



southern cross
TELCO



Mobile



Welcome Booklet

Welcome and thank you for joining Southern Cross Telco

We are committed to looking after all your telecommunication needs.

With our competitive prices and fabulous service, it's no wonder Southern Cross Telco is the clear alternative.

Refer a Friend and Save!

Refer a friend to sign up to any of our great mobile, landline, or internet plans and you will receive \$30 credit on your bill! If you refer a business, you'll receive \$50 credit on your bill!

Call us on 1300 855 728

Monday to Friday, 8.00am to 6.00pm

Fabulous 5 star service



That's why we are the clear alternative!

- ★ **We keep things simple** – what you see is what you get.
- ★ **Enjoy personalised service** – speak to the same customer service team every time you call.
- ★ **Competitive flat rate, per minute plans or packages to save you money.**
- ★ **Save time and effort** – pay your accounts by direct debit.
- ★ **We are an Australian operated company.**

Contents

Voicemail	6
Call Forwarding	8
Call Waiting	10
Conference Call	11
Calling number display	12
GPRS and Internet	13
Directory Assistance	13
Mobile Broadband	14
International Roaming	15
Payment	16
Premium SMS and MMS Services	17
Contact Details	18

How to use this booklet...

This booklet will help you to enjoy the benefits of being a Southern Cross Telco mobile customer. It provides some handy hints on using the Optus network, contact details, other available services and payment options.

Keep it handy – it's all part of our service, just like our friendly, reliable advice and no hidden fees.

Contact us on 1300 855 728

Web www.sctelco.com.au

Email custserv@sctelco.com.au

As there are many different types of mobile phones, we recommend that for operating functions you consult your handset's manual for availability and operation. The following information in this booklet will allow you to easily utilise the 3G / GSM services we have available.

Voicemail

Voicemail is your personal answering service that allows you to record a greeting and let callers leave messages for you anytime.

To set up voicemail for your Optus mobile:

Dial 321 and follow the prompts to set up:

- your new PIN (initially the last four digits of your mobile number)
- personalised greeting and
- record your name

To listen to your voicemail messages:

From your mobile in Australia: Dial 321 to listen to your message and follow the prompts for message options

From a landline-within Australia: Dial 133 321

From your mobile-while overseas: Dial + 61 411 000 321

Handy Voicemail Shortcuts

- 3 to delete a message
- 4 to transfer (share) a message
- 5 to save a message
- 6 to call the number the message was left from (within Australia)
- 7 to replay current message
- 8 to go to start of next message
- ## to go to the end of current message
- *** to replay start of current message

If you don't have access to Voicemail already, call Customer Service to activate your service.

Storing Voicemail messages

With Voicemail, you can store 20 messages of up to five minutes each. New messages are automatically kept for seven days. Once played, messages are saved for 14 days unless you delete them.

Missed Call Service

The perfect solution for when you are unable to answer. To turn the service on or off:

Dial 159 from your mobile or SMS the words 'ON' or 'OFF' to 159.

Call Forwarding

Call Forwarding lets you forward calls from your mobile phone to another number or message service (Call charges apply.) Calls can be forwarded to most numbers in Australia.[^]

To turn on Call Forwarding, press: [*] [*] and choose from the following:

- [6] [1] Ring, No Answer.
Forwards calls after 20 seconds of ringing.
- [6] [2] Not Reachable.
Forwards calls when your phone is off and/or out of range.
- [6] [7] Busy.
Forwards calls when your phone is engaged.

NOTE. These codes are already programmed to forward calls to Voicemail. To change them, you need to program each code, one at a time.

[^] Calls can be forwarded to most numbers in Australia.

[2] [1] All Calls.

Forwards all calls except SMS text messages.

Then press: [*] and dial the number where you want your calls to go. e.g. Your office or home number, Voicemail [1] [0] [1] e.g. If your office number is 03 7012 4567 and you forward on Not Reachable you'd dial:

[*] [*] [6] [2] [*] [0] [3] [7] [0] [1] [2] [4] [5] [6] [7]

To turn Call Forwarding off, press:

[#] [#] and dial the code you want to turn off (see above)

[#] [SEND]

To check Call Forwarding status, press:

[*] [#] and dial the code you're checking (see above)

[#] [SEND]

Call Waiting

Call waiting lets you switch between two phone calls. You can place your current call on hold while you make a new call and vice versa.

You must have call waiting activated on your mobile service.

To turn on call waiting, press * 43 # SEND

To turn off call waiting, press # 43 # SEND

To check call waiting status, press * # 43 # SEND

When you are on a call, a beep tone will alert you to a second caller:

To answer a second incoming call, press **2 SEND**

To switch between calls, press **2 SEND**

To end the current call & connect with the waiting caller, press **1 SEND**

To reject a waiting call, press **0 SEND**

Consult your mobile phone manual for the correct procedure as these steps may vary depending on the brand and model of your mobile phone.

Conference Call

Conference calling allows you to have conversations with more than one person simultaneously using your mobile phone. **This may be two or more people, up to six people.**

How to use Conference Call

You're on a call and decide to make a Conference Call.

a) To call another person, press:

[AREA CODE] [NUMBER] [SEND]

Your first caller is automatically put on hold while you speak to the second caller. You can't make a Call Enquiry to an International Direct number, but your initial call can be.

b) To join callers, press:

[3] [SEND]

You can now speak with all callers at once. To add up to four other people to your call, repeat steps a) and b) for each person†.

† Call charges apply.

To end your Conference Call, press:

[END]

Calling Number Display

To stop your number being shown permanently, press: [*] [3] [1] [*]

NOTE. If your mobile has a Calling Number Display menu option, you may be able to change your LINE BLOCKING STATUS from OFF to ON.

On a call-by-call basis, press: [#] [3] [1] [#] [NUMBER]

To ensure your number is shown permanently, call: 1300 855 728

NOTE. If your mobile has a Calling Number Display menu option, you may be able to change your LINE BLOCKING STATUS from ON to OFF.

On a call-by-call basis, press: [*] [3] [1] [#] [NUMBER]

GPRS & Internet

GPRS and 3G services enable you to connect to WAP and WEB based Internet sites directly from your mobile phone. Some of these sites have been developed using technology to suit the display capabilities of some mobile phone handsets. This allows you to access features such as downloading music, watching movies and live TV. (subject to handset compatibility.)

If your current mobile plan does not include Mobile Data Allowance, we recommend that you activate a mobile data bolt-on before accessing GPRS and Internet Services.

Directory Assistance

Dial 124YES (that's 124937) from your mobile and an operator can connect you to any publicly listed number in Australia. Please note that 124YES calls are not covered by cap plans.

Mobile Broadband

Enjoy the flexibility of Southern Cross Telco's variety of Mobile Broadband Plans.

Why not stream media, browse the internet, download and read your E-mail on the go!

We offer a range of plans some of which include a wireless modem at \$0 upfront on a 24 month agreement. Alternatively, you can always bring your own device and join any of our BYO plans.

The start-up software is stored on the USB and will automatically load, it's as simple as that!

To find out which Mobile Broadband plan suits you, go to **scstelco.com.au/residential/internet**

(Terms and conditions can be located here)

International Roaming

As a Southern Cross Telco mobile customer you can use your phone in many countries around the world.

Your Southern Cross Telco mobile service is available in over 130 countries across more than 200 networks.

How to use International Roaming

Before you go overseas. Contact Southern Cross Telco by calling 1300 855 728 to have International Roaming activated on your phone.

Some functions cannot be set up once you are overseas.

We recommend that you allow a minimum of three working days prior to your departure to ensure this feature is activated.

When you arrive at your destination, simply turn on your mobile phone and wait a few seconds to gain access to a network. You will connect automatically if you are in a coverage area.

If you're already overseas. Contact Southern Cross Telco by calling +61 3 6215 7777 to have International Roaming activated on your phone.

Payment

We provide a number of flexible billing payment options.
We accept the following payments*:



We offer environmentally friendly email billing and a direct debit facility for automatic payment. If you'd like to change your current payment options, please call 1300 855 728.

*A surcharge of 1.375% (Visa, Mastercard) or 4.125% (Amex, Diners club) will be applied to payment.

Premium SMS & MMS services

Premium Services can be either a one-off transaction charge e.g. voting lines or exam results, or a subscription service with ongoing recurring charges e.g. weather forecasts or horoscopes.

To subscribe to a Premium Service you will usually be required to 'Opt-in' in one of three different ways:

- (i) SMS - to a subscription phone number
- (ii) ONLINE - by providing your mobile number to an internet advertised service
- (iii) IVR – responding to a voice prompt in an automated recorded message received on your mobile

For further information about Premium Services, please call Customer Service using the contact details shown on your invoice.

Mobile service customers may request barring for all premium SMS and MMS services at no charge, by calling Customer Service using the number shown on your monthly invoice. It can take up to one business day for a barring request to be actioned. Once barring has been activated you will not be charged for premium SMS and MMS services. The continued use of any other service on your mobile handset will remain unaffected.

If you wish to make a complaint about the supply of a premium SMS or MMS service, please call Customer Service. If your complaint is unable to be resolved by Customer Service, the Telecommunications Industry Ombudsman may be able to assist you.

Other great services

- ★ **Home and business landline packages**
- ★ **Range of competitive internet packages**

If you are interested in other great services, please call **1300 855 728**.



