

Welcome to TransACT

Your guide to TransTALK





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Welcome to TransACT

Thank you for choosing TransACT.

Your guide to TransTALK will assist you to make the most of your TransTALK service.

Contact our Customer Care team

Call – 13 30 61

Web – www.transact.com.au

Email – customer.care@transact.com.au

A key aspect of the alliance is that there is no change in the ownership of TransACT, and the business remains committed to delivering excellent customer service and cutting-edge communication services.

TransACT is a local organisation committed to supporting the local community. We are proud to support a number of sporting and community organisations including the Canberra TransACT Capitals.

Our organisation

TransACT is a Canberra-based telecommunications organisation providing world-class communication services to the ACT and NSW via a unique network of sophisticated fibre-optic architecture.

Formed in 2000, TransACT delivers phone, mobile phone, data transfer, broadband, subscription television and entertainment-on-demand services.

TransACT won the CommWorld Telecomms Award for Broadband Retail Carrier of the Year in 2002 recognising our rollout of superior broadband services.

TransACT is a proprietary limited company whose shareholders are TVG TransACT Holdings SPRL, ACTEW Corporation Limited, Prime Television, MTAA Superannuation Fund (TransACT) Utilities Pty Ltd, Westscheme Pty Ltd and Australian Capital Ventures.

We formed a major new alliance with Canberra based essential services provider ActewAGL in February 2004. The alliance helped both organisations improve performance by capitalising on the many synergies that exist right across the board.

Privacy statement

Quality

TransACT Capital Communications Pty Ltd (TransACT) is committed to the protection of your personal information, which is why we have developed detailed policies and procedures on how we manage this information.

Obligations

We hold a telecommunications carrier licence granted under the *Telecommunications Act 1997* (the Telecommunications Act). With this, we are subject to a number of statutory obligations that regulate the collection, use and disclosure of customer information. As a private organisation with a turnover of more than \$3 million, we are also subject to the *National Privacy Principles* (NPPs) as specified under the *Privacy Act 1988* (the Privacy Act).

Types of information collected

The majority of personal information TransACT holds relates to its customers. This usually includes your name, address, phone number, email address, date of birth and driver's licence number.

Purpose of collecting personal information

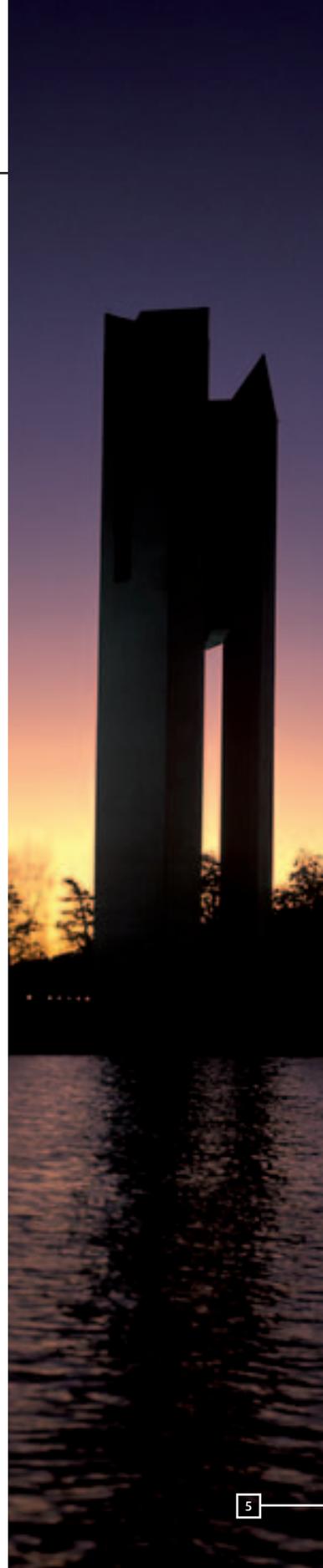
TransACT collects personal information for the purpose of providing services to its customers and communicating effectively in delivering that service.

Customers may choose not to disclose certain personal information. However, failure to disclose personal information may, in some circumstances, mean that TransACT is not able to provide the customer with the services they require.

How TransACT collects personal information

TransACT collects personal information directly from its customers. Customers may voluntarily supply information by phone, in person, on TransACT's website or in application forms.

TransACT also collects personal information from publicly available sources and from our own records of how customers use TransACT services.





Privacy statement

How TransACT uses personal information

TransACT may use its customer's personal information to:

- confirm a customer's identity and respond to enquiries or complaints
- assist a customer to subscribe to TransACT's services
- provide, administer and manage services requested by a customer
- inform customers about services TransACT provides
- conduct credit and fraud checks
- research and develop TransACT's services
- maintain and develop internal systems and infrastructure.

As part of providing services to customers TransACT may use personal information to promote and market its services by way of direct mail, email and telemarketing.

Customers may opt-out of receiving promotional and marketing material by contacting TransACT's Customer Care team on 13 30 61 or by emailing customer.care@transact.com.au

External parties

TransACT contracts out its residential sales to an external sales company and so personal information may be collected by a third party. TransACT also discloses its customer's personal information to third party providers for the purpose of providing services. Personal information may also be disclosed to third party corporate service providers, such as printing houses, credit agencies and billing service providers. You are able to obtain access to your personal information held by these entities by contacting them directly.

TransACT relies on third-party suppliers for product storage and to conduct activities such as mailouts

and market research. TransACT may disclose customer information to these third parties.

The handling of information is covered by confidentiality agreements and TransACT ensures that these third parties understand their obligations under the National Privacy Principles.

TransACT may also provide personal information to mercantile agents for debt recovery purposes.

Security

TransACT is required by law to protect the confidentiality of information that relates to individual's affairs or personal particulars. We will take reasonable steps to ensure that the personal information TransACT holds is protected from misuse, loss, unauthorised access or disclosure. Generally, we will not disclose personal information without consent, including consent given under the Customer Terms and Conditions. In the absence of consent, however, it should be noted that there are certain limited circumstances in which TransACT is authorised to disclose personal information, including as a result of exemptions and requirements specified by the Telecommunications Act. For example, employees of TransACT may disclose or use personal information of another person that has come to their knowledge as a result of their employment, if such use or disclosure is part of their duties at TransACT. Disclosure is also permitted to telecommunications authorities, such as the Australian Communications and Media Authority (ACMA), Telecommunications Industry Ombudsman (TIO) or Australian Competitor and Consumer Commission (ACCC) and to aid law enforcement. TransACT will also not disclose information to third party organisations without ensuring such third parties are subject to contractual obligations on the way they deal with such information.

TransACT also ensures that information which is no longer needed will be destroyed or permanently de-identified.

Location

The majority of the personal information that TransACT holds is kept at our Canberra office under secure conditions.

Sensitive information

TransACT will not collect sensitive information from you unless we gain your consent.

Identifiers and transborder transfer

TransACT will not adopt as its own any identifiers assigned to you by any government agency. It will not use such identifiers unless authorised under the Privacy Act or other legislation. TransACT will also not send information overseas without ensuring such transfers are in accordance with the Privacy Act.

Anonymity

While TransACT attempts to allow all individuals to deal with us anonymously, at times it will be impractical or unlawful for TransACT to give you this option.

Access

If you wish to gain access to the personal information TransACT holds on you, please contact our Customer Care team on 13 30 61 or email customer.care@transact.com.au TransACT will provide copies of such personal information within 30 days of receipt of a request. In order to gain such access, identification must be provided in satisfaction of TransACT's security procedures. An administration fee of \$2 per A4 page requested will be charged for the provision of personal information. The administration fee must be paid prior to the personal information being sent or at the time of collection of the personal information.

Further information

If you wish to gain more information on how TransACT manages the personal information it holds, or you wish to make a complaint regarding a breach of privacy by TransACT, contact our Customer Care team on 13 30 61 or email customer.care@transact.com.au

TransACT takes its privacy obligations very seriously and has detailed privacy policies and procedures in place, which can be accessed by members of the public. Requests for information are first handled by our Customer Care team, before being referred to our Privacy Officer.





Customer service pledge

TransACT is committed to providing you with the highest level of customer service. We aim to provide easy-to-understand information, and prompt attention to network and service requests.

How we do this

To provide superior customer service to our customers we have implemented a customer service pledge that outlines our vision of world-class service. The pledge details the service you can expect from TransACT.

What do we mean by customer service?

- You can easily communicate with the TransACT Customer Care team in person, by email, through our website or via telephone typewriter (TTY) if required.
- For languages other than English, TransACT also offers a translation service to all customers via an interpreter in a three-way conversation with a TransACT representative.
- Our Technical Support team is available between 8.00am and 9.00pm Monday to Friday, and between 11.00am and 7.00pm Saturday, Sunday and public holidays.
- Our Customer Care team is here to help between 8.00am and 6.00pm Monday to Friday.
- Emergency support is available 24 hours a day by calling 13 30 61. Outside of regular operating hours only emergency matters will be attended to (for example, no dial tone, damage to the TransACT network or reporting a fault on behalf of Emergency Services).
- We will endeavour to respond to any letters and emails you send to us within three days of receipt.
- All TransACT employees are required to clearly identify themselves and their position when speaking to you. We will provide you with a

service incident reference number each time you report an issue to us and this number can be used to track your enquiry through to completion.

Paying accounts

TransACT makes it easier to pay your accounts by providing a range of payment options, including:

- payment via the internet with a credit card
- direct debit from a nominated account or credit card
- at a post office
- over the phone with a credit card
- via mail with a cheque or credit card details
- Bpay directly from your cheque, savings or credit card account.

Service reliability

We endeavour to ensure the network is reliable and available at all times. However when outages do occur 24-hour assistance is available. We aim to restore your service by close of business the next working day or as soon as possible after the incident has been reported.

Please note that the TransTALK Flex service is a resale service provided through a third party.

We monitor our service and product performance with customer satisfaction reviews, post-installation evaluation and phone enquiries. Your feedback is important to us and provides valuable information on how we can improve our services and support arrangements.

Complaints

If you have complaints regarding our products or services we will aim to respond within three business days. TransACT will also provide an

escalation procedure if the complaint is not resolved to your satisfaction. If we do not resolve your complaint to your satisfaction you may call the TIO on 1800 062 058 or visit their website at www.tio.com.au

Privacy

TransACT understands privacy is important to you. TransACT complies with the National Privacy Principles to protect your personal information, and information is protected through secure databases and firewalls. TransACT has made a commitment to work in conjunction with the appropriate authorities to resolve any nuisance or harassing phone calls that you may receive.

More information is available in TransACT's Privacy Policy, available on page 5 and on our website.

Customer service guarantee

TransACT endeavours to comply with the ACMA Customer Service Guarantee (CSG).

The CSG imposes performance standards that TransACT must comply with, in relation to certain phone services. These services are:

- a standard phone service
- five enhanced call handling features (call waiting, call forwarding, call barring, call number display and call number display blocking).

These standards outline acceptable timeframes for connecting specified services, repairing faults and keeping appointments. The ACMA provides further information about the CSG at www.acma.gov.au or call 1300 850 115.

If TransACT fails to meet these standards, you may be entitled to damages under s.116 of the *Telecommunications (Consumer Protection and Service Standards) Act 1999*.

Talking to TransACT

Your feedback and comments help to raise our service standards. Please feel free to call the TransACT Customer Care team on 13 30 61 to discuss any issues or problems that you might have.





Summary of our Standard Form of Agreement

Introduction

The following is a summary of your *Standard Form of Agreement* ("SFOA") with TransACT Capital Communications Pty Limited ABN 23 093 966 888 (TransACT). The SFOA sets out the terms and conditions under which TransACT provides certain products and services to you by way of resale from Telstra.

This summary is designed to give you an overview of the terms and conditions. It is not designed for use in substitution of the SFOA. This summary does not vary or modify any terms and conditions in the SFOA. It is for information purposes only and does not have any legal effect.

If you would like more details about your rights and obligations you should read the SFOA in its entirety. Hard copies of the SFOA are available from our head office at 470 Northbourne Ave Dickson ACT, at any of our business offices, or electronically through our web site at www.transact.com.au

Agency

You appoint us as your agent to deal with Telstra and other service providers in relation to certain matters, including changing your account from another service provider to us, and dealing with Telstra in relation to faults, service and maintenance.

Relationship with Telstra

This is a resale agreement. Telstra supplies the Service to us and we resupply the Service to you.

We will provide the Service to you based upon the provisions of this Agreement, the selection of Products which you have made in your Application, and the relevant provisions of Telstra's Standard Form of Agreement.

Designated goods and services

Under the SFOA, TransACT provides telecommunications goods and services by way of resale from Telstra. The telecommunications products and services offered by TransACT are listed in the First Schedule to the SFOA or on Telstra's website.

We have entered into the SFOA with you on the basis that you preselect us as your provider of long

distance services. If in future you preselect another telecommunications provider as your provider of long distance services, we may terminate the SFOA, or we may charge you at a higher rate (set out in the First Schedule) for providing you with other services.

Charges

The First Schedule to the SFOA sets out the charges for the goods and services that you acquire from TransACT.

The charges may include connection charges, access charges, usage based charges, charges for content provided with the service (including third party content services), charges for other services provided in connection with calls, reconnection charges, disconnection charges and (in some instances) other charges.

Depending on the time of day, charges may also include peak and off-peak charges, charges based on the type of package received by the customer, the origin and destination of calls, the volume of calls made in a particular period and any particular rebates or discounts that might apply to a particular call or a particular customer.

We may impose a credit limit or require a security bond from you in order to continue supplying you with services.

If you contact Telstra directly, Telstra may refuse to respond to your enquiry, complaint or request and may:

- (a) redirect you to us, and/or
- (b) charge us a fee. You acknowledge and agree that we are entitled to pass that fee on to you.

You are responsible for all Charges incurred in the use of the Service, even if someone other than you incurs those Charges without your knowledge or consent.

TransACT may impose an additional charge to install the Service if we need to perform work beyond the usual scope of work required for similar installations. TransACT will notify you if this occurs.

Billing

TransACT will bill you at regular intervals. We will usually bill you monthly by mail but we may also bill you at other times and include charges omitted from earlier bills.

The payment methods are as set out in your bill. Our billing system is set up to ensure that you are not billed for charges that are older than 190 days.

If you do not pay the full amount as set out in a bill TransACT may charge an administrative fee, recover debt collection costs, suspend network access and impose a reconnection fee.

Contract terms

Generally, we require you to enter into a 12-month minimum contract with us but minimum contract periods may vary. Your minimum contract period is as set out in your Application.

If you terminate before the expiry of your minimum contract period we may impose the early termination charge specified in the First Schedule to the SFOA to cover the cost of installing and provisioning your service. You may terminate your contract at any time after the minimum contract period by giving us at least one month notice.

If TransACT increases certain charges without your consent, you may have a right to terminate your contract without penalty. If this happens, we will notify you in writing and advise you of your options.

In addition to any other rights we may have, we may immediately terminate, limit or suspend any part of the Service if:

- (a) We consider such action necessary for the purpose of maintaining or restoring any part of the TransACT Network
- (b) We are required to do so by a court, government or regulatory agency
- (c) There is an emergency;
- (d) You are declared bankrupt;
- (e) Your Access Line ceases to be preselected to us;
- (f) You commit a material breach of this Agreement, including the following without limitation;
- (g) You fail to provide access as required under clause 4.2.1 hereof;
- (h) You (or another person) interferes with the operation of the service or a facility owned by Telstra (except where so required under clause 4.2.3 above) or makes either unsafe;
- (i) We or Telstra are unable to enter the premises to inspect, repair or maintain a facility that is necessary for the supply of that service to you;
- (j) You fail to make any modifications required under clause 4.2.3 above;





Summary of our Standard Form of Agreement

- (k) You fail to rectify any defect or inadequacy in a facility not owned or maintained by us or Telstra after being requested to do so by us or Telstra.
- (l) You breach clause 4.3 above.
- (m) Your use of the Service interferes with the efficiency of Telstra's Network or our network and you fail to rectify the situation after notification from us or Telstra.
- (n) You fail to comply with any payment obligation (including without limitation an obligation to pay by a due date) under Clause 12.

If TransACT terminates, limits or suspends your Service for any of the reasons set out above, charges may apply.

Priority Services

TransACT does not offer a special priority assistance service to customers with life threatening medical conditions. TransACT will act on a best efforts basis but cannot guarantee priority connections and fault resolution given the reliance on third party suppliers. Customers with life threatening medical conditions should contact TransACT on 13 30 61 to discuss the options available.

Your rights and remedies

We will use reasonable skill and care in providing the services to you. We will remedy faults in a timely manner and in accordance with our obligations under the Customer Service Guarantee.

Except as set out below, TransACT is not liable for any loss or damage, however caused, suffered by you in connection with the SFOA.

We may be liable to you under warranties, terms and conditions imposed by law. If TransACT is not entitled to exclude these warranties, terms and conditions imposed by law our liability is limited (at our option) to the resupply or cost of resupplying the goods and services or, in the case of goods, the repair or cost of repair of the goods.

You may also have rights under the Customer Service Guarantee (under Part 5 of the *Telecommunications (Consumer Protection And Service Standards) Act 1999*).

If you complain to TransACT and one of our Customer Care representatives cannot resolve the complaint to your satisfaction they will escalate the issue to their supervisor or the Customer Care Manager. If your complaint concerns billing or payment, TransACT places the disputed amount on hold while we investigate your complaint.

If you have a complaint, or if you would like to report a fault in the Equipment or with the Services, you should call our Contact Centre on 13 30 61.

You are also entitled to refer complaints regarding TransACT to the Telecommunications Industry Ombudsman (TIO). The TIO is an independent office, which investigates disputes between telecommunications companies and their customers. The Office of Fair Trading (or equivalent) in your home State or Territory performs a similar function in respect of consumer complaints.

Personal Information and Privacy

We will only use your personal information in accordance with the *Privacy Act 1988*. You should note that TransACT may make standard credit information enquiries regarding your credit record in connection with supplying goods and services to you. TransACT may also exchange information with Telstra for purposes such as investigation of the misuse of services or fraud.

You should read the *TransACT Privacy Policy* and the *TransACT Privacy Statement*, which are located at www.transact.com.au

Summary Available in other Languages and Formats

TransACT's Summary Standard Form of Agreement is also available on request in large print by calling our Customer Care Team on 13 30 61.

For hearing impaired assistance please call our TTY service on 13 36 77.

For assistance in languages other than English please telephone TransACT's interpreter service on 13 14 50.

Calls to premium service numbers

Calls to 190 and other premium service numbers

What are premium services?

Premium services are content or live advice services which can be accessed by making a phone call. Premium service numbers usually start with 188, 19, 190, or an international number, for example 0011. Examples of premium services are adult services, psychic lines, weather services, voting lines for television shows or competition lines, chat services or ring tones. Premium services can also include high school test result hotlines. You can also access some of these services through another provider by dialling their override code followed by the service number.

Proprietary network services also offer access to premium data services. Examples of such premium services include news updates, sports or weather reports, ring tones or wallpaper.

How can you be charged?

You can be charged directly for premium services in several ways.

- Flat rate – this is where you are charged a fixed amount for each call you make. It is a good idea to keep track of how many calls you make as the cost can quickly add up.
- Timed rate – this is where your calls are timed and charged at a rate per minute (or other time unit used by the supplier). A fixed setup or connection fee may also apply. Keeping track of how long you spend on the call will help to keep your costs to a minimum. (The average cost of a premium service can range from several cents to a few dollars per minute, depending on the service, which depends on the supplier.)
- By data volume – this is where you are charged according to the amount of data you download from, or via, a proprietary network.

You should always check the cost of the premium service before you use it. It is also a good idea to keep track of how many calls you make, or how often you access these services and how long they last as the cost can quickly add up, possibly creating an unexpected high bill and potentially contributing to financial difficulty.

Failure to be able to pay a phone bill could result in the restriction of your phone service and ultimately could result in the recording of a default in your record with credit rating agencies, reducing your ability to obtain credit for other purposes in the future.

What is the liability for cost?

You are usually responsible for the cost of any calls made from your phone, including calls made by family and friends, even when made without your knowledge. There are a number of specific rules that relate to the provision of premium services aimed at ensuring that customers are fully informed about the price and content of the services. If these





Calls to premium service numbers

rules have been broken, your provider may not be able to ask you to pay for the service.

Note: if you are deaf or have a hearing or speech impairment and wish to make calls to premium service numbers via the National Relay Service, then you must have an account with Australian Communication Exchange and you will be charged for the calls.

What steps can you take to lessen the risk of high, unexpected bills?

To limit access to premium services, you use Call Control. Call Control allows you to restrict the types of calls made from your home or company phone. You can choose to bar outgoing national, international, 190, or local numbers.

Please call one of our customer service representatives on 13 30 61 to discuss your Call Control options. Fees for call barring apply as per TransACT's Schedule of charges.

You can bar access to some or all premium services using one of the following options.

- Barring only 190 calls – this means all calls to 190 numbers are barred permanently.
- Barring access to proprietary networks – this means all access to a proprietary network can be barred at your request if the proprietary networks number is given.
- Barring all calls (excluding local calls) – this means all national, international, calls to mobiles and calls to 190 numbers are barred permanently through TransACT.
- If you wish to bar all international numbers with TransACT, but don't have a bar put on override codes, you could be charged by another service provider for an international call. Override codes are four digit numbers starting with the prefix 14 and allow customers to use another service provider on a call by call basis for long distance and international calls.

Monthly limit on calls to 190 numbers

There is a default spend limit of \$550 per month (including GST) per service for calls made to 190 numbers. Once the per service monthly spend limit is

reached access to all 190 services from that service will be restricted for the rest of that calendar month. This limit may be increased by calling TransACT on 13 30 61.

Other options to control your phone bill

Your computer modem may dial an international number by using internet dialler software to access content on internet sites, known as internet dumping. This can lead to unexpected high bills.

A fact sheet on internet dumping is available on the ACMA website and explains what internet dumping is and how you can protect yourself from it.

Concerned about your use of premium services?

To discuss any concerns you have about premium services or the costs you have incurred, please call us on 13 30 61.

If we are unable to resolve this matter you can contact the TIO. The TIO is an office of last resort for complaints about phone and internet services.

Freecall – 1800 062 058

Freefax – 1800 630 614

TTY – 1800 675 692

Translator and interpreter service – 13 14 50

Email – tio@tio.com.au

If you have a complaint about the content of a 190 service you can contact the Telephone Information Services Standards Council (TISSC). TISSC investigates complaints about message content and advertising of 190 premium services.

Phone – 1300 139 955

Fax – 02 9211 4447

Email – tissc@tissc.com.au

You can also contact the ACMA for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

Phone – 1300 850 115

Installation of your TranSTALK service

If you have an existing active phone service with another carrier

If you have an active phone service with another carrier and are transferring to TransACT, no installation is required and we will transfer your long distance carriage and telephone services for you.

Once your services have been successfully transferred you will receive written notification from TransACT.

New service – if you currently have a phone line to your property but it is not connected to any carrier

If a working telephone socket exists from a previous connection we may be able to connect your phone service without the need for an installation officer to visit you unless you are taking an additional phone line.

Once your services have been successfully installed you will receive written notification from TransACT.

New service – if a new line is being installed to your property

If a phone line is currently not connected to your property an installation officer will contact you to arrange a time for installation.

A standard installation usually takes three to four hours to complete. Some may take up to one full day due to circumstances that are beyond TransACT's control.

Please advise the installation officer at the time of installation if you are connected to an externally monitored or dial back alarm system, medi-alert or other health-monitoring device. This will ensure a smooth transition of services over to the network.

We require a person of 18 years or over to be present for the entire duration of the installation. Please discuss this with the installation officer when they contact you to arrange an installation visit.

If extra phone outlets are required

If you require more than one phone outlet please discuss these requirements with your installation officer when they contact you so that they can schedule time with the installation technician. A quote for additional outlets will be provided on installation. Additional outlets are open to competition and can be provided by any authorised cable technician (AUSTEL licence).





TransTALK Flex user guide

This user guide will help you use the TransACT phone service. If you require assistance with your phone features, please call our Customer Care team on 13 30 61.

TransTALK Flex call features

The following features are included with a TransTALK phone service:

- Call Waiting
- Call Forward (immediate and no answer)
- Call Return
- 3-Way Chat
- Call Back.

Call Waiting

If you receive a second call while you are on the phone, the Call Waiting tone will sound. You can then place your first call on hold and answer the second call, or hang up the first call and answer the second. The Call Waiting tone is two beeps every five seconds.

Turning Call Waiting on or off

- Turn it on by pressing: **<* 4 3 #>**. Then wait for the acknowledgement tone.
- Turn it off by pressing: **<# 4 3 #>**

To hang up and answer a Call Waiting call

- Hang up your phone and answer immediately, or
- Press **<Recall/Flash> <1>**

To hold caller one and talk with caller two

- Press **<Recall/Flash> <2>**

To enter a 3-Way Chat

After you have placed the first caller on hold and are speaking to the second (as above)

Press **<Recall/Flash> <3>**

To hang up caller two and continue to speak with caller one

Press **<Recall/Flash> <2>**

Call Forward

There are two types of Call Forward:

- Call Forward Immediate
- Call Forward No Answer.

Notes on Call Forward

- Forwarded calls will incur applicable TransACT rates.
- Calls cannot be forwarded to certain numbers, such as emergency services.
- Multiple call forwarding or combining a number of call forwarding products may result in difficulties.
- Calls cannot be forwarded to mobile, interstate or international numbers if these numbers are restricted from normal access (that is due to call barring).

Call Forward Immediate

This feature allows you to forward your calls to anywhere in Australia, including mobiles, pagers and answering services. You can change this number whenever you wish.

Turning Call Forward Immediate on or off

- Turn it on by pressing: <* 2 1> then <the area code and phone number you wish to forward all calls to> then <#>. You will hear the acknowledgement tone.
- Turn it off by pressing: <# 2 1 #>. You will then hear the dial tone.

Note: Call Forward Immediate takes precedence over Call Waiting, Call Forward No Answer and Call Forward Busy.

Call Forward No Answer

This feature forwards incoming calls to another number in Australia if your phone is not answered within 20 seconds. This number can be changed at any time.

Turning Call Forward No Answer on or off

- Turn it on by pressing: <* 6 1> then <the number you wish to forward all unanswered calls to> then <#>. You will hear the acknowledgement tone.
- Turn it off by pressing <# 6 1 #>. You will hear the acknowledgement tone.

Call Return

If you miss a call you can retrieve the number of the most recent missed call.

- Press <* 10 #> to hear the number
- To return the call automatically press <1>

Please note: call return is not available if the call has a private or silent number. Additional charges apply to retrieve numbers by call return.





TransTALK Flex user guide

3-Way Chat

This feature allows you to bring a third person into a conversation. You simply put your first caller on hold, call a second person, and then bring your initial caller into the conversation. Call Waiting is automatically disabled during 3-Way Chat.

Calling another person while on a call

- Make a call while already on the phone by pressing <Recall/Flash>. You will then receive the acknowledgement tone and you can make your call. Your first caller is placed on hold.

Begin a 3-Way Chat

- To recall the person on hold and begin a 3-Way Chat press <Recall/Flash> <3>.
- All parties will now be able to talk to each other.

To suspend a 3-Way Chat

- To place the second person on hold and talk to the first person press <Recall/Flash> <2>. The second person will remain on hold until they hang up or are placed in a 3-Way Chat.

Please note: a fee is payable for a successful 3-Way Chat connection.

Call Back

If you try to call a number and it is engaged, the Call Back service will advise you when the number is free via a distinctive ring. Call back will keep trying the busy number for 45 minutes.

To set Call Back

- When you dial the number and receive the busy tone press <Recall/Flash * 37 #>. You will hear the acknowledgement tone.

To cancel Call Back

- Press <# 37 #>

Please note: Call Back may not work with some calls like Operator Assisted Services or international destinations. No more than five Call Backs can be arranged at any one time. Please note a fee is payable for a successful Call Back use.

Optional features

The following features are optional and can be added to your TransTALK phone service at a charge.

Telstra MessageBank®

Never miss a call again with your own answering service. You can record your own personal greeting and divert your phone to Telstra **MessageBank®** when calls are unanswered or you are on another call.

Setting up Telstra MessageBank®

The easy to use prompts will take you through the set up process. This will include:

- Creating a PIN – your PIN will need to be four to six digits. You can change your PIN at any time.
- Recording your name or greeting – you have the option to record just your name or your own personal greeting of up to five minutes in length. You can change your name or greeting at any time.

How to tell if you have a new message

When you pick up your phone you will hear a special dial tone indicating that you have a new message.

Accessing Telstra *MessageBank*® from your own phone

- Press <125101>. You will then be prompted to enter your PIN followed by <#>.

Accessing Telstra *MessageBank*® from any other phone in Australia

- Press <125102>. You will then be prompted to enter your mailbox number. This is simply your area code and phone number followed by <#>. Then enter your PIN.

To listen to messages

- Once you have accessed Telstra *MessageBank*® your messages will begin playing automatically. To replay the message press <1>.
- To delete the message press <5>.

Notes on Telstra *MessageBank*®

All new messages will automatically store for 14 days. After you have listened to your messages, if you do not delete a message it will be kept for seven days before being automatically deleted. A total of 60 messages, of up to five minutes in duration, can be stored at any one time.

Calling number display

This feature allows you to prevent your number being displayed to those you are calling as well as showing you the number of the person calling you. You will not see the number of the caller if they have chosen to block their number, they have a silent number or they are calling from an international destination.

In order to use Calling number display you need a compatible phone or a stand alone display screen attachment.





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To block your number

To prevent your number from showing when making outbound calls simply dial <1831> before dialling the number you wish to call.

Call Control

Call Control allows you to restrict the types of calls made from your home or company phone. You can choose to bar outgoing national, international, 190 or local numbers.

Before using the Call Control feature you will need to change the default PIN to a personal PIN. The default PIN is the last four digits of your phone number.

To change the default PIN

- Press <*30> then enter your default PIN followed by <*new PIN * new PIN#>

To turn Call Control on

- Press <* 33> then enter your PIN followed by <#>

To turn Call Control off

- Press <# 33> then enter your PIN followed by <#>

To check the status of Call Control

- Press <* # 33 #> you will then hear an announcement advising the status

Multiple number

This service allows you to add a second phone number to your phone line. The second number will have its own distinctive ring. This allows you to know who the incoming call is for.

Please note this service does not give you a second phone line. It simply gives you extra numbers and only one call is possible at a time.

Separate billing can be provided for your second number. This will allow you to allocate call costs to the appropriate member of your household. Call forward can also be applied to each number independently.

To allocate call charges to your second number

All call charges will automatically be added to your main number unless you override. To charge to your second number:

- Press <* 11 * 2 # > wait for the dial tone and then make your call as normal.

To Call Return, Call Forwarding or Call Control on your second number

- Press <* 11 * 2 #> and then follow the normal prompts for the feature you wish to apply.

Telstra Duet® – Phone and Fax Multiple Number

This feature enables you to add a fax number to your existing phone line. This allows for a separate fax number to be provisioned to answer fax calls without having to install a second line.

Note: Telstra *Duet*® does not give you a second phone line. It simply gives you an extra phone number and only one call is possible at a time.

Requirements

Customers must have a **Duet**[®]-compatible fax machine for the Telstra **Duet**[®] service. If you are in doubt, please check with your supplier.

Receiving calls

Incoming fax calls have a distinctive ring tone, allowing your fax machine to instantly recognise the fax call.

Call charges and your account

Normal call charges apply when making calls. If you want the fax call to be itemised on your account please dial: <* 11 * 3 #> wait for the dial tone and then make the fax call as normal.

Call Forward Selected Callers

This feature allows you to forward calls from selected callers like your family, friends or customers. Your selected caller list can contain up to 15 numbers.

To turn Call Forward Selected Callers on

- Press <* 92 #>

To turn Call Forward Selected Callers off

- Press <# 92 #>

To check status of Call Forward Selected Callers

- Press <* # 92 #> you will then hear an announcement advising the status





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To add a number to your 'Selected Callers List'

- Press **<* 87>** then enter your PIN followed by **<*>**
- You will hear an announcement then enter **<4 * >**
- You will hear another announcement then enter the list position followed by **<*>** (For example, first number you add will be in position 1).
- You will hear an announcement, then enter the caller's phone number followed by **<*>**. You will hear an announcement then **<enter the number you wish to forward the caller to>** followed by **<#>**.
- You will hear a confirmation announcement

To check the list position of your numbers in the 'Selected Callers List'

- Press **<* # 87>** then enter your PIN followed by **<*>**
- You will hear an announcement then enter **<4 * >**
- You will hear another announcement then enter the list position followed by **<#>**
- An announcement will advise you of the number stored in that position

To delete a number from your 'Selected Callers List'

- Press **<# 87>** then enter your PIN followed by **<*>**
- You will hear an announcement then enter **<4 * >**
- You will hear another announcement then press **<1>**
- You will hear an announcement then enter **<the list position of the number you want to delete>** followed by **<#>**
- You will hear a confirmation announcement

To delete all numbers from your 'Selected Callers List'

- Press **<# 87>** then enter your PIN followed by **<*>**
- You will hear an announcement then enter **<4 * >**
- You will hear another announcement then press **<2>**
- You will hear an announcement then press **<1 # >**
- You will hear a confirmation announcement

Troubleshooting

If you have no dial tone

- Unplug all handsets from the phone sockets.
- Once all handsets are unplugged, plug one handset in at a time and see if you get dial tone.

This isolation test may restore dial tone to the phone line.

If there is a noise or crackling on the line

- Does this happen to all handsets on the line?
- Follow the above isolation procedure and see if the noise only occurs on one handset. If the noise only occurs on one handset, you may have a faulty handset.

If these tests do not resolve your problem call TransACT on 13 30 61 and select the service difficulties option.





Your guide to TransTALK - LCS

