

Welcome to TransACT

Your guide to equipment and services on the ADSL2+ network

- TransTALK
- TransWEB



TransACT
Everytime.



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Welcome to TransACT

Thank you for choosing TransACT.

You'll soon be connected to one of the most advanced communication networks in the world. *Your guide to equipment and services on the ADSL 2+ network* will assist you before and after installation so you can make the most of your TransACT services.

Whether you have chosen TransTALK phone or TransWEB broadband services – we welcome you to our network.

Contact our Customer Care team

Call – 13 30 61

Web – www.transact.com.au

Email – customer.care@transact.com.au

Our organisation

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

Formed in 2000, TransACT delivers phone, mobile phone, 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, Alinta ATA Pty Ltd, Westscheme Pty Ltd and Australian Capital Ventures.

We formed a major 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.

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.

Privacy statement

Quality

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*. 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*.

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 so personal information may be collected by a third party. TransACT also discloses its customer's personal information to third party content 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 mail-outs 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 NPPs.

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.

Further information

If you wish to gain more information on how TransACT manages the personal information it holds, or you would like 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, 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:

- 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 our 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.

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 endeavour 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, including 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. As we are still in the process of constructing our network, it may not be possible to connect your home phone within the CSG-specified period. For this reason, we ask our customers to sign a waiver which releases us from obligations in this regard. The ACMA provides further information about the CSG at www.acma.com.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

Important customer information: Your rights and obligations

Introduction

The *Standard Form of Agreement* sets out the terms and conditions under which TransACT provides telecommunications products and services to you. This summary is designed to give you an overview of the terms and conditions. It is not designed to give you an overview of the terms and conditions under which you obtain goods or services from third parties over the TransACT network.

If you would like more details about your rights and obligations you should read the *Standard Form of Agreement* in its entirety. Copies of the *Standard Form of Agreement* are available from our head office at 470 Northbourne Avenue, Dickson ACT 2602 or on our website at www.transact.com.au

Designated goods and services

Under the *Standard Form of Agreement*, TransACT provides telecommunications goods and services. TransACT also provides equipment to enable you to obtain these goods and services. The telecommunications products and services offered by TransACT are listed in Schedule 2 to the *Standard Form of Agreement*.

Charges and Payment

Schedule 2 to the *Standard Form of Agreement* sets out the charges for the telecommunications products and services that you acquire from TransACT.

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.

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.

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.

Depending on the time of day, charges may also include peak and off-peak charges, charges based on the type of package received by you, 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.

Promotions and Discounts

TransACT provides customers with a \$2 discount on their account if they elect to pay by direct debit. Direct debit forms are provided at the point of sale and with the Welcome Pack or can be requested by calling Customer Care on 13 30 61.

From time to time, TransACT offers ad hoc promotions and may advise existing customers of these promotions via a message on their invoice or through direct mail.

Accounts

You will be billed at regular intervals, usually monthly by mail or email, but we may also bill you at other times and include charges omitted from earlier accounts.

The payment methods are as set out in your account. Any charges older than 190 days will not be shown on your current account, however you will still be liable for outstanding charges. If you do not pay the full amount as set out in an account, TransACT may charge a late payment fee, and impose a reconnection fee if network access is suspended. If applicable, TransACT may also seek to recover debt collection costs.

All access charges, including TransTALK monthly phone line rental, TalkNUMBERS, Fax NUMBER, TalkMAIL, Silent Number and TransTV Digital, are billed one month in advance.

The first account that you receive will include charges from the date you were connected plus the above access charges charged one month in advance.

Contract terms

A 12-month minimum contract is generally required 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 will impose the early termination charge specified in Schedule 2 to the *Standard Form of Agreement* 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, in writing via email, letter or fax. You must list your name, the product or service to be cancelled and the date of cancellation. To confirm your cancellation request call TransACT on 13 30 61.

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 Services if:

- you breach this Agreement;
- we consider such action necessary for the purpose of maintaining or restoring any part of the TransACT Network;
- we are required to do so by a court, government or regulatory agency;
- there is an emergency; or
- you are declared bankrupt.

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

Variation

TransACT may vary the *Standard Form of Agreement* (including charges) at any time. A notice will be published in an ACT daily newspaper and you will also be notified within a reasonable time frame of the effect of the variation via your next account or in a separate notice posted directly to you.





Summary of our Standard Form of Agreement

Security Bond

TransACT may impose a credit limit or require you to provide a Security Bond. You authorise TransACT to make deductions from any Security Bond for any Charges that are owing to us. TransACT will refund your Security Bond in full when we stop providing the Services, except to the extent that we have made deductions for Charges that are owing to us by you.

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.

Security and Privacy

TransACT is required by the *Privacy Act 1988* (Cth) and the telecommunications legislation to protect your personal information. TransACT will treat your personal information in accordance with the National Privacy Principles.

For more information, a copy of TransACT's Privacy Policy is available at www.transact.com.au, or by contacting 13 30 61.

Your rights and responsibilities

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

We may be liable to you under warranties and terms and conditions imposed by law. If TransACT is not entitled to exclude these warranties and 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.

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 accounts or payment, TransACT can place the disputed amount on hold while we investigate your complaint.

If you have a complaint, or if you would like to report a fault, call our Customer Care team on 13 30 61 or submit an enquiry form at www.transact.com.au

You are also entitled to refer complaints regarding TransACT to the TIO. The TIO is an independent office that investigates disputes between telecommunications companies and their customers.

The Office of Fair Trading in the ACT performs a similar function in respect to consumer complaints.

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

What are premium services?

Premium services are content or live advice services that 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 for premium services in the following 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 to avoid 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.





Calls to premium service numbers

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 this per-service limit is reached access, to all 190 services will be restricted for the remainder of the calendar month. This limit may be increased by calling TransACT on 13 30 61.

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 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, TransACT can activate call barring for specific numbers.

Please call one of our customer service representatives on 13 30 61 to discuss your barring 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 network's 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.

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 Australian Communications and Media Authority (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 Telecommunications Industry Ombudsman (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 Australian Communications and Media Authority (ACMA) for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

Phone - 1300 850 115





Connecting to TransACT

TransTALK

If you have selected a new TransACT phone number for instance a new 6161, 6162 or 6166 phone number:

- a TransACT Installation Officer will contact you within the coming weeks
- if you no longer wish to keep your previous phone service, contact your current service provider to cancel your service after we have connected you to TransACT, unless otherwise advised by a TransACT representative.

Note: if you decide to change your phone number after you have been connected to TransACT an administration fee may apply.

If another phone provider currently provides your local calls and you decide to keep your existing phone number after signing up for TransTALK:

- please call TransACT on 13 30 61 to notify us of your intention and to request a copy of the Porting Authority form – be sure to advise us who your current telephone service provider is and your current account number
- return the form to TransACT and our installation officer will contact you soon.

Note: we can only transfer a phone service to TransACT if the service is active at the install address, otherwise a new number will be supplied to you.

If you are renting a phone handset from your current service provider you will need to purchase your own phone handset to use TransACT's phone services. TransACT will not supply you with a phone handset and thus you will not incur any monthly phone equipment rental fees.

TransWEB

There are two things that you must do before you can start using your TransWEB broadband service.

1. Select an ISP

TransWEB connects you to the TransACT network and an Internet Service Provider (ISP) is required to connect you to the internet.

You can choose from a number of ISPs on the TransACT network. You need to contact one of the following ISPs to setup your internet account.

Grapevine is ActewAGL and TransACT's very own ISP. Check out the range of competitive plans at www.grapevine.com.au or call 13 35 00.



ISP contact details

ACT PC Users Group www.pcug.org.au 02 6287 2922	iinet www.webone.com.au 13 19 17
Apex Internet www.apex.net.au 02 6247 2000	Infinite Networks www.infinite.net.au 1300 790 337
cbit Internet www.cbit.net.au 02 6162 1555	NetSpeed Internet www.netspeed.com.au 02 6282 8282
CyberOne www.cyberone.com.au 02 6247 5555	Office Link + www.officelink.net.au 1300 367 917
Grapevine www.grapevine.com.au 13 35 00	Velocity Internet www.velocitynet.com.au 1300 557 300

This list is subject to change. Please call our Customer Care team on 13 30 61 or visit www.transact.com.au for an updated list.

2. Make sure your computer meets the minimum requirements

All computers will need:

- a 10/100Mbps ethernet or network interface card with RJ45 connector
- a CD-ROM drive
- 100MB of free space on the hard drive.

Additional requirements

To see what additional requirements your computer will need for TransWEB, identify which operating system you are using and check the requirements for RAM and software.

Operating system	RAM	Software
Windows 98 and 98SE	32MB	The installation officer will install the required software during installation
Windows ME	64MB	As above
Windows 2000	128MB	As above
Windows XP	128MB	Not required
Windows Vista	Refer to Microsoft	Not required
Mac 8.6	64MB	Please call TransACT on 13 30 61 and select the service difficulties option
Mac OS X	128MB	Not required

These specifications are a recommendation only and different configurations may work successfully on the network.





Installation of your services

More help is available

You can contact one of our ISP's for more assistance. They can:

- provide an evaluation of your computer and make recommendations on any required modifications
- install, if required, the ethernet or network interface card required to connect to the network, at your own cost
- advise on firewall solutions for protecting your computer.

There may be other companies and individuals who can provide connection services and you should make your own enquiries as to which of these companies or individuals is best placed to meet your requirements.

Installation of your services

What is a standard installation?

A standard installation varies depending on which service you have chosen. For customers who select a TalkWEB package (phone and broadband services), standard installation consists of:

- a new or pre-existing phone outlet, depending on your requirements
- central or in-line Digital Subscriber Line (DSL) filters
- a DSL modem connected to your computer.

What if I want extra outlets or an existing outlet moved?

You will need to engage a contractor that holds an ACMA cabler registration (previously known as an Austel licence) to carry out this work for you before the TransACT installation officer visits your home.

Do I need a modem?

Yes, you may supply your own DSL modem that is compatible to the TransACT network or purchase a modem from TransACT. TransACT will not accept returns or upgrades once your modem has been installed. Please note that not all DSL modems are compatible with the TransACT network.

When will my installation occur?

A TransACT Installation Officer will contact you to arrange for a suitable installation time within four to six weeks from the date your application is accepted. Please note that installation times for our phone service may vary depending on whether you elect to receive a new TransACT phone number or retain your current phone number. A new TransACT phone number can be installed much faster than transferring your current phone number to TransACT. This applies to standard installations only. Installation time may vary for non-standard installations.

You should ask the TransACT Installation Officer:

- where your connection outlets will be located
- the approximate time it will take to complete the installation.

How long will installation take?

A standard installation will take a full day to complete.

Please advise your TransACT 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 TransACT network.

Do I need to be at home during installation?

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

How do I pay for any extra costs?

If your installation incurs any extra cost, pay the fee directly to your TransACT Installation Officer who will provide you with a receipt.

What happens if I need to cancel my TransACT services?

Call the TransACT Customer Care team on 13 30 61, who will guide you through the disconnection of your services.

Who do I contact for further information or help?

For more information call TransACT on 13 30 61, email customer.care@transact.com.au or visit the TransACT website at www.transact.com.au

Self installation

If you have purchased the self install modem with your TransWEB broadband service, please refer to the TransACT ADSL2+ self installation user guide included with your modem for further instructions.





TransTALK user guide

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

TransTALK call features

The following features are included with a TransTALK phone service.

- Call Waiting
- Three-Way Calling
- Call Forward (immediate, no answer and busy)
- Caller Number Suppression

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

- TalkNUMBERS
- FaxNUMBER
- TalkMAIL

To have TalkNUMBERS, FaxNUMBER, and/or TalkMAIL features added to your phone service, visit www.transact.com.au or call 13 30 61.

Notes on call features

1. These features are only available on an Australian Standards AS/ACID 5003:2005 conformat phone.
2. If you enable several call features at the same time, some will take priority over others, for example:
 - Call Forward Immediate takes precedence over Call Waiting, Call Forward No Answer and Call Forward Busy
 - Call Forward Busy takes precedence over Call Waiting and Call Forward No Answer

- Three-Way Calling automatically switches off Call Waiting.

Call Waiting

When you are on the phone, call waiting allows you to hear when another call is coming through. To activate Call Waiting on your phone you will need to call the TransACT Customer Care team on 13 30 61.

Once the service is activated and you receive a second call while you are on the phone, the Call Waiting tone will sound. You will have 90 seconds to 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.

To turn Call Waiting on or off

- Turn it on by pressing ***43#**. Then wait for the acknowledgement.
- Turn it off by pressing **#43#**.

To hang up and answer a Call Waiting call

- Hang up your phone and answer immediately.

To hold Caller 1 and talk with Caller 2

- Press **Recall/Flash 2**.

To switch between Caller 1 and Caller 2

- Press **Recall/Flash 1** (for Caller 1) or **Recall/Flash 2** (for Caller 2).

Three-Way Calling

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

To enter a Three-Way Call

- Dial the first caller.
- Place the first caller on hold by pressing **Recall/Flash**.
- You will then hear the dial tone, dial the second number.
- Press **Recall/Flash 3** to enter a three-way call.

Call Forward

There are three types of Call Forward:

- Call Forward Immediate
- Call Forward No Answer
- Call Forward Busy.

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, due to call barring.
- If you utilise a TalkNUMBER or FaxNUMBER service Call Forward will be activated on all services.

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.





TransTALK user guide

Turning Call Forward Immediate on or off

- Turn it on by pressing: ***21** then **the area code and phone number you wish to forward all calls to** then **#**. You will hear the acknowledgement.
- Turn it off by pressing: **#21#**. You will then hear the acknowledgement.

Note: Call Forward Immediate takes precedence over Call Waiting, Call Forward No Answer and Call Forward Busy. Once Call Forward immediate is activated it will affect all directory numbers associated to the line, for example primary and secondary numbers. For more information on additional numbers to your TransTALK phone service see TalkNUMBERS.

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: ***61** then **the number you wish to forward all unanswered calls to** then **#**. You will hear the acknowledgement.
- Turn it off by pressing **#61#**. You will hear the acknowledgement.

Call Forward Busy

This feature redirects your calls to any number in Australia when your phone is busy. This number can be changed at any time.

Turning Call Forward Busy on or off

- Turn it on by pressing ***24** then **the number you wish to forward the calls to** then **#**. You will hear the acknowledgement.
- Turn it off by pressing **#24#**. You will hear the acknowledgement.

Caller Number Suppression

This feature enables you to prevent your number being displayed to those you are calling. To change your number display preference call our Customer Care team on 13 30 61.

If you normally display your number

- You can hide your number for one call by pressing **1831** then dial **the number you wish to call**. The call is then made without displaying your number on the receiver's phone.

If you normally hide your number

- You can display your number for one call by pressing **1832** then dial **the number you wish to call**. The call is then made so that your number can be viewed on the receiver's phone.

TalkNUMBERS

This feature enables you to add up to three additional numbers to your TransTALK phone line. TalkNUMBERS is suitable for families and share houses because up to four people can have their own phone number, each with a distinctive ring tone, reducing the need to answer other people's phone calls.

Note: TalkNUMBERS does not give you a second phone line. It simply gives you extra phone numbers and only one call is possible at a time. A monthly fee applies.

TalkNUMBERS availability

TalkNUMBERS is only available with TransTALK or TransBIZ 1 services and is not available on ISDN services.

TalkNUMBERS requirements

You must have a tone-dial phone capable of passing distinctive ring tones (most phones are able to do this). TalkNUMBERS is not compatible with systems that generate their own internal ring tone such as private automatic branch exchange (PABX) and phone systems used by some small businesses. If you are in doubt, please check with your supplier.

Receiving calls on TalkNUMBERS

Incoming calls have a distinctive ring tone, enabling you to recognise who the call is intended for. The following ring tones are used.

- Primary number – two short rings followed by a long pause.
- Second number – one short ring followed by one long ring followed by a long pause.
- Third number – two short rings then one long ring followed by a long pause.
- Fourth number – three short rings followed by a long pause.

TalkNUMBERS call charges and your account

Normal call charges apply when making calls from TalkNUMBERS. TalkNUMBERS will be charged and itemised as individual numbers on your TransACT account. All outgoing calls will be charged under the primary number.

TalkNUMBERS compatibility

- TalkNUMBERS is available with TransTALK services for each phone number, including Call Forwarding, Call Barring, calling line identification presentation (CLIP) and calling line identification restriction (CLIR). Calling line identification (CLI) only applies to the primary number.
- TalkNUMBERS requires a tone-dial phone capable of passing distinctive ring tones. TalkNUMBERS is not compatible with systems that generate their own internal ring tone such as PABX and phone systems used by some small businesses.
- TalkNUMBERS can be combined with the FaxNUMBER service provided there are no more than three additional phone numbers attached to the primary line. Only one FaxNUMBER service is allowed.





TransTALK user guide

FaxNUMBER

This feature enables you to utilise one of the TalkNUMBERS for fax. This allows for a separate fax number to be advertised and provisioned to answer fax calls.

Note: FaxNUMBER 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. A monthly fee applies.

FaxNUMBER is only available with TransTALK or TransBIZ 1 services and is not available on ISDN services.

FaxNUMBER requirements

Customers must have a Duet-compatible fax machine for the FaxNUMBER service. If you are in doubt, please check with your fax machine supplier. Only one FaxNUMBER service is allowed per TransTALK phone service.

Receiving calls on FaxNUMBER

Incoming fax calls have a distinctive ring tone, allowing your fax machine to instantly recognise the fax call. The following ring patterns are used.

- Primary number – two short rings followed by a long pause.
- Fax number – three short rings followed by a long pause.

FaxNUMBER call charges and your account

Normal call charges apply when making calls from FaxNUMBER. FaxNUMBER will be charged and itemised as individual numbers on your TransACT account. All outgoing calls will be charged under the primary number.

FaxNUMBER Compatibility

- FaxNUMBER comes with TransTALK services for each phone number, including Call Forwarding, Call Barring, calling line identification presentation (CLIP) and calling line identification restriction (CLIR). Calling line identification (CLI) only applies to the primary number.

TalkMAIL

TalkMAIL is a virtual answering machine. This feature enables you to record your own personal message, divert your phone to your mailbox when calls are unanswered or busy, and retrieve voice messages from your personal mailbox from any phone in Australia and overseas.

Note: A monthly fee applies.

Installing TalkMAIL with TalkNUMBERS and FaxNUMBER

If you have our TalkNUMBERS and/or FaxNUMBER services, TalkMAIL can only be installed on the primary number and is not available on the secondary numbers.

Connecting to the TalkMAIL system

To log in to TalkMAIL you need to:

- press **#66** if calling from a phone on the TransACT network

or

- dial **6166 6666** if you are calling from a phone not on the TransACT network – if you are outside the **02** area you will have to dial the Area Code **02** before the number, that is, **02 6166 6666**

or

- if you are calling from overseas you will have to dial the Country Code **61** for Australia followed by **2**, that is, **61 2 6166 6666**.

Setting up TalkMAIL

Once you are connected to the TalkMAIL system you will be prompted to:

- **enter your mailbox number** – which is your full phone number including area code (if you have calling line identification on your line you will not be asked to enter your mailbox number)
- **enter your password** – the default password is 1234.

Changing your password

For security purposes we encourage you to change your password when you set up your mailbox. Your password can be between four and 12 digits in length.

Press **84** to change your password.

How to do it

- **Enter a new password** and press **#**.
- **Re-enter your password** to confirm and then press **#**.
- To activate your new password, **enter your old password** and press **#**.

Retrieving a forgotten password

Should you forget your password, please call our Customer Care team on 13 30 61. After we verify your identity, your password will be reset to the default 1234.

Recording your busy message

You can record a busy message that will be given to callers when you are on another call. If no busy message is recorded, callers hear the system's busy message.





TransTALK user guide

Message waiting alert

If a message has been left on your TalkMAIL service the dial tone on your phone will change to a special dial tone to notify you that a message is waiting to be retrieved.

Accessing your messages

You can listen to your messages from your own phone or from any phone in the world. You don't need to wait for the prompts – you can move to the next step at any time.

To access your messages follow the steps above for connecting to the TalkMAIL system

Listening to messages

If you have new messages they will play automatically once you are connected to the TalkMAIL system and entered your **mailbox number** and **password**.

TalkMAIL key pad

To access mailbox options or listen to voicemail messages select from the following using your phone's keypad.

1 Previous message	2 Play message	3 Next message
4 Rewind by 5 seconds	5	6 Forward by 5 seconds
7 Message menu	8 Mailbox menu	9
* Help	0	# Pause

Help

Press * to get detailed help.

Pause/stop/end/cancel

Press # to stop the message you are listening to or to confirm numerical settings.

Mailbox Options

Recording your personal greeting

You can record a personal greeting that will be given to callers when they reach your mailbox. If no personal greeting message is recorded, callers hear the system's greeting message.

Press **82** to record your personal greeting message.

How to do it

- Press **1** to change the greeting message.
- Press **5** to record your message.
- Press **#** to end the recording.

To delete your message press **6**. The system's greeting message will then be used.

Personal identification

You can record your name so that it is given to callers instead of your mailbox number.

Press **81** to record your name.

How to do it

- Press **5** to record your name.
- Press **#** to end the recording.

Listening to message details

Press **72** to hear details about the message.

Mark a message to be deleted

Press **76** to mark the current message as deleted.

If the message was already marked as deleted, its status will now be reversed. Messages are not deleted until you leave the mailbox.

Deleting all old messages

Press **77** to delete all messages you have listened to.

You will be asked whether you really want to delete the messages.

- Press **1** to confirm deletion.
- Press **9** to cancel deletion.

Marking messages as read/unread

Press **78** to mark a read message as unread, or vice versa.





TransTALK user guide

Blocking incoming messages

If you do not want to receive incoming messages, you can block them. This is handy if you're going on vacation and don't want to receive any new messages while you're gone. Once you return you can remove the block and receive messages again.

How to do it

- Press **87** to turn message block on or off.

Diverting your phone to TalkMAIL

Call Forward Immediate

Call Forward Immediate allows you to forward all calls to TalkMAIL immediately without your phone ringing.

How to turn it on

- Press ***121#** you will then hear the acknowledgement.

How to turn it off

- Press **#121#** you will then hear the acknowledgement.

Call Forward No Answer

Call Forward No Answer forwards incoming calls to TalkMAIL if your phone is not answered within 20 seconds.

How to turn it on

- Press ***161#** you will then hear the acknowledgement.

How to turn it off

- Press **#161#** you will then hear the acknowledgement.

Call Forward Busy

Call Forward Busy redirects your calls to TalkMAIL when your phone is busy.

How to turn it on

- Press ***124#** you will then hear the acknowledgement.

How to turn it off

- Press **#124#** you will then hear the acknowledgement.

Diversion indication

When diverting your phone to your mailbox, please ensure that any existing diversions are deactivated.

If you have diverted your phone to the TalkMAIL service using Call Forward Immediate or Call Forward Busy, the dial tone on your phone will change to a special continuous tone to remind you that your phone has been diverted.

Please note that any automatic dialing equipment that uses dial tone recognition will not work with the diversion tone. Examples of such equipment include some back-to-base alarms and medical monitoring equipment. If you are unsure please contact your supplier or call TransACT on 13 30 61.

Interactions with fax machines, modems or EFTPOS machines

Where a fax machine, modem or EFTPOS machine is installed on the same line as the TalkMAIL service, difficulties may be experienced depending on the type of equipment used.

With some fax machines, modems and EFTPOS machines, messages may need to be cleared prior to dialing out. This issue does not affect incoming faxes.

Where the issue involves an EFTPOS machine, an alternative machine that blind dials should overcome the issue. This type of machine may be obtained through your bank.

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 can get a 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 technical support option.





TransWEB user guide

Networking computers to your TransWEB connection

TransACT does not support network equipment or setup, even if the equipment is provided by TransACT. We recommend you speak to your ISP or computer specialist for assistance.

Troubleshooting

If you encounter problems connecting to the internet after installation, the following may assist you to get back online as quickly as possible.

Error messages

If you get a message saying wrong username and password (error 691):

- retype your user name and password – make sure you type in the full username, for example, johncitizen@homemail.com.au
- contact your ISP.

If your connection times out or an error message appears when you try to connect (error 678):

- check the ADSL modem link light is solid
- reboot the modem if the light is not showing
- check the connectivity between your computer and modem
- make sure all cables are plugged in and secure
- check if your phone has a solid dial tone-if not, follow the troubleshooting guide for TransTALK.

If you still have problems connecting:

- reboot your computer as this often fixes connection problems
- if you still cannot connect to the internet after speaking to your ISP, call TransACT on 13 30 61 and select the technical support option.





Your guide to equipment and services
on the ADSL2+ network.



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