

# Welcome booklet

*and very handy hints*



southern cross

TELCO

*The clear alternative.*



## WELCOME!

We are delighted to have you as a customer of Southern Cross Telco. What makes us the *clear* alternative is the focus on our customers. Like thousands of satisfied and loyal customers, you will enjoy the savings on offer, as well as our reliable and customer focused service, all *without the burden of any contracts or obligations*. You have made the right choice.



## 5 STAR SERVICE

Here's why we are the clear alternative!

- ★ No contracts, hidden fees or fixed terms – what you see is what you get
- ★ Enjoy excellent personalised customer service – speak to the same customer service team every call
- ★ Competitive flat rates, per minute plans and packages to save you money
- ★ Receive a \$30 credit for any customers you refer who sign up\*
- ★ Save time and effort – a range of convenient payment options including direct debit

\* *Conditions apply.*



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This booklet will help you to enjoy the benefits of being a Southern Cross Telco customer. It provides some handy hints on using the GSM 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 freedom from contracts and hidden fees.

**Contact us on**     **1300 855 728**

**Web**                    **[www.sctelco.com.au](http://www.sctelco.com.au)**

**Email**                 **[custserv@sctelco.com.au](mailto:custserv@sctelco.com.au)**

As there are many different types of phones, we recommend that for operating functions you consult your phone's manual for availability and operation. The following information will allow you to easily utilise some GSM services.

## SMS

Your mobile phone lets you write, send and receive messages with SMS.

SMS is easy to use and is very convenient.

As most mobiles have different keys and menu items, you may need to refer to your phone's manual if you have any problems.

## VOICEMAIL

If you can't take a call, Voicemail can do it for you. Whether your phone is switched off, busy, your battery's flat or you're out of range, callers can hear your personalised greeting and leave a message<sup>^</sup>.

To activate Voicemail, the first thing you need to do is set up your Voicemail mailbox. As well as the following instructions, voice prompts will help you in using Voicemail when you call the service.

<sup>^</sup> *Deposit and retrieval charges apply. Monthly charges may apply.*

## Setting up your Voicemail service

**From your mobile phone, press:**

[1] [0] [1] [SEND]. The first time you reach your Voicemail, voice prompts will guide you on how to set up your mailbox.

**To change your settings at any time, press: [1] [0] [1] and from the Voicemail Main Menu, press:**

[1] TO RECORD YOUR PERSONAL GREETING

Can be up to five minutes long and changed at any time.

[2] TO RECORD YOUR NAME

This is important as it lets callers know whose Voicemail service it is, especially when sending voice messages to each other.

[3] TO CHOOSE YOUR PIN

Use a number that is easy to remember. The number can be 4 to 6 digits long and changed at any time.

This helps keep messages secure and allows you to access them from a phone other than your mobile.

[4] TO SET UP YOUR AUTOPLAY STATUS

You can choose to have your messages played one after the other as soon as you dial the Voicemail Main Menu.

[8] FOR HELP

## Listening to, saving and deleting messages

**From your mobile phone, press:**

[1] [0] [1] [SEND]

Messages will start playing automatically if AutoPlay is on. If you don't have AutoPlay on, press [1] to listen to messages.

**After you have listened to your messages:**

- Press [1] to REPLAY
- Press [5] to DELETE
- Press [6] to SAVE

*HINT. You can press these options while listening to the message to save time. Once you have selected an option, Voicemail will move on to the next message.*

## Voicemail shortcuts and hints

### MOVING AROUND VOICEMAIL

- Press [9] to return to the Main Menu
- Press [\*] (star) to cancel and go back one menu level
- Press [8] for help

### WHEN LISTENING TO YOUR MESSAGES

- Press [1] to go back to the start of the message
- Press [2] to go back 8 seconds



- Press [3] to go forward 8 seconds
- Press [4] to save a message for 14 days
- Press [5] to delete
- Press [6] to go to the next message

## Vicemail diversions

### ACTIVATE CONDITIONAL

- Press [\*] [\*] [0] [0] [4] [\*] [1] [0] [1] [#] [SEND]

### DEACTIVATE CONDITIONAL

- Press [#] [0] [0] [4] [#] [SEND]

### ACTIVATE BUSY

- Press [\*] [\*] [6] [7] [\*] [1] [0] [1] [#] [SEND]

### DEACTIVATE BUSY

- Press [#] [6] [7] [#] [SEND]

### ACTIVATE UNREACHABLE

- Press [\*] [\*] [6] [2] [\*] [1] [0] [1] [#] [SEND]

### DEACTIVATE UNREACHABLE

- Press [#] [6] [2] [#] [SEND]

### ACTIVATE NO REPLY

- Press [\*] [\*] [6] [1] [\*] [1] [0] [1] [#] [SEND]

## DEACTIVATE NO REPLY

- Press [#] [6] [1] [#] [SEND]

## EXTENDED RING TIME FOR NO REPLY

- Press [\*] [\*] [6] [1] [\*] [1] [0] [1] (15-30 seconds) [#] [SEND]

## Listening to your messages from another phone

Dial your mobile number, listen to your personal greeting, press [#] and enter your PIN.

## How to tell if you have a message

Your mobile will either beep and/or send an SMS message to your screen. If your phone can't receive SMS messages, your phone will ring and a recording will let you know you have a message.

**Storing messages.** With Voicemail, you can store 20 messages of up to five minutes at any one time. New messages are automatically kept for seven days. Once played, messages are kept for 14 days unless you delete them.

## INTERNATIONAL ROAMING

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

Southern Cross Telco is available in over 100 countries across more than 200 networks.

Call charges and services vary from country to country.

### 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.

This service CANNOT be set up once overseas.

We recommend you allow a minimum of three working days prior to departure to ensure activation upon arrival at your destination.

When you arrive at your destination, turn on your mobile phone, wait a few seconds to gain access to a network (as long as you are in the coverage area) and you are ready to go.

## FAX AND DATA

Mobile Fax and Data will assist you if you need a mobile office.

By connecting your mobile phone to your laptop, palmtop or PDA using a PC card and the right software, you can send and receive faxes and emails and access the Internet.

Refer to your handset user guide or contact your handset manufacturer for further details.

## CALL FORWARDING

Call Forwarding lets you forward calls from your mobile phone to another number or message service.

**Charges apply for forwarded calls.**

**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.*

[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]  
[#] [SEND]

**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

When you're on a call it lets you know another caller is trying to get through. If you're waiting for an important call, you can put your first call on hold, take the second, then return to the first.

### How to use Call Waiting

You're on a call and hear the Call Waiting beeps.

#### **To take the call, press:**

[2] [SEND]

Your first caller is put on hold automatically while you take the other call.

#### **To switch between callers, press:**

[2] [SEND]

The second caller is put on hold automatically while you speak to the first caller.

#### **To hang up, press:**

[1] [SEND]

Ends the current call and returns you to the other caller.

**To ignore Call Waiting, just ignore the beeps or press:**

[0] [SEND]

If Call Forwarding is on, the call will go to that number or message service.

**To turn on Call Waiting, press:**

[\*] [4] [3] [#] [SEND]

**To turn off Call Waiting, press:**

[#] [4] [3] [#] [SEND]

**To check Call Waiting status, press:**

[\*] [#] [4] [3] [#] [SEND]

## CALL ENQUIRY

Lets you make another call when you're already on a call, lets you check important information or speak to another person† and lets you swap between callers so you can keep everyone in the loop.

*† Call charges apply*

### How to use Call Enquiry

**If you're on a call and want to make a call enquiry, press:**

[AREA CODE] [ NUMBER] [SEND]

Your first caller is put on hold automatically while you make the other call.

**To switch between callers, press:**

[2] [SEND]

The second caller is put on hold automatically while you speak to the first caller.



**To hang up, press:**

[1] [SEND]

Ends the current call and returns you to the caller on hold.

**To turn on Call Enquiry, press:**

[\*] [4] [3] [#] [SEND]

**To turn off Call Enquiry, press:**

[#] [4] [3] [#] [SEND]

**To check Call Enquiry status, press:**

[\*] [#] [4] [3] [#] [SEND]

## CONFERENCE CALL

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]

## PAYMENT

We value your choice and as such we provide a number of flexible billing payment options. We accept the following payments:



We also offer email billing and a direct debit facility for automatic payment. Please call our Customer Service Team on **1800 855 728** to arrange this billing offer.

## CONTACT DETAILS

Our Customer Service Centre is open to take your call Monday to Thursday, 8am to 7pm EST, Friday 8am to 6pm EST and we also provide a 24-hour service for faults outside business hours. Please call our toll-free number on **1800 855 728**, or send us an email at **custserv@sctelco.com.au**

## OTHER GREAT SERVICES

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

If you are interested in these other great services, please call our sales team on **1800 855 728**.



***Thank you for choosing Southern Cross Telco  
as your mobile service provider.***

***We enjoy satisfying your communication  
needs and providing excellent and  
affordable service.***



s o u t h e r n   c r o s s

TELCO

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