

Télébec Menus (1 888 TÉLÉBEC)

When you call Customer Service at 1-888-TÉLÉBEC (835-3232), you will be greeted by our interactive voice response system (IVR).

This system allows you to select a voice menu according to your need and, depending on which option you choose, directs your call to a specialized advisor.

To complete a transaction on the IVR, you must create a PIN

- If you would like to use our interactive voice response system (IVR) to carry out your transactions, please call 1 888 TÉLÉBEC from your home phone.
- When you choose a transactional option, the IVR will ask you to authenticate yourself as a Télébec customer by creating a personal identification number (PIN) or, if you prefer, a password.

IMPORTANT : Memorize your PIN, as it will enable you to complete secure transactions on both our IVR (1 888 TÉLÉBEC) and our Web site.

Use the same PIN on the IVR and the Web site!

You can create your PIN on our Web site by going to the "[My PIN](#)" section.

You can also wait until you have a Web transaction to make. The site will prompt you to authenticate yourself as a Télébec customer and to create your PIN before completing your transaction. You will need to:

- Enter your telephone number and the **5-digit access code** that appears on your phone bill:

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- Choose a personal identification number (PIN);
- Continue your transaction.

The PIN you create on our Web site will subsequently be recognized by our IVR (1 888 Télébec). So be sure to memorize it!

During **future transactions** on our Web site (or IVR), all you will have to do is enter your telephone number and your PIN. Your 5-digit access code will no longer be required, because the Web site and the IVR will both recognize you by your PIN!

Forgot your PIN?

If you forget your PIN, you can create another by going to the "[My PIN](#)" section.