

# Communications and Media



## Telephone

### Making a Telephone Call

Most Canadian telephone numbers have 10 digits (for example, 123-456-7890). The first three digits are the area code. The next seven digits are the phone number. Each region in Canada has a different area code with three digits. Here is a basic description of how to make telephone calls.

- **Local telephone calls**

A local call is a call to a number in the same city or town. To make a local call in most regions of Canada, dial the 10 digit number (area code + number).

- **Long-distance telephone calls (within Canada and the United States)**

A long-distance call is a call to a number that is outside your city or town. If you make a call outside your geographical area, it is a long-distance call. This is true even if the number has the same area code as yours. To make a long-distance call to a number in Canada, dial 1 + area code + number. Check with your telephone service provider for the cost of long-distance calls.

- **Long-distance telephone calls (international)**

When you want to make an international call, you need to dial 011 (this is the “exit code”) + the country code + the area code + the number. You can find country codes and area codes for other countries in the first pages of the telephone book. You can also search the internet or dial “0” to ask the telephone operator to connect you. Check with your telephone service provider for the cost of international long-distance calls.

- **Free calls (“toll-free”)**

Any number that begins with 1-800, 1-866, 1-877 or 1-888 means that you will not pay for calling that number, even if it is long distance. Dial all the digits that you see (including the “1”).

### Automatic Answering Service

Many businesses and government departments have an automatic answering service. You will hear recorded instructions on how to get information or talk to the right person. The recording may ask you to select different options. Listen carefully. Sometimes you need to press a number on your telephone key pad. Sometimes you need to press the pound [#] or star [\*] key.

Many telephones (private, business and government) have answering machines. Sometimes this is called voicemail. You can leave a voicemail message if someone is not available to take your call. You will hear the telephone ring. Then, a recorded message will ask you to leave your name, number and a short message. Listen for a beeping sound. Then, speak slowly and clearly. Here are some tips for leaving a clear message:

- Use a greeting and introduce yourself (Hello, my name is...).
- Give the reason for your call (I'm calling because...).
- Give your phone number (Please call me back at 204-222-3333).
- Say thank you and hang up.

### Public Telephones

There are public telephones in some public places in Canadian towns and cities. These days, they can be hard to find. You pay by using a calling card. You can buy calling cards at convenience stores. You can also use coins. Make sure you have at least a few dollars in coins in your pocket because you cannot use paper money to make phone calls. To use a public telephone, pick up the receiver and follow the instructions on the screen in front of you.



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## Telephone Services for People with Special Needs

Most telephone companies have special equipment available for people with hearing, speech, visual or other disabilities. Ask your telephone company for information.

## Television and Radio

There are many private television and radio stations available in Canada. Some channels are for immigrant communities, so they broadcast in many different languages. The Canadian Broadcasting Corporation (CBC)/Société Radio-Canada Canada is a national broadcaster. CBC's services are funded by Canadian tax payers and services are available in English and French.

To watch television at home in Canada, you have three main options:

- Use an antenna on top of your television. With this method, you will receive a small number of local channels for free. You need a digital converter box or a television with a digital tuner for the antenna to work.
- Sign up for cable or satellite television. You need to pay a monthly fee to a cable or satellite television provider. To learn about different plans or to purchase a plan, contact a cable or satellite television company. You can find information in the Yellow Pages or on the Internet.
- Use the internet to watch on your computer or smart phone. Many TV channels have free online video content (both live and recorded). It is also possible to buy and download television programs from online media stores.

To listen to the radio, you have two options:

- Buy a radio and tune into stations on the FM or AM frequencies.
- Listen to live radio online. Many radio stations broadcast for free over the internet.
- Learn more about specific radio stations at the Canadian Communications Foundation:  
[https://www.broadcasting-history.ca/listing\\_and\\_histories/radio](https://www.broadcasting-history.ca/listing_and_histories/radio)

## Newspapers and Magazines

There are some independent national newspapers in Canada. Every main city also has one or more local newspapers. Most newspapers have print and online versions. Local newspapers are an excellent way to learn about issues and events in your city or town. You can buy newspapers at convenience stores and other locations. You can also pay to have them delivered to your home.

In major Canadian cities, there are also newspapers and bulletins produced by immigrant communities. They provide members of these communities with news and information that matters to them. You can usually find these at stores that serve these communities.

Major print newspapers (with online versions) in Manitoba include:

- Winnipeg Free Press
- The Winnipeg Sun

You can sometimes sign up for a free trial for newspapers like the Winnipeg Free Press. After the trial period ends, you need to pay for a subscription. You can also read some newspapers for free at a library near you.

You can also get Manitoba and Canada-wide news from these online publications:

- CBC News/Manitoba
- CTV News/Manitoba/Winnipeg
- Global News/Winnipeg
- The National Post
- The Globe and Mail

In Canada, there are periodical magazines that cover many different topics, such as news, current events, sports and hobbies. There are also specialized stores that have the best selection of national and international publications.