

# TransACT mobile welcome guide



**TransACT**  
Everytime.

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## Getting started

Before you activate your TransACT mobile SIM card please refer to the transferring data section on page 4 for information on how to save your contacts and existing voicemails.

If your TransACT mobile service included a new mobile handset your SIM card is automatically activated within 24 hours of confirmation that you have received your mobile.

If your TransACT mobile service does not include a new mobile handset you will need to contact TransACT to activate your TransACT mobile SIM card. You can activate your SIM card by visiting [transact.com.au](http://transact.com.au) and completing the activation form.

Your TransACT mobile service will then be ready to use within 24 hours.

You can also choose to activate your SIM card instantly by calling us on 13 30 61 from Monday to Friday between 8.00am and 5.30pm.

The phone call to complete the activation process should take approximately 10 to 15 minutes.

To activate your SIM card you will need to provide the following information:

- your full name and address
- answers to a range of security questions to confirm your identity
- your current mobile number
- the last four digits of your SIM card number, located on the front of your TransACT mobile SIM card
- an alternative contact number.

When your current SIM card is no longer active, insert your TransACT mobile SIM card into your mobile. You may need to switch your mobile off and on for the activation to be successful.

If you're bringing your number across from another service provider, it may take several hours before your TransACT mobile service becomes active. Please note: If your phone is locked to another service provider, which is often the case if you bought your handset as part of a prepaid package, you'll have to contact them to unlock your phone before you can begin using your TransACT mobile service. Your previous service provider may charge you to do this.

## Your TransACT mobile SIM card

Your TransACT mobile SIM card connects you to the TransACT network and all the services it provides. Your SIM card is very sensitive and you need to handle it with care to avoid damage.

## Transferring data

If you're moving to TransACT mobile from another service provider you might want to keep some of your stored data, such as your phone book. Please check your mobile phone instructions on how to transfer or retain data when changing SIM cards.

## Security

The Personal Identification Number or PIN for your SIM card is used to protect against unauthorised use. Your PIN will be set as 0000 when your service is activated. To change your PIN and to make sure your SIM card is secure please refer to your mobile phone instructions.

Make sure your PIN is easy to remember but hard for others to guess. And keep it in a safe place but not with your mobile phone.

## Unblocking your SIM card

Once your SIM card's PIN has been activated, if you enter the incorrect PIN three times the SIM card will be blocked. The SIM card will not work until it has been unblocked.

To unblock your SIM card call TransACT on 13 30 61 from another phone. After you confirm your identification details, the operator will tell you how to unblock your SIM card using your mobile phone's Personal Unblocking Key (PUK).

Please enter your PUK carefully. If the PUK is entered incorrectly ten times, the SIM card will be permanently blocked and you will need to purchase a replacement SIM card. You will still have the same phone number if you get a replacement SIM card.

## 3G wireless technology

The 3G network is a third generation mobile service. 3G provides a superior online experience with access to the internet including social media sites as well as the technology to make video calls from your mobile.

To use the 3G network you must have a 3G compatible handset and be in a 3G coverage area. TransACT mobile 3G network coverage is available only in selected areas.

Additional charges may apply. For more information visit [transact.com.au](http://transact.com.au)

## General Packet Radio Service (GPRS) and Wireless Application Protocol (WAP)

GPRS and WAP technology allows you to send and receive data over a mobile service network.

To use GPRS or WAP you will need the applicable settings activated on your mobile and enabled on your SIM card through TransACT mobile.

Additional charges may apply. For more information visit [transact.com.au](http://transact.com.au)

## Multimedia messages (MMS)

Would you like to show your friends and family what you are up to? The Multimedia Messaging Service (MMS) allows you to send images, audio, video and text to other MMS-enabled mobile phones. It's like a text message with a picture, video or sound to go with it.

To access MMS you need to have GPRS set up on your mobile and your handset must be MMS compatible.

Additional charges apply for MMS messages. For more information visit [transact.com.au](http://transact.com.au)

## Premium SMS and MMS services

Mobile premium services or '19' SMS services are information and entertainment services that can be accessed from your mobile. These services are generally provided by third parties and are charged directly to your TransACT bill.

Mobile premium services can include chat hotlines, ringtones, games and wallpapers, voting lines for reality TV programs, text and win competitions as well as news and weather reports.

### How much do mobile premium services cost?

Depending on the provider and the type of services you wish to access the charges for these services can be substantial. Pricing information should be provided by the premium service provider. Premium services can charge in several ways including:

- **flat rate** – you pay a fixed amount for calls sent or received
- **subscription** – you pay an ongoing subscription fee with associated charges per week/month or by content (additional joining fees may apply)
- **timed rate** – your call will be timed and you are charged at a per minute rate.

Additional data charges may apply. For more information visit [transact.com.au](http://transact.com.au)

### Barring mobile premium services on your mobile

As a TransACT customer you can bar mobile premium services. This means that you won't receive, be charged for, or be able to use these services after the barring is activated.

There is no charge to activate barring and it will not restrict your access to other services.

To request barring of all mobile premium SMS services call us on 13 30 61 or log on to our website [transact.com.au](http://transact.com.au) and complete the online inquiry form. Your request to bar mobile premium services will be actioned within one working day of the request being received.

For any mobile premium service disputes, contact the service provider in the first instance. Their contact details can be found at [19sms.com.au](http://19sms.com.au) – a guide to mobile premium services in Australia.

## Voicemail

Never miss another call with voicemail. The voicemail service can store up to 20 messages of up to five minutes per message. To access your voicemail dial 121.

Additional charges may apply for voicemail services. For more information including voicemail retrieval from overseas, security codes and setting up a personal greeting visit [transact.com.au](http://transact.com.au)

## Call diversion

Forward your calls with no hassle. You can even choose the type of calls you divert, for example all calls or only if your number is engaged.

For more information including call divert codes visit [transact.com.au](http://transact.com.au)

## Call waiting

Call waiting lets you juggle two phone calls at the same time by placing the first caller on hold while you answer the second call.

### Activating call waiting

\*43# [call]

### Deactivating call waiting

#43# [call]

### Check status of call waiting

\*#43# [call]

### Using call waiting

To put the current call on hold press 2 [call]

To switch between the two calls press 2 [call]

To end the current call press 1 [call]

To end the call on hold press 1 [call]

To end both calls together press [call]

## Caller ID

As a default setting, your mobile number will be displayed when you call another phone. You can change the settings for displaying your mobile number (Caller ID) as follows:

- To stop Caller ID from displaying on an individual call, dial 1831 (phone number).
- To stop Caller ID from displaying on all calls, contact TransACT on 13 30 61. If you would like to display your Caller ID for an individual call dial 1832 (phone number).

## Call barring

Call barring allows you to prevent certain calls being made from or to your mobile phone. You can also choose to bar international calls or calls while you are overseas, except those being made to Australia. To use the call barring service you need the TransACT mobile default call barring passcode of 0000.

### Call barring codes

- **33** – bars all outgoing calls
- **331** – bars all outgoing international calls
- **332** – bars all outgoing calls – except to Australia while using international roaming
- **35** – bars all incoming calls
- **351** – bars all incoming calls while you are using international roaming

### Change call barring passcode

\*\*03\*330\*old passcode\*new passcode\*new passcode# [call]

### Activate call barring

\*call barring code\*call barring passcode# [call]

### Deactivate call barring

#call barring code\*barring passcode# [call]

### Deactivate all call barring

#330\* call barring passcode# [call]

### Check call barring

\*#call barring code# [call]

## International roaming

Stay in touch no matter where you are. International roaming allows you to use your mobile phone when you are overseas across 90 countries and 200 networks.

To activate international roaming on your TransACT mobile service please call the Customer Care team on 13 30 61. Activation may be subject to credit terms and may take up to five business days.

For more information on which countries and networks are available, please visit [transact.com.au](http://transact.com.au)

Additional charges apply. For more information including which countries and networks are available visit [transact.com.au](http://transact.com.au)

## Emergency calls

If you have an emergency you can call 000 using your TransACT mobile service while you are in Australia. If you are overseas, or even if you do not have a SIM card in your mobile, you can dial 112 and you will be connected to your local emergency service.

## Call types

For a list of eligible services included in a TransACT mobile plan visit [transact.com.au](http://transact.com.au)

## Account payment

TransACT offers a range of simple payment choices, including online options for payment of your monthly TransACT mobile account.

If you're an existing TransACT customer your TransACT mobile charges will appear on your existing account.

## **Paying your account online**

### **epayplus**

epayplus is TransACT's online account management service, designed to enable customers to pay and file their accounts online to save time and help the environment. Visit [transact.com.au](http://transact.com.au) and click on the epayplus logo.

### **One-off payments**

If you wish to make a single payment quickly via the internet, but prefer not to manage your account online, use the epayplus one-off payment option.

### **Direct debit**

Direct debit is the easy way to pay your account from your savings or cheque account or from your credit card. TransACT also offers a \$2 discount on your monthly account when you pay by direct debit. To arrange direct debit from your financial institution, complete and send us the direct debit form or call us on 13 30 61.

### **Australia Post – post Billpay**

Pay with cash (minimum \$5), cheque or credit card (American Express and Diners Club cards excluded) at any Australia Post.

### **BPAY**

Contact your participating financial institution to make a payment directly from your cheque, savings or credit card account.

### **Over the phone**

Please call 1300 130 990 with your credit card details and invoice reference code.

### **In person**

You can pay your TransACT mobile account at our stores. For store locations visit [transact.com.au](http://transact.com.au)

### **Mail**

Detach the appropriate section of your account and post with your payment details to Locked Bag W145, Sydney NSW 1291.

### **Late account payment**

Late account payment could lead to disconnection of your TransACT mobile service and a charge to your account. If you think you may be late paying your account please call us on 13 30 61 before your account is due.

## **TransACT Customer Care**

Have a question about your TransACT mobile service? Please call us on 13 30 61.

### **Operating hours**

#### **SIM card activations**

Monday to Friday 8.00am to 5.30pm

#### **Account enquiries**

Monday to Friday 8.00am to 6.00pm

#### **Technical support**

Monday to Friday 8.00am to 9.00pm

Weekends and public holidays 11.00am to 7.00pm

Urgent deactivations for lost or stolen SIM cards – 24 hours

#### **Sales and new services**

Monday to Friday 8.00am to 8.00pm

Saturday 9.00am to 3.00pm

## **Terms and conditions**

For full terms and conditions please, visit [transact.com.au](http://transact.com.au) or call us on 13 30 61. For a copy of our Standard Form of Agreement (SfOA) or for information about fees and charges, visit [transact.com.au](http://transact.com.au) or call us on 13 30 61.

**13 30 61**  
**transact.com.au**



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