TOLL FREE NUMBER & ANSWERING MACHINE

TOLL FREE NUMBER

The Board provides a toll free number for parties to contact the Board 24 hours a day, 7 days a week. The toll free number, 1-800-463-ALRB (2572) connects to the Edmonton Board office which has a voice-mail for parties to leave a message after hours. The ALRB Receptionist checks the messages during regular working hours. The regular Board number, 427-8547, also connects to the voice-mail.

SET UP OF THE TOLL FREE LINE

The incoming toll-free call comes through on Edmonton's main line. The Receptionist places the main line on Call Forward before leaving the office each evening. Office staff can still answer the telephone line after regular hours.

VOICE MAIL

To place Edmonton's main line on Call Forward (4:30 p.m. daily), leave receiver down, press the Call Fwd button, Line 422-5926 button, then Call Fwd button again. To Disconnect Call Forward: (8:15 Daily) leave receiver down, press Call Fwd button, Star key, then Call Fwd again.

To retrieve messages from Edmonton's voice mail, pick receiver up. Press line 422-5926 button. Dial 22000. This connects you to voice mail. The voice-mail operator will ask you to punch in your password (which is the telephone number - 422-5926). Punch the number 1 button twice to hear new messages, take down messages. Punch #7 button to erase messages, then star button to disconnect.

To place Calgary's main line on Call Forward (4:30 p.m. daily), leave the receiver down, press the Call Forward button, Line 297-4334, then Call Forward button again. To Disconnect Call Forward: (8:15 Daily) leave receiver down, press Call Fwd button, Star key, then Call Fwd again.

To retrieve messages from Calgary's voice mail, pick receiver up. Press line 297-4334 button then press the Voicemail button. The voice-mail operator will ask you to punch in your password (which is 1701). Punch the number 1 button twice to hear new messages, take down messages. Punch #7 button to erase messages, then star button to disconnect.