GET TO GRIPS WITH YOUR NEW FIXED-LINE PHONE.

YOU'LL PICK IT UP IN NO TIME

OPTUS yes

HELLO

Thanks for choosing us as your fixed-line phone provider. We're pretty sure you already know how to use your phone, but our Optus Local service has lots of useful features you might not know about. This little guide will explain them to you, so keep it handy, you never know when you might want to use one of them.

Most of the features in this guide should be good to go right away, but if your phone doesn't support them, give us a shout on **133 937** and we'll see what we can do.

BUMPS OR HICCUPS?

If you're having trouble with any part of your service, have a look at the trouble-shooting guide online at **optus.com.au/helpme**

A QUICK GUIDE TO WHAT'S INSIDE

THE OPTUS COMMITMENT 4
Three reasons why you've made a good choice

THE SIMPLE GUIDE TO MAKING CALLS 6
Tips for making calls, easily, safely and cheaply

CALLING NUMBER DISPLAY 7
Keep it a mystery or make yourself known, you decide

VOICEMAIL 8
An answering machine you can access anywhere

CALLER ID 11
See who it is before you pick up

CALL WAITING 12
A yoo-hoo when you're busy

CALL RETURN 13
See who you missed

CALL DIVERT 13
"Secretary, forward my calls"

THREE WAY CALL 14
Invite someone else to join the conversation

SELECTIVE CALL FEATURES 15
Your calls, your way

OUR PROMISE (SCOUT'S HONOUR)

We want to bring you a phone service that's right up there with the best in Australia. It's a big ask, but we're up to it. Our Promise covers all of the important stuff including the Standard Phone Service (which is your phone line), Call Barring, Call Waiting, Call Divert, Calling Number Display and Calling Number Display Suppression. So it's fair to say when it comes to phones, we've got your back. Here are three reasons why you've made a good choice.

1

WE'LL KEEP ALL OUR APPOINTMENTS

No-one appreciates a no-show, especially if you've taken time off work or changed your plans so you could be ready and waiting. So we promise that if you make an appointment for an Optus technician, they'll show up when we say they will.

Of course, every now and again something beyond their control happens, you know, things like unexpected road closures or illness. If it does, we'll let you know of the delay as soon as possible and reschedule if necessary.

A PROMISE IS A PROMISE

So if something's up or you've got a curly question, give us a call and we'll do everything in our power to get it sorted.

2

WE'LL HOOK YOU UP PRONTO

Once you've given us the green light to connect you to Optus Local, we get to work. We guarantee your connection will be up and running in next to no time. If we can connect you automatically, we'll have it done even sooner.

Sometimes things don't always go to plan. Local government regulations can add red tape and at times, we may need to get permission from land owners to sort your connection out. If this happens, we'll let you know an installation date and stick to it. From time to time, we also offer deals that are so good, they don't apply to this promise, but fear not, we'll still keep you in the loop – the savings will surely make up for a few days extra wait.

3

SERVICE WITH A SMILE

Our team promises to do all they can to make you happy. It's our Customer Service Guarantee, which came about to ensure that you get the best. If our services don't meet certain performance standards (generally installation delays, late appointments, phone features not working or problems making calls), you might be entitled to compensation.

If you are entitled to compensation, we'll work it out based on the number of working days you've been delayed exceeding the maximum period. If the delay extends beyond 5 working days, the per day amount is increased.

Sometimes problems come up that are out of our control and sometimes you might waive your rights to the Customer Service Guarantee.

If you have any questions about Our Promise,* please call our friendly Optus Customer Service team on 133 937. The Australian Communications and Media Authority (ACMA) can also provide you with additional information on the Customer Service Guarantee.

*The Optus Commitment covers the Standard Phone Service, which is your phone line, Call Barring, Call Waiting, Call Divert, Calling Number Display and Call Number Display Suppression.

THE SIMPLE GUIDE TO MAKING CALLS

You probably mastered the telephone years ago. Our network is designed to play happily by complying with national standards, so you can use most phones, faxes and modems on it.

While Optus Local offers the easy-to-use service you'd expect, there are a few things we might do differently, so humour us while we give you a refresher.

SOME EVERYDAY POINTERS

1. **Hold your horses.** Always wait for a dial tone before calling.
2. **Eyes on the sky.** Like many electrical appliances it can be dangerous to use your phone during thunderstorms, so try and avoid doing so. If you must use it, keep the call short.
3. **"Hey, butterfingers."** If you hear fax or computer tones, hang up right away and check that you've dialled the right number (we've all done it).
4. **Don't suffer fools.** It's a sad fact that sometimes you may receive unwelcome calls. If it ever happens to you, just stay calm and quietly hang up. Generally, these people enjoy a response, so don't give them one. Calls that threaten you or your property should always be reported to the police. If unwelcome calls continue, please let us know and we'll do our best to help.
5. **Learn to juggle.** Optus local calls disconnect as soon as you put the receiver down, so if you want to carry on a call in another room, leave the handset the call started on off the hook until you've picked up the other one.
6. **Hearing aid help.** If someone in your home uses a hearing aid, you'll want to make sure your phone is compatible. A corded standard touch tone phone has a magnetic coupling from the handset receiver which works with hearing aids that have a T switch. Some cordless phones don't have this feature, so if you need it, check before buying a new phone.

CALLING NUMBER DISPLAY

KEEP IT A MYSTERY OR MAKE YOURSELF KNOWN, YOU DECIDE

Generally it's good to let someone know it's you who's calling, but sometimes you might want to keep your identity a secret until they pick up.

It's your call, so we let you do either (although your number will always be sent when calling emergency services). As standard, Calling Number Display (CND) is turned off when you join us, so your number will remain anonymous when you call someone.

When you turn it on, your number will be sent to the phone of the person you are calling. If they have a display phone they'll see your number and anyone can tell you were the last caller by using a call return feature.

This means that when you make calls, people will instantly know it's you. Or if they are on another call, they can see you are trying to get through and can call you back.

HERE'S HOW TO SWITCH IT ON AND OFF

You can either have Calling Number Display permanently turned on, or just turn it on for specific calls.

1. **Turn it on permanently.** Call us on **133 937** and we'll make it happen. Do this and:
   - People will know it's you calling – they'll see your number on their display before they answer your call.
   - If you want to block your number for a particular call, just Dial 1831, wait for the tone and then place your call.
   - If you change your mind and want to set your default to 'block number', just give us a call.
2. **Choose to send your number for specific calls.** Every time you want to show your number, just Dial 1832, wait for the dial tone then make your call.

CHECK YOUR CURRENT STATUS

You can find out if your number is currently sent out when you make a call by dialling **1300 554 536**. A recorded announcement will tell you whether your phone number is currently displayed to the people you call.

VOICEMAIL

AN ANSWERING MACHINE YOU CAN ACCESS ANYWHERE

You're probably used to using voicemail on your mobile phone, well now you can have it on your landline too. If you're new to voicemail, just think of it as an answerphone that you can access anywhere, without all the messy tapes. (Just where did all those dinky cassettes go?)

HOW IT WORKS

1. **Turn it on.** If you don't have Voicemail activated, call us on **133 937** and we'll turn it on for you.
2. **Set it up.** Hit the **Voicemail hotkey** on your Optus handset or Dial ***** **9** **6** to start. The first time you call, your PIN will be the last 4 digits of your phone number.

Choose a new PIN between 4 and 9 digits long (you can change it any time), record your name and personal greeting (up to 60 seconds long) and listen to a short tutorial that tells you all about the service.

3. **Watch it go.** Voicemail will pick up calls you don't answer within six or eight rings, or if you're on another call. You can also choose to divert calls to another number if you are out with Call Divert. See page 13 or call us on **133 937** for more details.

KEEPING THINGS PRIVATE WITH A PIN

Every time you call Voicemail, we'll ask you for your PIN – it keeps things password protected and safe, making it easy to access anywhere. Choose a number that's easy to remember (maybe a birthday?), but if you do forget it, you can call us on 133 937 to have it reset. Because they're too easy to guess, you won't be able to choose all one number as a PIN (e.g. 1111) or a PIN made of consecutive numbers (e.g. 1234).

A PERSONAL GREETING TIP

If you don't answer the phone, callers will hear your personal greeting and be able to leave a message afterwards. Their number will usually be recorded too, but if they want to leave a different number for you to reach them on, they can do it by pressing # after leaving their message. You might want to add this instruction to your personal greeting, it makes it easier to return the call.

LISTENING TO YOUR MESSAGES

AT HOME OR AT THE OFFICE

1. **Pick up the handset.** If the dial tone is interrupted or faster than usual, it means you've got a message. Depending on your handset, you may also have a flashing lamp or voicemail indicator on your display.
2. **Push the Voicemail hotkey** on your Optus handset, or dial ***** **9** **6**.
3. **Follow the prompts** to listen to your messages.
4. **To return a call,** hit **6** after hearing a message to use Voicemail Call Return. When the call's finished, you'll return to Voicemail.
   - If the caller left a number – you'll be able to return the call to the number we recorded, or enter another one.
   - If they didn't leave a number – you can enter a number to call back.

When returning calls from Voicemail, you'll be connected as normal and charged the standard Optus call rates. You'll be able to return the call to any local, national or mobile number using Voicemail Call Return, even if you've got those numbers barred.

WHEN YOU'RE OUT AND ABOUT

1. **Dial 133 321** from any phone (you'll be charged the 13/1300 call rate from standard fixed line phones; mobile phones and payphones will have their own rates).
2. **Enter your Voicemail number** when prompted (your phone number including your area code) followed by **#**.
3. **When prompted,** enter your PIN followed by **#** and follow the instructions.

Please note, Voicemail Call Return is not available when accessing Voicemail on phones other than your home phone.

BE A VOICEMAIL WHIZZ WITH THESE HANDY SHORTCUTS

MAIN COMMANDS

For Help, press **0**

For Greetings, press **3**

To listen to messages, press **7**

To change your PIN

1. Press **8** for Personal options
2. Press **4** for Personal preferences
3. Press **1** to change your PIN

For the Main Menu, press ***

After replay

To delete message, press **3**

To replay message, press **7**

To save message, press **5**

(Messages will be automatically stored for 7 days unless you save them.)

CALLER ID

SEE WHO IT IS BEFORE YOU PICK UP

No-one admits to screening their calls, but most of us do it from time to time – sometimes you're just not in the mood to have certain conversations.

There's a nifty feature called Caller ID. If you've got a display screen on your phone, you can see exactly who's calling and their area code, helping you decide whether to pick up now, or just let them leave a message.

A FEW EXCEPTIONS

Not all numbers will show up on Caller ID. Calls from overseas or some parts of Australia will come up as UNAVAILABLE. Some callers also block their number or call from an unlisted number, if this happens, they'll appear on your screen as PRIVATE or WITHHELD.

TAKE IT TO THE NEXT LEVEL

Caller ID also works with Call Waiting (see next page), so you can see on your display screen who's trying to get through.

TO GET CALLER ID

If you don't yet have Caller ID or want a phone with a display screen, give us a call on 133 937.

CALL WAITING

A YOO-HOO WHEN YOU'RE BUSY

It's easy to get carried away when you're having a good yarn or are in the middle of a discussion, it's only really a problem when an important caller is trying to get through. With Call Waiting, we'll let you know if there's another call coming, so you can decide whether to wrap things up and take it, or just keep talking.

HOW IT WORKS

If you're on the phone and someone else tries to call, you'll hear a series of two discrete beeps. You can then choose to:

- Put the first caller on hold and talk to the second caller
  - Press the Call Waiting hotkey on your Optus handset or the Recall/Flash/R button to talk to the second caller (the first caller won't hear anything).
  - Press the **Call Waiting hotkey** on your Optus handset or the Recall/Flash/R button at any time to return to the first caller (you can switch back and forth).
- Hang-up on the first caller and take the second call
  - Say goodbye to the first caller (who should hang up) and Press the **Call Waiting hotkey** on your Optus handset or the Recall/Flash/R button.
  - Or hang up, the phone will ring instantly (it will be caller two).

TO GET CALL WAITING

If you don't already have this feature and would like it, call us on 133 937.

A WORD TO FAX AND MODEM USERS

If you use a fax or modem, Call Waiting might interfere with their transmissions. To turn Call Waiting off before connecting, pick up your phone and dial **#87** wait for the dial tone then enter the fax or modem number you want to call.

TWO'S COMPANY

You can't use call waiting to connect three people at the same time. If you want to have a group chat, check out our Three Way feature on page 14.

CALL RETURN

SEE WHO YOU MISSED

We know how it is, you dash to answer the phone and it stops ringing. With Call Return, you can easily find out who it was and remove all the suspense.

HOW TO USE IT

Just hit the **Call Return hotkey** on your Optus Handset or Dial * 6 9.

We'll then let you know the last number that called you, along with the date and time.

To return the call, just press 1.

WORKS A TREAT WITH CALL WAITING

If you hear the Call Waiting beeps while on a call and carry on talking, just use Call Return afterwards to see who it was.

CALL DIVERT

"SECRETARY, FORWARD MY CALLS"

If you're out, Call Divert lets you forward any calls that come to your main phone to another phone, mobile, pager or answering service. You can turn it on and off whenever you like, so it's also great if you don't want to be disturbed or you want your calls to go to your mobile while you're out (you'll still be able to make outgoing calls when it's turned on).

HOW TO TURN IT ON

Lift the receiver and listen for the dial tone:

- Press the **Divert On hotkey** on your Optus handset and dial * 7 8 and wait for a dial tone.
- Punch in the number you want to divert calls to.
- Wait for the confirmation tone (2 short beeps) then hang up.

HOW TO TURN IT OFF

Lift the receiver and listen for the dial tone:

- Press the **Divert Off hotkey** on your Optus handset or dial # 7 8.
- Wait for the confirmation tone (2 short beeps) then hang up.

TO GET CALL DIVERT

If you don't have Call Divert already, just call us on 133 937 and we'll switch it on for you.

THREE WAY CALL

TWO'S COMPANY, THREE'S A PARTY

There are some conversations that are better as a group, especially if you've got news you can't wait to share or you need to put a few heads together to crack a problem. Save having to repeat yourself as much by using Three Way Call.

HOW IT WORKS

- When you're on the phone to someone and want to patch-in a second person, press the **Three Way hotkey** on your Optus handset or the Recall/Flash/R button to place the first person on hold.
- When you hear the dial tone, dial the second person.
- When they answer, let them know about the three way call and when you are ready, press the **Three Way hotkey** on your Optus handset or the Recall/Flash/R button and bazinga – all three of you are connected together!

THINGS YOU SHOULD KNOW

When all three of you are talking, if one of the others hang-up, you'll still be connected to the remaining person.

If you hang-up, the other two are disconnected from you and each other.

SELECTIVE CALL FEATURES

YOUR CALLS, YOUR WAY

You can be in complete control of who calls you and how with Selective Call Features. Once you've subscribed, you can choose who you want to reject, divert or always get through to you – perfect if you're off on vacation and don't want to be disturbed, unless it's urgent. (If you've come this far, we'll assume you've already got Voicemail.)

HOW IT WORKS

At any one time, you can have up to 30 numbers on Divert, 30 on Accept and 30 on Reject. You'll have a separate list of numbers for each service, to access them, just dial the relevant access number.

EACH FEATURE IN DETAIL

SELECTIVE CALL DIVERT

Dial * 6 3

This handy feature lets you divert important calls to another number when you're away from home.

To edit your settings and numbers

- Dial * 6 3 to get the status of the service and hear how many numbers you already have set to Divert.
- Press # to add callers to your Divert list (maximum 30).
- Press * to remove callers from your Divert list.
- To set up a new Divert, press 3, enter the number you want calls diverted to (including the area code) followed by #.
- You'll hear a confirmation of the number you gave us, if it's correct, hit 1 or press 0 to re-enter the number you want calls diverted to.
- We'll then ask you which numbers you want diverted, follow the prompts and key them in.
- When you're done, you can turn Selective Call Divert on.

To turn Selective Call Divert on and off

- Dial * 6 3 to get the status of the service and hear how many numbers you have set to divert.
- To turn the service on or off, press 3.
- When you turn it on, you'll hear the number calls are set to divert to, if it's correct, press 1, if not, hit 0 and re-enter it.
  Once confirmed, the service is switched on.

Where you can divert calls to

You can divert calls to any local, national or mobile number.
You can't divert calls to emergency services, international numbers, 0055, 1900, 008, 1800, 0050, 13 or 1300 numbers.

SELECTIVE CALL ACCEPT

Dial * 6 8

These are your A-listers: choose the callers you always want to get through to your home phone.

To edit your settings and numbers

- Dial * 6 3 to get the status of the service and hear how many numbers you have set to Call Accept.
- Press # to add callers to your Accept list (maximum 30).
- Press * to remove callers from your Accept list.
- To set up a new accepted caller, press 3, enter the number you want to give clearance to (including the area code) followed by #.
- We'll then ask you which numbers from the list you want accepted, follow the prompts and key them in.
- When you're done, you can turn Selective Call Accept on by pressing 3.

SELECTIVE CALL REJECT

Dial * 6 0

Choose the callers you can't be bothered answering – they'll go straight to Voicemail when it's switched on.

To edit your settings and numbers

- Dial * 6 0 to get the status of the service and hear how many numbers you have set to reject.
- Press # to add callers to your Reject list (maximum 30).
- Press * to remove callers from your Reject list.
- To set up a new Reject, press 3, enter the number you want to send straight to Voicemail (including the area code) followed by #.
- You'll hear a confirmation of the number you gave us, if it's correct, hit 1 or press 0 to re-enter the number.
- We'll then ask you which numbers from the list you want rejected, follow the prompts and key them in.
- When you're done, you can turn Selective Call Reject on by pressing 3.

USE ME FOR ALL 3

This handy info can be used across the board for any Selective Call Feature.

You can complete multiple tasks at a time on any feature. So, you can do things like listen to your current list of numbers, and then add more numbers to it. Talk about multitasking!

A LIST OF SHORTCUT KEYS

What to dial

Key in the right code, and away you go.

Selective Call Divert ***** **6** **3**.

Selective Call Accept ***** **6** **8**.

Selective Call Reject ***** **6** **0**.

TO ADD A NUMBER

- Wait for the dial tone then dial the feature code. You'll hear an update on how many numbers you have on that list.
- Press **#**.
- Enter the area code and phone number, then press **#**.
- Once the number has been confirmed press **#**.

HOT TIP

Don't forget the area code when you're entering a new number! Plus here's how to enter your most recent caller: simply press **0** **1** then **#**. It's the same for private numbers.

TO REMOVE A NUMBER

- Wait for the dial tone then dial the feature code. You'll hear an update on how many numbers you have on that list.
- Press *****.
- Enter the area code and phone number, then press *****.
- You'll hear the number repeated. To confirm press **1**, to change it press **0**.
- Repeat the process to remove more numbers.

HOT TIP

Don't forget the area code when you're entering a number to be removed! To remove all numbers from your list, press **0 8 ***. To remove all private numbers, press **0 ***.

TO LISTEN TO YOUR LISTS

- Wait for the dial tone then dial the feature code. You'll hear an update on how many numbers you have on that list.
- Press **1** to hear the list.

LISTEN UP!

Some shortcut keys while listening to numbers:

Press **0** **7** to delete it.

Press **1** **4** to skip to the next one.

Press **1** **5** to go back to the one before.

Press **1** **6** to start the list again.

GOOD TO KNOW

Press **0** at any time for instructions.

Press **0** **4** to check if your feature is on.

Press **0** **5** at any time to turn your feature on.

Press **0** **6** at any time to turn your feature off.

SCISSORS. PAPER. STONE.

If you've got more than one Selective Call Feature turned on, some will take priority over others.

Here's who's boss

Selective Call Accept overrides Selective Call Reject.
Selective Call Reject overrides Selective Call Divert.
Selective Call Divert overrides regular Call Divert.

1404430 1114