

Calgary Reception
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AGT brings you the power of the net

See page 41



February 27, 1993

MEDICINE HAT

AND AREA

AREA CODE 403



network!



EMERGENCY CALLS

**"9-1-1 SERVICE APPLIES TO MEDICINE HAT AND REDCLIFF
THIS SERVICE DOES NOT APPLY IN OTHER RURAL ALBERTA COMMUNITIES"**

**For Your Appropriate Emergency Telephone Numbers
Refer To Emergency Calls Immediately Preceding Your Local Area Listings**

Please enter the telephone numbers that apply to your area.

FIRE



**NATURAL
GAS**



POLICE



**ELECTRIC
LIGHT
and
POWER**



AMBULANCE



**WATER
SEWER
ROADS and
GARBAGE**



HOSPITAL



**MUNICIPAL
DISASTER
SERVICE
AGENCY**



POISON CENTRE



1-800-332-1414
TOLL FREE ALBERTA-WIDE

**SOCIAL
SERVICES**



**HEARING AND SPEECH IMPAIRED EMERGENCY
ACCESS — POLICE, FIRE & AMBULANCE**



DOCTOR _____

DENTIST _____

INSERT YOUR ADDRESS AND TELEPHONE NUMBER FOR EMERGENCY USE

TELEPHONE SERVICE CALLS

SEE INSTRUCTIONS IMMEDIATELY PRECEDING YOUR LOCAL AREA LISTINGS

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OTHER EMERGENCY CALLS

COMMUNITY SERVICES (24 Hours)

CHILDREN'S SERVICES

CHILD ABUSE HOT LINE — 24 Hrs.

Call '0' Operator (No Charge) & Ask For Zenith 1234*

KIDS HELP PHONE (No Charge Dial) 1-800-668-6868

CRISIS LINES & COUNSELLING

AIDS & SEXUALLY TRANSMITTED DISEASE INFORMATION

(No Charge Dial) 1-800-772-2437

SEXUAL ASSAULT CRISIS LINE (No Charge Dial) 1-800-552-8023

SUICIDE CRISIS LINE (The Samaritans)

Call '0' Operator (No Charge) & Ask For Zenith 66003

SHELTERS

WOMEN'S SHELTER — 24 Hrs. Emergency Line Medicine Hat 529-1091

CRIME WATCH (24 Hours)

REPORT A POACHER (Outdoor Observer)

(No Charge Dial) 1-800-642-3800

ENVIRONMENTAL, INDUSTRIAL & OTHER EMERGENCIES

AIRCRAFT & MARINE DISTRESS

24 Hrs. (No Charge Dial) 1-800-661-5631

DANGEROUS GOODS INCIDENTS

24 Hrs. (No Charge Dial) 1-800-272-9600*

DISASTER SERVICES

24 Hrs. (No Charge Dial) 1-800-272-9600*

ENVIRONMENT EMERGENCY

24 Hrs. (No Charge Dial) 1-800-222-6514*

FOREST FIRES

24 Hrs. (Call Collect) 427-FIRE or 427-3473*

INDUSTRIAL ACCIDENTS (Notification of Fatality or Serious Injury)

24 Hrs. (Call Collect) Medicine Hat 529-3530*

Manyberries 24 Hrs. (Call Collect) Lethbridge 381-5522*

Empress & Blindloss — 24 Hrs. (Call Collect) Red Deer 340-5170*

OIL & GAS FIELD EMERGENCIES (Energy Resources Conservation Board)

24 Hrs. (Call Collect) Medicine Hat 527-3385*

UTILITY EMERGENCIES (24 Hours)

BURIED UTILITY LOCATIONS (Alberta 1st Call) 1-800-242-3447

IF YOU EXPERIENCE ANY DIFFICULTY REACHING NUMBERS MARKED WITH AN ASTERISK (*), CALL
ALBERTA PUBLIC SAFETY SERVICES 1-800-272-9600 (24 Hours)

Useful information in regards to a variety of emergency situations
is located in the Blue-Edged White Pages 29 - 38.



INFORMATION PAGES



QUICK REFERENCE

BUSINESS OFFICE REPAIR SERVICE

Residential & Single-line Business

Business Systems

GENERAL INQUIRIES

CUSTOMER RELATIONS

Toll-free
529-3344

611

1-800-263-6699

529-3311

1-800-567-0000

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Requests for changes to the next issue of this directory
must be received by AGT Limited no later than December 6, 1993

HOW TO REACH US!*

*Toll-free



BUSINESS COMMUNICATION SERVICES

Telephone Systems Sales, Service & General Inquiries	529-3353
Data Communications Sales, Service & General Inquiries	1-800-332-8610
Billing Account Inquiries	1-800-332-8602
8 AM - 4:30 PM Monday - Friday	
Repair Service	1-800-263-6699

AGT DIRECTORY

Advertising Sales & Service/Account Inquiries	1-800-661-4260
Purchase of Telephone Books	1-800-661-3814
Directory Recycling	Call Collect 0-530-5565
LISTdirect	1-800-661-4260

MOBILE PHONE SERVICES

Cellular/General Mobile Customer Sales	1-530-5858
For the Service Centre nearest you, please call	1-530-5960
Billing Account Inquiries	1-800-332-8602

PAYPHONE SERVICES

Coin, Charge a Call and Cardreader Sets	
Customer Service	1-800-472-9773

AGT RELAY SERVICE

TDD Access	1-800-855-1155
Voice Access	1-800-855-1166

PAYING YOUR ACCOUNT



Bills may be paid in person at banks, credit unions, Treasury Branches and authorized agents, or by mail to:

AGT Limited
Box 2422
Edmonton T5J 2S7

For other departments not shown on pages 4, 5 & 6:
Main switchboards
Medicine Hat 529-3311

Calgary 1-530-4200
Lethbridge 1-382-2511

HOW TO REACH US!*

*Toll-free



RESIDENTIAL & SINGLE-LINE BUSINESS SERVICES

- Account Inquiries
- AGT Calling Card*
- Between Friends*
- New/Additional Service
- Select Route™
- Service Moves
- Telephone Equipment
- Teleplus*

Customers In:

Bindloss, Bow Island†,
Burdett, Elkwater†, Empress,
Etzikom, Foremost, Hilda,
Irvine†, Manyberries,
Medicine Hat†, Oyen, Ralston†,
Redcliff†, Schuler†,
Seven Persons†, Walsh

Call:

BUSINESS OFFICE: 529-3344
8 AM - 4:30 PM Monday - Friday

† Dial Direct

● REPAIR SERVICE: 611	DIRECTORY ASSISTANCE:
	LOCAL 411
	LONG DISTANCE 1 + (area code if applicable) + 555-1212
	1-800 SERVICE 1-800-555-1212

● Before calling AGT Repair, please see Repair Guide, page 11

We're here to help . . . if you have any concerns about: your telephone bill, Long Distance service, annoyance calls, repair service, telephone directory information, service installation, or payphone service.

Our staff are committed to meeting your needs. If you have a concern regarding your AGT service, please call your local Business Office. Our service representatives have a record of your telephone service, and will be pleased to assist you. If you have other comments or concerns, our Customer Relations department is here to help. You can call them at **1-800-567-0000** (toll-free) or you may write to:

AGT Customer Relations
411 - 1 St. S.E.
Calgary T2G 4Y5

AGT Limited is regulated by the Canadian Radio-television and Telecommunications Commission (CRTC). The CRTC is an independent agency of the Government of Canada, and is responsible for regulating the activities of telecommunications companies which fall under federal jurisdiction. Our goal is to satisfy your needs, however, should a concern be unresolved, please write to:

The Secretary General
Canadian Radio-television and
Telecommunications Commission
Ottawa K1A 0N2

Please send a copy of your letter to: Director, Regulatory Matters
AGT Limited
10020 - 100 St.
Edmonton T5J 0N5

For other departments not shown on pages 4, 5 & 6:
Main switchboards
Medicine Hat 529-3311

Calgary 1-530-4200
Lethbridge 1-382-2511

HOW TO REACH US!

PHONE CENTRES

SERVICE - QUALITY - SELECTION



Phone Centre Locations

Airdrie 116A Tower Lane Mall 948-2800	Camrose 4905 - 52 St. 679-6920	Fort Saskatchewan Fort Mall 998-4098	Red Deer 4831 - 51 St. 341-8333
Banff 223 Beaver St. 762-5696	Drayton Valley 5128 - 51 Ave. 542-7737	Grande Cache 1619 Pine Plaza 827-4445	Parkland Mall 341-8111
Calgary AGT Tower 411 - 1 St. S.E. Phone 530-5167 TDD 264-5054	Drumheller 90 - 3 Ave. E. 823-1122	Grande Prairie Prairie Mall 538-8773	St. Albert St. Albert Centre 460-3300
Chinook Centre 530-5170	Edmonton 10023 - 102 Ave. Phone 493-2700 TDD 493-2706	Leduc 6310 - 45 St. 986-9393	Sherwood Park Sherwood Park Mall 464-2500
Market Mall 530-5190	Edson 4921 - 4 Ave. W. 723-2060	Lethbridge Lethbridge Centre Mall 382-2311	Spruce Grove 250 Diamond Ave. 962-7171
Scotia Centre 530-5160	Fort Macleod 2224 - 2 Ave. 553-4255	Lloydminster Lloydmall 875-0125	Stettler 5112 - 50 Ave. 742-9321
Southcentre Mall 530-5200	Fort McMurray 8217 Franklin Ave. 790-3111	Medicine Hat 456 - 5 St. S.E. 529-1919	Vegreville 6425 - 55 Ave. 632-5252
Sunridge Mall 530-5180		Peace River 10010 - 100 Ave. 624-7935	Wetaskiwin 4808 - 37A Ave. 352-2000

HOW TO USE THE PHONE BOOK

LISTING BY ALPHABET

Names are listed alphabetically by:

Surname

Smith

Initials

Smith A D

or

Given Name

Smith Alfred

or

Company Name

Smith Arnold (Canada) Ltd

etc.

Smith Aurora B



LOOKING FOR A NUMBER

Locate desired page by checking first three letters on the top upper corner of each page.

Locate column by scanning columns across the top. Select the column where the name would likely appear.

Locate the name by checking down the column to the name you're looking for.

LETTERS USED AS NAMES

Letters when used as names are considered as words and are usually spaced and inserted alphabetically, starting with the first letter, unless the letters are together, then they appear as one word.

Example: A B C Transport (See beginning of "A")
XYZ Transport (See "XYZ" as one word)



HYPHENS, NUMBERS AND ABBREVIATED NAMES

Hyphenated words or letters are inserted alphabetically as two words:

Example: Mid-Western (Listed as Mid Western)

Numbers are sometimes used as names. Check for them as if they are spelled in full:

Example: 66 Restaurant (Sequenced as SixtySix Restaurant)

Certain abbreviated words appearing at the front of another word are listed as if spelled in full:

Example: St. Albert (Listed as Saint Albert)

FEDERAL AND PROVINCIAL LISTINGS

For Federal and Provincial listings, check under:

Government of Canada

Government of Alberta



TERMS OF SERVICE

The AGT General Tariff, which identifies AGT rates, charges and general regulations, is available for inspection on request at any Business Office or Phone Centre. Following are items of general interest condensed from the Tariff:



APPLYING FOR SERVICE

Applications for telephone service are accepted in writing, by telephone, or in person at any Business Office or Phone Centre. The minimum contract period for all standard services and equipment is one month, unless otherwise stipulated. We reserve the right to request the customer pay a deposit, or make payment of rental, Long Distance or service charges in advance of the service being established, or at any time during the service period.

AGT LIABILITY

The liability of AGT for damages, costs or losses arising from mistakes, omissions, interruptions, delays, errors, or defects in service or equipment shall not exceed an amount equivalent to the proportionate charge to the customer for the period of service in which it occurs.

CUSTOMER BILLING

Bills are due on the billing date, and may be paid at Treasury Branches, banks, credit unions, authorized agents, or by mail to Box 2422, Edmonton T5J 2S7.

Failure to receive a bill does not relieve responsibility for payment. Protection of telephone service from unauthorized use is the customer's responsibility. Service is provided on condition that the customer is responsible for payment of all calls made from or received collect on the telephone service listed in his/her name, whether authorized or not.

If a charge is disputed, then the customer must make timely payment of the undisputed portion of the bill. We will promptly investigate the disputed charge and advise the customer of the result of the investigation. If it is determined that the charge is the responsibility of the customer who was originally billed, then prompt payment will be expected. The customer may negotiate a deferred payment arrangement, provided that it is reasonable under the circumstances. We may not suspend or terminate service for disputed charges unless we have reason to believe that the purpose of the dispute is to evade or delay payment.

If a customer is dissatisfied with the results of a billing dispute investigation, the dispute may be referred to a supervisor or manager.

PRIVATELY OWNED EQUIPMENT

The AGT General Tariff permits the attachment of equipment which is certified in accordance with our Terminal Attachment Standards. All such equipment must be on the approved list or authorized in writing by AGT. A current approved Terminal Equipment List and Terminal Attachment Standard is available for public inspection at your Business Office or Phone Centre. We reserve the right to disconnect any equipment which in our opinion could cause network harm and interfere with service to other customers, or is a real and/or potential danger to the public or our employees. Connection of equipment is not permitted on any payphone services.

TERMINATION OF SERVICE

AGT may terminate service for a number of reasons, such as:

- non-payment of an account for which the customer is responsible
- continued use of unauthorized equipment attached to AGT facilities
- fraudulent use or abuse of service, which adversely affects AGT equipment or service.

Upon termination of service, the customer shall return all equipment owned by or required to be returned to AGT. If the customer fails to do so, then he/she shall pay the current price for such equipment.

TELEPHONE SECURITY

UNLAWFUL TELEPHONE CALLS

WHAT TO DO ABOUT OBSCENE, THREATENING OR HARASSING CALLS

DON'T TALK. The caller wants an audience - don't provide one.

HANG UP. Hang up if the caller doesn't say anything. Hang up at the first obscene word. If the caller doesn't identify himself/herself to your satisfaction, hang up. Do it **quietly**; don't display your emotions or alarm. The Criminal Code provides for up to six months in prison or \$2,000 in fines for making obscene or harassing calls, and for a maximum sentence of up to five years for making threatening calls.

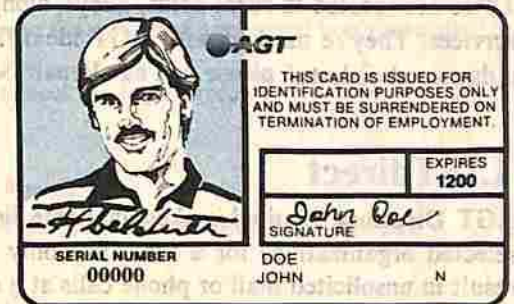
Unlawful telephone calls should be reported to your local police force for investigation and action.

We co-operate with police in the identification and prosecution of these callers.

CALL TRACE - See page 15 for information on a service that may be available in your area.

IDENTIFICATION OF AGT EMPLOYEES

Every AGT employee carries a photo identification card. This plastic laminated card shows our company name, and the employee's photograph and signature. If in doubt, ask to see this I.D. card - our employees will show it to you without hesitation.



CALLING CARD SECURITY

You are responsible for the protection of your AGT Calling Card®. Keep the number of this card private and secure. Do NOT give your number to anyone, and ensure when using your card the number cannot be overheard. (Unscrupulous persons are notorious for acquiring credit card numbers in public facilities such as airports, bus terminals and so forth.) If your Calling Card is lost or stolen, report this IMMEDIATELY to AGT by calling your Business Office or (after-hours) 1-800-561-8888 (toll-free).

WHAT TO DO WHEN YOU'RE AWAY FROM HOME



WRONG



A phone off the hook may alert burglars that you are not home! A continuous busy signal is a giveaway.

If you use an answering machine, your message should say that you "can't come to the phone" **NOT** that you're not at home.

FRAUD

It is illegal for anyone to charge Long Distance calls to another person's telephone number or Calling Card without their permission. Persons placing such calls, or using any device to avoid payment of calls, are subject to prosecution and, if convicted, are subject to fines and/or imprisonment.

GENERAL INFORMATION

BUILDING INDUSTRY CONSULTING SERVICE (BICS)

Owners, Developers, Architects, Engineers, Contractors . . . Prevent delays and hidden costs, and ensure your projects are ready for your tenants to obtain telephone service. Call BICS in the pre-planning stage for free consultation on network provisioning requirements. For further information, call Medicine Hat 527-5217 or Calgary 1-530-6900 (toll-free within Alberta). Out of province, please call collect.

BURIED CABLE LOCATION SERVICE

Before you operate any heavy equipment - or dig in your own backyard - have the underground cables in the vicinity located. Call Alberta 1st Call at 1-800-242-3447 (toll-free) at least **TWO** working days in advance. AGT will be notified and will locate any cables in the area, at no charge.



CABLE PEDESTALS

These are located in rural areas, alleys, along highways, on private property, and wherever there are underground telephone services. They're marked with AGT identification. If one is damaged, disrupted communications can result. If you notice a damaged pedestal, please call our Repair Service or call Alberta 1st Call at 1-800-242-3447 (toll-free).

LISTdirect

AGT Directory Limited makes available lists of names, addresses and telephone numbers printed in AGT directories to selected organizations for a fee. (The only information provided is that which is printed in the White Pages.) This may result in unsolicited mail or phone calls at a subscriber's residence or place of business.

If you prefer not to have your name on these lists, please notify AGT Directory by writing to:

AGT Directory Limited
LISTdirect
27 Flr., 411 - 1 St. S.E.
Calgary T2G 4Y5

A new letter is required each time your name, address and/or telephone number is changed.

(Removal of your name from AGT Directory Limited's lists will not necessarily eliminate unsolicited mail or phone calls as there are many other list sources available.)

LOCAL DIRECTORY ASSISTANCE

To get a new number which has not been listed, dial 411. There is no charge for this service. However, if you request a number (local or Long Distance) which is listed in this directory, there is a 50¢ charge. All requests for addresses are also chargeable.

There is no charge for emergency calls or for calls from payphones, hotels, motels, or from provincially registered hospitals. People who cannot use the directory because of a handicap, and are registered with AGT, are not charged for directory assistance.



RURAL TELEPHONE SERVICE

Call us early - as soon as you start your foundation. Rural lines are installed underground and we need plenty of advance notice so your phone service will be ready when you are. To apply for rural telephone service, call your Business Office.

ALL RATES QUOTED ARE SUBJECT TO CHANGE

REPAIR TROUBLE-SHOOTING GUIDE

The most frequent problem reported by residential customers is No Dial Tone, and, when the telephone number is called from another telephone, the caller gets a busy signal. The cause of the problem may be a receiver off the hook, a cordless telephone with dead batteries, or an answering machine that is not working properly. Avoid the waste of your time, or the inconvenience of providing access for us, by performing these simple trouble-shooting steps:

If you have only one telephone set:

1. Check to ensure receiver is on the hook.
2. Unplug the telephone.
3. With the telephone unplugged, call the problem telephone from a friend's house. If you get a busy signal, call AGT Repair. If you get a ringing signal, the telephone set was likely causing the problem and may need to be repaired or replaced.



If you have two or more telephone sets:

1. Check all telephones to ensure receivers are on the hook.
2. Unplug each telephone device one at a time. (A telephone device may be a telephone set, cordless telephone, answering machine, computer modem or FAX machine.)
3. After unplugging the first telephone device, wait for 5 minutes, then check the next telephone for dial tone. Continue to unplug the remaining telephone devices, one at a time, waiting 5 minutes each time.
4. If all telephone devices except one have been unplugged and you still have no dial tone, unplug the last telephone, wait 5 minutes, then plug in the first telephone you removed.
5. Still no dial tone? Call AGT Repair.

Should dial tone be returned at any step of this trouble-shooting process, the telephone device that was last unplugged was probably causing the problem and will need to be repaired or replaced.

If you locate the problem AFTER placing a trouble report to AGT Repair, please call to cancel the trouble report.

Repair of non-functioning telephone equipment:

1. AGT rental equipment: Visit your nearest Phone Centre for an exchange, or call AGT Repair.
2. Customer-owned equipment: If the telephone equipment is still under warranty, return it to the vendor for exchange or repair.

Repair Service

Residential & Single-line Business Services.....	611
Business Systems	1-800-263-6699

WHAT IS INSIDE WIRING?

Inside wiring is the wiring between the point where the telephone line enters your home or building and your telephone or telephone jacks. The home or building owner is responsible for the installation and repair of the telephone inside wiring in the same way as for the electrical inside wiring. Inside wiring must meet Canadian Electrical Code and AGT Terminal Attachment standards to ensure user safety and quality voice transmission.

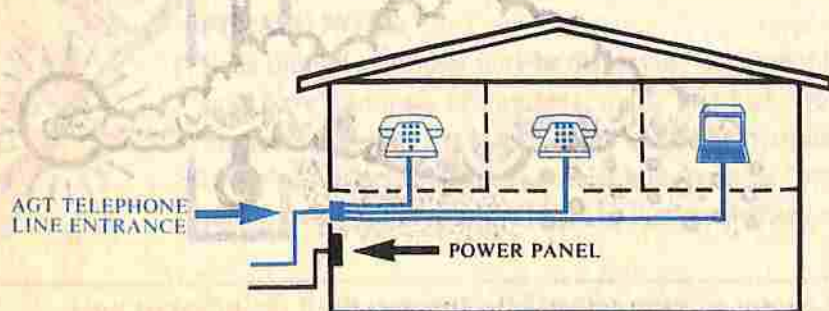
Wiring Options

Our inside wiring program allows you to choose who will install the wiring inside your home or building. Most residential and single-line business customers have three options for installing telephone wiring and jacks on their premises:

- You can do the work yourself.
- You can hire AGT.
- You can hire an independent contractor.

Pre-Wiring Your Home

If you are building or renovating your home, have your telephone outlet locations pre-wired before the insulating and dry-walling stages; this will ensure your inside wiring is concealed. Also be sure to run a separate wire from the power panel location to each individual telephone outlet location, and leave enough excess wire at both ends for doing terminations.



Our quality pre-wiring service offers the following advantages:

- Competitive rates
- Installation which meets Canadian Electrical Code standards
- One-year warranty from the date of installation.

To arrange AGT pre-wiring of homes, call your Business Office

SPECIAL SERVICES

FOR THOSE WITH SPECIAL NEEDS



We offer a variety of telecommunication products for disabled persons, such as those with motion, hearing, sight or speech difficulties.

Contact your nearest Phone Centre, or visit our Special Needs Centres at:

CALGARY: AGT Tower

411 - 1 St. S.E.

264-5054 (TDD)

530-5167 (Voice)

EDMONTON: AGT Toll Building

10023 - 102 Ave.

493-2706 (TDD)

493-2700 (Voice)

AGT RELAY SERVICE

A Relay Service for users of Telecommunication Devices for the Deaf (TDDs) is available 24 hours a day, 7 days a week. This service has been established to allow TDD users with severe hearing or speech difficulties to communicate over the telephone with non-TDD users.

TDD-ORIGINATED CALLS (TDD USERS)

TDD users wishing to contact a hearing person, dial **1-800-855-1155**. The operator will connect you and relay the conversation. TDD users wishing to contact another TDD user, dial **1-800-855-1155** for Long Distance calls and the operator will connect you. Local TDD-to-TDD calls can be dialed direct.

VOICE-ORIGINATED CALLS (VOICE USERS)

Hearing persons who wish to contact a TDD user, dial **1-800-855-1166**. The operator will connect you with the TDD and relay the conversation.

There is no charge for this service. When applicable, Long Distance rates will apply, with a 50% reduction on the per-minute rate on all calls billed to numbers in AGT territory, when going through the Relay Service. A TDD-to-TDD Long Distance call qualifies for the 50% discount only when connected through the Relay Service.

AGT TIME, TEMPERATURE AND WEATHER SERVICE

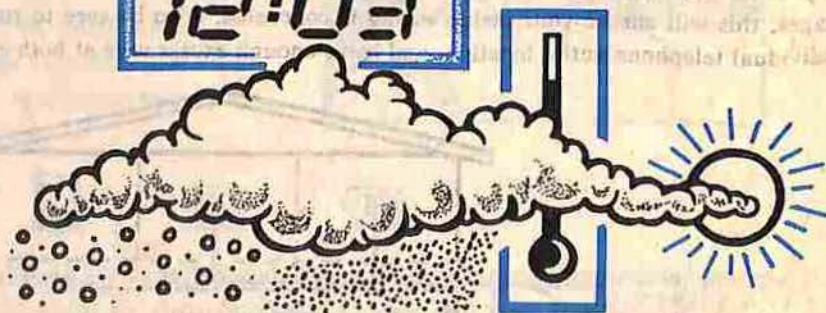
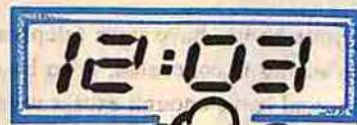
Timely Information - 24 Hours A Day, 7 Days A Week!

On a holiday travelling Alberta?

Call these numbers for the weather forecast.

(Please dial carefully)

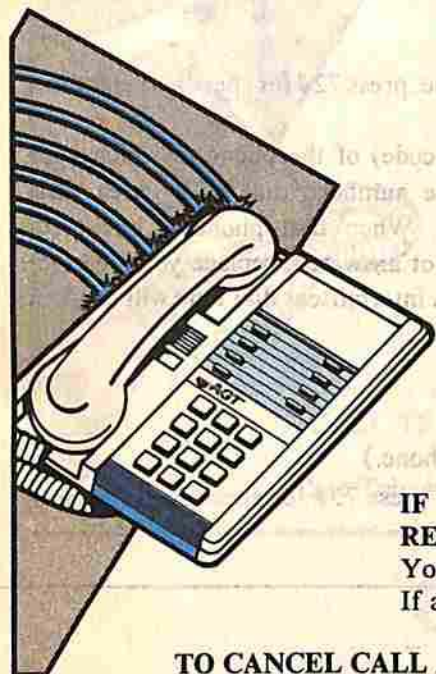
CALGARY	263-3333
CAMROSE	672-8861
EDMONTON & AREA	449-4444
FORT McMURRAY	743-1555
GRANDE PRAIRIE	532-9160
RED DEER	343-8111
WETASKIWIN	352-7111



Long Distance charges will apply to calls placed from outside the local calling area.

USE CONVENIENT CUSTOM CALLING SERVICES: **CALL AGAIN**

With Call Again, your phone will keep trying a busy number until it is free. Once the line is free, Call Again notifies you with a special ring, and puts the call through for you. You can program up to three numbers using the Call Again service.



TO CONTINUE TRYING A BUSY NUMBER:

Listen for dial tone, then dial *66 (1166 on a rotary dial set).

You will hear a recorded message informing you that your Call Again request has been activated.

Call Again will keep trying the last number you dialed for 30 minutes.

You're notified by a special ring (two short, one long) when the line is free.

Call Again makes two attempts to notify you by special ringing that you can now place your call. If you don't lift the handset before the second attempt is completed, your request is cancelled.

A SPECIAL ANNOUNCEMENT WILL NOTIFY YOU IF:

The free line becomes busy again before you have a chance to get through.

The number you are calling cannot be reached using Call Again.

IF YOU'RE TALKING ON YOUR PHONE WHEN THE CALL AGAIN NUMBER YOU REQUESTED BECOMES FREE:

Your phone will attempt to signal you for up to 30 minutes.

If after 30 minutes you are still on the phone, your Call Again request is cancelled.

TO CANCEL CALL AGAIN:

Listen for dial tone, then dial *86 (1186 on a rotary dial set).



CALL DISPLAY

Shows you who's calling, before you pick up the phone. It uses a display screen to provide you with the number of an incoming call.

"PRIVATE NUMBER" IS DISPLAYED AFTER THE FIRST FULL RING IF:

The location where the call originates has "blocked" delivery of the telephone number.

"UNKNOWN NUMBER" IS DISPLAYED AFTER THE FIRST FULL RING IF:

Call Display is not available where the call originated.

PLEASE NOTE:

1. Even though a number may be displayed, it may not be set up to receive calls. For example, large corporations may have hundreds of numbers, many of which are used only for their outgoing calls. Calling one of these numbers will likely result in either a fast busy signal or no answer.
2. If you're concerned about your telephone number (including non-published) being displayed to people you call, please call your Business Office to discuss privacy options available to you.

Due to technical limitations, Call Display service may not be available to all customers in an area.

CALL FORWARDING



Don't get trapped at home waiting for an important call — Call Forwarding sends your calls to where you can be reached: a friend's, or the office, cottage, etc. This second phone may be either a local or Long Distance number. (If it is Long Distance, then you are responsible for the applicable charges.) You can still originate calls from the first phone, but will not receive incoming calls, as they are automatically forwarded to the second phone number. When a call is being forwarded, a short burst of ringing at your phone reminds you the Call Forwarding feature is activated.

TO ACTIVATE CALL FORWARDING:

1. Dial **Activating Code 72**. (On a Touch Tone® phone, press 72# for speedier response.) You'll hear three beeps, then a dial tone.
2. Dial the telephone number (or Speed Calling code) of the phone to which your calls are to be forwarded. For Long Distance numbers, dial 1 + area code (if applicable), then the seven-digit number. When that phone is answered, the feature is activated. If the other phone is not answered, replace your receiver and repeat steps 1 and 2 within two minutes. An intermittent dial tone will confirm the feature is activated.

TO DEACTIVATE CALL FORWARDING:

(You can deactivate this service only from your own phone.)

Dial **Deactivating Code 73**. (On a Touch Tone® phone, press 73# for speedier response.) When you hear two beeps, hang up.

CALL RETURN

Don't worry about missing a call because you're not home or busy with something else when the phone rings — Call Return remembers the last caller's number, and dials it for you at your convenience.



TO REACH THE LAST NUMBER THAT CALLED YOU:

1. Listen for dial tone, then dial *69 (1169 on a rotary dial set). You will hear a recorded message announcing the number, and offering the choice of calling it or not. (If the call you received is from a number in an area where Call Return is not yet available, an announcement will advise you that the number cannot be reached using Call Return. Or, if your last caller "blocked" delivery of his phone number, you'll hear either a fast busy signal, or an announcement indicating that "the last number is private, please hang up now.")
2. To return the call, press 1.

IF THE NUMBER YOU ARE CALLING IS BUSY:

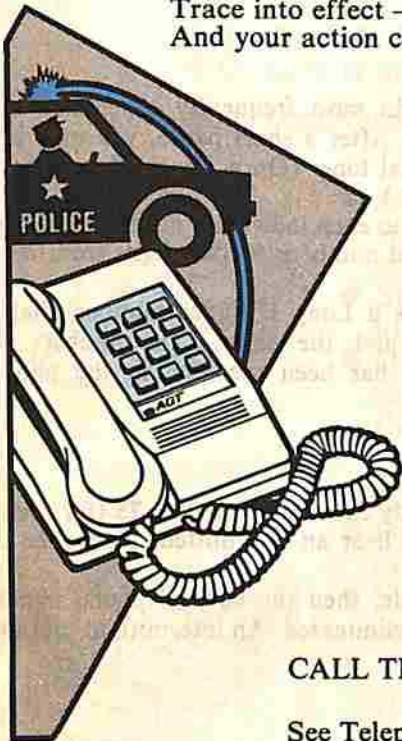
A recorded message informs you that the line is busy and asks you to hang up. The busy number is then monitored for 30 minutes. You're notified by a special ring (two short, one long) when the line is free. Call Return makes two attempts to notify you by special ringing that you can now place your call. If you don't lift the handset before the second attempt is completed, your request is cancelled.

TO CANCEL THE CALL RETURN REQUEST:

Listen for dial tone, then dial *89 (1189 on a rotary dial set). A special message then greets you and asks you to terminate the call.

CALL TRACE

Protect yourself and your loved ones from unlawful, obscene or threatening callers. Call Trace is on most single-line phones in the Medicine Hat area. You can use your existing phone to put a Call Trace into effect — quickly and easily — to help prevent an unlawful caller from bothering you again. And your action could help lead to an arrest.



HOW TO HANDLE AN UNLAWFUL CALL:

1. **DON'T TALK.** The caller wants an audience - don't provide one.
2. **HANG UP.** Hang up if the caller doesn't say anything - at the first obscene word - or if the caller doesn't identify himself or herself to your satisfaction.
3. **DON'T EXPRESS EMOTIONS OR ALARM.** Hang up quietly without saying anything to the caller.
4. **ACTIVATE THE CALL TRACE SERVICE.**
Dial *57 (1157 on a rotary dial set). A voice message will 'coach' you through each step of your Call Trace service.
5. **MAKE NOTES.** Record the time and date. Write down everything you can remember about the call. You may need these notes to refresh your memory if your testimony is needed in court.
6. **REPORT** one obscene or threatening call, or repeated harassing calls, to the police. We will provide information to only the police. The police will decide, based on the nature of the call, if further investigation or action is required.

CALL TRACE costs you nothing until you use it, just \$3 per successful trace.

See Telephone Security, page 9, for additional information.

CALL WAITING

Don't miss important calls — Call Waiting lets them through when you're already on the phone. Two soft beep tones — at 10-second intervals — signal that another call is waiting.

TO ANSWER THE SECOND CALL:

1. Ask your first caller to hold the line, then briefly depress the flash or LINK™ button or the switch-hook. The first caller is automatically placed on hold.
2. Subsequent depressions of the flash or LINK button or switch-hook will transfer you back and forth between both callers. Only one call can wait - other callers will receive a busy signal. If a second call is waiting when you hang up, your phone will ring.

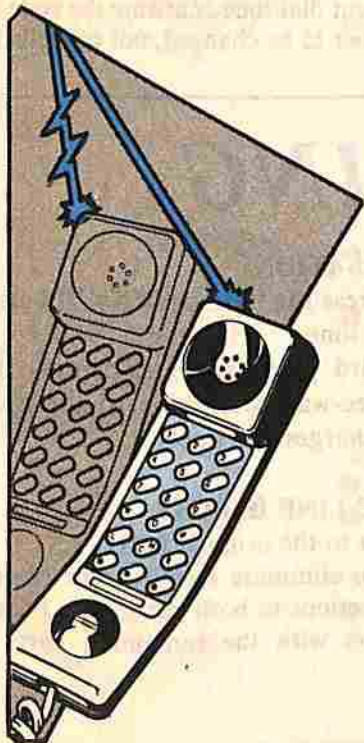
IN SOME AREAS CALL WAITING CAN NOW BE TURNED OFF FOR THE DURATION OF ONE CALL

TO TURN OFF CALL WAITING BEFORE PLACING A CALL:

1. Listen for dial tone, then dial *70 (1170 on a rotary dial set). You will hear a special dial tone.
2. Dial the number you wish to call.

TO TURN OFF CALL WAITING DURING A CALL:

1. Briefly depress the flash or LINK button or the switch-hook. This will place your caller temporarily on hold. You will hear a special dial tone.
2. Dial *70 (1170 on a rotary dial set). You will hear a confirmation tone letting you know Call Waiting has been cancelled. You will be automatically re-connected with the first caller. While the cancellation feature is activated, callers will receive a busy signal. Once either of the above calls is ended, the Call Waiting feature is automatically reactivated.



™ Northern Telecom

ALL RATES QUOTED ARE SUBJECT TO CHANGE

CUSTOM CALLING SERVICES

SPEED CALLING

Identify eight frequently called numbers that you can access with a one-digit code . . . or identify 30 numbers that you can access with a two-digit code. Numbers accessible via DDD can be included in both the 8- and 30-number lists (Long Distance charges apply).

HOW TO ENTER NUMBERS:

1. Dial **Activating Code 74** for your list of eight most frequently called numbers, or **Code 75** for 30 frequently called numbers. After a short pause, you may hear an intermittent dial tone before the steady dial tone. (On a **Touch Tone®** phone, press # after the number, for speedier response.)
2. Dial the **Speed Calling code** you are assigning to each individual number (one digit from 2-9 for your list of eight frequently called numbers, or two digits from 20-49 for a list of 30 numbers).
3. Dial the seven-digit telephone number. If it's a Long Distance number, dial 1, then the area code (if outside Alberta) and the seven-digit number. An intermittent dial tone confirms the number has been recorded in the phone's memory.

HOW TO CHANGE A NUMBER:

1. Dial **Activating Code 74** (for the eight frequently called numbers) or **75** (for the list of 30 numbers). After a short pause, you will hear an intermittent tone, then the steady dial tone.
2. Dial the one- or two-digit **Speed Calling code**, then the new telephone number assigned to that code. The previous number is eliminated. An intermittent dial tone confirms the new number is recorded.

HOW TO USE SPEED CALLING:

1. Dial the one-digit code (2-9) for your list of eight most frequently dialed numbers, or the two-digit code (20-49) for your list of 30 frequently dialed numbers.

HOW TO CANCEL A CODE:

1. Dial appropriate **Activating Code (74 or 75)** and wait for a steady dial tone.
2. Dial the one- or two-digit **Speed Calling code**. Wait. An intermittent dial tone confirms the code is cancelled. (Some types of AGT equipment may only allow a number to be changed, not cancelled.)

3-WAY CALLING

TO ADD A THIRD PARTY TO AN EXISTING CONVERSATION:

1. Ask your first caller to hold the line, then briefly depress the flash or **LINK™** button or switch-hook. You'll hear three beeps, then the dial tone.
2. Dial the number of the third party. When the third party answers, depress the flash/LINK button or switch-hook to make the three-way connection. If the third party is not in the local calling area, Long Distance charges will apply.

IF THE THIRD PARTY DOESN'T ANSWER, OR IF THE LINE IS BUSY:

1. Depress the flash/LINK button/switch-hook to return to the original party.
2. Depress the flash/LINK button/switch-hook again to eliminate busy tone or ringing and continue your conversation. If you hang up, connections to both parties are broken. When either called party hangs up, your connection with the remaining party is maintained.

1. In some areas Custom Calling Services may not yet be available.
2. For further information, call your Business Office.

RENTAL TELEPHONES

YOUR RENTAL CHOICES FROM AGT

Get in touch with the advantages of renting. You'll feel right at home with your rental phone:

- Worry-free repair service - we'll replace the phone at no charge if required.
- Quality is built right in to every phone - all are made in Canada.

When your communications needs change, trade up to a model with more features.



Meridian™

- Business set that displays callers' numbers on its display screen*
- Stores the last 15 answered or unanswered callers' numbers
- On-hook dialing; tiltable display; release key to quickly disconnect the line for your next outgoing call
- Ten memory buttons for numbers you call often or for codes to access AGT services
- A light for visual ringing, hold, extension-in-use, and Call Forwarding on
- Grey or charcoal



Vista 200™

- Displays callers' numbers on its display screen*
- Stores the last 15 answered or unanswered callers' numbers
- Ten memory buttons for numbers you call often or for codes to access AGT services
- A light for visual ringing, hold, extension-in-use, and Call Forwarding on
- Almond, charcoal or white



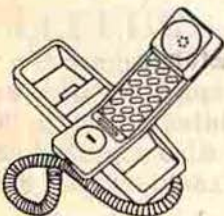
Maestro™

- Displays caller's number on its display screen*
- Stores the last 15 unanswered callers' numbers
- Ten memory buttons for numbers you call often or for codes to access AGT services
- A light for visual ringing, hold, extension-in-use, and Call Forwarding on
- Almond, grey, charcoal, sand or white



Vista 100™

- Displays caller's number on its display screen*
- Stores the last answered or unanswered caller's number
- Six memory buttons for numbers you call often or for codes to access AGT services
- A light for visual ringing, hold, extension-in-use, and Call Forwarding on
- Almond, charcoal or white



Solo™

- Dial-in-handset convenience
- Three colour-coded emergency buttons for fast calls to important numbers
- Ten memory locations for the numbers you call most often or for codes to access AGT services
- LINK™ button makes Call Waiting and other Custom Calling Services easier to use
- Last number redial button
- Almond, taupe, grey, blue, white or charcoal

* Requires Call Display service (see page 13)

For further information, call your Business Office or visit your nearest Phone Centre.

CALLS YOU CAN DIAL YOURSELF

DIRECT DISTANCE DIALING (STATION TO STATION)

For calling direct to speak to anyone at any seven-digit telephone number in Alberta, Canada, the U.S. and the Caribbean:

Within Area Code 403: dial **1 + the number**

Outside Area Code 403: dial **1 + area code + the number**



LONG DISTANCE DIRECTORY ASSISTANCE

To obtain telephone numbers in distant locations (Alberta, Canada and the U.S.):

Within Area Code 403: dial **1-555-1212** (toll-free)

Outside Area Code 403: dial **1 + area code + 555-1212** (toll-free)

If you request a number which is listed in this directory, there is a 50¢ charge. All requests for addresses are also chargeable.

U.S. callers please note: If more than 50 calls to U.S. Directory Assistance are placed in one month, then each subsequent call is 50¢.

AGT LONG DISTANCE SERVICES

(The automated service may not be available in all areas. For operator-assisted calls, and for rotary dial subscribers, please see Operator-Assisted Calling.)

Dial 0 + Number

You will then hear a "bong" tone, followed by the announcement, "This is AGT Long Distance. To charge this call to a Calling Card, enter the Calling Card number now; for a collect call, press 1-1; to charge this call to another number, press 1-2; for person-to-person and other calls, press zero for the operator." You may bypass the recorded announcement by pressing the applicable numbers immediately after the bong tone.

Calling Card Calls

After the bong tone, enter your 14-digit Calling Card* number. If the card number is entered incorrectly, you will be advised, "The card number as entered is not valid. Please enter your card number again." You can place up to five Calling Card calls without having to hang up, re-dial or re-enter your Calling Card number. After the first call is complete, press the # key and place your next call.

Collect Calls

After the bong tone, press 1-1. An announcement will say, "At the tone, please say your name." The computer will record your name and call the number you dialed. Your name will be announced to the called party to accept the charge. The called party may then press 1 to accept the charge, or say "yes" at the end of the announcement. To refuse the charge, he would say "no", or just hang up.

\$ collect

Third Number Calls

After the bong tone, press 1-2. An announcement will ask you to enter the area code and number to which the call is to be billed. (You may be asked for your name, and charge acceptance may be confirmed.)

OPERATOR-ASSISTED CALLING

To place a special billing call, such as Third Number, Collect, Calling Card™, with the assistance of an operator:

1. Dial '0' + the number you wish to call. Listen for the "bong" tone.

2. Then:

- If you are using a Touch Tone* phone, press '0' for the operator
- If you are using a rotary dial phone, briefly depress the switch-hook and you will reach an operator
- or,
- Do nothing, and the system will continue with a message listing the various billing options available. At the end of the message, your call will be automatically connected to an operator.

ALL RATES QUOTED ARE SUBJECT TO CHANGE

**A transaction charge applies to all special-billing and operator-assisted calls
Goods & Services Tax will apply**

OPERATOR-ASSISTED CALLING (Cont'd)

3. When you've reached the operator, please provide the following information, as applicable to the type of call you wish to make:

CALLING CARD:

say "calling card", and give your 14-digit Calling Card number (3-digit area code + 7-digit telephone number + 4-digit PIN)



COLLECT:

say "collect", then say your name

PERSON TO PERSON:

say "person to person", then give the name of the person you want to speak to

THIRD NUMBER:

say "third number", and give the area code and number you want the call billed to. (The operator may ask for your name, and may confirm that the charge will be accepted by the third number.)

TIME & CHARGES:

say "time and charges". The operator will call back with the information when the call is complete.

OTHER TYPES OF SPECIAL CALLS

CONFERENCE:

Talk to several people in different locations at the same time: dial '0', ask for a conference operator

MARINE:

To communicate with ships: dial '0', give the operator the details

MOBILE:

To communicate with aircraft and vehicles: dial '0', ask for the mobile operator

FOR OPERATOR ASSISTANCE, DIAL '0'

LONG DISTANCE CALLING PLANS

BETWEEN FRIENDS

The convenient way of buying AGT Long Distance is Between Friends.* A low monthly fee for the first 30 minutes of calling makes it easier to estimate what your next phone bill will be. Choose the Alberta Plan and/or the Canada & U.S. Plan, depending on your calling needs.

ALBERTA PLAN:

Entitles you to 30 minutes of Direct Distance Dialing within Alberta for \$6 per month, with unlimited additional overtime minutes at the same per-minute rate of 20¢. Calls must be made between 6 PM and 8 AM Monday - Friday, or all day Saturday, Sunday, Christmas Day and New Year's Day.

CANADA & U.S. PLAN:

Entitles you to 30 minutes of Direct Distance Dialing to anywhere in Canada (excluding Alberta) and the U.S. (excluding Alaska & Hawaii) for \$8 per month, with unlimited additional overtime minutes at the same per-minute rate of 26¢. Calls must be made between 6 PM and 8 AM Monday - Friday, or all day Saturday, Sunday, Christmas Day and New Year's Day.

SELECT ROUTE

Select RouteTM allows you to select, within a 100-km radius in Alberta, the community or communities you would like to call for a low monthly fee. A 60 Minute plan or Unlimited Calling plan is available, and each plan allows you to place direct-dialed calls to the community of your choice.

60 MINUTE PLAN:

Available to both residential and business customers. The first 60 minutes is \$5 monthly per route, and each additional minute is 15¢.

UNLIMITED CALLING PLAN:

Available to both residential and business customers. The cost is a flat rate of \$25 monthly per route for residential customers, and \$50 monthly per route for businesses.



TELEPLUS

For a low monthly fee, Teleplus[®] saves you 15% off the cost of direct-dialed Long Distance calls, and most Calling Card calls, 24 hours a day, 7 days a week, over and above all the regular discount periods. Save 15% on the first \$100 of your monthly Long Distance calls for a monthly fee of \$4; or save 15% on the first \$400 of your monthly Long Distance calls for a monthly fee of \$10.

There are two plans to choose from:

TELEPLUS CANADA: For Long Distance calls to anywhere in Alberta or the rest of Canada.

TELEPLUS U.S.A.: For Long Distance calls to anywhere in the U.S. except Hawaii and Alaska.

ALL RATES QUOTED ARE SUBJECT TO CHANGE

A transaction charge applies to all special-billing and operator-assisted calls
Goods & Services Tax will apply

TYPICAL CALLS WITHIN ALBERTA

Approximate rates from Medicine Hat to select points



	Regular Rates	Discounted Rates (minimum charge: 27¢)	
	*Regular Day Rate 8 AM-6 PM Mon.-Fri.	Evening Rate 6 PM-Midnight Mon.-Fri. 8 AM-Midnight Sat.-Sun.	Night Rate Midnight-8 AM Daily
	No Discount	35 % Discount	60 % Discount
Banff	34¢	22¢	14¢
Calgary	33¢	21¢	13¢
Edmonton	34¢	22¢	14¢
Edson	36¢	23¢	14¢
Fort McMurray	36¢	23¢	14¢
Grande Prairie	36¢	23¢	14¢
Lethbridge	33¢	21¢	13¢
Peace River	36¢	23¢	14¢
Red Deer	34¢	22¢	14¢
Slave Lake	36¢	23¢	14¢
Wetaskiwin	34¢	22¢	14¢

* Christmas Day and New Year's Day: Evening rates will apply

Charges are for each minute of a Direct Distance Dialed call. Slight variations may show on your bill due to rounding off after the discount is applied. Discounts are computed on the total time. The following message charges are then applied:

Calling Card,* Mobile, Special Billing Number (where applicable).....	\$1.00
Operator-assisted Calls - station to station	\$1.50
- person to person	\$3.75

Rates in effect at the time your call is connected will apply throughout the complete call, even though the call may extend into another rate period.

Initial period rates are charged for a minimum of one minute, with a minimum charge of 27¢. Additional minute rates are charged for a full minute or any portion of a minute.

You will not be charged:

- If you hang up before you dial the complete number
- If the called number is busy or does not answer
- If you reach a telephone company recorded announcement.

You will be charged:

- If you reach a FAX machine, or a personal or business answering device, whether you leave a message or not.

Adjustments will be made:

- If you reach a wrong number
- If you are cut off during conversation
- If you cannot hear or be heard.

Dial '0' immediately and tell the operator what happened.

ALL RATES QUOTED ARE SUBJECT TO CHANGE

Goods & Services Tax will apply

RATES FROM MEDICINE HAT TO SELECT CANADIAN POINTS

Canada 		Regular Rates		Discounted Rates			
		*Regular Day Rate 8 AM-6 PM Mon.-Fri.		Evening Rate 6 PM-Midnight Mon.-Fri. 8 AM-Midnight Sat.-Sun.		Night Rate Midnight-8 AM Daily	
		No Discount		35 % Discount		60 % Discount	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min. †	Add'l Min.
Customer Dialed	Halifax	.48	.48	.31	.31	.19	.19
	Toronto	.47	.47	.31	.31	.19	.19
	Vancouver	.46	.46	.30	.30	.18	.18
	Winnipeg	.45	.45	.29	.29	.18	.18
Operator Assisted Station To Station 1 Min. Minimum	Halifax Toronto Vancouver Winnipeg	No Discount		35 % Discount Add'l Mins. Only		60 % Discount Add'l Mins. Only	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
		1.98	.48	1.81	.31	1.69	.19
		1.97	.47	1.81	.31	1.69	.19
Operator Assisted Person To Person 1 Min. Minimum	Halifax Toronto Vancouver Winnipeg	No Discount		35 % Discount Add'l Mins. Only		60 % Discount Add'l Mins. Only	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
		4.23	.48	4.06	.31	3.94	.19
		4.22	.47	4.06	.31	3.94	.19

RATES FROM MEDICINE HAT TO SELECT U.S. POINTS

U.S. 		Regular Rates		Discounted Rates			
		*Regular Day Rate 8 AM-6 PM Mon.-Fri.		Evening Rate 6 PM-Midnight Mon.-Fri. 8 AM-Midnight Sat.-Sun.		Night Rate Midnight-8 AM Daily	
		No Discount		35 % Discount		60 % Discount	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min. †	Add'l Min.
Customer Dialed	Denver, Colo.	.54	.54	.35	.35	.22	.22
	Los Angeles, Calif.	.54	.54	.35	.35	.22	.22
	Las Vegas, Nev.	.54	.54	.35	.35	.22	.22
	Seattle, Wash.	.53	.53	.34	.34	.21	.21
Operator Assisted Station To Station 1 Min. Minimum	Denver, Colo. Los Angeles, Calif. Las Vegas, Nev. Seattle, Wash.	No Discount		35 % Discount Add'l Mins. Only		60 % Discount Add'l Mins. Only	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
		2.04	.54	1.85	.35	1.72	.22
		2.04	.54	1.85	.35	1.72	.22
Operator Assisted Person To Person 1 Min. Minimum	Denver, Colo. Los Angeles, Calif. Las Vegas, Nev. Seattle, Wash.	No Discount		35 % Discount Add'l Mins. Only		60 % Discount Add'l Mins. Only	
		First Min.	Add'l Min.	First Min.	Add'l Min.	First Min.	Add'l Min.
		4.29	.54	4.10	.35	3.97	.22
		4.29	.54	4.10	.35	3.97	.22

*Christmas Day and New Year's Day: Evening rates will apply

† Initial period rates are charged for a minimum of one minute, with a minimum charge of 27¢. Additional minute rates are charged for each full minute or portion of a minute.

The rate in effect at the time your call is connected will apply throughout the complete call, even though the call may extend into another rate period.

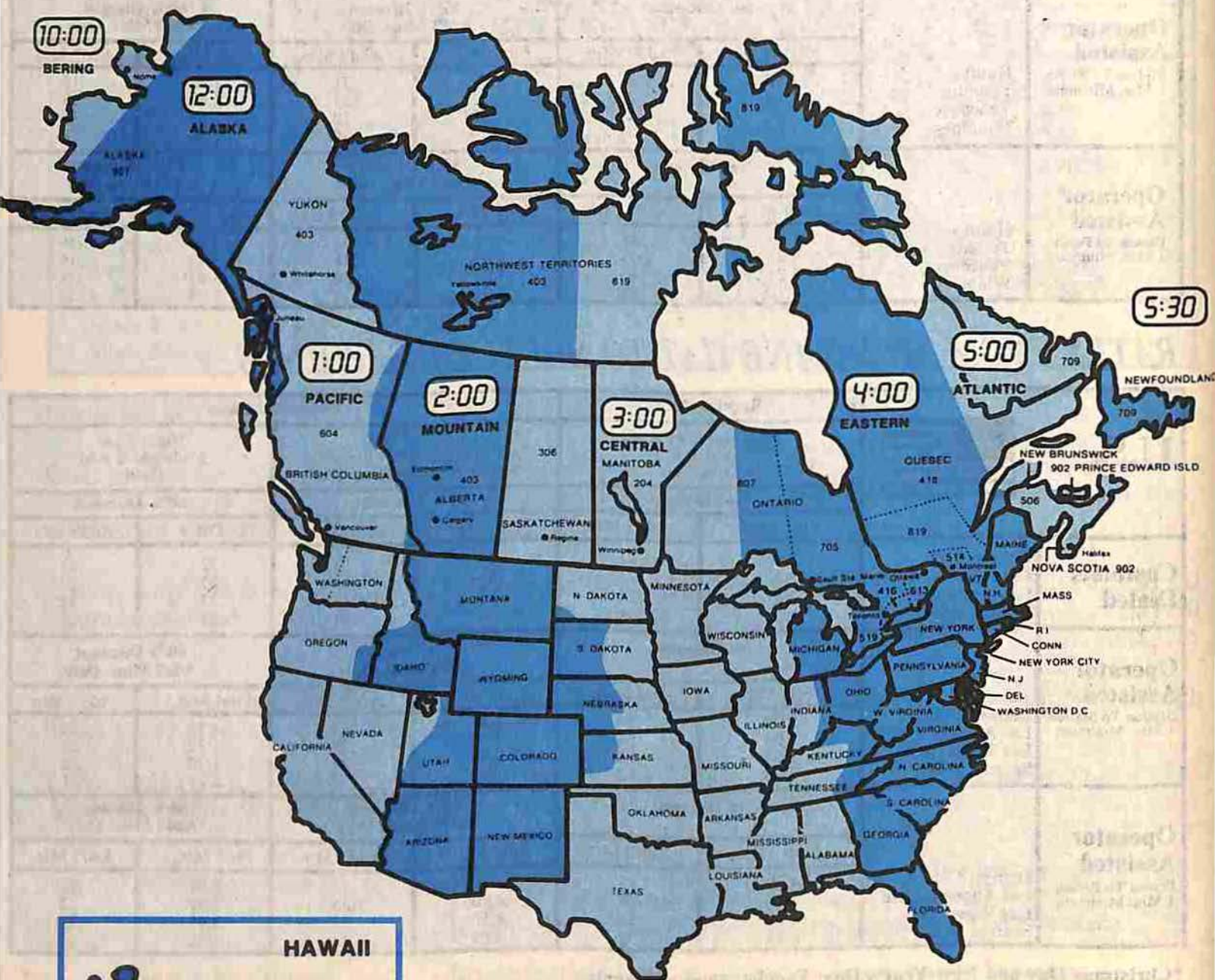
Long Distance rates to other locations such as Northern B.C., Yukon Territory, District of Mackenzie (N.W.T.), Alaska, Hawaii and Mexico are governed by different rate schedules. For rates to these and other locations, contact the operator by dialing '0'.

ALL RATES QUOTED ARE SUBJECT TO CHANGE

Goods & Services Tax will apply

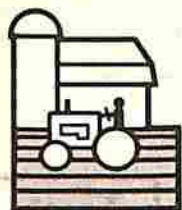
CANADA — U.S.

TIME ZONE MAP



The clocks on the map illustrate the time zones in effect in North America. When calculating actual time differences between areas, consideration should be made for those areas which adopt Daylight Time.

COLOURED AREAS INDICATE TIME ZONES



AREA CODES FOR SOME PLACES YOU CAN CALL

CANADA

Alberta	403	Ontario		Ontario (Cont'd)		Ontario (Cont'd)		P.E.I.	902
British Columbia	604	Agincourt	416	Kingston	613	Sault Ste. Marie	705	Quebec	
Manitoba	204	Barrie	705	Kitchener	519	Sarnia	519	Hull	819
New Brunswick	506	Belleville	613	London	519	Scarborough	416	Lachine	514
Newfoundland & Labrador	709	Brampton	416	Malton	416	Sudbury	705	Longueuil	514
Northwest Territories		Brantford	519	New Toronto	416	Thornhill	416	Montreal	514
District of Mackenzie	403	Brockville	613	Niagara Falls	416	Thunder Bay	807	Pointe Claire	514
All Other Places	819	Burlington	416	Oakville	416	Toronto	416	Quebec City	418
Nova Scotia	902	Clarkson	416	Oshawa	416	Trenton	613	Roxboro	514
		Cooksville	416	Ottawa	613	Unionville	416	St. Lambert	514
		Fort Erie	416	Peterborough	705	West Hill	416	Sherbrooke	819
		Galt	519	Port Credit	416	Willowdale	416	Saskatchewan	306
		Guelph	519	St. Catharines	416	Windsor	519	Yukon Territory	403
		Hamilton	416						

UNITED STATES

Alabama	205	Florida		Michigan		North Carolina		Utah	801
Alaska	907	Jacksonville	904	Detroit	313	Charlotte	704	Vermont	802
Arizona	602	Miami	305	Escanaba	906	Raleigh	919	Virginia	
Arkansas	501	Palm Beach	407	Grand Rapids	616	North Dakota	701	Richmond	804
California		Tampa	813	Lansing	517	Ohio		All Other Places	703
Alhambra	818	Georgia		Minnesota		Akron	216	Washington	
Anaheim	714/909	Atlanta	404	Duluth	218	Cincinnati	513	Bellevue	206
Bakersfield	805	Rome	706	Minneapolis	612	Cleveland	216	Halls Lake	206
Berkeley	510	Savannah	912	Rochester	507	Columbus	614	Kent	206
Beverly Hills	310	Hawaii	808	Mississippi	601	Dayton	513	Renton	206
Burbank	818	Idaho	208	Missouri		Toledo	419	Seattle	206
Compton	310	Illinois		Joplin	417	Oklahoma		Spokane	509
Concord	510	Chicago	312	Kansas City	816	Bartlesville	918	Tacoma	206
Fresno	209	Danville	217	St. Louis	314	Britton	405	Vancouver	206
Huntington Beach	714	Des Plaines	708	Montana	406	Oklahoma City	405	Walla Walla	509
Inglewood	310	Joliet	815	Nebraska		Tulsa	918	Yakima	509
Long Beach	310	Marion	618	Omaha	402	Oregon	503	West Virginia	304
Los Angeles	213	Peoria	309	Sidney	308	Pennsylvania		Wisconsin	
Modesto	209	Indiana		Nevada	702	Altoona	814	Eau Claire	715
Monterey	408	Columbus	812	New Hampshire	603	Philadelphia	215	Madison	608
Napa	707	Fort Wayne	219	New Jersey		Pittsburgh	412	Milwaukee	414
Oakland	510	Indianapolis	317	Livingston	201	Scranton	717	Wyoming	307
Oceanside	619	Iowa		Plainfield	908	Rhode Island	401		
Palm Springs	619	Cedar Rapids	319	Princeton	609	South Carolina	803		
Palo Alto	415	Des Moines	515	New Mexico	505	South Dakota	605		
Pasadena	818	Sioux City	712			Tennessee			
Redondo Beach	310	Kansas				Memphis	901		
Richmond	510	Topeka	913			Nashville	615		
Sacramento	916	Wichita	316			Texas			
Salinas	408	Kentucky				Abilene	915		
San Bernadino	909	Lexington	606			Amarillo	806		
San Clemente	714	Louisville	502			Arlington	817		
San Diego	619	Louisiana				Austin	512		
San Francisco	415	New Orleans	504			Corpus Christi	512		
San Jose	408	Shreveport	318			Dallas	214		
San Mateo	415	Maine	207			Denison	903		
Santa Ana	714	Maryland				El Paso	915		
Santa Barbara	805	Baltimore	410			Fort Worth	817		
Santa Cruz	408	Rockville	301			Galveston	409		
Santa Monica	310	Massachusetts				Houston	713		
Santa Rosa	707	Boston	617			Lubbock	806		
Stockton	209	Springfield	413			Midland	915		
Sunnyvale	408	Worcester	508			Paris	903		
Vallejo	707					Richardson	214		
Colorado						San Antonio	210		
Denver	303					Tyler	903		
Pueblo	719								
Connecticut	203								
Delaware	302								
District of Columbia	202								



CARIBBEAN 809

INTERNATIONAL CALLING



To Dial Direct: 011 +

Country
Code

+

City
Routing
Code
(if applicable)

+

Local
Number

** To Dial With Operator Assistance: 01 +

Country
Code

+

City
Routing
Code
(if applicable)

+

Local
Number

** Operator assistance required for Calling Card, Collect, Person to Person, Third Number Billing and Time & Charges calls. Availability of these services may vary depending upon the country called. Operator-assisted charges apply.

CANADA DIRECT

With Canada Direct service, calling home from overseas has never been so easy. Whether you call collect or use your Calling Card*, just one direct-dialed call puts you through to a friendly operator back in Canada. This eliminates dealing with foreign operators and any potential language difficulties; it may also reduce hotel surcharges.

Canada Direct is available from more than 50 foreign countries. Contact your Business Office or Phone Centre for more information.

HOME COUNTRY DIRECT

Phoning home from Canada is easy, too. Whether you call collect, or use your Calling Card, Home Country Direct service puts you through to an operator who speaks your language, in your home country. And . . . you'll be billed on your return at the operator-assisted rate in effect in your home country at the time the call was placed.

Home Country Direct is available to more than 40 countries. Contact your Business Office or Phone Centre for more information.

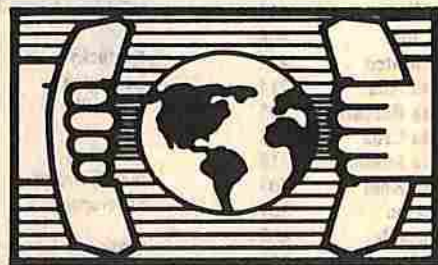
CALL THE OPERATOR (DIAL '0') IF YOU NEED:

- a telephone number
- country and city routing codes (limit of 3 routing codes per call)
- overseas rates not listed
- assistance on overseas calls
- time zone differences not listed.

POINTS TO REMEMBER:

- There are time differences.
- It may take up to 45 seconds for an overseas phone to ring.
- Overseas ringing and busy signals are often different from those in Canada.
- Rate discounts may apply. Call the operator for information.
- Direct dialing to foreign directory assistance operators is subject to regular overseas charges.

Canada's country code is 1, and the routing code is the area code.



COUNTRY CODES & TYPICAL RATES

Alberta Locations To	Country Code	Rate Periods	Direct Dial 1 Minute Minimum	Operator Assisted		All Calls Each Add'l Minute	Time Difference From Mountain Standard Time
				Station-to-Station 3 Minute Minimum	Person-to-Person 3 Minute Minimum		
Argentina	54	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$2.94 \$2.06	\$7.84 \$7.84	\$11.76 \$11.76	\$1.96 \$1.37	+4
Australia	61	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$1.83 \$1.47 \$1.28	\$4.88 \$4.88 \$4.88	\$7.32 \$7.32 \$7.32	\$1.22 .98 .85	+17
Austria	43	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.06 \$1.65 \$1.44	\$5.48 \$5.48 \$5.48	\$8.22 \$8.22 \$8.22	\$1.37 \$1.10 .96	+8
Bangladesh	880	Daily (8 PM-2 AM) Daily (2 AM-2 PM) Daily (2 PM-8 PM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+13
Belgium	32	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.06 \$1.65 \$1.44	\$5.48 \$5.48 \$5.48	\$8.22 \$8.22 \$8.22	\$1.37 \$1.10 .96	+8
Brazil	55	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$2.33 \$1.64	\$6.20 \$6.20	\$9.30 \$9.30	\$1.55 \$1.09	+3
Chile	56	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$2.48 \$1.74	\$6.60 \$6.60	\$9.90 \$9.90	\$1.65 \$1.16	+3
China	86	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$4.28 \$3.42 \$3.00	\$11.40 \$11.40 \$11.40	\$17.10 \$17.10 \$17.10	\$2.85 \$2.28 \$2.00	+15
Colombia	57	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$2.48 \$1.74	\$6.60 \$6.60	\$9.90 \$9.90	\$1.65 \$1.16	+2
Commonwealth of Independent States	7	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$3.87 \$3.09 \$2.72	\$10.32 \$10.32 \$10.32	\$15.48 \$15.48 \$15.48	\$2.58 \$2.06 \$1.81	+11
Czech & Slovak, Federal Republic of	42	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+8
Denmark	45	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.92 \$1.53 \$1.35	\$5.12 \$5.12 \$5.12	\$7.68 \$7.68 \$7.68	\$1.28 \$1.02 .90	+8
Egypt	20	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$2.94 \$2.36 \$2.06	\$7.84 \$7.84 \$7.84	\$11.76 \$11.76 \$11.76	\$1.96 \$1.57 \$1.37	+9
El Salvador	503	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$2.33 \$1.64	\$6.20 \$6.20	\$9.30 \$9.30	\$1.55 \$1.09	+1
Ethiopia	251	Daily (7 AM-4 PM) Daily (4 PM-Midnight) Daily (Midnight-7 AM)	\$3.23 \$2.58 \$2.27	\$8.60 \$8.60 \$8.60	\$12.90 \$12.90 \$12.90	\$2.15 \$1.72 \$1.51	+11
France	33	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.65 \$1.32 \$1.16	\$4.40 \$4.40 \$4.40	\$6.60 \$6.60 \$6.60	\$1.10 .88 .77	+8
Germany	49	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.92 \$1.53 \$1.35	\$5.12 \$5.12 \$5.12	\$7.68 \$7.68 \$7.68	\$1.28 \$1.02 .90	+8
Greece	30	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+9
Hong Kong	852	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.19 \$1.76 \$1.53	\$5.84 \$5.84 \$5.84	\$8.76 \$8.76 \$8.76	\$1.46 \$1.17 \$1.02	+15
Hungary	36	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.33 \$1.86 \$1.64	\$6.20 \$6.20 \$6.20	\$9.30 \$9.30 \$9.30	\$1.55 \$1.24 \$1.09	+8
India	91	Daily (8 PM-2 AM) Daily (2 AM-2 PM) Daily (2 PM-8 PM)	\$2.61 \$2.09 \$1.83	\$6.96 \$6.96 \$6.96	\$10.44 \$10.44 \$10.44	\$1.74 \$1.39 \$1.22	+12.5
Indonesia	62	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.61 \$2.09 \$1.83	\$6.96 \$6.96 \$6.96	\$10.44 \$10.44 \$10.44	\$1.74 \$1.39 \$1.22	+15
Ireland	353	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.83 \$1.47 \$1.28	\$4.88 \$4.88 \$4.88	\$7.32 \$7.32 \$7.32	\$1.22 .98 .85	+7
Israel	972	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+9
Italy	39	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+8
Japan	81	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.33 \$1.86 \$1.64	\$6.20 \$6.20 \$6.20	\$9.30 \$9.30 \$9.30	\$1.55 \$1.24 \$1.09	+16
Kenya	254	Daily (7 AM-4 PM) Daily (4 PM-Midnight) Daily (Midnight-7 AM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+10
Korea (South)	82	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+16

For further information on rates, discount periods and city routing codes, dial '0'
ALL RATES QUOTED ARE SUBJECT TO CHANGE
Goods & Services Tax will apply

COUNTRY CODES & TYPICAL RATES

Alberta Locations To	Country Code	Rate Periods	Direct Dial 1 Minute Minimum	Operator Assisted		All Calls Each Add'l Minute	Time Difference From Mountain Standard Time
				Station-to-Station 3 Minute Minimum	Person-to-Person 3 Minute Minimum		
Libya	218	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$1.92 \$1.53 \$1.35	\$5.12 \$5.12 \$5.12	\$7.68 \$7.68 \$7.68	\$1.28 \$1.02 .90	+9
Malaysia	60	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+15
Netherlands, Kingdom of the	31	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.83 \$1.47 \$1.28	\$4.88 \$4.88 \$4.88	\$7.32 \$7.32 \$7.32	\$1.22 .98 .85	+8
New Zealand	64	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$1.83 \$1.47 \$1.28	\$4.88 \$4.88 \$4.88	\$7.32 \$7.32 \$7.32	\$1.22 .98 .85	+19
Nigeria	234	Daily (7 AM-4 PM) Daily (4 PM-Midnight) Daily (Midnight-7 AM)	\$2.33 \$1.86 \$1.64	\$6.20 \$6.20 \$6.20	\$9.30 \$9.30 \$9.30	\$1.55 \$1.24 \$1.09	+9
Norway	47	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.73 \$1.38 \$1.22	\$4.60 \$4.60 \$4.60	\$6.90 \$6.90 \$6.90	\$1.15 .92 .81	+8
Pakistan	92	Daily (8 PM-2 AM) Daily (2 AM-2 PM) Daily (2 PM-8 PM)	\$3.23 \$2.58 \$2.27	\$8.60 \$8.60 \$8.60	\$12.90 \$12.90 \$12.90	\$2.15 \$1.72 \$1.51	+12
Philippines	63	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+15
Poland	48	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.61 \$2.09 \$1.83	\$6.96 \$6.96 \$6.96	\$10.44 \$10.44 \$10.44	\$1.74 \$1.39 \$1.22	+8
Portugal	351	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.48 \$1.98 \$1.74	\$6.60 \$6.60 \$6.60	\$9.90 \$9.90 \$9.90	\$1.65 \$1.32 \$1.16	+7
Romania	40	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$3.23 \$2.58 \$2.27	\$8.60 \$8.60 \$8.60	\$12.90 \$12.90 \$12.90	\$2.15 \$1.72 \$1.51	+10
Saudi Arabia	966	Daily (6 AM - 6 PM) Daily (6 PM - 1 AM) Daily (1 AM - 6 AM)	\$2.94 \$2.36 \$2.06	\$7.84 \$7.84 \$7.84	\$11.76 \$11.76 \$11.76	\$1.96 \$1.57 \$1.37	+10
Singapore	65	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$1.83 \$1.47 \$1.28	\$4.88 \$4.88 \$4.88	\$7.32 \$7.32 \$7.32	\$1.22 .98 .85	+15
South Africa	27	Daily (7 AM-4 PM) Daily (4 PM-Midnight) Daily (Midnight-7 AM)	\$2.19 \$1.76 \$1.53	\$5.84 \$5.84 \$5.84	\$8.76 \$8.76 \$8.76	\$1.46 \$1.17 \$1.02	+9
Spain	34	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.61 \$2.09 \$1.83	\$6.96 \$6.96 \$6.96	\$10.44 \$10.44 \$10.44	\$1.74 \$1.39 \$1.22	+8
Sudan	249	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+10
Sweden	46	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.65 \$1.32 \$1.16	\$4.40 \$4.40 \$4.40	\$6.60 \$6.60 \$6.60	\$1.10 .88 .77	+8
Switzerland	41	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.92 \$1.53 \$1.35	\$5.12 \$5.12 \$5.12	\$7.68 \$7.68 \$7.68	\$1.28 \$1.02 .90	+8
Syrian Arab Republic	963	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$3.87 \$3.09 \$2.72	\$10.32 \$10.32 \$10.32	\$15.48 \$15.48 \$15.48	\$2.58 \$2.06 \$1.81	+10
Tanzania	255	Daily (7 AM-4 PM) Daily (4 PM-Midnight) Daily (Midnight-7 AM)	\$2.19 \$1.76 \$1.53	\$5.84 \$5.84 \$5.84	\$8.76 \$8.76 \$8.76	\$1.46 \$1.17 \$1.02	+11
Thailand	66	Daily (4 PM-Midnight) Daily (8 AM-4 PM) Daily (Midnight-8 AM)	\$2.61 \$2.09 \$1.83	\$6.96 \$6.96 \$6.96	\$10.44 \$10.44 \$10.44	\$1.74 \$1.39 \$1.22	+14
Turkey	90	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+10
United Arab Emirates	971	Daily (6 AM-6 PM) Daily (6 PM-1 AM) Daily (1 AM-6 AM)	\$1.92 \$1.53 \$1.35	\$5.12 \$5.12 \$5.12	\$7.68 \$7.68 \$7.68	\$1.28 \$1.02 .90	+11
United Kingdom	44	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$1.65 \$1.32 \$1.16	\$4.40 \$4.40 \$4.40	\$6.60 \$6.60 \$6.60	\$1.10 .88 .77	+7
Venezuela	58	Daily (7 AM-11 PM) Daily (11 PM-7 AM)	\$1.83 \$1.28	\$4.88 \$4.88	\$7.32 \$7.32	\$1.22 .85	+3
Yugoslavian Federation, Republics of	38	Mon.-Fri. (9 AM-1 PM) & Sun. (9 AM-6 PM) Mon.-Fri. (1 PM-6 PM) & Sat. (9 AM-6 PM) Daily (6 PM-9 AM)	\$2.79 \$2.24 \$1.95	\$7.44 \$7.44 \$7.44	\$11.16 \$11.16 \$11.16	\$1.86 \$1.49 \$1.30	+8

For further information on rates, discount periods and city routing codes, dial '0'
ALL RATES QUOTED ARE SUBJECT TO CHANGE
Goods & Services Tax will apply

AGT MOBILITY

THINGS TO KNOW ABOUT CALLING A CELLULAR

How do I call a cellular user from my regular telephone if they are travelling throughout Alberta or across Canada?

Through AGT Mobility's Call Delivery service calling a cellular user is easy. Simply dial their 7-digit cellular phone number. If you receive a message indicating that you are calling a number to which long distance charges apply, dial again with "1" in front of the 7-digit phone number. Either of these two techniques will connect you to an AGT Mobility cellular user who is in our Canada-wide cellular coverage network.

If you require further assistance, please contact an AGT Mobility Customer Service Advisor at 1-800-661-3681 toll-free.

When I'm talking to someone who is using a cellular phone in their car, sometimes our conversation will cut in and out for a split-second, why is that?

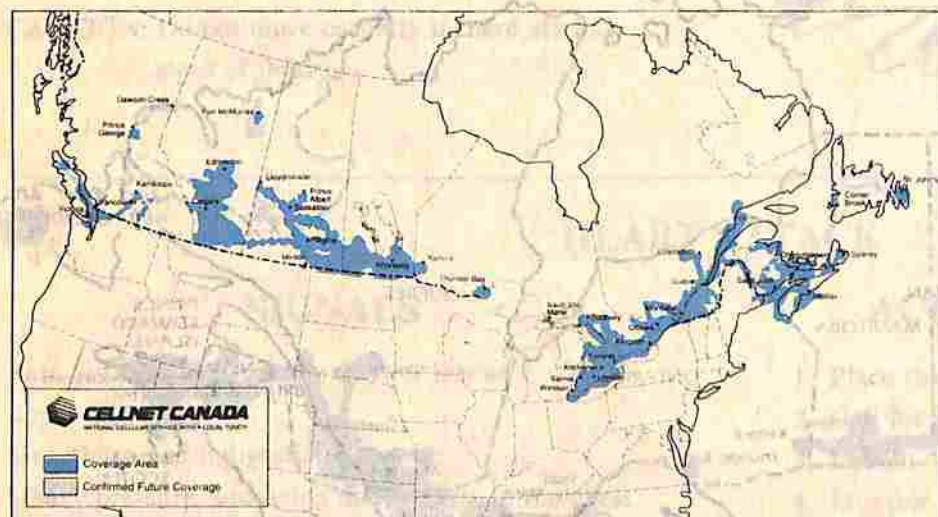
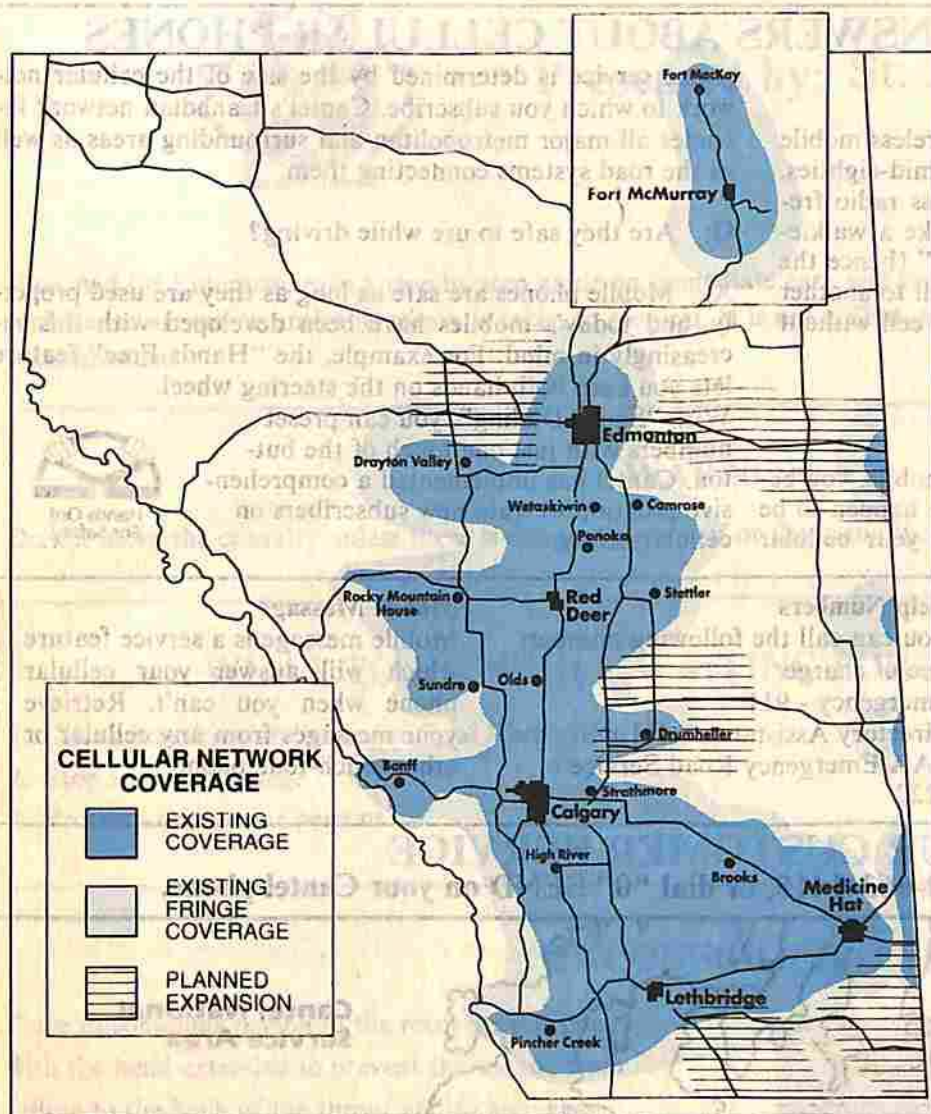
The cellular user is probably using the convenient hands-free option which allows them to safely drive while at the same time carrying on a conversation over their cellular phone. Because the hands-free microphone is voice activated, background noises can be interpreted as a "voice", causing reception of the other person to be broken momentarily.

When I call a cellular and get a recording asking me to leave a detailed message, what length of time do I have?

Through AGT Mobility's Message Centre service you are given five minutes for each individual message. Also note that this message can only be accessed by the cellular user, so messages remain confidential.

Nation-Wide Cellular Coverage

AGT Mobility provides cellular coverage in more than 650 centres across Canada, the United States and off-shore countries, with new centres being added all the time. At home, here in Alberta, AGT Mobility's coverage continues to expand.



For more information contact AGT Mobility's Customer Service Advisors at 1-800-661-3681 Toll-Free or dial 811 SND on a Cellular phone.

CANTEL®

CELLULAR

QUESTIONS AND ANSWERS ABOUT CELLULAR PHONES

Q: How do cellular phones work?

A: Cellular telephone service is a form of wireless mobile communication which was launched in the mid-eighties. Cellular phones transmit their messages across radio frequencies instead of telephone wires, sort of like a walkie-talkie, within small geographic areas or "cells" (hence the word "cellular"). As callers move from one cell to another their conversation is "handed off" to the next cell without interference or interruption.

Q: Can I use my telephone anywhere?

A: Just about. Because cellular phones are mobile, you become accessible wherever you and your phone happen to be within your cellular network. The extent of your cellular

phone service is determined by the size of the cellular network to which you subscribe. Cantel's Canadian network includes all major metropolitan and surrounding areas as well as the road systems connecting them.

Q: Are they safe to use while driving?

A: Mobile phones are safe as long as they are used properly, and today's mobiles have been developed with this increasingly in mind. For example, the "Hands Free" feature lets you keep both hands on the steering wheel. With "Speed Dialing", you can preset numbers with just one touch of the button. Cantel has implemented a comprehensive program to train new subscribers on cellular safety.



Coast to Coast Coverage

Cantel offers the best cellular coverage in Canada. Whether traveling by car, train or boat you're connected to the world's largest cellular coverage area.

Help Numbers

You can call the following numbers free of charge:

Emergency - 911

Directory Assistance - 411

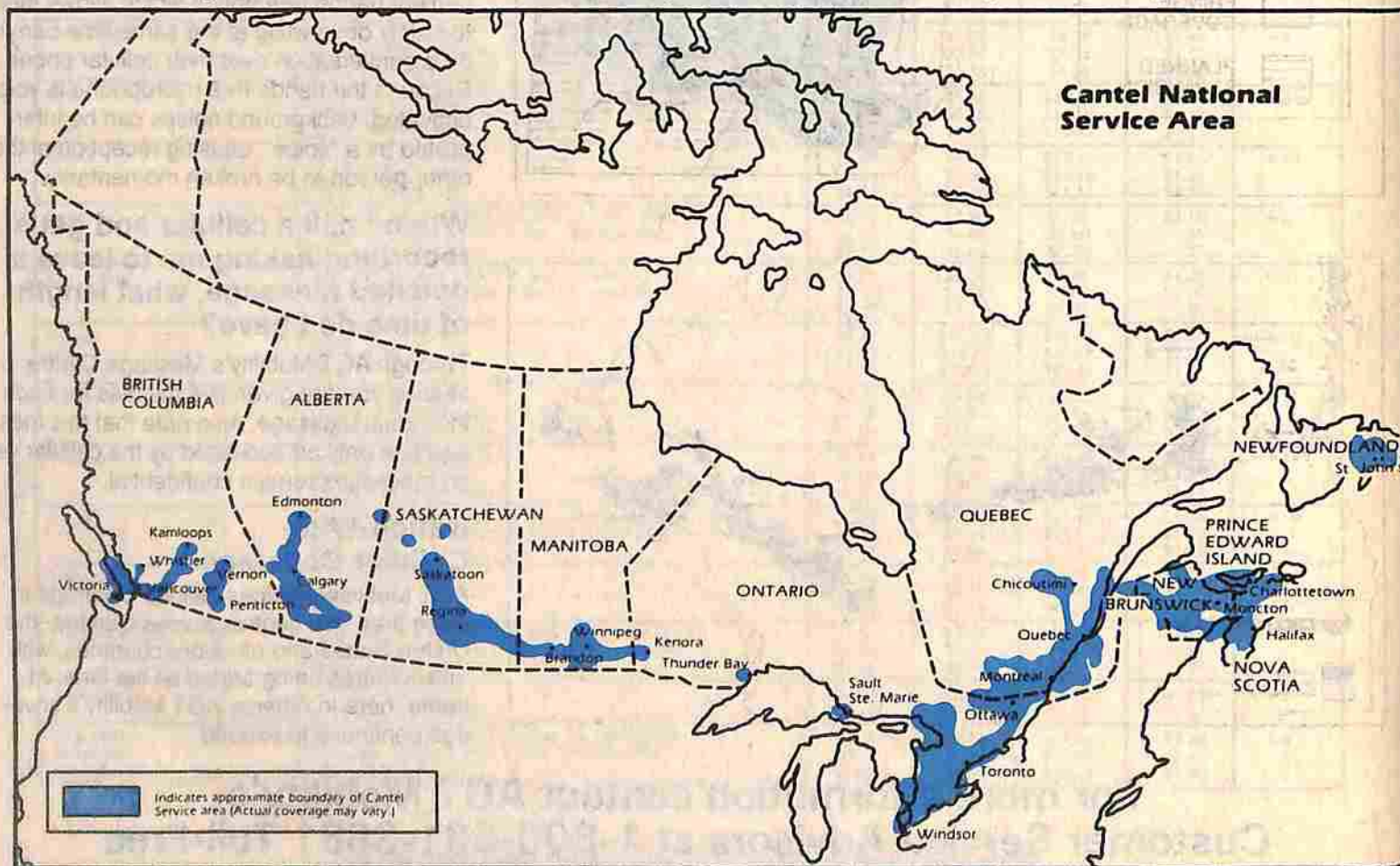
CAA Emergency Road Service - *222

Mobile Message

Mobile message is a service feature which will answer your cellular phone when you can't. Retrieve your messages from any cellular or other touch-tone phone.

24 HOUR CUSTOMER SERVICE

Anywhere in Alberta 1-800-663-1415, or dial "0" SEND on your Cantel phone.



For More Information Call 1-800-663-1415

FIRST AID FOR EMERGENCIES



Presented by: St. John Ambulance

First Aid for Emergencies is a step by step guide on immediate care you should give and on what to do until an ambulance arrives or until the person is taken to hospital. It is not a First Aid Course and Training in First Aid is recommended.

WARNING

Do not move the casualty unless there is danger to yourself or the casualty.

WHAT TO DO WHILE WAITING FOR THE AMBULANCE

1. Check breathing and give Artificial Respiration if needed.
2. Stop severe bleeding.
3. Protect unconscious persons.

UNCONSCIOUSNESS

Place unconscious person in the recovery position with the head extended to prevent the tongue from falling to the back of the throat and to help keep the airway open.

CAUTION: Do not move casualty if there are any signs of injury.



HEART ATTACK

SIGNALS

- Pain in the chest, shoulders, lower jaw and upper arm.
- Heartburn and indigestion.
- Heavy pressure, squeezing and fullness in the chest.
- Shortness of breath, pale skin, sweating and weakness.
- Nausea, vomiting and indigestion.
- Apprehension and fear.

ACTIONS FOR SURVIVAL

1. Place the casualty at rest, usually sitting.
2. Call for an ambulance, reassure.
3. Loosen collar, belt and tight clothing.
4. Monitor breathing and be prepared to give Artificial Respiration.
5. If the casualty loses consciousness, check for breathing and feel for pulse — If there is no pulse, those trained in CPR should commence CPR.

ARTIFICIAL RESPIRATION



1. Check for Breathing
 - a. Look and Feel for chest movement
 - b. Listen for breathing
 - c. Feel for breath on your cheek



2. If not breathing, open the AIRWAY
 - a. Lift the chin and
 - b. Press back on the forehead



3. If breathing does not start, **BEGIN ARTIFICIAL RESPIRATION IMMEDIATELY**
 - a. Keep the airway open
 - b. Pinch the nostrils
 - c. Take a deep breath
 - d. Blow 2 long, slow breaths into the casualty's mouth
 - e. If the chest does not rise, reposition the head, ensure a tight seal and blow 2 long, slow breaths again
 - f. If the chest rises, continue breathing into the adult casualty at the rate of one breath every 5 seconds

FOR INFANTS: Cover both the mouth and nose with your mouth and blow puffs of air every 3 seconds

CHOKING

1. If the casualty can speak or cough, stand by to help



2. When the casualty can no longer cough or breathe
 - a. Have someone call for an ambulance



- b. Give repeated abdominal thrusts with the fist just above the navel
- c. Repeat abdominal thrusts until successful or the casualty becomes unconscious

CONVULSIVE SEIZURES

1. **KEEP CALM.** Let the seizure take its course.
2. **PROTECT** from further injury. Assist casualty to the floor and place something soft under the head.
3. **DO NOT FORCE ANYTHING BETWEEN THE TEETH**
4. Roll the person to his or her side when the jerking has stopped. Ensure an open airway. Check for medical identification.
5. If the Seizure goes on longer than 10 minutes or repeats without full recovery, **CALL FOR MEDICAL HELP.**

UNCONSCIOUS CHOKING CASUALTY

1. Position casualty on his or her back
2. Open the airway
3. Check the mouth for foreign matter
4. Attempt artificial respiration,
IF NOT SUCCESSFUL
5. Kneel astride the casualty's thighs or lower legs



6. Place the heel of one hand just above the navel;
place the other hand on top
7. Thrust upward, giving a series of 6-10 distinct
thrusts
8. Check the mouth for foreign matter
9. Attempt artificial respiration

Repeat abdominal thrusts, mouth checks and
attempts at artificial respiration until help arrives.

SEVERE BLEEDING

Control severe bleeding by applying direct pressure
on the wound. Use a sterile or clean cloth over the
wound if available.

Elevate the bleeding part as much as possible.

Keep the casualty at rest.

When bleeding is controlled, apply additional
dressings and bandage firmly. Maintain elevation
and immobilize the limb.



BURNS AND SCALDS

Ensure that there is no further danger.

Immerse in cool water to relieve pain.

Do not place under extreme water pressure as it
will damage the skin further. Do not break blisters
nor apply ointments. Cover with dry dressings and
seek medical help.

Edmonton 10975 - 124 Street
Phone: 452-6161

Ft. McMurray Box 5366
743-0991

Calgary 2905 - 12 Street N.E.
250-2922

Grande Prairie 10215 - 102 Street
532-1012

Medicine Hat 631 Prospect Drive S.W.
529-8005

Lethbridge P.O. Box 910
909 - 3 Avenue, North - #135
327-2847

Red Deer #9, 7887 - 50 Avenue
342-7744

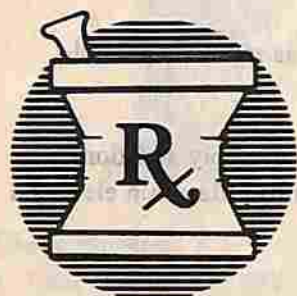


St. John Ambulance



THE PROPER USE OF DRUGS AND MEDICINES

Presented by: The Alberta Pharmaceutical Association in co-operation with
the Calgary Society of Pharmacists.
Provided as a public service by AGT.



PRESCRIPTION DRUGS

The instructions on your prescription may be confusing, but with the help of your pharmacist, and a few basic rules it should become easier.



1. Take your medication as directed.

There is always a reason for the medicine that is ordered by your doctor. Follow the directions on the label exactly.

2. Be sure you understand what the directions mean.

The times during the day when you take your medication are very important. If you are not sure, don't guess! Ask your pharmacist or doctor to make the directions clear.

If you take a number of medicines, ask your pharmacist to help you work out a schedule you can manage.

3. If you have missed some doses —

DO NOT try to "catch up" by taking all the medicine at once. Call your pharmacy or doctor to find out what to do in this situation.

NON-PRESCRIPTION DRUGS

Some medicines you take may be obtained without a prescription. If you take non-prescription drugs you should know —

1. if the drug will make you **drowsy** or **lightheaded**.
2. if the drug will **interact with other drugs** or **medicines** you may be taking. Tell your doctor and your pharmacist about **all** the drugs you are taking.
3. if the drug will worsen any **chronic disease** you may have, (eg. asthma, diabetes, heart trouble).



ALWAYS READ PACKAGE INSTRUCTIONS CAREFULLY!

For more information about non-prescription drugs look for the **DRUG CAUTION CODE** at your local pharmacy.

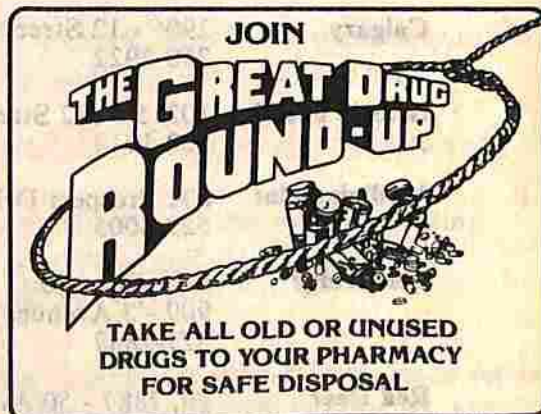
Remember to follow any special instructions.

Always keep medicines out of the reach of children.

Store medicines in a cool dry place.

Discard all prescription drugs you are not currently using.

Check the expiry date on non-prescription drugs and
discard if they have expired.



REMEMBER YOUR PHARMACIST IS A PROFESSIONAL READILY AVAILABLE
TO HELP YOU UNDERSTAND YOUR MEDICATIONS!

TREATMENT OF ACCIDENTAL POISONING

POISON CONTROL CENTER: 1-800-332-1414 (TOLL FREE)

SWALLOWED POISONS

THIS IS AN EMERGENCY, ANY NON-FOOD SUBSTANCE IS A POTENTIAL POISON

1. (a) **MEDICINES** — Do not give anything by mouth until you have called the POISON CONTROL CENTER.
- (b) **CHEMICAL OR HOUSEHOLD PRODUCTS** — Unless the person is unconscious, having convulsions, or cannot swallow — give one or two glassfuls of water or milk immediately. Do not give carbonated fluids.
2. If the person is unconscious or having convulsions — call an ambulance and have them transported to a medical facility at once.

- A. If poison contains petroleum products (eg. kerosene, gasoline)
- B. If poison is a strong corrosive (eg. lye, strong acids, bleach, drain or oven cleaners)
- C. For other types of swallowed poisons

DO NOT INDUCE VOMITING

DO NOT INDUCE VOMITING

INDUCE VOMITING ONLY IF DIRECTED BY POISON CENTER

Use only Syrup of Ipecac to induce vomiting, other methods can be harmful. Ipecac may be obtained from your pharmacy.

BRING THE PACKAGE OR CONTAINER, WITH INTACT LABEL, TO THE TELEPHONE

INHALED POISONS

(fuel gases, auto exhaust, dense smoke)

1. Remove person to fresh air, loosen clothing
2. Open doors and windows wide
3. Call the POISON CONTROL CENTER for further advice
4. If the person is not breathing, start artificial respiration immediately. Have someone call an ambulance.

CHEMICAL SPILLS

SKIN

1. Remove contaminated clothing. Make sure you avoid contaminating self.
2. Rinse skin with a large amount of water for 15 minutes. Wash gently with a mild soap and water, rinse.
3. Call the POISON CONTROL CENTER for further advice.

EYE

1. Rinse eye with 8 ounces of lukewarm water using a large glass. Continue for 15 minutes and have the person blink as often as possible while rinsing. Remove contact lenses, if worn.
2. After rinsing call the POISON CONTROL CENTER for further advice.

PRESENTED BY: The Edmonton Society of Pharmacists in co-operation with The Poison and Drug Information Service and The Alberta Pharmaceutical Association.

The following information set out in this SEVERE STORM GUIDE is presented by the following

**ENVIRONMENT CANADA
EMERGENCY PREPAREDNESS CANADA**

SEVERE STORM GUIDE

HEED THE WARNINGS

Before a severe storm hits, make sure you know what types of storms could occur in your area and at what time of the year they are most likely to strike. Know what forecast area you are in so you will know if a weather warning applies to you. It will often be helpful to note the adjacent regions if you live close to a boundary.

THINGS TO DO NOW!

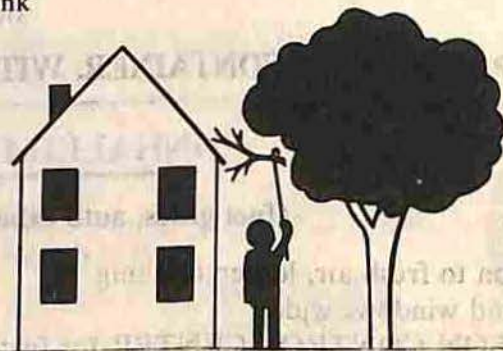
1. Prepare your emergency pack.
2. Choose your shelter.
3. Reduce the hazards — trim dead or rotting branches and cut down dead trees to reduce the danger of limbs falling on your home.
4. Choose a meeting spot for your family.
5. Ensure mobility afterwards. Always have a fairly full tank of gasoline in your car.

EMERGENCY PACK

- Extra clothing
- Extra blankets
- Medication
- First Aid items
- Battery powered radio & spare batteries
- Flashlights, candles
- Tools for emergency repairs



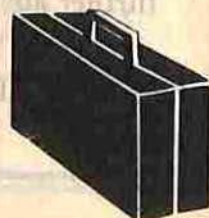
**Choose
Your Shelter**



**Reduce
the Hazards**

WHEN A SEVERE STORM THREATENS

- Listen to your local radio or TV station for weather warnings and advice. Have your battery-powered radio handy; electrical power may fail.
- Secure anything that might be blown around or torn loose, both indoors and out. Flying objects such as garbage cans and lawn furniture can damage property and injure people.
- Never venture out in a boat. If you spot bad weather while boating or swimming, head for shore immediately. Check forecasts before going out, and listen to weather reports while boating.
- If you are advised by officials to evacuate, do so. Take your emergency kit and supplies with you. You will also need flashlights and batteries, infant care items, and personal documents and identification for each family member. Before you leave, shut off electricity to reduce fire hazard.
- Keep calm. You'll be more able to cope with emergencies.
- If a storm reaches severe proportions, go to your shelter spot and take your emergency kit with you.



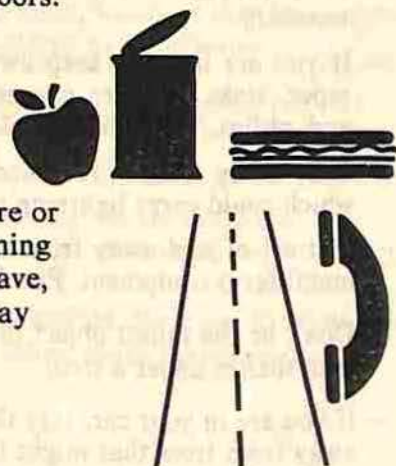
PRECAUTIONS FOR WINTER STORMS

AT HOME

- During the winter, it is a good idea to prepare a supply of heating fuel. Trucks may not be able to get through the storm.
- Ensure farm animals are stabled and have plenty of food and water before a storm settles in.
- Do not go outdoors during a blizzard. If you cannot avoid travel between your house and outbuildings, tie one end of a rope securely to a doorknob or other marker at each building you must visit, starting with your house. Do this even if you are on familiar ground. Hold tightly to this lifeline when you walk, blowing snow can blind you and make you lose your way.
- Have a good supply of food on hand and be prepared to wait out this storm indoors. Blizzards often last for days.

IN YOUR CAR

Winter travel by car can be a very serious business. The slightest mechanical failure or driving error can lead to a serious survival situation. Knowledge and advance planning are needed and may save your life or help you avoid needless injury. Before you leave, check the road conditions for the area you'll be travelling in by phoning the highway information number in the phone book.



PRE-WINTER CAR CHECKLIST

- | | |
|--|-------------------------------------|
| ☐ Ignition system | ☐ Brakes |
| ☐ Battery | ☐ Wipers |
| ☐ Lights | ☐ Defroster |
| ☐ Cooling system | ☐ Snow tires |
| ☐ Fuel system | ☐ Chains |
| ☐ Lubrication | ☐ Antifreeze |
| ☐ Exhaust system | ☐ Winter oil |
| ☐ Heater | |

WINTER TRAVEL KIT

- | | |
|------------------------------|--|
| Shovel | Ice scraper and brush |
| Sand | Booster cables |
| Tow chain | Road maps |
| Flashlight | First aid kit |
| Compass | Matches |
| Warning light or road flares | Candle in deep can |
| Extra clothing and footwear | Fire extinguisher |
| Emergency food pack | Methyl hydrate (for fuel line and windshield de-icing) |
| Axe or hatchet | Blanket |

IF YOU GET STRANDED ...

- If possible stop your vehicle completely off the travelled portion of the road. (Large vehicles may not be stopped by the storm).
- Set out warning lights or flares and turn on the dome light and the four way flashers.
- Stay inside the car and keep dry.
- Avoid over-exertion and exposure. Shovelling and bitter cold can kill. If you stay with the car you won't get lost and you'll have shelter.
- Keep fresh air in the car by opening a lee-side window. Run your motor sparingly and beware of exhaust fumes and ensure the exhaust pipe is not blocked by snow.
- Exercise your limbs, hands and feet vigorously.
- Keep moving and don't fall asleep.
- Keep watch for traffic or searchers.
- Use your candle for warmth. It should provide enough warmth to keep you from freezing if you are dressed for winter.

PRECAUTIONS FOR SUMMER STORMS

LIGHTNING

Lightning is an electrical discharge resulting from the build up of static electricity between clouds or between clouds and the ground. It is present in all thunderstorms and even more frequently in severe ones. More people are killed by lightning throughout the year than by the other effects of violent storms. You can estimate the distance of a lightning stroke by counting the seconds between the flash and the thunderclap. Each second indicates about 300 metres. If you count fewer than five seconds, take shelter. Lightning is near.

- Stay indoors when there is lightning activity. Don't go outside unless absolutely necessary.
- If you are indoors, keep away from doors, windows, fireplaces, radiators, stoves, metal pipes, sinks or other charge conductors. Disconnect electrical appliances such as TVs and radios. Don't handle electrical equipment or telephone during an electrical storm.
- Stay away from wire fences, clotheslines, metal pipes, rails and other metallic paths which could carry lightning to you from some distance away.
- Get off of and away from motorcycles, scooters, golf carts, bicycles, tractors and other metal farm equipment. Put down golf clubs.
- Don't be the tallest object in an open area. Get well away from hilltops and trees. Never take shelter under a tree.
- If you are in your car, stay there. It will give you excellent protection from lightning. Pull away from trees that might fall on the car. Stay in your car until the storm passes and it is safe to drive again.
- If you're hopelessly isolated in a level field or prairie and you feel your hair stand on end — indicating lightning is about to strike — drop to your knees and bend forward putting your hands on your knees. **DO NOT** lie flat on the ground.

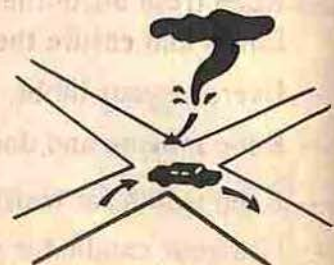


TORNADOES

Tornadoes, or "twisters" are violent windstorms characterized by a twisting funnel-shaped cloud which forms at the base of a cloud bank and extends towards the ground. Tornadoes occur in conjunction with severe thunderstorms, and are often accompanied by lightning, heavy rain and/or hail. Although small, often less than a hundred metres wide, they are nature's most violent storms, packing winds to 450 km/h and creating havoc over paths from less than a kilometre to several hundred kilometres in length.

Tornadoes strike suddenly, their loud roaring noise will alert you that one is coming. They move rapidly (50-70 km/h) and normally touch ground for less than 20 minutes. Tornadoes usually move from the southwest to the northeast and usually occur from May to September (June and July are the peak months).

- Choose a shelter area in advance. If you don't have a basement, the centre of the house or the side away from the coming storm makes a good shelter. Avoid large halls, cafeterias, arenas, etc.; their roofs are more likely to collapse.
- If a tornado catches you outdoors, take shelter immediately. As a last resort, lie flat in a ditch, excavation or culvert.
- If you are driving and spot a tornado heading in your direction, drive away from its path at a right angle. Do not remain in the car, you may be trapped if it overturns.
- If no shelter can be found, hang on to a small tree or shrub.



FLOOD SAFETY GUIDE

BEFORE THE FLOOD

- Stay tuned to local radio/television stations for public information and instructions.
- Keep a portable battery radio, emergency lights and flashlights in working order.
- Keep your vehicle fuelled.
- Keep a stock of food which requires little cooking and no refrigeration as electrical power may be interrupted.

SO IT CAN'T HAPPEN HERE, EH?



WHEN YOU RECEIVE A FLOOD WARNING

- Store drinking water.
- Remove valuables from basements or lower floors.
- Plug basement outlets: sewers, drains, sinks, toilets & laundry outlets.
- Move to a safe area before you are isolated by flood waters.

DURING A FLOOD — DON'T PUT YOURSELF IN PERIL

- Do not attempt to cross on foot any flowing stream in flood.
- Do not attempt to drive over a flooded road. You could be stranded.
- Stay out of the flood area.
- Do not phone Disaster Services, Police or Fire Department unless you need help or are calling on behalf of others requiring assistance.

AFTER THE FLOOD

- Check with local health authorities on drinking water purity.
- Necessary medical, welfare and other needs are available at established local evacuation centres or at those places publicly designated.
- Do not visit the disaster area. Your presence will hamper rescue and other emergency operations.
- Report broken utility lines to appropriate authorities.

TOXIC GAS SPILL/CLOUD

(from a PLANT, WAREHOUSE, PIPELINE, OIL-GAS WELL, TANK RUPTURE or SPILL)

ACTIONS TO TAKE



1. STAY indoors.
2. STAY TUNED to local RADIO/TELEVISION stations for public information and instructions.
3. CLOSE (and keep closed) all doors and windows.
4. TURN OFF air conditioners, furnaces, water heaters and their pilot-lights.
5. CLOSE all exterior air intakes and vents.
6. DO NOT operate clothes dryers, kitchens/bathroom vent-fans, rangehood vents.
7. DO NOT operate light-switches.
8. IF OUTSIDE, seek shelter in a large enclosed public building.
9. IF IN A VEHICLE, move away from any identified "danger area".
10. SHUT OFF all heater, fresh-air, air conditioner and ventilator intakes or windows of the vehicle.
11. KEEP AWAY from "danger areas" as announced, and follow instructions of emergency service personnel.

ADOPTIONS

Alberta Family & Social Services 529-3657

BUS INFORMATION

Medicine Hat Transit System.....529-8214

Special Transit (For Handicapped
Individuals & Seniors).....529-8214

Dail-A-Ride (6:15p.m. - 10:45 p.m.) 528-7433

CHILD PROTECTION

Alberta Family & Social Services
Child Welfare 529-3607

Child Abuse Hot Line - 24 Hour
Call '0' Operator (No Charge)

& Ask For Zenith 1234

Children's Advocate.....1-800-661-3446

CONSUMER INFORMATION

Alberta Consumer and Corporate Affairs.....529-3535

COUNSELLING

Alberta Alcohol and Drug Abuse
Commission.....529-3582

Alberta Consumer & Corporate
Affairs (Financial Counselling) 529-3535

Alberta Mental Health Clinic.....529-3500

Christian Counselling Centre.....526-7800

Medicine Hat Family Services.....529-8020

DAY CARE

Alberta Family & Social Services
Day Care Programs 529-3550
529-3657

See Under "Day Centres Homes & Nurseries"

In The Yellow Pages

DISTRESS/CRISIS LINE

Samaritan Crisis Line - 24 Hour
Call '0' Operator (No Charge) &

Ask For Zenith 66003

EDUCATION

Families First Foundation (Parenting) 526-7119

Medicine Hat College.....529-3811

Medicine Hat Further Education Council.....529-9060

Oyen Further Education Council.....664-2060

Students Finance Board.....Edmonton 1-800-222-6485

See Under "Schools" In Yellow Pages

EMERGENCY CALLS

Ambulance, Fire Alarm, Police 9-1-1

EMPLOYMENT/UNEMPLOYMENT

Alberta Career Development &
Employment (Career Counselling) 529-3683

(Career Information Line).....1-800-661-3753

Canada Employment Centre.....528-6800

ENVIRONMENTAL SERVICES

Southeastern Alberta
Health Unit.....526-7950

FAMILY PLANNING/BIRTH CONTROL

Southeastern Alberta Health Unit

Medicine Hat Office 526-7950

Bow Island Sub Office 545-2296

FAMILY VIOLENCE (Information)

Medicine Hat Women's Shelter Society 529-1091

Office for the Prevention of Family Violence
(Dial 529-3511) & ask for Edmonton 422-5916

FIRST AID

Red Cross Society.....526-3048

St. John Ambulance 529-8005

HANDICAPPED/DISABLED

BEHAVIOUR MANAGEMENT:

Behaviour Management Services.....529-8931

MENTALLY & PHYSICALLY HANDICAPPED:

Alberta Family & Social Services

Assured Income For The Severely

Handicapped (A.I.S.H.).....529-3550

Client Services Co-ordinator.....529-3657

Association For Parents Of

The Handicapped.....526-7473

Medicine Hat Regional Association

For The Mentally Handicapped.....527-3302

REDI Enterprises 526-5742

Services To Persons With Disabilities...1-800-272-8841

SEAHU Home Care Program

Medicine Hat Office.....527-1136

Bow Island Sub-Office 545-2296

HEALTH - Associations, Agencies, Groups

Heart & Stroke Foundation Of Alberta 527-0028

For Contacts & Numbers Call The

Community Resource Centre.....529-3552

HOMEMAKING SERVICES

Meals-On-Wheels.....529-8383

Medicine Hat Home Support 529-8318

We Care Health Services.....529-2200

HOUSING ACCOMMODATIONS

Medicine Hat Housing Authority.....529-4507

IMMIGRANTS

Saamis Immigration Services Association.....529-0700

INCOME TAX

General Inquiries 1-800-332-1410

Forms Requests.....1-800-472-9701

French Services (Call Collect).....292-4118

INFORMATION AND REFERRAL

Community Resource Centre.....529-3552

Medicine Hat Rite Centre 529-3511

Medicine Hat Public Library.....527-5551

Reference Canada (Referral to Federal
Programs & Services).....1-800-232-9481

LANDLORD AND TENANT

Medicine Hat Landlord and Tenant

Advisory Board 529-8308

LEGAL SERVICES

Legal Aid 529-3553

Dial-A-Law (Toll Free).....1-800-332-1091

MARRIAGE LICENCES

Alberta Motor Association.....527-1160

MEDICAL SERVICES

Aids To Daily Living	
Medicine Hat Office	527-1136
Bow Island Sub-Office	545-2296
Alberta Blue Cross	529-5550
Alberta Health Care Insurance Plan	
(Dial 529-3511) & Ask For...Edmonton	427-1432
Medicine Hat Regional Hospital	529-8000
Southeastern Alberta Health Unit	526-7950
SEAHU Home Care Program	
Medicine Hat Office	527-1136
Bow Island Sub-Office	545-2296
Victorian Order of Nurses	529-8025
We Care Health Services	529-2200
Doctors - See Under "Physicians and Surgeons" in Yellow Pages	

MENTAL HEALTH

Alberta Mental Health Clinic	529-3500
Canadian Mental Health Association	529-8944
Medicine Hat Regional Hospital	
Partial Hospitalization Program	529-8030

NUTRITION/DIET

Alberta Agriculture District	
Home Economist	529-3616
Medicine Hat Regional Hospital	529-8000
Southeastern Alberta Health Unit	526-7950

SENIOR CITIZENS (Information on Services)

Harry Veiner Centre	529-8383
Income Security Programs (Toll Free).1-800-661-3921	
Seniors Advisory Council	
for Alberta	1-800-642-3853
Seniors Independent Living Program	
Dial '0' Operator &	
Ask For	Zenith 22093
We Care Health Services	529-2200

SHELTERS/HOSTELS

Medicine Hat Womens's Shelter Society	529-1091
Or Dial '0' Operator (No Charge) &	
Ask For	Zenith 22022
The Salvation Army	527-2474
	526-9699

SUICIDE PREVENTION EDUCATION & REFERRAL

Canadian Mental Health Association	529-8944
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SUPPORT GROUPS

Al-Anon, Al-Ateen & Al-Atot	527-8252
Alcoholics Anonymous	527-2065

SUPPORT GROUPS (Cont'd)

Association For Parents Of	
The Handicapped	526-7473
Canadian Diabetes Association	529-1259
Cansurmount Program	529-8015
Compassionate Friends	529-8020
Emotions Anonymous (Adult & Youth)	526-1145
Families First Foundation (Parenting)	526-7119
Human Rights Commission	
Of Alberta	1-800-432-1838
Life Goes On	526-3427
Narcotics Anonymous Support Group	529-4474
New Beginnings Support Group	527-2536
	529-6745
Nursing Mothers Group	526-8137
Parent to Parent Support	
Hospital - Neonatal Intensive Care Unit	529-8837
Pilot Parents Group	526-7473
Pregnancy Support Group	527-6540
Reach To Recovery Support Group	529-8015
Step Parenting Support Group	529-8020
Stroke Recovery Group Of Medicine Hat	527-3833
Teen Ed Society	529-2484
United Ostomy Support Group	529-8015

UNITED WAY AGENCIES

Arthritis Society	527-1289
Big Brothers/Big Sisters	527-6640
Canadian National Institute For The Blind	527-2211
Canadian Mental Health Association	529-8944
Canadian Paraplegic Association	529-8951
Canadian Red Cross	526-3048
Girl Guides Of Canada	526-9005
John Howard Society	526-5916
Medicine Hat Citizen Advocacy Society	529-8907
Medicine Hat Community Christian	
Counselling	526-7800
Medicine Hat Family Service	529-8020
Medicine Hat Family YMCA	527-4426
Medicine Hat Women's Shelter Society	527-8223
Multiple Scierosis Society	529-8974
Redcliff Action Society For Youth	548-6122
Safety City Society	529-2912
Scouts Canada	527-3633
St. John Ambulance Association	529-8005
Teen Ed Society	529-2484
Worlds Of Women Together	529-8953

YOUTH SERVICES

Southeastern Alberta Health Unit	
Young Children's Development Program	529-8966

This list of most frequently needed community services was compiled by the Community Resource Centre and is published in this directory as a public service by A.G.T. in cooperation with I.R.S.A.A. If you can't find a particular service you need on these pages, call the Community Resource Centre at 529-3552.



"We assume no responsibility to any person or persons for the information contained in this guide. This list is to be used as a guide only, and not to be considered as a fully authoritative nor an exhaustive list of services available in the community".

IN YELLOW PAGE ADVERTISEMENTS



THESE SYMBOLS DENOTE ACCESS FOR DISABLED PEOPLE

Advertisers are now being encouraged to designate whether or not their premises and facilities are accessible to disabled persons. In this regard, two levels of accessibility are used which are based on the following criteria:



This symbol designates that the premises and facilities of the advertiser meets the building requirements for persons with disabilities as set out in Building Design Guide Book. A copy of this book may be obtained by writing:

Building Standards Branch Alberta Labor
Rm. 705, 10808 - 99 Ave., Edmonton T5K 0G5



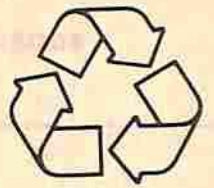
This symbol designates that the direct access to the premises and the business' facilities meets the basic requirements of wheelchair users. These are: a space of parking, a reasonably smooth approach to a main entrance or elevator, leading to the business' facilities without stairs: the entrance door being of minimum width of 815 mm. (2'8"). and a 2'8" bypass if a turnstile is present. This symbol also designates that some of the facilities within the premises may not be accessible, therefore, disabled persons should contact the advertiser to make enquiries regarding their special needs.

Responsibility:

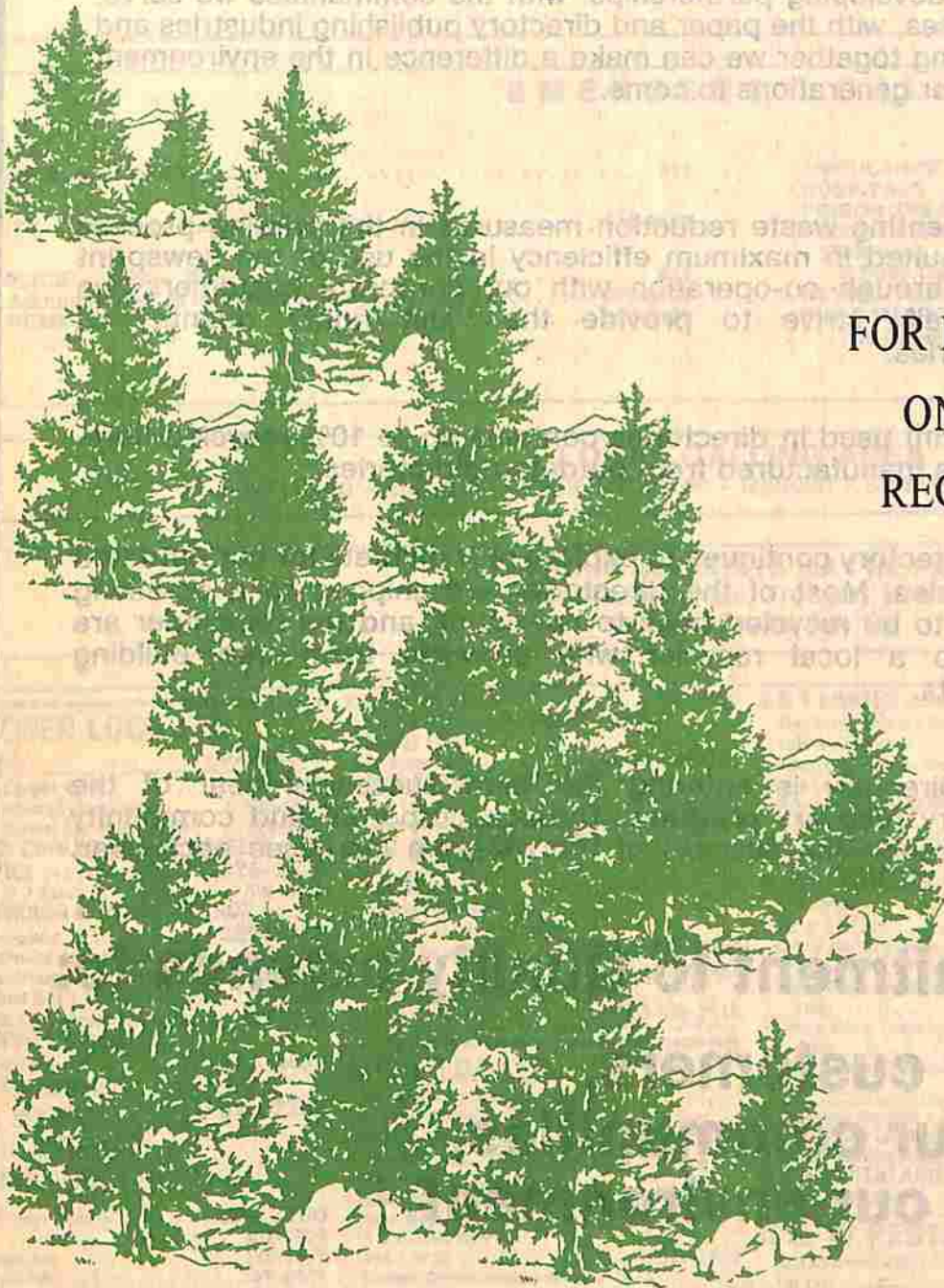
AGT is not responsible for assessing or qualifying whether a facility meets the necessary criteria. The onus is on the Yellow Page advertisers to ensure that their premises meet the requirements as indicated by the symbol in their advertisement.



RECYCLE



YOUR OLD PHONE BOOK



**FOR MORE INFORMATION
ON OUR DIRECTORY
RECYCLING PROGRAM
AND DROP OFF
LOCATIONS IN
YOUR AREA
PLEASE CALL
530-5565
COLLECT**

**TOGETHER WE CAN
MAKE A DIFFERENCE**



WORKING TOGETHER TO RECOVER THE FUTURE

Armed with an ongoing commitment to improve the environment, AGT Directory Limited has successfully established a province-wide directory recycling program. The key to recycling is developing partnerships: with the communities we serve, with other local businesses, with the paper and directory publishing industries and with recyclers. By working together we can make a difference in the environment for our generation and for generations to come.

REDUCE

Implementing waste reduction measures in the printing process has resulted in maximum efficiency in the use of the newsprint rolls. Through co-operation with our corporate customers, we continually strive to provide the "just right" quantity of directories.

RECYCLE

Newsprint used in directories contains up to 10% recycled fibre, which is manufactured from outdated directories.

REUSE

AGT Directory continues to explore new markets for our outdated directories. Most of the directories are shipped to a de-inking facility to be recycled back to newsprint, and the remainder are sent to a local recycler who converts them into building products.

RECOVER

AGT Directory is entering the third successful year of the directory recovery program. Through corporate and community co-operation the success of the program increases each year.

**AGT's commitment to Quality extends to:
our customers,
our communities,
our environment.**



Directory Limited

MEDICINE HAT

See also Elkwater - Irvine - Redcliff - Schuler - Seven Persons
for other customers located in this area.
For detailed AGT listings, see Index Page at front of directory

SERVICE CALLS

REPAIR SERVICE 611
(Before calling, please see Repair Guide,
blue-edged page 11)
BURIED CABLE LOCATION
(Alberta 1st Call) 1-800-242-3447

BUSINESS OFFICE 529-3344
(8 AM - 4:30 PM Monday to Friday)
GENERAL INQUIRIES 529-3311
PHONE CENTRE
456 - 5 St. S.E. 529-1919

EMERGENCY CALLS

FIRE ALARM ONLY 911
CITY— Utilities - Public Works (After Hours) 526-2828
POLICE— City— Emergency 911
Administration & Information (City) 529-8400
RCMP (District) 527-8181

AMBULANCE (Paramedics) 911
HOSPITALS 529-8000
POISON TREATMENT CENTRE 529-8000
POISON CENTRE
(Toll-free) 1-800-332-1414
If Busy Call Calgary 1-670-1414
SEXUAL ASSAULT CRISIS LINE 1-800-552-8023
THE SAMARITANS (Suicide Crisis Line) Call '0'
(No Charge) & Ask For Zenith 66003

LOCAL CALLING AREA

Bow Island - Elkwater - Irvine - Ralston - Redcliff - Schuler - Seven Persons - Walsh

TELEPHONE ACCOUNTS MAY BE PAID AT:
Banks, Credit Unions, Treasury Branches,
and Authorized Agents

A CLOSER LOOK LTD

623 4StSE 527-2770
Jacks Carpet Care 529-1200
J's Handyman Services 526-2904
Kulpe Karpel Ltd 870 16StSW 526-3483
-1 AIR COOLED ENGINE SALES &
SERVICE 843 7StSE 526-3520
-1 Pro D J Services 526-0678
-1 VENDING & MUSIC ARCADE
MedicineHatMall 529-5288
A Alcoholics Anonymous Airport 527-2065
A Eavestroughing 1177FactoryStSE 526-1943
A Locked Out 1577aDunmoreRdSE 526-4322
A Signs By Metcalf 26PartridgeStNE 527-7743
A A VINYL SIDING
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C C AUTOSOUND
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Aberle Jerry 66DeHavillandBlvdSW 529-6338
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Bollinger Fred 8RadissonPlaceSE	527-2565
Bollinger Garry 960StewartDrNW	527-8623
Bollinger John 359BeaufortCrSW	527-8689
Bollinger L 202 2275SouthviewDrSE	527-6503
Bollinger Lyndelle 11 2637 21AvSE	526-5923
Bollinger Rod	529-9792
Bollinger S 2867 15AvSE	529-2360
Bollinger Stan F 53CrockettWaySE	527-0895
Bollinger T 53CrockettWaySE	527-6925
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Bolstad Jerome 1284ParkviewDrNE	529-5311

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Bomford Larry 316 16SINE	526-5194
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Bonagofsky Darrell 4 75 2SISE	527-8351

Bonagofsky Dean 1375 3AvNE	526-7330
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Bonesky Esther Mrs 5 702 1AvNE	527-1545
Bongaards Brian 1726 9AvNE	526-3820
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Bonin Norman 2197HawkeCrNE	526-0776
Bonnar M 404 940 2SISE	526-1895
Bonner D 103 90SpragueWySE	529-5894
Bonneville L J 318 11SINE	527-8640
Bonneville Roland 28RossdaleDrSE	526-0757
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Bonogofski Gregor 291 12SINE	527-6106
Bonogofski Mike 920 22SISE	526-7026
Bonogofski Peter 309 12SINE	527-6350
Bonogofski Ralph 128 12SINE	529-1339
Bonogofski Tom 153BurnsCrNW	527-3124
Bonogofsky Glen 103RossdaleWaySE	529-2796
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Bonogofsky P 873 1SISW	527-5126
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Bosch Albert 1396 28StSE	526-3798
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Bosch D 408AberdeenStSE	527-4204
Bosch Dennis 157ColterCrNW	527-7070
Bosch E G 395 10StSE	526-3322
Bosch Edgar 2099DunmoreRdSE	529-6340
Bosch Edwin 203 634CollegeDrSE	526-6372
Bosch Emmanuel 104 40CairnsWySE	526-6362
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Bosch Gloria 3 941QueenStSE	526-9443
Bosch J Box3	527-0105
Bosch Jack K 127 8StSE	527-5024
Bosch James 2501 13AveSE	527-7004
Bosch Joseph 9MinePlaceSE	527-3659
Bosch LaVerne 1344 27StSE	527-5380
Bosch Lloyd 402SissonsCrSE	526-1615
Bosch Miriam E 202 407 5AvSE	526-0690
Bosch Renee 1580 30StSE	527-6972
Bosch Rick 85 2248SouthviewDrSE	526-3343
Bosch Slick 1071 17StSE	526-3592
Bosch Todd 301SpragueWySE	527-5633
Bosch Wallace 145CypressWySE	527-4965
Bosch William 22CampbellCrSE	529-9194
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104 722BessettCrNW	529-0447
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Boulet Gene 16EastGlenPlaceSE	529-2378
Boulter Barrie	526-8438
Boulton Brad 69 2StNW	527-4782
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Boulton Randal 370 4StNW	529-5607
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Bouman L A W 238 8StSE	527-5376
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Bourne Denny 2 534 6AveSE	527-0758
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Boutillier N K	526-9405
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Bowering Howard 191FairchildStSW	527-4124
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Bowers D 350ShepherdCrSE	527-9783
Bowers Regan 2161 8AvNE	526-4871
Bowery Brian 27RaeCrSE	527-3283
Bowes B G 20 10StSE	527-1432
Bowes P	529-6570
Bowles I 219 25ViscountAvSW	526-9749
Bowles K 751McCutcheonDrNW	526-7090
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Bowles Wade 751McCutcheonDrNW	527-4319
Bowman Donna 222 8StSW	527-5835
Bowman Marjorie 29 1720BellStSW	526-7887
Bowyer Brandy 330 12StSW	528-3042
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Bradley Patricia 531 21StNE	529-0798
Bradley W C 837a3StSE	527-4824
Bradshaw C 32RossmereWySE	526-0111
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Bradshaw R Mrs 153CochranDrNW	528-2260
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Brandt Bruce 547 12StNW	527-6554
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Brandt Doyle 19RossdaleAveSE	526-2735
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Brandt I 105 316PrimroseDrSE	526-4919
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840KingswayAveSE	526-5155
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Bratvold Wesley 487 18StNE	529-5585
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Braumberger John 2547 24StSE	527-4957
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Braun Henry 1251CrockfordCrNW	527-2469
Braun J Tim 699TaylorRdSE	529-5899
Braun Lana 120SimpsonCrSE	526-1887
Braun Larry 24RideauCloseSE	526-0596
Braun Peter B 781TaylorRdSE	529-9313
Braun R 129BumsCrNW	527-7828
Braun Rod L Box1375	526-1191
Braun S 4 251 4StSE	526-9084
Braun William GZ 2801 13AveSE	526-2995
Bray B B 76 8StSW	526-2289
Bray Brian E 1225McKenzieCrNW	527-4917
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Bray Ernie 1266YuleStSE	529-1734
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Bray H Mrs & E 214 220 1StNE	526-6708
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Bray John Jr 2182HawkeCrNE	527-0785
Bray Lloyd 58CooperRdSE	527-4973
Bray M L 44 8StSW	526-8942
Bray P Mrs 820 3StSE	526-4390
Bray Randy 367 6StSE	527-8463
Brayford S 144UplandDrSE	529-2673
Brazeau G 757 19AveSE	526-1855
Breakell Peggy 116 19StNE	527-0647
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Brehmer Quentin E 33RossHeightsCrSE	526-2047
Breitkreutz A 1024ElmStSE	527-7463
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Briant Charles 211 46CarrwellRdSE	526-5434
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Brooks Lindsay 3 80CrockettWaySE 527-8401
Brooks Richard 24LarkspurCrSE 526-0331
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Brosnikoff R 401 922 2StSE 526-3702
Brosnikoff Rick 529-9317
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Brost Gary Dunmore 527-0430
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Brost Hugh 6 2486 15AveSE 526-3533
Brost J Mrs 2836 16AveSE 527-3591
Brost Ken 77 8StSW 527-0664
Brost L 5 277 8StSW 526-6381
Brost Lance 2789McCaigCrSE 527-2514
Brost Oscar 1802 19StSE 526-5990
Brost Steve 31RaeCrSE 526-3768
Brost Wayne 5RideauGrnSE 527-6718
Broste Arvid 4 15 7StNE 527-4780
Broste Britt 458 6StSE 529-6073
Broste M 40-IrelandCrNW 527-9553
Broste E 6 1720BellStSW 527-6156
Broz G 1201 3AAVNE 527-3474
Broz L 25CalderRdSE 526-5335
Brotherton Leslie 233BelfastStSE 527-6594
Brotzell M L 527 7StSE 526-5840
Brousseau Daryn 526-9753
Brower J 261 7StSW 527-5585
Brower L R 300SevenPersonsDrSW 529-1716
Brower V 2705 22AveSE 526-6769
Brower Warren 63ClarkCrSE 527-2743
Brown A 626-IndustrialAveSE 526-8032
Brown A H Rev MFr120CalderCrSE 529-6498
Brown Abe 7 1ValleyviewDrSW 527-9868
Brown Anna 8 444AberdeenStSE 529-2253
Brown Anthony 409 7StSE 526-2264
Brown B 177FairchildStSW 529-5951
Brown Bev 249 4000 13AveSE 529-1887
Brown Bill 527-7158
Brown Bill 407 407 5AveSE 526-8419
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Brown Greg & Catherine 2667 17AveSE 526-2638
Brown Herbert 2382 20AveSE 527-5706
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Brown Myrtle 204 722BassettCrNW 529-5117
Brown N M 475 18StNE 526-2498
Brown P 526-4229
Brown P 565 5StSE 529-9453
Brown P G 2 64 3StSE 527-0996
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Brown R I 159MitchellCrNW 527-1715
Brown Richard 181SouthridgeDrSE 527-0631
Brown Steven 949 17StNE 526-0849

Brown Vicki 54 11StNE 526-0753
Brown W 126 3StSW 526-3401
Brown Walter 535aAllowanceAveSE 526-3476
Brown Wes 243 4000 13AveSE 528-3237
Brown O 1818 2AveNE 527-1406
Browne R D 3ShawCrSE 526-4605
Browne Ralph Rev 255 9StSW 526-3157
Browne S 1830 16StSE 529-0330
Bruce A 529-5234
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Bruch Ernest A 529-6215
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Brucker Frank 67BurnsCrNW 527-1075
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Brucker K L 1387 2AveNE 526-9175
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Bruins Phil 429 5StSW 529-6776
Bruins R A 1253 24StSE 529-5494
Bruins Randall 24RossHeightsCrSE 527-8956
Brummond V 578 20StNE 526-0807
Brummond C 463 20StNE 526-4796
Brummond L A 1949 5AveNE 526-8147
Brummond R 241 11StSW 527-8650
Brummond Richard 2580ThompsonCrSE 527-1178
Bruneau Ted 550 5StSE 526-9406
Brunelle C 527-2351
Brunelle J 27CarrCrSE 527-0337
Brunelle L 27CarrCrSE 526-0345
Brunelle Leo A 39 2StSE 526-3247
Brunet A J 1054YvonneStSE 526-4565
Brunet G E 80CrawfordPlaceSE 529-1862
Brunner Alf 240 4000 13AveSE 526-1427
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Bruno John Jr 125AnsonAveSW 529-2703
Bruno S 207 8StSE 526-8765
Brusky Albert 108MarkwickDrSE 527-8349
Brusky L 91CravenPlaceSE 526-3360
Brusky Lloyd 18StrongAveSE 529-2233
Brusky Rodney 269PrimroseDrSE 527-1247
Brusky Sheldon 10SouthviewCrSE 529-1568
Bryans John 1303McCUTCHEONPlaceNW 527-8286
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Bryans Richard 2337 19AveSE 527-0724

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Bubbel Gerhard Sr 266 6AveNW 527-6940
Buchanan David W 526-7284
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Buchholz Ross 527-1114
Buchignani A R Children's Phone 45RedDeerDrSW 527-0057
Buchignani Allan R 45RedDeerDrSW 529-2877
Buchko Dennis 520BelfastStSE 527-1820
Buck Elmer H 29CunliffeSE 527-8320
Buck Eugene 2 549 3StSE 529-9754
Buck L 2 1014BraemarStSE 529-0066
Buck Pam 528-3617
Buck Richard 218 1617 2AveNE 526-9157
Buck Walter 236 11StSW 527-2936
Buckholz E 278 8StSW 526-4395
Buckingham George R 28 4000 13AveSE 527-6909
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Buckley L 5 30 11StSE 526-7611
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