



**Residential Broadband and  
Telephony Services**

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## Introduction

The customer telephone service consists of a standard lifeline telephony service with a set of Value Added Services (VAS). The service is delivered into the customer's home over the ULL copper loop, and uses the existing wiring in the home.

The customer is able to make and receive local calls with PSTN telephones. The customer can also make Long Distance, International, and Mobile voice calls, when a Long Distance (LD) service has been selected.

The VAS features available are:

- Listed/Unlisted number<sup>°</sup>
- Calling Number Display (CND) send/block<sup>°</sup>
- Call Waiting
- Call Divert
- Caller ID
- Three Way Call
- Call Return
- VoiceMail\*
- Selective Call Features

<sup>°</sup> It is a legal requirement that a customer has the choice of having a listed or unlisted number and CND block or send if they have a new telephony connection. These are set up at the time you place the Order with WCG. You must give porting/churning ULL customers this choice also.

\* Telstra Messagebank 101 is not transferable.

Customers should be made aware that some of the access codes for their features may change. These features are not automatically added to a customer's telephony account and must be selected on the order or in the system.

## Call Waiting

With Call Waiting, the customer will hear a series of distinct beeps when a second caller is trying to get through.

1. When the customer hears the 'Call Waiting' beeps, press Flash/Recall to put Caller 1 on hold and talk to Caller 2. Caller 1 won't be able to hear the conversation.
2. To put Caller 2 on hold and return to Caller 1, press Flash/Recall. Continue pressing Flash/Recall to alternate between the two calls.

OR

The customer can hang up from the first call and the phone will ring again with the second caller. This means that the customer won't be able to go back to the first caller.

### To Turn Call Waiting Off:

Call Waiting may interrupt transmission when using a fax or modem. The customer can turn Call Waiting off for a particular call.

1. Lift the receiver and listen for the dial tone.
2. Dial #87 before the fax or modem number required to call.

This procedure does not turn Call Waiting off for all further calls.

Call Waiting will only be disabled for the duration of the call to the number specified in step 2 above.

## Call Divert

Call Divert allows the customer to divert all in-coming calls to another number, including mobile phones, pagers and answering services.

### To Set Call Divert:

1. Lift the receiver and listen for the dial tone.
2. Dial \*78.
3. Dial the telephone number including the area code the calls are to be diverted to.
4. Listen for the confirmation tone (two short beeps).
5. Replace the handset.

### To Deactivate Call Divert:

1. Lift the receiver.
2. Dial #78.
3. Listen for the confirmation tone (two short beeps).
4. Replace the receiver.

## Caller ID

Caller ID displays the caller's phone number when used with a phone that supports Caller ID. Not all calls will display:

- *<number>* Regular incoming calls will be displayed with the caller's area code and number.
- UNAVAILABLE calls coming from some areas or from overseas will not show Caller ID.
- PRIVATE numbers that are blocked by the caller or originate from an unlisted number will not show Caller ID.

## Three Way Call

Three Way Call allows the customer to speak to two people at once like a mini conference call.

### To Make a Three-Way Call:

1. Establish a call with Person 1.
2. Press Flash/Recall to place Person 1 on hold.
3. At the dial tone, dial Person 2's number.
4. When the customer hears the number ringing, press Recall and talk to Person 1. The customer and Person 1 will both be able to hear Person 2's number ringing.

#### **OR**

If the customer would like to talk to Person 2 privately first, wait for them to answer, and then speak before pressing Recall to begin the three-way conversation.

## Call Return

Call Return allows the customer to retrieve the number of the last incoming caller, along with the date and time of the call.

### To Use Call Return:

1. At the dial tone, dial \*69.
2. If the customer received a call, they will hear the last number that called, with the date and time of the call.
3. If they wish to return the call, dial 1.

## VoiceMail

VoiceMail is a personal answering service that allows callers to leave messages. After hearing the personal greeting, the caller will be able to leave a message and, in most cases, their number will be recorded automatically by the VoiceMail service.

### VoiceMail features

- Callers can leave a message up to 90 seconds long.
- A maximum of 25 messages can be stored.
- A maximum of 12 minutes of messages including the greeting can be stored.
- The 'Call Divert On' feature overrides calls diverting to VoiceMail.
- Any unplayed messages will be stored for 14 days, after which time they will be automatically deleted.
- Any played, saved messages will be stored for 7 days, after which time they will be automatically deleted.

### Setting Up VoiceMail

To begin using VoiceMail, the customer must first set up a Personal Identification Number (PIN) and personal greeting.

Note:

The first time the customer accesses their VoiceMail, they will be asked to enter a default PIN number, which will be the last 4 digits of their home phone number.

### To Set the PIN

1. Dial \*96 to enter Voicemail.
2. Press 8 for User Options.
3. Press 4 for Set-up Options.
4. Press 7 to change the PIN.
5. Enter the new PIN then press #.

### To Change the Personal Greeting:

1. Press \*96 to enter Voicemail.
2. Press 8 for User Options.
3. Press 4 for Set-up Options.
4. Press 4 to change the personal greeting, and then follow the prompts.

## Using Voicemail

If the customer needs instructions at any time, they can press 0.

### To Listen to Messages at Home:

1. Lift the receiver. If the customer hears a fast but interrupted dial tone, there are messages in their Voicemail box.
2. Dial \*96 to enter Voicemail.
3. To hear the messages, the customer can follow the instructions.

### To Listen to Messages Away from Home:

1. Dial 13 33 21 from any phone.
2. Enter the Voicemail number (the phone number, including area code) and press #. E.g. press 029270XXXX#.
3. Enter the PIN and press #.

### To Delete, Replay and Save Messages:

- To delete, press 3.
- To replay, press 7.
- To save, press 5.

## VoiceMail Call Return

VoiceMail Call Return lets the customer respond to messages directly from their VoiceMail service. It is only available when listening to messages from their home phone.

After each message the customer will be given the option to return the call by pressing 6.

- If the caller has left a call back number:  
The customer will be given the option to return the call to the recorded number or to enter a different telephone number to call.

OR

- If the caller has not left a call back number:  
The customer will be given the option to enter a telephone number to call. The customer will be connected as normal at standard call rates.

Note:

When the customer finishes their call, they should not hang up as they will be returned to their VoiceMail box to hear the rest of their messages.

## Wake Up Calls

Wake Up Calls can be set up to one number within Australia, including a mobile number. Up to two different Wake Up Call times can be set, which can be recurring (e.g. Monday to Friday).

Note:

Wake Up Call time is set to the customer's home time zone. If they live in Sydney and are on holiday in Perth, for example, they will need to set the wake up time in Sydney time, not Perth time.

### To Set Up a Wake Up or Reminder Call:

1. Dial \*96 to enter Voicemail.
2. Press 8 for User Options.
3. Press 8 for Wake Up Call.
4. Press 2 to set up a new Wake Up Call.
5. Follow the prompts to enter a phone number and time.

## Selective Call Features

Selective Call Features allow the customer to divert, accept or reject calls from particular numbers. Up to 30 numbers can be set up at a time.

Selective Call Divert, Selective Call Accept and Selective Call Reject are all based on the same functions, where the customer can add numbers, remove numbers, and listen to numbers in their list.

### Selective Call Divert

Selective Call Divert allows up to 30 numbers to be forwarded to another number when the customer is away from their home phone.

#### Setting up Selective Call Divert

1. Listen for the dial tone.
2. Press \*63. The customer will hear a recording of the status of the service and how many phone numbers are in the list.
3. Press 3.
4. Enter the phone number to divert calls to, including area code, and then press #.
5. They will hear confirmation of the number you have entered.
6. If the number is correct, press 1. If it is incorrect, press 0 and re-enter the number.

#### Turning Selective Call Divert On

1. Listen for the dial tone.
2. Press \*63. The customer will hear a recording of the status of the service and how many phone numbers are in the list.
3. Press 3 to turn the service on.
4. They will hear the phone number that the calls will be diverted to.
5. If the number is correct, press 1. If it is incorrect, press 0, then re-enter the number.
6. Call Divert will now be on.

#### Turning Selective Call Divert Off

1. Listen for the dial tone.
2. Press \*63. The customer will hear a recording of the status of the service and how many phone numbers are in the list.
3. Press 3 to turn the service off.
4. They will hear the 'divert to' number that is currently entered.
5. If the number is correct, press 1. If it is incorrect, press 0, then re-enter the number.
6. Press 3 to turn the feature off.
7. Call Divert will now be off.

## Selective Call Accept

Selective Call Accept allows the customer to choose up to 30 numbers to selectively receive calls from. Other callers will receive a recorded message.

### Turning Selective Call Accept on and off

1. Listen for the dial tone.
2. Press \*68. The customer will hear a recording of the status of the service and how many phone numbers are in the list.
3. Press 3.
4. They will hear confirmation that the service is either on or off.

## Selective Call Reject

Selective Call Reject lets the customer block unwanted calls. They simply compile a list of numbers they don't want to answer that they can add to or delete from at anytime. When an incoming call is received from any number on the list, a recorded message informs the caller that calls are currently restricted.

### Turning Selective Call Reject on and off

1. Listen for the dial tone.
2. Press \*60. The customer will hear a recording of the status of the service and how many phone numbers are in the list.
3. Press 3.
4. They will hear confirmation that the service is either on or off.

## Adding and Removing Numbers

For all Selective Call features (i.e. Selective Call Divert, Selective Call Accept and Selective Call Reject), the customer simply picks up the receiver and listens for the dial tone, then presses the access code for the required Selective Call Feature. The customer will then hear a prompt telling them the status of the service and how many phone numbers they have on their list.

### Adding a number to the list

1. At the prompt, press #.
2. Enter the phone number (including area code) and press # again.
3. The customer will then hear the number they have just entered.
4. To enter another number, press # again.

### Removing a number from the list

1. At the prompt, press \*.
2. Enter the phone number to be removed (including the area code), then press \*.
3. They will then hear the number that they have just entered.
4. If the number is correct, press 1. If it is incorrect, press 0 to return to the main menu.
5. They will then hear the number that has been removed.
6. To enter another number, press \* again.

### Listening to the numbers in the list

1. At the prompt, press 1.
2. The customer will then hear the numbers on their list.
3. When they reach the end of the list, they can hang up.