS Call Waiting

Is there a way I can get my calls, even when my phone's busy?

When you're on the phone and another caller is trying to reach you, TELUS *Call Waiting* service will let you know with two soft 'beeps.' You can answer the incoming call without disconnecting the first. Or if you don't wish to be interrupted, you can turn off the service for the duration of the original call.

<b>TELUS Call Waiting service</b>	<b>Res.</b> \$4.00	<b>Bus.</b> \$6.95
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Fee is per month.

### TELUS Call Answer

**Q** How can I get all my messages, even when I'm away or on the phone a lot?

**A** TELUS *Call Answer* service takes messages for you when your phone is busy or unanswered. Callers may leave messages up to three minutes in length. TELUS *Call Answer* handles several calls at once, so callers will never be frustrated with busy signals. You can record your own personal greeting, and call in from any Touch-Tone phone to listen to your messages. Plus only TELUS offers 24-hour *Call Answer* Help Line service: 1-800-661-3162.

<b>TELUS Call Answer service</b>	<b>Res.</b> \$5.95	<b>Bus.</b> \$9.95
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Fee is per month

Provide added privacy for family members or employees – add up to three voice mailboxes for an additional \$2.00 per month. And ask about Outcall Notification – a TELUS service that notifies you at your pager, cellphone, or another number that you have messages.

### TELUS SMART Ring

**Q** Is there a way of telling whether it's a phone or fax call? A business or personal call?

**A** TELUS *SMART Ring*™ service gives you two separate phone numbers – each with its own distinct ring – both on one phone line. This means you'll know in advance if a call's for you or for your children – a personal call or a business call, a fax coming in or a phone call. You'll hear the difference!

<b>TELUS SMART Ring service</b>	<b>Res.</b> \$4.95	<b>Bus.</b> \$6.95
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Fee is per month

### Privacy Options

**Q** I value my privacy. What services do you offer?

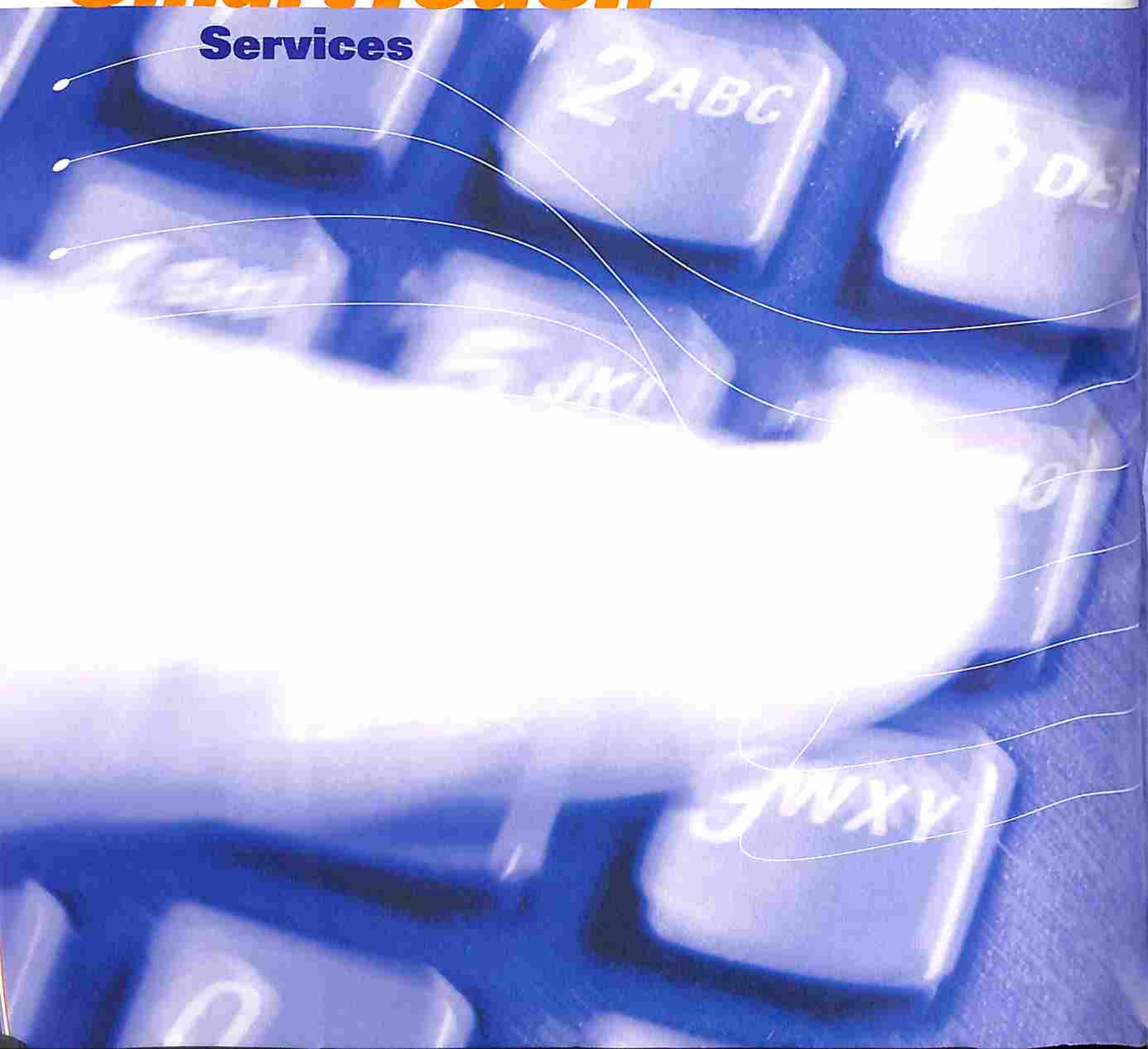
**A** We offer a wide range of services to assure you of the privacy you want. Please contact us to learn about having an unpublished number, blocking your name and number, and other privacy options. Call us at 310-2255. (A local call from anywhere in Alberta.)

TELUS SmartTouch Services not available in all areas.



# *SmartTouch*

**Services**





### TELUS Call Forwarding

**Q** Is there a way to avoid sitting and waiting for an important call?

**A** TELUS *Call Forwarding* service gives you the freedom you want. Instead of waiting for important calls, have them follow you wherever you go. Just program your phone to re-direct local and Long Distance calls to you at the phone number where you can be reached.

<b>TELUS Call Forwarding service</b>	<b>Res.</b> \$3.00	<b>Bus.</b> \$5.50
<b>As an additional SmartTouch service</b>	\$2.00	\$4.00

Fee is per month.

### TELUS Three-Way Calling

**Q** Can I bring someone in another location into a phone conversation?

**A** When you're on the phone with one person and want to talk with someone else, TELUS *Three-Way Calling* service makes it easy to hold an impromptu "phone conference." Talk to two people at once instead of making repeat calls to confirm plans, share news or make decisions.

<b>TELUS Three-way Calling service</b>	<b>Res.</b> \$3.00	<b>Bus.</b> \$5.50
<b>As an additional SmartTouch service</b>	\$2.00	\$4.00

Fee is per month.

### TELUS TalkMail

**Q** How can I get a message to someone who doesn't have an answering service?

**A** TELUS *TalkMail*™ service will get your message through to almost everywhere in Alberta. When you reach a busy signal or get no answer, simply hang up, pick up the receiver again, then dial \*999. (Rotary customers dial 1199.)

You'll be able to leave a message up to one minute long. When someone's sent you a TELUS *TalkMail* message, you'll hear a continuous tone the next time you pick up your phone. To hear the message, press \*998. (Rotary customers dial 1198.)

TELUS *TalkMail* 24-hour toll-free Help Line: 1-800-661-3162

**Just 30¢ per message sent**

No charge to receive messages.  
Fee is per message sent in Alberta.  
Not available in Edmonton.

Monthly TELUS *TalkMail* service – \$12 for 100 local messages.  
Call toll-free 1-800-661-2200

### TELUS Call Return

**Q** What if a caller hangs up just before I get to the phone?

**A** Simply pick up the phone and press \*669 (Rotary customers dial 1169.) TELUS *Call Return* will tell you the number of the last caller and offer to return the call for you.

**Just 35¢ per use**

<b>Monthly TELUS Call Return service</b>	<b>Res.</b> \$3.00	<b>Bus.</b> \$5.50
<b>As an additional SmartTouch service</b>	\$2.00	\$4.00

### TELUS Call Again

**Q** Is there an easy way to end the frustration of endless busy signals?

**A** Have TELUS *Call Again* service re-dial the call! Just hang up, pick up the receiver, press \*666 and hang up again. (Rotary customers dial 1166.) TELUS *Call Again* service will retry the busy number for up to 30 minutes. When the line's free, the service will let you know and even dial the call for you. And you can still make and take other calls.

**Just 35¢ per use**

<b>Monthly TELUS Call Again service</b>	<b>Res.</b> \$3.00	<b>Bus.</b> \$5.50
<b>As an additional SmartTouch service</b>	\$2.00	\$4.00

### TELUS Call Trace

**Q** What is the best way to handle nuisance calls?

**A** When you receive a disturbing call, hang up immediately, pick up the receiver, and press \*557 (Rotary customers dial 1157.) This activates TELUS *Call Trace* service. When the trace is successful, you'll be notified so you may contact the police. Traced numbers will be released only to the police.

**\$3.00 per use**



# SmartTouch

## Service Packages

### Added value for your home

- Q** Is there a package of services that will match our family's lifestyle, and save us money?
- A** We've created four *SmartTouch* service packages for Albertans. Chances are you'll feel perfectly at home with one. If not, create your *own* package by subscribing to any number of TELUS *SmartTouch* services.

#### TELUS Security Pac

Feel more secure by knowing who's calling *before* you answer the phone. And always give the impression that someone's at home. Have calls forwarded to you, wherever you are, instead of letting your phone ring unanswered. **\$7.95/month**

#### TELUS Convenience Pac

Take important calls right away, and return other calls later. One glance at your phone shows you who's calling before you answer. When you're waiting for an important call, go right ahead and use your phone. Two soft beeps will let you know the call's coming through. **\$10.95/month**

#### TELUS In-Touch Pac

Stay in touch when you're rarely at home. Have your calls directed to another number when you're out. If you won't be near a phone, have your service take a message for you. If the phone rings as you're going out the door, see at a glance who's calling. Take the call on the spot or get in touch later. **\$11.90/Month**

#### TELUS Family Pac

See your home phone become a versatile home messaging centre. Hear whether a call's for you or for a teenager, see who's calling before you answer, know your important calls will get through even when someone's on the phone. And enjoy all the convenience of a 24-hour message service! **\$15.85/month**

### Added value for your business

- Q** Is there a package of services that can help improve the service I provide to my customers – and take the pressure off me?
- A** Not just one – you have a choice of four TELUS *SmartTouch* service packages. Choose one, or pull together a package for you home-based business by subscribing to all the TELUS *SmartTouch* services you need.

#### Growing Business Pac

When you need to know who's calling and to get all your calls, this service package is just what you need. **\$11.45/month**

#### Business Convenience Pac

More convenience for you – better service for your customers. By knowing who's calling before you answer the phone, you can reach for the right file. If you're on the phone you'll hear another call coming in. **\$15.90/month**

#### Professional Service Pac

It's like having a personal assistant on call around the clock. You'll get your calls even when you're not in the office. And when you can't get to the phone, your 24-hour service will answer every call. **\$17.90/month**

#### Complete Business Pac

Everything you need to present a polished, professional image and deliver customer service that's second to none. **\$21.80/month**

#### What you get with your residential or business TELUS SmartTouch Package

	Call Display	Name Display	Call Waiting	Call Forwarding	Call Answer	Call Again	Call Return
TELUS Security Pac and Growing Business Pac	•	•		•			
TELUS Convenience Pac and Business Convenience Pac	•	•	•	*	*	*	
TELUS Intouch Pac and Professional service Pac	•	•		•	•		
TELUS Family Pac and Complete Business Pac	•	•	•	•			•

\* Also includes your choice of either *Call Again*, *Call Return* or *Call Forwarding* service (See page 15).



# Display Phones

## for every lifestyle



### We deliver value.

**Q** Where do I get my TELUS rental phone?

**A** We'll deliver it right to your door. To order, or for help in choosing the phone that's right for your home or your home-based business, call us at 310-2255. (A local call from anywhere in Alberta.)

### Vista 200

**Q** Do you have a phone that shows me the name of the person who's calling?

**A** The Vista 200<sup>11</sup> has an enhanced display screen to make TELUS *SmartTouch* services like *Name Display* and *Call Display* even easier to use.\* With *Name Display*, you can call up the names and numbers of your last 15 callers, whether you answered or not. Features include a 10 number programmable memory and an indicator light to show you when the phone is ringing.

Vista 200 Telephone	\$7.95 <sup>1</sup>	Colour Choices	Almond	Charcoal	White
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### Vista 100

**Q** Is there a reasonably priced display phone I can use as an extension phone or as my main phone?

**A** The Vista 100<sup>11</sup> display phone makes an ideal extension phone. Compact and versatile, it supports TELUS *SmartTouch* services like *Name Display* and *Call Display*.<sup>14</sup> Program up to six numbers into the Vista 100's memory for fast dialing. Features include an on/off ringer switch and an indicator light to show you when the phone is ringing.

Vista 100EV: This Enhanced Volume phone lets you adjust voice reception for soft-spoken callers. Available in Almond. Only 6.95<sup>1</sup>

Vista 100 Telephone	\$5.95 <sup>1</sup>	Colour Choices	Almond	Charcoal	White
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### Meridian 9216

**Q** Do you have a phone with lots of features that are easy to use?

**A** Perfect for your home-based business or busy household, the Meridian 9216<sup>14</sup> supports TELUS *SmartTouch* services like *Name Display* and *Call Display*.<sup>14</sup> With *Name Display*, you can call up the names and numbers of your last 15 callers, whether you answered or not. Program up to 10 numbers into the memory for rapid dialing.

Meridian 9216 telephone	\$10.95 <sup>1</sup>	Colour Choices	Black	Grey
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\*These *SmartTouch* services are available separately – please see pages 12 & 13.

<sup>1</sup>A service fee may apply. Rental charge is per month and is in addition to regular TELUS monthly local service charges.

<sup>14</sup> Trademark of Northern Telecom used under license.



# Cellular freedom

## Cellular value and choice

### TELUS Mobility

**Q** How far does your service reach – and what does it give me?

**A** Today, almost 95 percent of all Albertans live within the area covered by TELUS Mobility. As Alberta's favorite cellular service company, we ensure our customers have the best coverage in the province and seamless connections throughout Canada, across North America and around the world. And we provide value-added features including:

*Message Centre* – Answers your calls when you can't.

*Call Waiting* – Lets you answer a second call when you're on your phone. Included with most plans at no additional charge.

*Conference Calling and Call Forwarding* – Included with some plans.

*Toll Restriction* – Controls costs by restricting service to local calls.

*Vacation Disconnect* – We'll save your phone number, prevent unauthorized calling and maintain your account for one to six months. (For customers who've been with us for three months or more.)

**Calgary 530-5280**

**Edmonton 944-4000**

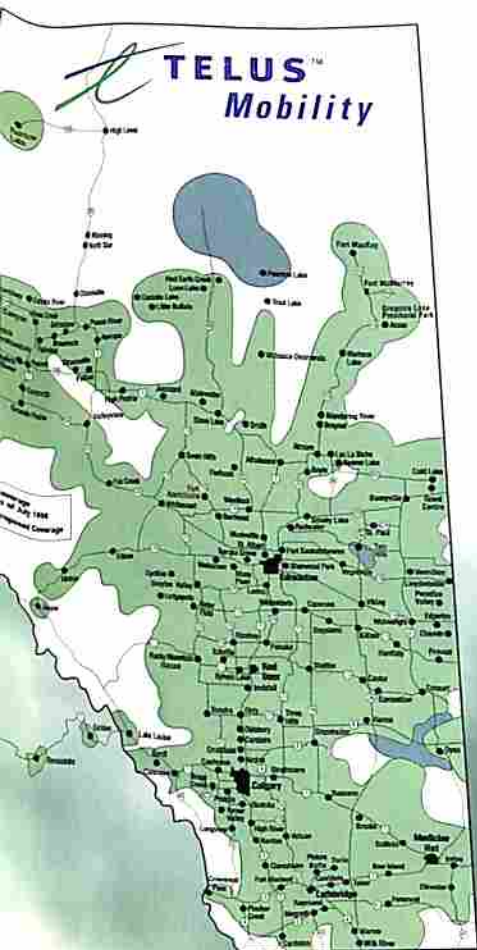
**1-800-661-3681 toll-free from anywhere in North America**

### Cellular Phones

**Q** Where do I purchase a cellular phone?

**A** TELUS Mobility dealers are located throughout the province. They'll show you a variety of cellphones and accessories, explain TELUS Mobility rate plans, and program your new cellphone so it's ready for you to use. Many of our dealers also provide complete after-sales service.





We're constantly adding new cell sites, and extending and improving our coverage.

### Daytime Value

- Q** What if I need to use my cellular phone during the day?
- A** When most of your calling is between 7 am and 7 pm on weekdays, ask about our regular daytime plans. We'll help you choose the plan that gives you the best value based on the amount of calling you intend to do.

### Plan for Flexibility

- Q** Can I switch rate plans, even if I'm on a term rate plan?
- A** We're flexible. Even if you're on a long-term rate plan, we'll switch you to one that's better suited to your new situation. The time remaining on your contract will be transferred over, too. You can change rate plans twice per year, at no charge. After that, there's a \$20 change fee.

### Mobilink

- Q** Can I use my cellphone anywhere in North America?
- A** Yes. We work in partnership with other leading cellular companies across North America to ensure you'll have cellular service wherever it's provided. Mobilink provides:
- Cellular coverage across Canada and the United States.
  - 24 hour customer service anywhere in North America.
  - Mobilink service centres for sales, repairs and loaner phones anywhere in North America
  - Standardized access and feature codes.

### Paging

- Q** Do you provide paging services across Alberta and even farther away?
- A** TELUS Mobility will keep you in touch within a local area, across the province and throughout North America:
- Local paging – is available in Calgary, Edmonton, Lethbridge, Medicine Hat and Red Deer.
  - Provincial paging – is available in more than 60 Alberta centres.
  - National and international paging – is yours with extended coverage.
- To learn more about TELUS Mobility Paging, call us toll free: **1-800-661-6074**  
In Calgary, call **530-5353**



### The power of yellow

- Q** When do people look in the Yellow Pages<sup>®</sup>?
- A** When they're ready to buy! Your other advertising tools will generate interest and create the desire to buy your product or order your service. Your message in the Yellow Pages will pull in calls and ring up sales.

### The power of reach

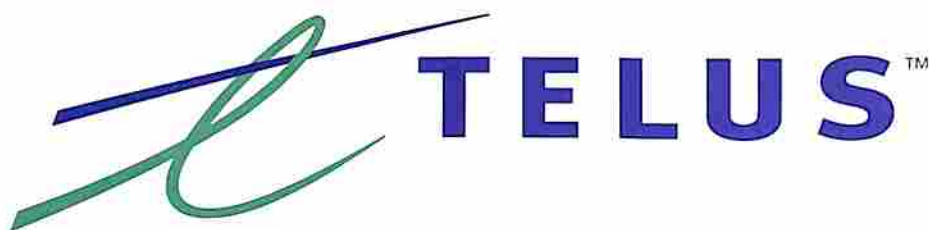
- Q** How can I get my message out to everyone in Alberta? Across Canada? In the United States?
- A** Only TELUS Advertising Services gives you the power to reach every home and office in Alberta with a message in the Yellow Pages. We deliver more than two million white and yellow pages directories – free of charge – to every community in the province. We'll put your message in one Yellow Pages directory, or all twenty-two. We'll even arrange for your message to appear in any or every directory in Canada and the US.

### The power of choice

- Q** Is a message in the Yellow Pages enough?
- A** A simple listing (provided to our customers at no additional charge) may be all you need. When you're in a competitive business or want higher awareness, consider some of the other advertising services we provide – from bold print listings and display ads to Talking Ads and accurate mailing lists. For more information, call toll-free: **1-800-661-4260**  
In Calgary, call **530-5400**

<sup>®</sup>Trademark of Tele-Direct used under license.  
<sup>®</sup>Trademark of Bell Mobility used under license.





# Part of Alberta

## in so many ways.

While the TELUS name may be new to you, we've been closely connected to your community for more than 90 years. The corporation, and its employees, contribute countless hours and thousands of dollars to support community organizations and projects across Alberta. We're proud to continue our tradition of community support through the TELUS Bright Futures Foundation.

The TELUS Bright Futures Foundation strives to:

- Enrich the lives of others through the application of friendly technology and services.
- Build responsible, successful, learning-based partnerships in the community.
- Build trust and respect by focusing the investment of human and financial resources on priority community needs.
- Create community self-sufficiency.

Examples of TELUS community flagship programs are:

- TELUS World Learning, a \$1.2 million investment, connects Alberta schools to the Internet.
- Project Blue Eagle™ provides adapted computers and training for special needs individuals across the province.

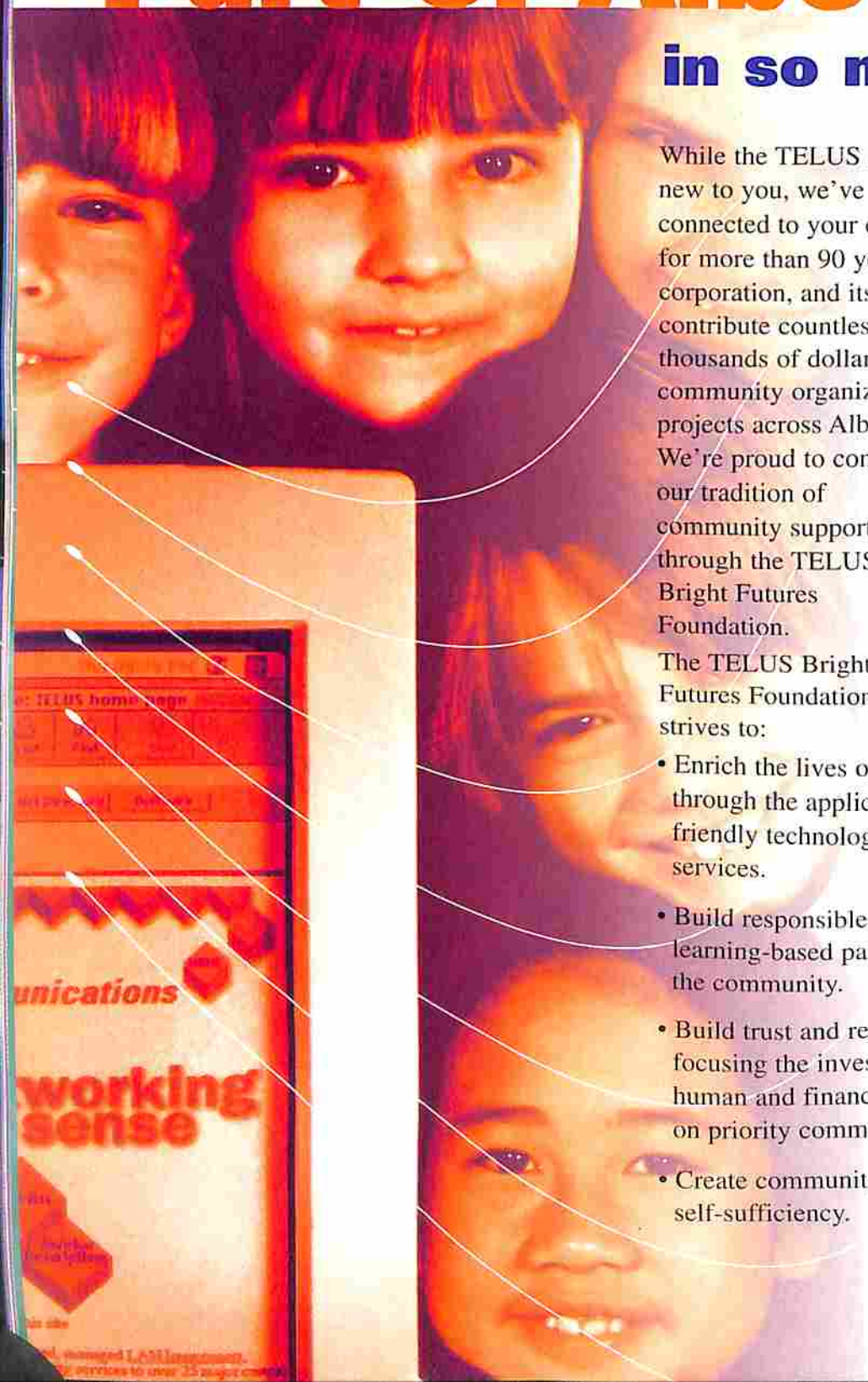


- Feather Care™ converts buried cable markers into nesting boxes for many species of native Alberta birds.

- Extension and Telephone Pioneer programs facilitate the volunteer

efforts of TELUS employees in all communities across Alberta. In addition, the company provides \$200 to charitable organizations for every 60 hours of community service volunteered by employees.

- The TELUS Employee Charitable Trust offers an opportunity for all TELUS employees to contribute to charities of their choice during an annual fund-raising campaign. As well, the corporation proportionately matches each employee donation.





When  
**Confidence**  
 is important...

Saamis Memorial Park

528-2599



FLOWER  
 COTTAGE

TELUS™

## Directory Content

### WHAT

Advertiser Information.....  
 Emergency Numbers.....

Other Emergency Numbers.....

Learn (Literacy).....

Map, Medicine Hat.....

Postal Codes.....

Recycling Program.....

Talking Yellow Pages™.....

Volunteering (Be a Local Hero).....

Yellow Pages™ Index.....

### WHERE

Following the end of the **Yellow Pages™** Listings

Look in your **White Pages** under  
 Fire, Hospital, Royal Canadian Mounted Police

Refer to Page 1 Green Edge **White Pages**

See the **Learn Page** Heading

Community Pages

Community Pages

Back Inside Cover, and

Community **Talking Yellow Pages™**

Community Pages

See the **Charitable & Non-Profit**

**Organizations Guide** Heading

**Red Bordered Pages** following this Tab

TELUS  
 Advertising  
 Services Inc.

**Yellow Pages™ Advertising**  
**Call 1-800-661-4260 No Charge**







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**W**

**X**

**Y**

**Z**

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If you need to talk to your customers individually and want them aware of sales and special information, The Sound of Yellow in our Talking Yellow Pages gives you the edge. Calgary - Red Deer - Lethbridge

## **OTHER MARKET ADVERTISING**

If your goals are far reaching and you want to advertise outside your local directory area, one call to Telus Advertising Services can open the doors to other markets.

## **INSIDE BACK COVER OR TABS**

If you need the ultimate in high-profile placement, consider the inside back cover or Tab positions...seen by virtually every person who uses the book for any reason, every day.

## **LISTDIRECT**

If you want to use direct marketing to get in touch with your customers in a cost-effective manner, ListDirect is the place to call for help.

## **REVERSE DIRECTORY**

A powerful marketing tool reverses the listings found in the Calgary White Pages and gives them to you in numerical order by both phone number and by address.

## **OTHER MARKET DIRECTORIES**

Whether for business or pleasure, using directories from outside your area can help you get in touch with other Canadian or international markets.



The **POWER** of **CHOICE**

 **TELUS™**



# Medicine Hat & Area

Classified Telephone Directory

**March 1, 1997**

Contact TELUS Advertising Services Inc. for *Yellow Pages*™ advertising rates and information.  
Toll Free 1-800-661-4260 or in Calgary (403) 530-5400  
27 Flr 411 - 1 Street SE, Calgary AB, T2G 4Y5

*Every precaution is taken to avoid errors and omissions in the telephone directory, but if these occur, the Company shall not be liable for damages arising from such errors or omissions. In the case of advertising, or listings for which a specific charge applies, the Company's liability shall be limited to making a refund or cancellation based on the associated monthly charges.*

## Abattoirs

**Cypress Packers Inc**  
Box 2497 .....Medicine Hat 526-6688  
Fax Line .....Medicine Hat 527-4434

**LONG DISTANCE APPOINTMENTS**  
SAVE TIME & MONEY  
Avoid wasted trips,  
Allow better planning  
of your time.  
Make certain you are  
expected.  
Avoid long delays in  
waiting to see people.  
Enable your prospects  
to prepare for your visits.

## HIRED GUNS ACCOUNTING SPECIALISTS

INCOME TAX & GST RETURNS  
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MARKETING STUDIES  
FINANCIAL & MANAGEMENT CONSULTING  
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**Institute Of Chartered Accountants Of Alberta**  
Call Toll Free .....1-800-232-9406  
(See Our Display Advertisement)

**Winger Michele J**  
522 2 St SE .....Medicine Hat 529-9005  
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Support Your School  
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## Accountants—Certified General

### BACHLEITNER D ERIC

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ACCOUNTING SOFTWARE SELECTION  
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Various Software Including NewViews  
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Don't Take Chances - Make Sure  
YOUR ADVERTISEMENT IN THE  
Yellow Pages Is Under All The  
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Your Business Or Products.

**Certified General Accountants Association Of Alberta**  
1410 555 4 Av SW Calgary (No Charge Dial) .....1-800-661-1078  
(See Our Display Advertisement)

**Darcy S Sackman & Company**  
204 533 2 St SE .....Medicine Hat 527-6015  
(See Our Display Advertisement)

**DON'T KEEP IT A SECRET!**  
Tell the ready-to-buy people  
about the products and services  
you sell.  
Advertise in the YELLOW PAGES™!  
Display the brand names of  
the products you sell and repair.  
Make it easier for people to buy  
from you.

## Looking for the right financial expert?

Call us first. We're the governing body of the CA profession and all of Alberta's 6,300 Chartered Accountants are registered with us. We would be pleased to refer you to three chartered accounting firms in your area which can provide the services you need.

**Institute of Chartered Accountants of Alberta**  
*Strength Beyond Numbers*

Call toll free 1-800-232-9406  
Fax (403) 425-8766

## Darcy S. Sackman & Company

CERTIFIED GENERAL ACCOUNTANT

DARCY S. SACKMAN, C.G.A.  
PROFESSIONAL CORPORATION

**527-6015**

204, 533 - 2nd STREET S.E., MEDICINE HAT T1A 0C5

— *Personal Service, Professional Care* —

Offering a Complete Range  
of Accounting and Taxation  
Services for Businesses,  
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**FREE**  
Introductory  
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**George & Co**  
573c North Railway St SE .....Medicine Hat 528-4995

**TAKE THE SHORT-CUT**  
When you can't shop in  
person use the  
**YELLOW PAGES**  
of your Telephone Directory  
to locate dealers  
and  
**SHOP BY TELEPHONE.**

**CMA, PUBLIC ACCOUNTANT**  
**Michele J. Winger**  
ACCOUNTING  
PERSONAL, GST, CORPORATE TAXES  
ELECTRONIC TAX FILING  
FINANCIAL STATEMENTS  
FARMS AND SMALL BUSINESSES  
MONTHLY BOOKKEEPING  
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**529-9005**  
523 - 2nd St. S.E., Medicine Hat

## a night on the town



Look in the Yellow Pages™  
for places to go,  
things to do.

## CGA

CERTIFIED GENERAL ACCOUNTANTS  
Association Of Alberta  
• Accounting • Auditing  
• Tax Planning  
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PROGRAM CALL  
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1-800-661-1078

1410-555 - 4th AVE. S.W., CALGARY

CERTIFIED GENERAL ACCOUNTANTS **CGA**