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 English check-in line without the need to select your language.
- Enter your client code (4-5 digit) followed by the # key.
- Enter your pass code, followed by the # key.
  You can find the codes in the welcome email sent by our integration team.
- The system will inform you if you have any voice messages or messages waiting to be dispatched by our agent team.

Additional options include:

- 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.