



## Check-in instructions for our customers

While in "Check-in" mode, you have access to the following administrative features:

- You can reach our agents on your line in priority status, whether it's to get assistance or to discuss a message on your account.
- You can listen to your voice messages if you have a voice mailbox associated with your account.

Here's how to call your account in "Check-in" mode:

- Call 514-544-5555 or toll-free 1-855-359-5556
- Press 1 for English, 2 for French  
*You can also call 514-657-6767 or toll-free 1-855-351-6767 to be directed to the anglophone check-in line without the need to select your language.*
- Enter your customer number followed by the # key.
- Enter your password, followed by the # key.
- The system will inform you if you have any voice messages or messages waiting to be dispatched by our agent team.

If you have an i24 Call Management Solutions account, you will be offered the following options:

- Press 0 to be transferred in priority to one of our agents.  
*Please make sure to identify yourself as our customer to facilitate the understanding of your request by our team.*
- Press 9 to hang up.

If you have "Voicemail Service", you will be offered these following options:

- Press 7 to listen to the first message.
  - Press 3 to clear the message.
  - Press 5 to save the message.
  - Press 7 to hear the message again.
  - Press 9 to return to the previous menu.
- Press 9 to hang up.