

Mobile Phone Welcome Booklet

m2telecom

Welcome!

Thank you for joining M2 Telecom.

We welcome you in joining thousands of satisfied customers who have selected M2 Telecom to look after their personal and business telecommunications needs.

M2 Telecom is a service with a difference. No matter which of our Cap or Fleet Plan options you have chosen, rest assured that you are getting an exceptional deal.

Call us on 1300 656 121

Monday to Friday, 8am to 6pm

5 Star Service

Specialising in tailored telecommunications solutions for Australian businesses:

- Enjoy efficient personalised customer service – speak to the same customer service team every call
- A wide range of competitive fixed and broadband products to help you get connected
- Unique loyalty and referral reward programs
- Easy to understand billing with detailed calling information
- Save time and effort with the convenience of direct debit



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About this booklet

This booklet will help you to enjoy the benefits of being an M2 Telecom mobile customer.

It provides some handy hints on using the M2 Telecom network powered by Optus, contact details and other available services.

Keep it handy – it's all part of our service.

Contact us on

Phone 1300 656 121

Web www.m2.com.au

Email info@m2.com.au

Consult your mobile phone manual for the correct procedure as these steps may vary depending on the brand and model of your mobile phone. The following information will allow you to easily utilise some value-added services on your GSM or 3G phone.

Mobile Broadband

Enjoy the flexibility of M2 Telecom'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/tablet and join any of our BYO plans.

To find out which mobile broadband plan suits you, go to www.m2.com.au



Setting up your Voicemail service

From your mobile: Dial 321

The first time you access voicemail you'll be guided through a tutorial to help you personalise your service with your name, greeting and PIN number.

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

From a landline (within Australia): Dial 133 321

NOTE: When accessing voicemail from overseas or via a landline you will need to have your pass code, issued when you first set up you account, on hand.

Handy Voicemail Services

Dial	Function
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 on 1300 656 121 to activate your service.

Missed call service

The perfect solution for when you are unable to answer.

Turning the service OFF or ON

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

Storing messages

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



International Roaming

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

Our mobile service is available in over 130 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 M2 Telecom by calling 1300 656 121 to activate international roaming on your phone.

Some functions cannot be set up once 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.

When you're already overseas: Contact M2 Telecom by calling +61 3 6215 7710 to have international roaming activated on your phone.

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 actioned 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.

Call forwarding

Call forwarding enables you to 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.

[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. If your office number is 03 7012 4567 and you use non 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 previous page)

[#] [SEND]

To check call forwarding status, press:

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

[#] [SEND]



Call waiting

Call waiting enables you to 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 phone 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***

How to use call waiting

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**

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

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

Call enquiry

Call enquiry is a service which allows you to make another call when you're already on a call, check important information or speak to another person[†] while allowing you swap between callers.

† 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]

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 656 121

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]

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]

Payment

We've taken the hassle out of paying your phone bill by offering direct debit as a preferred payment method.

We also accept the following payments:



Please call our Customer Service Team on 1300 656 121 to arrange this billing offer.

*Thank you for choosing
M2 Telecom, as your
mobile service provider!*

For further information on your mobile service please
phone 1300 656 121
or visit our website at
www.m2.com.au or email info@m2.com.au

*m2*telecom

P 1300 656 121 W www.m2.com.au E info@m2.com.au

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