

Mobile for the TelstraClear Total Customer



This guide is designed to answer most of the immediate questions you might have about your mobile service with TelstraClear.

We have kept the content as simple as possible. If you are after more detail on any particular subject or cannot find the answer to your question within this guide, please try one of the additional resources listed on the back cover.

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Charge your battery

The battery for your new mobile is supplied half charged from the factory but it's a good idea to give it a good full charge as soon as you can. Fully charging your new mobile battery overnight is best practice.

Switching on

In most cases simply press and hold down the power key - this key is indicated on most mobile models by the red coded sign. For details on the specific model you have, please check out the Quick Reference Guide supplied separately.

Storing numbers

Your mobile can store contact names and numbers in the inbuilt directory. If you have a WorldMode handset which can roam overseas, it's useful and much easier to store your numbers in the "international format".



Eg. 027 123456 becomes +6427123456 for a mobile number

Or 09 912 3456 becomes +649123456 for a landline number

That way, you can call, Text or even Picture Message colleagues, business contacts plus friends and family from around the world straight from your built-in directory. See the manufacturer's manual for more detail.

Making a call

When using a mobile to make an outgoing call you will always need to enter the area code (such as 04) or the full mobile prefix (such as 027) - even if you're just down the road.

Press the green  key to connect your call and the red  key to finish your call - refer to the manufacturer's manual provided for specific instructions if you're unsure.



Voicemail

Your mobile personal answering service

Voicemail means you don't ever have to miss a call. If you are busy, and can't answer, Voicemail lets your callers leave a recorded message, which you can retrieve when it suits you. If you don't have your mobile with you, you can retrieve your messages from any touch-tone phone.

You will be notified a few seconds after a Voicemail message is left, by the Voicemail icon appearing on your mobile's standby screen. Even if your mobile is switched off the notification will still go through - and the icon appears when your mobile is switched on again.

For added security, a PIN number can be activated. When this feature is activated, you will need to enter a PIN to access your Voice mailbox.

The first time you access Voicemail, you will need to set it up by recording a message, setting up a PIN and customising other features. Should you be asked for a PIN the default is 1234.

If you forget your PIN number, call TelstraClear Customer Care on 0508 888 800 to reset your Voicemail box.

To check for messages using your mobile

It is fastest and most cost effective to call your mailbox from your own mobile phone:

- Press and hold the number **1** key and simply follow the voice prompts to retrieve your messages, or dial 083210.
- If prompted, enter your PIN then press **#**
- You'll be told how many new and saved messages you have. They will start to play automatically. Follow the voice prompts to save or delete each message.

To check for messages using a landline or another mobile phone

- Dial your mobile phone number, including the mobile prefix (e.g. 027 123 4567)
- Press ***** as soon as you hear your greeting
- Enter your PIN at the prompt, then press **#**

A complete user guide is available at www.telstraclear.co.nz/go/mobileinfo

Transferring your Contacts

There are a variety of methods for transferring the contacts you have on your old handset to your new one.

1. One by one using infrared.
2. One by one using Bluetooth.
3. Downloading to your PC and uploading to your new handset (software required).

Options 1 and 2 are suitable if your contact list isn't too extensive and both handsets involved have either infrared or Bluetooth respectively.

For more extensive lists, using specialist PC software will make the task easier. However it requires each element to be compatible with the process - the PC and both handsets. Talk to your local PC dealer for more information.



Fun and Games

There are many cool things you can do with your mobile phone. Take the time to read through your handset manual to understand everything your handset can do.

Picture Messaging

Picture Messaging is like Text with picture. With a Picture Messaging capable handset you can send images, animations and Text from the screen to other Picture Messaging capable handsets in New Zealand, or to an email address anywhere in the world.

Even if your handset isn't Picture Messaging capable, you can still receive the messages. You will receive a Text message advising you have received a Picture Message, and how to view your message online.

Video Messaging

Video Messaging allows you to take short video clips with your mobile and send them to other Video Messaging capable mobiles. The length of the video clip is dependent on your mobile and settings. You should be able to video up to 30 seconds (up to 100KB of data) to send.

Video Messages can be sent and received by customers who have an appropriate Video Messaging mobile. The range of Video Messaging capable mobiles is constantly growing, so look out for new TelstraClear mobiles with video coming soon.

NOTE: Video Messaging can only be sent to other Video Messaging capable mobiles in New Zealand or to an email address.

Music

Music downloads are becoming very popular and there are many web sites you can choose your music from. You can then play your chosen track whenever you like while out and about!

Voting, entering competitions and donating to charities.

Texting is becoming a common way to vote for contestants on Television programmes, request information, enter competitions and even donate money to charity.

It is important to realise that there is usually a cost involved that will appear on your mobile phone bill. The cost should be clearly indicated by the advertiser.

International Roaming

Whenever you travel overseas, TelstraClear's roaming service makes sure your calls follow you, and unless you tell them, your callers won't even know you're away!

Our International Roaming service lets you use your mobile in around 140 countries worldwide. With a WorldMode phone and a roaming SIM card you can stay connected while travelling just like you do when you're at home.

International roaming can be achieved using one of these options:

1. Using a WorldMode handset.
2. Using a GSM handset with GSM roaming SIM.

WorldMode Phones

This is the best option if you do a reasonable amount of travelling.

Most WorldMode phones are dual mode, which means they work on both CDMA 800Mhz and 1900Mhz* networks and GSM 850Mhz, 900Mhz, 1800Mhz and 1900Mhz* networks. WorldMode phones operate on the CDMA network in New Zealand and on both CDMA and GSM networks abroad. WorldMode phones function as normal mobiles when in New Zealand. However unlike most CDMA mobiles, WorldMode phones also have a SIM Card which allows access to overseas GSM networks if no CDMA network is available in that particular destination.

*Not all WorldMode handsets will roam in all countries.

GSM Handset for Roaming

This is the best option if you have access to a GSM handset and do not travel frequently. Note that the GSM handset must be one that is not 'SIM locked'.

To use this service, you will need to contact TelstraClear at least 5 working days before you travel to arrange for your Roaming SIM Card.

A complete guide to roaming can be found at www.telstraclear.co.nz/go/mobileinfo

Repair Centre

Your mobile is a sensitive electronic device. Most mobiles are not water proof so you will need to protect your mobile when in wet areas such as visits to the local pool, beaches, on boats or if you're caught out in the rain.

We recommend that you read the manufacturer's manual provided - and follow the care and use instructions.

Warranties

The majority of today's mobile manufacturers provide a 12-month warranty period.

Your manufacturer's manual should confirm this, please take the time to check it. The warranty only covers you for faulty equipment and does not cover you for any accidental or water damage.

Repairs

If you suspect a fault with the handset you purchased from TelstraClear please contact our Customer Care team on 0508 888 800 (8am to 7pm, everyday) in the first instance.

TelstraClear does not carry out repairs or warranty replacements. When you contact us, we will assess your situation and in most cases put you through to our service partner who will manage the necessary resolution on our behalf.

Loan Phones

To ensure you are not without service, TelstraClear will provide you with a loan phone if your handset is within warranty. The process for use of a TelstraClear loan phone will be explained to you at the time you contact us.

Important

You may be charged a minimum service or quote fee if for any reason you lodge your mobile for repair and then decide not to proceed with its repair. You will be advised of these, if any, at the time your fault is investigated.

Insurance

The repair or replacement cost of a mobile can be a reasonable expense if damaged, lost or stolen. You have a number of choices as to how you can protect yourself against such an event:

Self-insurance

This is where you decide to carry any cost of repair or replacement yourself without taking out insurance cover.

General insurance cover

Most insurance companies will provide insurance cover for your mobile as part of your standard household contents or business chattels policy. You should discuss the terms and conditions of this with your insurer, not forgetting to check any depreciation or excess costs.

Safety and Security

It's a fact, mobiles are now very much part of our every day life, so here are a few tips to help keep you safe.

Driving

The best rule here is to either pull over, use a portable hands free headset or fitted carkit. It's not yet illegal in New Zealand to talk and drive using a hand held mobile, but if you cause a motor accident you could find yourself charged with dangerous or careless driving.

Aeroplanes

Aviation law prohibits the use of transmitting features of your mobile while in-flight. But don't panic, most mobiles have an in-flight mode. This mode enables you to use the non-transmitting features of your mobile like calendars, organisers, games and music players. Ensure you activate your in-flight mode before switching off your mobile before take off. Refer to the manufacturer's manual provided for specific instructions on this feature.

Emergency Calls

Emergency services such as the Police or Fire services usually cannot easily identify that you are calling from a mobile or your location so you need to clearly state this fact to the Operator when making an emergency call.

In New Zealand the emergency number is 111. If you are overseas and you don't know the local emergency number, simply look up the local directory upon arrival or dial the universal short dial emergency number from a mobile phone, 112.

PIN Codes

We recommend setting up a PIN code in case your mobile is lost or stolen. If your mobile has a preset PIN when you first turn it on it's normally 1234. For your protection it's important to change this to a number you can easily remember.

Please refer to the manufacturer's manual for instructions on how to remove this option or change your PIN code at anytime. If you forget your PIN, just call TelstraClear Customer Care for assistance.

For your security, if you or someone else enters your mobile's PIN incorrectly three times in a row, your mobile will display a lock code error or "blocked" and will not respond. If this happens you will need to contact TelstraClear Customer Care for further instructions.

Lost or Stolen Mobiles

In the event that your mobile is lost or stolen, please notify the Police and TelstraClear Customer Care. It's important that you do this immediately as all calls made before TelstraClear are advised of the loss or theft of your mobile will be charged to you.

Did you know?

Caller Display

Do you want to know who's calling before you answer a call?

Caller Display shows the number of your caller on the screen of your mobile phone, or the name of the caller if their details have been programmed into your mobile phone directory. With the ability to screen your calls before you answer them, Caller Display provides you with greater control over your incoming calls.

If you are worried about your number being displayed to the people you call, Caller Display restriction restricts your number being shown to them. You can have either service on your phone, both are provided free of charge.

Call Waiting

Ever needed to juggle two calls at once?

Call Waiting will alert you when you are on a call, that you have another incoming call. You can then put your first call on hold and answer the second call. So if you're waiting for an important call, you don't have to keep your mobile free 'just in case'.

Call Waiting is available for everyone. There is no set up fee and no monthly access fee.

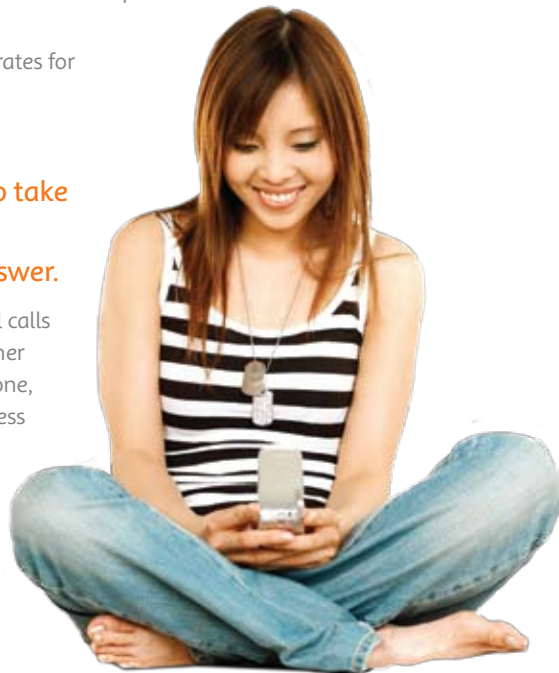
You will simply pay your normal airtime rates for active outgoing calls.

Call Diversion

When you can't or don't want to take calls, but still want callers to get through, Call Diversion is the answer.

Call Diversion can automatically divert all calls to your Voicemail, or if you need to, another number. This service is available to everyone, and there is no set up fee or monthly access costs associated with this service.

Standard airtime rates apply to the forwarded portion of calls that are forwarded to numbers other than to your Voicemail.



Terms and Conditions

Residential Mobile Services with TelstraClear

Our agreement with you for the provision of mobile services and your pricing plan ("Agreement") will be made up of the following:

- (a) The service details that are agreed between yourself and us when you join up with TelstraClear;
- (b) The Mobile Service Terms and Conditions set out below; and
- (c) TelstraClear's Standard Residential Terms (which can be found at www.telstraclear.co.nz/terms).

If there is any inconsistency between any of the above, that inconsistency will be determined in accordance with the order of precedence listed above.

Mobile Services Terms and Conditions

1 INTERPRETATION

- 1.1 In these terms and conditions, unless the context requires otherwise capitalised terms will have the meaning given to those terms in TelstraClear's Standard Residential Terms. In addition, the following terms have the following meanings:

Mobile Hardware means any mobile hardware other than SIMcards (including but not limited to handsets and accessories) that you order from us from time to time; and

Mobile Services means the mobile services to be provided by us as agreed between yourself and us when you join up with TelstraClear, and each component part and feature of those mobile services.

Network means the telecommunications network that we use to provide mobile services to you and to other customers (including any network to which we interconnect).

2 CHANGE TO MOBILE SERVICES

- 2.1 We may stop providing a Mobile Service or change a Mobile Service at any time including if we are withdrawing a Mobile Service from general availability or replacing a Mobile Service (or part of a Mobile Service) with a new or different mobile service. If we stop providing a Mobile Service or change a Mobile Service as described above, we will give you at least 14 days' written notice thereof.

3 RADIO INTERFERENCE

- 3.1 You acknowledge that the Mobile Services use radio signals and that the Mobile Services may be interrupted due to interference to those radio signals. Mobile Service quality will vary with geography and other factors.

4 YOUR COMMITMENT TO US

- 4.1 You agree that you will:
 - not use any handset or other equipment that is not specifically approved by TelstraClear for use on the Network;
 - not use any handset or other equipment that interferes with TelstraClear's or its service provider's ability to trace or intercept telecommunications;

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- return all SIMcards to us on termination of this Agreement (if you do not return any SIMcard within 30 days after disconnection, we reserve the right to charge you for it);
- keep us protected against any legal action taken against us in connection with your use of the Mobile Services;
- not use the Mobile Services in any way that is offensive or unlawful or which could interfere with anyone else's use of mobile services;
- not do anything or introduce anything (including any virus) that may harm our or any third party equipment;
- not use the Mobile Services to spam, mail bomb, publish any offensive or unlawful material, harvest information about others, create a false identity, transmit or upload material which breaches any third party right or any similar activity;
- never interfere with any part of the Network; and
- make sure nothing is connected to the Network unless it has a Telepermit or is otherwise approved by us. This helps to ensure that your Mobile Hardware does not damage the Network but does not mean that the Network will always remain compatible with your Mobile Hardware.

5 HARDWARE

- 5.1 Risk in the Mobile Hardware will pass to you upon delivery of the Mobile Hardware to you.
- 5.2 Title in the Mobile Hardware will pass to you upon payment of the Charges for that Mobile Hardware or, in the case of Mobile Hardware that we have agreed to provide you free of charge, upon delivery of the Mobile Hardware to you.
- 5.3 Until title passes to you, this Agreement creates a security interest in all Mobile Hardware pursuant to the terms of the Personal Property Securities Act 1999. You agree to sign any documents and provide any information required by us to ensure that our security interest is perfected.
- 5.4 If any of the Mobile Hardware is under manufacturers' warranties, we will endeavour to give you the benefit of those warranties. Where this is not possible, we will hold those warranties on your behalf. We will have no obligation to negotiate any warranties or indemnities on your behalf with respect to any Mobile Hardware (or any associated software).
- 5.5 If you make a claim on any warranty that is held by us on your behalf, you must promptly contact TelstraClear's residential Customer Care team on 0508 888 800 and provide all the required information including but not limited to proof of purchase.
- 5.6 If any item of Mobile Hardware requires repair or replacement because it is lost or damaged and that repair or replacement is not covered by any warranty referred to in clause 5.4 above, or you place an order for additional Mobile Hardware, then the charges for the repair or replacement and/ or additional Mobile Hardware will be in accordance with our then current standard charges and you agree to pay all such applicable charges.
- 5.7 You acknowledge that we are not responsible for any loss of data or other information that may occur in the course of or in connection with the repair of any Mobile Hardware. We recommend that you back-up all data on all item(s) of Mobile Hardware before those items are sent to us for repair or replacement.

- 5.8 You acknowledge that we are not under any obligation to ensure the continued availability of the make and model of any Mobile Hardware we provide to you.
- 5.9 You acknowledge that access to the Mobile Services is dependant upon your equipment and hardware. If the products you use do not support all of the Mobile Services, we are under no obligation to ensure your access to those Mobile Services.
- 5.10 You must not remove any trademarks or logos from any of the Mobile Hardware.

6 SIMCards

- 6.1 All SIM cards belong to TelstraClear or its service providers and you may not sell, assign, transfer, encumber or otherwise deal in any SIM card.
- 6.2 These Mobile Service Terms and Conditions create a security interest in all SIMcards in accordance with the terms of the Personal Property Securities Act 1999. You agree to sign any documents and provide any information required by us to ensure that our security interest is perfected.

7 RESTRICTION

- 7.1 In addition to our rights under clause 10 of TelstraClear's Standard Residential Terms, we may, without providing you with prior notification, bar or restrict any user's use of any or all of the Mobile Services if that user is using the Mobile Services or any handset or equipment in a way that causes interference to the Network, or that is offensive or otherwise disruptive. All applicable charges will continue to accrue with respect to any restricted Mobile Service. We may require you to pay a reconnection charge as a condition of lifting any such restriction.
- 7.2 We may change or restrict the right to roam to and from overseas networks at any time during the term of our agreement.

8 NO CLAIMS

- 8.1 You may not bring a claim against any other network operator and/or third party supplier (including their officers, employees, contractors and agents) in connection with or arising from the Mobile Services.

9 TERMINATION

- 9.1 Without limiting clause 10 of TelstraClear's Standard Residential Terms or clause 2.1 on page 9, we may stop providing any Mobile Service or terminate this Agreement if any of our licences or rights to operate on the Network and/or sell the Mobile Services are suspended or terminated (including the termination of any agreement with a telecommunications provider in relation to the Mobile Services).
- 9.2 If you give up any or all of the Mobile Services before the end of the period you signed up to or we terminate all or part of the Agreement because you have not complied with our terms and conditions, then we may require you to pay:
- all charges for the Mobile Services incurred up to and including the date of disconnection; and
 - any outstanding charges and other moneys payable by you for the Mobile Services.
 - the early termination charges as agreed between yourself and us when you join up with TelstraClear;

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- if we have provided you with a handset rebate in relation to any item of Mobile Hardware, the amount of that handset rebate (as agreed between yourself and us when you join up with TelstraClear), multiplied by the number of months and part months remaining in the period you signed up to as at the date of termination, divided by the total number of months in the that period and
- if we have agreed to waive or discount any installation charge or set-up charge, the amount of the waived charge or the amount by which the installation or set-up charge has been discounted, multiplied by the number of months and part months remaining in the period you signed up to as at the date of termination, divided by the total number of months in that period.

10 INFORMATION

- 10.1 Without limiting clause 11 of TelstraClear's Standard Residential Terms and Conditions you agree that we may collect information about you and your use of the Mobile Services. This information may be obtained from you or generated within the Network when you or anyone else uses the Mobile Services. You agree that:
- we may share information about you and your use of the Mobile Services with our third party suppliers to allow those suppliers to provide the Mobile Services and to comply with interception capability, security, fraud investigation co-operation or emergency response services requirements; and
 - our third party suppliers may use the information about you and your use of the Mobile Services for the purposes described above.

11 CHANGES AND OTHER TERMS

- 11.1 We may change any aspect of the pricing plans and these Mobile Service and Terms and Conditions, by giving you 14 days' notice in writing.
- 11.2 Other terms may apply to some of the Mobile Services. Where that is the case we will tell you about those terms and they will be part of this Agreement.

12 SERVICES PROVIDED BY THIRD PARTIES OVER THE NETWORK

- 12.1 We take no responsibility for the accuracy, completeness or currency of any content or material or services that you may access or have provided to you by a third party through the Mobile Services or for any charges that you may incur by your use of such content, materials or services.
- 12.2 We are not responsible for:
- ensuring that the information you access or make available through using the Mobile Services will be private or secure or free from viruses or other harmful things;
 - any transactions you enter into through use of the Mobile Services or any dealings between you and any advertisers or other third parties using the Mobile Services or your participation in any promotions;
 - any delay in receipt of information you select for transmission to your mobile phone; and
 - fixing any faults in any part of the Internet beyond our Network.

13 PRICING PLANS

- 13.1 The residential mobile pricing plans are available to residential customers who have been invited to take the service by TelstraClear. We reserve the right to refuse to sell a residential pricing plan to any person for any reason including if we believe (in our discretion) that person is not a residential customer.
- 13.2 If you downgrade the residential pricing plan on any of your Mobile Services, then you may be liable to pay early termination charges as described in clause 9.2 on page 11 in respect of those Mobile Services.
- 13.3 Residential Voice plans
- All mobile to land (national and international) and mobile to mobile calls made within New Zealand are charged on a minute plus minute basis. There is a one minute minimum charge for all calls.
- 13.4 Residential Data:
- All data usage is charged on a megabyte plus megabyte basis. Partial usage cannot be carried forward or redeemed.

14 PHONE NUMBERS AND NUMBER PORTABILITY

- 14.1 We will allocate phone and other identification numbers for you to use. We may change any number, e.g. by allocating you a new number. We will always give you as much notice as we reasonably can before making any change.
- 14.2 You may port the phone number to another telecommunications service provider. You will be responsible for all costs associated with porting the phone number, including any applicable early termination charges owed to us.
- 14.3 Any porting request will be actioned by us in accordance with the Local Mobile Number Portability Code.

Mobile : TelstraClear Total



For general enquiries

TelstraClear Customer Care

Phone TollFree 0508 888 800. 8am to 7pm - 7 days

Visit our website www.telstraclear.co.nz/go/mobileinfo

Email TelstraClear from the URL below

www.telstraclear.co.nz/go/onlinehelp

