



... PRODUCTS AND SERVICES THAT MAKE LIFE EASIER

# All together now

Telecom

How can we

make life simpler?

You may be surprised!





This booklet has details on how to use your new Smartphone service. We also introduce a whole range of ways Telecom can help you manage your calls, time and costs more easily and efficiently.

The right phone can make keeping in touch so much easier. Check out the models on page 38 – buying one is as easy as 123.

To find out more about our products and services, or to access Smartphone tutorials, call Telecom Service Express on 0800 000 000 or visit [telecom.co.nz](http://telecom.co.nz). If your enquiry can't be resolved through these channels call us on 123.

## Telecom, the one-stop shop

With our huge range of home and Internet services, we can put together the perfect communications solution for you. You have the freedom to choose whichever services you need.

### :: ANYTIME

With our Anytime plans, a single monthly price includes your home line rental and lets you enjoy reduced rates on national and home-to-NZ mobile calls,\* no matter what time of the day or night you call. There's no peak or off-peak for national and home-to-NZ mobile calling, so you have the freedom to call any time you like.

Only available to Telecom home line customers who have all their direct dial calling with Telecom, and excludes Quick Call customers.

\*FOR MORE INFORMATION, OR TO SIGN UP VISIT  
TELECOM.CO.NZ/ANYTIME OR CALL US ON 123.

### :: \$3 WEEKENDS AND WEEKNIGHTS

If one of our Anytime plans doesn't suit you, you can still make the most of our \$3 weekends and weeknights, which means you pay no more than \$3\* for any national call you make up to two hours

### :: SKY DIGITAL START UP

Add SKY Digital Start Up to your Telecom home line service for a great price, and the added convenience of one bill. You can enjoy crystal clear reception on news, views and information from around the world.

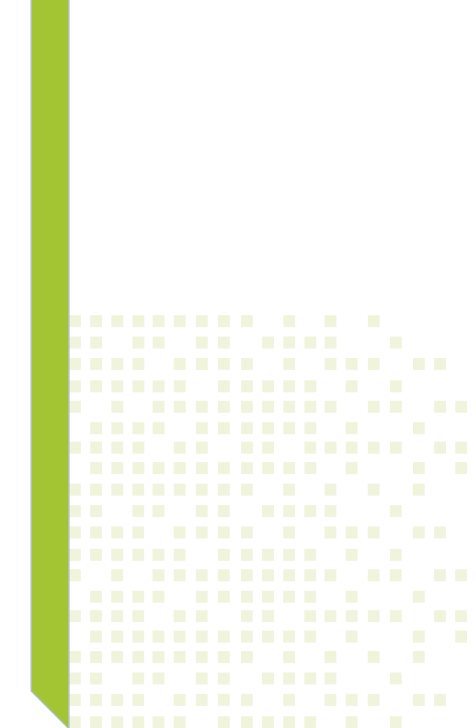
### :: XTRA BROADBAND

Xtra Broadband gives you fast Internet access, plus you can surf the Internet and talk on the phone at the same time.

Visit [xtra.co.nz/jetstream](http://xtra.co.nz/jetstream) for more information.

### :: MOBILE

No matter who you are or what you're into, we want to make life easier for you to get amongst it. As one of New Zealand's biggest mobile services providers, we're constantly moving forward to ensure you're getting the most from us.



long on weeknights (6pm to 8am, Monday to Friday) and weekends (6pm Friday to 8am Monday).

\* APPLIES TO DIRECT DIAL VOICE CALLS FROM YOUR HOME PHONE.  
DOES NOT INCLUDE 059, QUICK CALL, CALLING CARD CALLS OR CALLS TO OR FROM MOBILE PHONES.

For other calling options and plans, please visit [telecom.co.nz/calling](http://telecom.co.nz/calling)

### :: ENJOY LOW RATES ON OTHER SERVICES

Telecom offers great value on a range of services you can enjoy at home. If you have your home line rental and all your direct dial calling with Telecom, you can be sure of getting the SKY Digital Start Up and Xtra services above at great low rates.

Visit [telecom.co.nz/athome](http://telecom.co.nz/athome) to find out more about any of these services.

For details of our full range of mobile products and services visit [telecom.co.nz/mobile](http://telecom.co.nz/mobile)

## Managing the demands on your phone

It can be a lot easier handling and managing calls with add-on services that turn your Telecom home phone into a Smartphone. Here are just some of the ways that they can help:

### :: WANT TO BE ACCESSIBLE EVEN WHEN YOU'RE ON THE PHONE, OUT AND ABOUT OR SURFING THE NET?

- [->] **Call Diversion** will divert your calls to another landline or mobile number, or to an answering service.
- [->] **Call Minder** is a 24/7 answer service that takes messages from up to five linked Telecom phones including your home phone and mobile. When you activate the Call Forward function your callers can press 0 on their touch-tone phone to forward their call to another number of your choice.

- [->] **Call Waiting** lets you know when there's another caller trying to get through.

- [->] **Dual Number** provides your own private number for important calls.

### :: WANT YOUR CALLS TAKEN CARE OF?

- [->] **Call Minder** is the complete 24/7 message service.

### :: WANT TO TRACK YOUR COSTS AND MANAGE CHARGES?

- [->] **Call Track** helps allocate call costs to family members or flatmates.
- [->] **Call Restriction** gives you control over who can make chargeable calls.
- [->] **Dual Number** helps reduce your costs by providing two numbers on the one line.
- [->] **FaxAbility** puts your phone on one number and your fax on another – both on the same line but with different ringtones.

### :: WANT TO GET TOGETHER WITHOUT LEAVING HOME OR THE OFFICE?

- [->] **3 Way Calls** gets you together with people in 2 other locations.

### :: NEED A HELPING HAND?

- [->] **Reminder Call** transforms your phone into an alarm clock and memory jogger.



IT CAN COST SURPRISINGLY LITTLE TO  
ENJOY EXTRA SMARTPHONE SERVICES.

check out

[>] **Call Diversion** will divert your calls to another number or an answering service.

:: **NEED TO MANAGE YOUR TIME?**

[>] **Caller Display** shows the number of who's calling, so you can choose whether to take the call.

[>] **3 Way Calls** let people in three different locations share a conversation.

[>] **Call Minder** can take a message if you're too busy to answer the call.

[>] **Call Diversion** helps you keep in touch even when you're away from home.

[>] **Call Track** is perfect for flatting situations. It allocates call costs and saves you having to sort your phone bill.

[>] **Hotline** dials a pre-set emergency number for you.

[>] **Call Minder** is your personal message service.

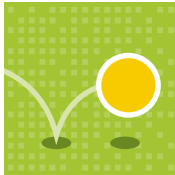
PLEASE NOTE: SMARTPHONE SERVICES ARE AVAILABLE IN MOST AREAS FOR AN ADDITIONAL MONTHLY CHARGE. SOME SERVICES MAY NOT BE AVAILABLE OR ARE LIMITED DUE TO AREA NETWORK CONSTRAINTS AND INCOMPATIBILITY WITH OTHER PRODUCTS AND SERVICES. TELECOM REQUIRES 30 DAYS' NOTICE OF CANCELLATION FOR SMARTPHONE SERVICES.

You'll find more information and terms and conditions for each of these services on the following pages. Alternatively, please visit [telecom.co.nz/smartphone](http://telecom.co.nz/smartphone), call Telecom Service Express on 0800 000 000 or if your enquiry can't be resolved through these channels call us on 123.

# Call Diversion

Take your Telecom home phone with you and stay in touch while you're on the move.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE CALL DIVERSION, CALL 0800 000 000 AND ENTER QUICK CODE 7621 OR GO ONLINE AT TELECOM.CO.NZ/CALLDIVERSION



If you're away from home or the office a lot, you might like to consider Remote Diversion which allows you to divert your Telecom home phone from virtually any location.

## :: YOUR CALL DIVERSION OPTIONS

Choose one of five types of Call Diversion (note not all options are available everywhere – check with Telecom first).

- ▷ Immediate Call Diversion diverts all calls immediately to your pre-selected number.
- ▷ Diversion if Not Answered operates after about 10 seconds of the call coming in. A recorded message lets the caller know the call is being diverted.
- ▷ Diversion if Busy diverts calls to your pre-selected number if the line is engaged.

## :: TO PROGRAM YOUR CALL DIVERSION NUMBERS

- |   |   |
|---|---|
| 1 | Dial 181, followed by any number from 161 to 169, then the number you want to divert calls to, then press the # key – for example 181 161 123 4567 # or for a toll call 181 161 0 3 123 4567 #. Note you can't program a number that has more than 14 digits. |
| 2 | Listen for the dial tone – the number is now programmed.  |
| 3 | Hang up, or continue to program more numbers.   |

## :: WANT TO CHANGE A NUMBER?

It's easy – just follow the same process and allocate a new number to a code. Programming

## :: HAVE YOUR CALLS FOLLOW YOU WHEN YOU'RE NOT AT HOME

That's the beauty of Call Diversion, which automatically re-directs incoming calls to a number of your choice – another landline, or a mobile phone. That way you can stay in touch while you're on the move.

## :: HOW CALL DIVERSION WORKS

Call Diversion is easy. You allocate a three-digit code to each of up to nine numbers you regularly divert to. When you want to divert your calls, you simply dial the relevant code – and if you wish, stay on the line while the number is automatically dialled for you to check. From then on, all calls are diverted to the new number until you cancel Call Diversion.

[>] Multiple Call Diversion is ideal for people who receive a lot of calls. It diverts up to 20 incoming calls at a time with Immediate Call Diversion.

[>] Home to Mobile Divert redirects incoming calls from your Telecom home phone to your New Zealand mobile so you don't miss calls, even when you're out and about.

Call Diversion also works with a second number which allows calls to be received on the second number while the main number is diverted.

## :: WILL CALL DIVERSION WORK FOR YOU?

Call Diversion requires a touch-tone phone and is available in most areas.

a new Call Diversion number automatically cancels the original one.

## :: TO DIVERT YOUR CALLS

1	Dial the relevant code for the number you want to divert to (ie. 161, 162, 163 etc).
2	Wait for the confirmation tone (long-short-long).
3	If you want to confirm the diverted number, stay on the line. It will automatically be dialled for you to check.
4	All incoming calls will now be diverted to that number until you cancel Call Diversion.

You can still make calls from your phone, but the normal dial tone will be replaced with the confirmation tone.

**:: TO CANCEL CALL DIVERSION**

- |   |  |
|---|--|
| 1 | Lift the handset and wait for the long-short-long confirmation tone. |
| 2 | Dial 160 and hang up.  |

**:: TO USE REMOTE DIVERSION**

If you're away from home in New Zealand:

- |   |   |
|---|---|
| 1 | Dial 083215.                            |
| 2 | Enter your area code.                   |
| 3 | Enter your phone number.                |
| 4 | Enter your PIN.                         |
| 5 | Follow the normal Call Diversion steps. |

If you're calling from overseas:

- |   |  |
|---|--|
| 1 | Dial the international access code of the country you're calling from.       |
| 2 | Dial 64 83 83 215 (in some countries you may need to dial 64 830 83 215).    |
| 3 | Follow the normal Call Diversion steps. International calling charges apply. |

If you're calling from outside the local calling area or from a mobile phone, applicable call charges apply.

**:: YOUR CALL DIVERSION OPTIONS**

If you'd like to set up or change your Call Diversion option, call us free on 123.

NOTE not all options are available everywhere.

If you have a second number, you can still receive calls on that number while calls to your main number are diverted.

**:: REMEMBER...**

The applicable call charges will apply to calls which are directed to a mobile phone, or to a landline outside your local calling area.

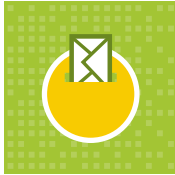


YOU NEED TO TURN CALL  
DIVERSION OFF WHEN YOU GET BACK HOME

## Call Minder

Out and about – or just too busy to take a call? Call Minder is a flexible way to manage calls and messages.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE CALL MINDER, CALL 0800 000 000 AND ENTER QUICK CODE 7619 OR GO ONLINE AT [TELECOM.CO.NZ/CALLMINDER](http://TELECOM.CO.NZ/CALLMINDER)



### :: YOUR COMPLETE 24/7 MESSAGE SERVICE

Call Minder is a great way to keep in touch, no matter where, or how busy you are. It's your 24/7 answering service that takes messages when you're out and about or on the phone. When you activate the Call Forward function your callers can press 0 on their touch-tone phone to forward their call to an alternative number of your choice. Call Minder can manage messages on your Telecom home phone plus you can link up to four other Telecom numbers to your Call Minder mailbox. This could include your mobile, your holiday house or even your work number. By linking your Telecom phone numbers to the same Call Minder mailbox you can collect all your messages at once, from almost any touch-tone phone. You can even set it up to have Message Alerts sent to your

text-capable Telecom mobile, which lets you know that a message has arrived in your Call Minder mailbox.

### :: HOW CALL MINDER WORKS

When you don't answer any of your linked phones, callers are diverted to Call Minder. They then hear either a standard greeting or your own personal greeting asking them to leave a message or press 0 to forward the call.

When you're ready to listen to your messages, you simply dial in to Call Minder from home, or almost any touch-tone phone, anywhere in the world. Call Minder will tell you the time and date you received the message, and from there you're in control. You can repeat, save, delete, rewind, pause and fast forward messages.

### :: WILL CALL MINDER WORK FOR YOU?

Call Minder requires a touch-tone phone and is available in most areas. Calls from your Telecom home or other residential phone to check your messages are free. Call charges may apply for calls from your mobile, a payphone, your work phone, from overseas or from any other phone which is not your Telecom home phone.

### :: TO GET CALL MINDER WORKING FOR THE FIRST TIME FROM YOUR HOME OR WORK PHONE

- |   |  |
|---|--|
| 1 | Dial 083210. Wait for your 'mailbox number' to be repeated to you (your area code – without the zero – followed by your phone number, eg. 4 123 4567). |
| 2 | You will be prompted to enter your starter PIN.  |

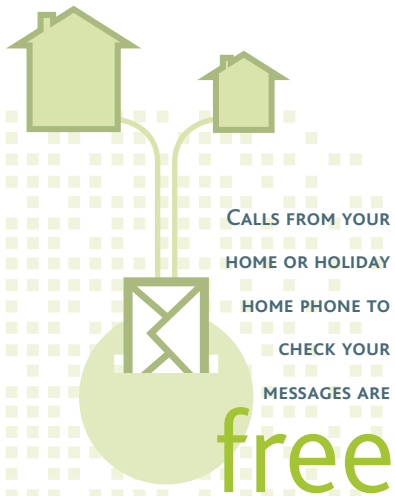
[>] You are prompted to set up Pager Notification (this is optional).

Once you've set up Call Minder, you can change your mailbox name, personal greeting, PIN and the number of rings as often as you like.

If you have requested a different PIN to access your Call Minder mailbox from each linked phone, you will need to set up a PIN from each phone individually.

If you have requested the same greeting on all your linked phones, you only need to record your greeting once, otherwise you will need to record a greeting from each phone.

If you have chosen to have only one greeting, you still need to call into your mailbox from each phone to activate the mailbox. You can do this by calling 083210 from your home and



3 Enter your starter PIN – which is the same as your phone number, eg. 4 123 4567.

4 You will be prompted to change this PIN.

5 Enter a new PIN. You will be prompted to have either PIN-protected access (this means you enter your PIN every time you check your messages) or have no PIN (this will allow you to access your messages from any of your linked phones without entering a PIN. You will still need a PIN to access messages from another phone).

NOTE IF YOU SET UP YOUR MOBILE PHONE FIRST, THEN THAT PIN WILL AUTOMATICALLY APPLY TO THIS PHONE (UNLESS YOU HAVE REQUESTED A DIFFERENT PIN FOR EACH PHONE).

- > You are prompted to set up your personal greeting.
- > Follow the voice prompts to record your personal greeting.
- > Follow the voice prompts to record your name (this labels your mailbox).

holiday house phones, by calling #00 from your mobile, or by dialling 08320 0000 and entering each mailbox number (your area code – without the zero – followed by your phone number, eg. 4 123 4567 or 25 123 4567).

### :: TO GET CALL MINDER WORKING FOR THE FIRST TIME FROM YOUR MOBILE PHONE

- 1 Dial #00 SND.
- 2 Set up your new PIN and decide whether to have PIN-protected access (if you set up your home or work phone first, then that PIN will automatically apply to your mobile phone – unless you have requested a different PIN from each phone).
- 3 You are prompted to set up your personal greeting.
- 4 Follow the voice prompts to record your personal greeting.

5	Follow the voice prompts to record your name (this labels your mailbox).
6	You are prompted to set up Pager Notification (this is optional).
7	You're now at the Main Menu, follow the voice prompts.

Once you've set up Call Minder, you can change your mailbox name, personal greeting, PIN and the number of rings as often as you like.

### :: TO NAME YOUR MAILBOX

Remember to name your mailbox from each linked phone with your own or your company's name. That way you'll know you've reached the right number when you access your Call Minder mailbox – these names are also the first message callers hear if you use a Standard Greeting.

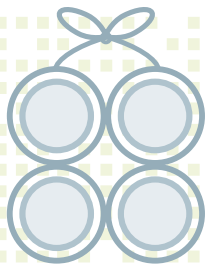
### :: TO CHOOSE OR CHANGE YOUR PIN

When you first purchase Call Minder or at any time in the future you can choose whether to have the same PIN for all the phones in your Call Minder group or you can have a different PIN from each phone.

Remember to choose a PIN that's easy for you to remember but not part of your home phone number or obvious to others – it must be between 4 and 10 digits long. Keep it secret, so no one else can access your mailbox or listen to your messages.

1	From the Main Menu, press 3 for Personal Options and 2 for PIN.
2	Press 2 again, and enter your PIN.
3	Press #.
4	Press 1 if you're happy with your PIN, or 2 to re-enter it.





CHOOSE A PIN  
THAT'S EASY FOR  
YOU TO REMEMBER

# remember

- 1 From the Main Menu, press 3 for Personal Options and 1 for Greetings.
- 2 Press 3 for Name Recording.
- 3 Record your name, then press #.
- 4 Press 1 to listen to your name, 2 to save it and 3 to re-record it.

## :: TO ACCESS CALL MINDER FROM NOW ON

- 1 Dial 083210 from your home or work phone or dial #00 SND from your mobile phone, and wait for your mailbox name to be repeated to you.
- 2 Enter your PIN.
- 3 Press #. You're now at the Main Menu.

## :: TO RECORD YOUR GREETING

When you first purchase Call Minder or at any time in the future, you can choose to have the same greeting apply to all of your phones linked to Call Minder or different greetings from each phone.

You may want to have a different greeting on your mobile phone from your home phone and another greeting on your holiday house or work phone.

These are the greetings callers will hear when you can't answer the phone. You have up to one minute for the greeting, and can use either:

- A Personal Greeting, which you record yourself to encourage people to leave you a message, or
- A Standard Greeting – that's the mailbox name you've already recorded. Call Minder tells callers you're not available and asks them to leave you a message.

1	From the Main Menu, press 3 for Personal Options and 1 for Greetings.
2	Press 1 for a Personal Greeting and record your greeting after the tone, or 2 for a Standard Greeting and follow the voice prompts.
3	Press # when you've finished recording your greeting.
4	Press 1 to listen to your greeting, 2 to save it or 3 to re-record it.

### :: TO SET THE NUMBER OF TIMES YOU WANT THE PHONE TO RING

You can choose the number of times your phone will ring before Call Minder answers (you have between 0 and 9 rings). If you choose 0, you won't hear the phone ring – callers will be immediately diverted to Call Minder.

### :: TO TURN CALL MINDER BACK ON

1	From the Main Menu, press 3 for Personal Options and 3 for Ringing Options.
2	Choose the number of rings (between 0 and 9).

NOTE Depending on your Call Minder set-up, you may need to press 1 before pressing # to turn Call Minder on.

### :: TO LISTEN TO YOUR MESSAGES

You can listen to your messages from almost any touch-tone phone, anywhere in the world. Call charges may apply if you're clearing messages from any phone other than your Telecom home phone e.g. a mobile.

If you're listening to messages from your own Telecom home phone, you'll hear a three-



YOU CAN LISTEN TO YOUR MESSAGES FROM  
ALMOST ANY TOUCH-TONE PHONE IN THE

world

- 1 From the Main Menu, press 3 for Personal Options and 3 for Ringing Options.
- 2 Enter the number of rings (between 0 and 9).

Call Minder will answer your mobile phone if you haven't answered after 20 seconds. You can change this to 10, 30 or 40 seconds. Just call \*123 from your mobile to arrange it.

### :: TO TURN CALL MINDER OFF

- 1 From the Main Menu, press 3 for Personal Options and 3 for Ringing Options.
- 2 Press # to turn Call Minder off.

NOTE Depending on your Call Minder set-up, you may need to press 1 before pressing # to turn Call Minder off.

second beeping sound when you pick up the phone if you have new messages. On your mobile, you can choose how you want to be notified of new messages, simply call \*123 and all your options will be explained to you.

- 1 From the Main Menu, press 1 to listen to your messages.
- 2 While you're listening you can:

Get help at any time	Press 0
Repeat the message	Press 1
Save the message	Press 2
Delete the message	Press 3
Scan your messages	Press 6
Rewind the message 10 seconds	Press 7
Pause the message (press 8 to restart)	Press 8
Forward through the message for 10 seconds – or to skip the date and time before a message	Press 9

Skip to the next message	Press #
Help	Press 0
Go back a step	Press *
Find out when the message was received, while you're listening to it	Press 11

New messages are kept in your mailbox for six weeks – if you don't save or delete messages, once they are over six weeks old they re-enter your mailbox as new messages.

Messages can be saved for 20 days. When messages are 20 days old they will reappear at the beginning of your new messages, this is so you can decide to resave them or delete them. You must listen to the complete message before you can resave or delete.

In total your mailbox can hold up to 40

3	Enter your PIN, then press #.
4	Now you're at the Main Menu.

### :: IF YOU'RE CALLING FROM OVERSEAS

1	Dial the international access code of the country you're calling from.
2	Dial 64 83 83210.
3	Wait for the greeting, enter your mailbox number then press #.
4	Enter your PIN, then press #.

### :: TO LEAVE A MESSAGE IN YOUR OWN MAILBOX

To leave a message for yourself, your family or your business colleagues:

1	From your phone, dial 08320 0000.
2	Leave a message then hang up.

code, for example 04 123 4567, or 027 123 4567. After confirming the number, Call Forward is turned on.

Then simply change your greeting to let your callers know they can press 0 to forward their call to you.

You may return to the menu at any time to change the Call Forward number programmed in, or to turn Call Forward on or off. When you access the menu, the last entered Call Forward number is announced to you. You can choose to accept the number (which turns on Call Forward with that number), change the number, or turn the Call Forward option off.

three-minute messages (both new and saved from all phones). It's important to clear your messages regularly – otherwise callers will find your mailbox is full.

### :: DELETED BY MISTAKE?

If you delete a message by mistake – don't hang up. Just choose 'listen' from the Main Menu and your deleted message will be played again.

### :: TO CHECK YOUR MESSAGES FROM ANOTHER PHONE

1	Dial 083210 and wait for the greeting. (If the phone you're calling from already has Call Minder or another Smartphone service, press *).
2	Enter your mailbox number (your area code – without the zero – followed by your phone number) then press #.

### :: TO ACTIVATE CALL FORWARDING

When you activate Call Forward your callers can choose to leave a message or press 0 on their touch-tone phone to forward their call to an alternative number of your choice. You can change the number, or turn this feature on and off to suit your needs.

1	From the Main Menu, press 3 for 'personal options'.
2	Press 3 for 'Call Forward to another number'.
3	Press 4 to set up Call Forward to another number.
4	Follow the voice prompts.

The first time you enter this menu you will be prompted to enter the number you want to forward calls to. The number must begin with a zero, and include the area or mobile network



## How much?

Calls forwarded from Call Minder to a mobile phone or a landline outside your local calling area will be charged to your Telecom residential account. Calls transferred to a mobile phone will be charged at the applicable per minute rate. Calls transferred to another landline outside your local calling area will be charged at the applicable national calling rates.

IF YOU ARE NOT ABLE TO ACCESS THE 'CALL FORWARD' OPTION IN YOUR MAILBOX MENU, CALL 123 AND ASK ABOUT OUR LATEST CALL MINDER WITH A FULL RANGE OF FEATURES.

## :: To link your Telecom mailboxes

By linking your Telecom phones to the same Call Minder mailbox you can collect all your messages at once, from almost any touch-tone phone. To find out more or to link your mailboxes call 123.

## :: To have message alerts sent to your text-capable Telecom mobile

You can have Message Alerts sent to your text-capable Telecom mobile whenever a new message arrives in your Call Minder mailbox.

You choose the times you want Call Minder to send you a Message Alert by setting up an alert timetable for the week and weekend. For example, you might want Call Minder to alert you to new messages from 8am to 6pm during the week and from 12 noon to 5pm during the weekend.

- |   |  |
|---|--|
| 1 | From the Main Menu, press 3 for Personal Options.            |
| 2 | Press 3 for Message Waiting Notification or Ringing Options. |

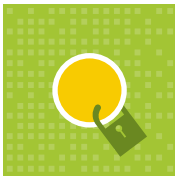
- |   |  |
|---|--|
| 3 | Press 2 for Message Waiting Notification to a Mobile phone or pager. |
| 4 | Follow the voice prompts.  |

When you receive a Message Alert on your mobile phone, it will look like this:

Telecom Message Alert: Please call (landline number) and press \* at the greeting. You have (##) urgent messages and (##) new messages.

## :: Tips

- [>] Ring 083210 for easy access to your new messages.
- [>] Remember to change your PIN for security reasons.



# Call Restriction

Stop unauthorised calls being made from your Telecom home phone.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE CALL RESTRICTION, GO ONLINE AT [TELECOM.CO.NZ/CALLRESTRICTION](http://TELECOM.CO.NZ/CALLRESTRICTION)

## :: CONTROL WHO MAKES CHARGEABLE CALLS

Call Restriction gives you control over who can make chargeable calls from your Telecom home phone. It's a great way to manage your phone bills, and you can turn it on and off whenever you like.

## :: HOW CALL RESTRICTION WORKS

Call Restriction is controlled with a four-digit PIN. When Call Restriction is turned on, a confirmation tone tells you it's activated. When you want to make a chargeable call, simply turn Call Restriction off.

## :: WILL CALL RESTRICTION WORK FOR YOU?

Call Restriction requires a touch-tone phone. Note it doesn't prevent incoming collect calls.

## :: TO GET CALL RESTRICTION WORKING

- 1 Dial 1880 followed by your four-digit PIN.
- 2 Wait for the confirmation tone (long-short-long), then hang up.
- 3 From now on chargeable calls can't be made from the phone.

## :: TO TURN CALL RESTRICTION OFF

- 1 Dial 1881 and your PIN.
- 2 Wait for the confirmation tone (long-short-long), then hang up.
- 3 Now you can make chargeable calls.

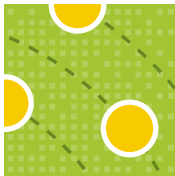
## :: REMEMBER...

- [>] Call Restriction doesn't prevent incoming collect calls.

# Call Track

Makes sorting out your Telecom account easy and efficient.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE CALL TRACK, GO ONLINE AT [TELECOM.CO.NZ/CALLTRACK](http://TELECOM.CO.NZ/CALLTRACK)



## :: ALLOCATE THE COSTS OF YOUR CALLS

Tired of sorting out your monthly Telecom phone bill?

Let Call Track take care of it for you! Call Track allocates the costs of calls, so you can easily sort out who pays for which calls.

If you live in a flat, work from home or have lots of people making calls, Call Track is a great way to allocate costs to individual people.

If you're in business, Call Track is ideal for assigning phone costs to projects, departments, suppliers or individual clients.

## :: HOW CALL TRACK WORKS

Anyone who makes a chargeable call or sends a fax from a Call Track phone has to first enter a unique Call Track Number. At the end of the month, your Telecom bill is sub-totalled by the

☞ Call Track Optional: callers have the choice of entering a Call Track Number, pressing #, or waiting for four seconds before the call is connected.

## :: WILL CALL TRACK WORK FOR YOU?

Call Track requires a touch-tone phone. It's compatible with most fax machines and modems that let you program a pause into the auto dialler.

Chargeable calls include national, international, 0900 calls and calls to mobile phones and pagers. Call Track doesn't work with the following Telecom services: Operator Assisted calls, Directory Assistance, Direct Connect, Telecom Calling Card, Price Required calls or 0161 international calls.

A Call Track Number is not required to access voicemail/Call Minder. Applicable charges





Call Track Numbers and descriptions you've assigned to them. Unallocated calls and charges for line rental, maintenance and other services (including Call Track) are shown separately.

### :: YOUR CALL TRACK OPTIONS

Call Track options for Telecom residential customers include:

- [->] Call Track Mandatory: callers must enter a Call Track Number. If after three attempts no number is entered or the wrong number is entered, the call is disconnected.
- [->] Private Call Track: callers are prompted to enter a PIN (rather than a Call Track Number). If after three attempts the correct PIN is not entered, the call is disconnected.

for these services will not be sorted on the Telecom bill.

Call Track may not be available in your area – contact Telecom for more information.

### :: TO GET CALL TRACK WORKING

Everyone who will use Call Track chooses a Call Track Number between one and four digits long or up to five digits long for business.

This number is used for making chargeable calls.

- [->] Whenever you make a chargeable call or fax, you're prompted by either a voice or tone prompt (three short beeps) to key in your Call Track Number. Once the number is confirmed, the call is connected. (Note you don't need to wait for the prompt to finish to enter your number.)

- [>] If you enter an incorrect number, you're prompted to try again. You have three chances to get the number right before the call is disconnected.
- [>] At the end of the month, your Telecom bill is sub-totalled by your Call Track Numbers and the names or descriptions you've assigned to them. Unallocated calls and charges for line rental, maintenance and other services (including Call Track) are shown separately.
- [>] If you've chosen Call Track Optional, you can press the # key any time during or after the Call Track prompt to bypass the service and connect the call or fax immediately.

- [>] If you've chosen Call Track Mandatory, everyone must enter a Call Track Number when making calls or sending faxes.
- [>] If you've chosen Private Call Track, each person chooses a four-digit Call Track PIN instead of a Call Track Number. This PIN doesn't appear with their name on the bill, so they have increased security.
- [>] If you'd like to change descriptions, Call Track Numbers or PINs, or add another person to Call Track, call us free on 123 if you are a residential customer or 126 if you are a business customer. The changes should be made within 24 hours.

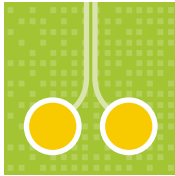
**:: REMEMBER...**

- [>] Call Track is a great way to help sort out your phone bill – however, the account holder is still the person responsible for paying the whole Telecom bill.

## Second Line

Freedom to use the phone  
when you need to.

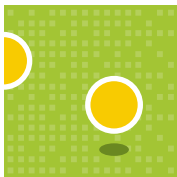
FOR MORE INFORMATION ON SECOND LINE,  
GO ONLINE AT [TELECOM.CO.NZ/SECONDLINE](http://TELECOM.CO.NZ/SECONDLINE)



### :: FREE UP YOUR PHONE

Sometimes it seems everyone wants to use the phone at once. Take the pressure off with an extra phone line with a separate number. Your Second Line could be dedicated to Internet or fax use, or be a separate number for your home business.

You pay a fixed monthly charge and your local calls are free.



## Call Waiting

Never miss an important call.

FOR MORE INFORMATION INCLUDING HOW TO  
SET UP AND USE CALL WAITING, CALL 0800 000 000  
AND ENTER QUICK CODE 7620 OR GO ONLINE AT  
[TELECOM.CO.NZ/CALLWAITING](http://TELECOM.CO.NZ/CALLWAITING)

### :: KNOW WHEN YOU'VE GOT ANOTHER CALL

If you're already on the phone, Call Waiting lets you know if someone else is trying to get through to your Telecom home phone. Then it's up to you – you can:

- 1 Finish your first call and hang up – the phone will ring with the second call.
- 2 Answer the second call while you put your first caller on hold, then switch between the two calls.
- 3 Leave the second call unanswered. If you have a handy service like Call Minder (page 11), you can let the second call go through to your personal message service.

### :: TO GET CALL WAITING WORKING

- 1 If you're on a call and a second call comes in, you'll hear four beeps. (The caller will hear only the ringing tone, so you have plenty of time to answer).
- 2 To go from one call to another, press the 'flash' or 'recall' button on your phone. You can switch between the two calls as often as you like by pressing the 'flash' or 'recall' button.

YOU CAN TURN CALL WAITING  
**off** AT ANY TIME. JUST DIAL

\* 5 2

### :: HOW CALL WAITING WORKS

If you're on a call and a second call comes in, you'll hear four beeps. To go from one call to another, simply press the 'flash' or 'recall' button on your phone.

If you don't want to be interrupted by other calls, you can suspend Call Waiting. This lasts for the duration of the call, then automatically switches back to Call Waiting.

### :: WILL CALL WAITING WORK FOR YOU?

All you need is a touch-tone phone. If you have a phone and fax operating on the same line, we recommend using Dual Number (page 30) or FaxAbility (page 31) instead.

### :: DON'T WANT TO BE INTERRUPTED?

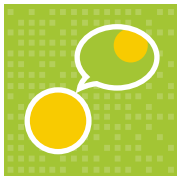
If you don't want to be interrupted by other calls, you can suspend the Call Waiting beeps, either before or during a call.

- |   |   |
|---|---|
| 1 | Before a call, dial *52 then the number you want.<br><br>Suspend Call Waiting lasts for the duration of the call, then automatically switches back to Call Waiting. |
| 2 | During a call, excuse yourself briefly, press the 'flash' or 'recall' button then *52. You can continue your conversation without interruption.                     |

## Caller Display

Shows you the number of who's calling – puts you in control.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE CALLER DISPLAY, CALL 0800 000 000 AND ENTER QUICK CODE 7622 OR GO ONLINE AT [TELECOM.CO.NZ/CALLERDISPLAY](http://TELECOM.CO.NZ/CALLERDISPLAY)



### :: SEE WHO'S CALLING BEFORE YOU ANSWER

Caller Display lets you see the phone numbers of incoming calls to your Telecom home phone before you answer them – giving you total control.

You can choose to answer the call with an appropriate response, get someone else to answer it, or if you're busy and have a service like Call Minder (page 11), let the call go through to your personal answering service.

### :: HOW CALLER DISPLAY WORKS

All you need is the Caller Display service from Telecom and either a compatible phone with a display screen or a special display unit. You can check out some of the latest models

### :: TO GET CALLER DISPLAY WORKING

All you need is the Caller Display service from Telecom and either a compatible phone with a display screen or a special display unit.

1	After two rings, the phone number of the incoming call appears in the display.
2	Caller Display keeps a record of a certain number of calls you've missed, as long as the phone has rung twice or more. Caller Display equipment generally stores up to 30 numbers, along with the date and time of each call.

on page 42. To order visit [telecom.co.nz/phones](http://telecom.co.nz/phones), call 123 or you can purchase one from most Telecom retail outlets. After two rings, the phone number of the incoming call appears in the display.

Caller Display even keeps a record of a certain number of calls you've missed, as long as the phone has rung twice or more.

### :: **WILL CALLER DISPLAY WORK FOR YOU?**

Caller Display isn't available in all areas – contact Telecom for more information.

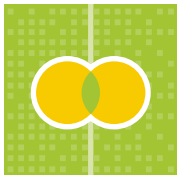
### :: **REMEMBER...**

- [>] Caller Display doesn't show the phone numbers of all calls – people can choose to withhold their number from Caller Display and some calls received from some landlines payphones, mobile phones and from international callers won't be displayed.
- [>] You must comply with the Privacy Act 1993 and any code of practice issued under that act that applies to you. Caller Display information should be used only to:
  - [>] Potentially identify the calling party.
  - [>] Call back a phone number displayed or stored in your display equipment.
- [>] If you collect the information for any other reason, you do so in accordance with the Privacy Act.

# Dual Number

For the important calls that  
must get through.

FOR MORE INFORMATION ON DUAL NUMBER,  
GO ONLINE AT [TELECOM.CO.NZ/DUALNUMBER](http://TELECOM.CO.NZ/DUALNUMBER)



## :: ONE LINE, TWO NUMBERS

Dual Number is a great way to make sure you can always receive important calls, faxes and any other communications.

## :: HOW DUAL NUMBER WORKS

Dual Number provides you with two phone numbers on a single Telecom home phone line – so you can reserve your second number for selected people who need to be able to get through.

Your first number can be used with other great Telecom services such as Call Minder (page 11), Call Diversion (page 8) and Call Waiting (page 26).

## :: WILL DUAL NUMBER WORK FOR YOU?

Dual Number requires a touch-tone phone. You can check out some of the latest models available from Telecom on page 38.

## :: FOR EXAMPLE:

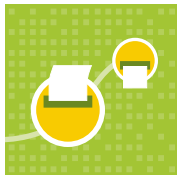
- ▶ If you don't want to be disturbed you can divert calls made to your main number to Call Minder to take messages. Meanwhile, your second number stays free for those important or urgent calls.
- ▶ If you operate phone, fax and data on one phone line, you can divert calls made to your first number to Call Minder and still receive fax or data calls on your second number.



## FaxAbility

Makes receiving faxes easy  
and automatic.

FOR MORE INFORMATION ON FAXABILITY,  
GO ONLINE AT [TELECOM.CO.NZ/FAXABILITY](http://TELECOM.CO.NZ/FAXABILITY)



### :: TWO NUMBERS ON ONE LINE

Get FaxAbility and you'll have separate numbers for your phone and fax on just one Telecom home phone line.

It's cost-effective and great with other Smartphone services such as Call Minder – so if you're receiving a fax and someone calls, they'll automatically be diverted to your mailbox to leave a message.

With FaxAbility, for a small charge, you have the option of having your fax number listed separately in the White Pages®.

### :: HOW FAXABILITY WORKS

Your fax machine recognises the ringing tone of an incoming fax and automatically accepts it – so there's no need to go to your machine and press Start. It also lets you know the difference between a fax and a phone call with two different ringing tones. However, as FaxAbility uses only one phone line, you won't be able to make calls and send a fax at the same time.

### :: WILL FAXABILITY WORK FOR YOU?

FaxAbility is compatible with most new fax machines and most answering machines. However, if your fax machine isn't compatible, that's easily fixed with a decoder which you can buy from most major electrical retailers.

To get FaxAbility installed you need an existing Telecom home phone line. However, it's incompatible with some other services and may not be available in your area, so check with Telecom first.

### :: TO GET FAXABILITY WORKING

Your fax machine needs to be turned on at all times.

- [>] When someone sends you a fax, your fax machine recognises its ringing tone and automatically accepts it – there's no need to go to your machine and press Start.
- [>] FaxAbility has two different ringing tones, so you'll know whether you're receiving a fax (Burr – Burr) or a phone call (Burr Burr – Burr Burr).

### :: REMEMBER...

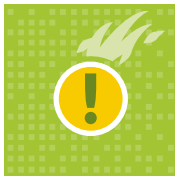
- [>] As FaxAbility uses only one phone line, you won't be able to make calls and send a fax at the same time.
- [>] Call charges may apply for outgoing faxes.
- [>] If you want, for a small charge you can have your fax number listed in your local White Pages®. Call us on 123 for more details.



# Hotline

Simple, effective reassurance for  
people who live alone.

FOR MORE INFORMATION INCLUDING  
HOW TO SET UP AND USE HOTLINE, GO ONLINE  
AT [TELECOM.CO.NZ/HOTLINE](http://TELECOM.CO.NZ/HOTLINE)



## :: YOUR HELPING HAND

Hotline is a helping hand when you need it most, and a great service for sick people, older people or people living alone.

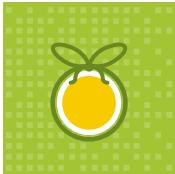
## :: HOW HOTLINE WORKS

You choose a neighbour, relative or friend who agrees to be your Hotline, and Telecom programs their number to your Telecom home phone line.

If you ever need help urgently, all you have to do is remove the handset and after eight seconds the Hotline number is dialled automatically. Your Hotline person should know immediately what the call means, even if you're unable to speak.

## :: REMEMBER...

- ▶ When you're making normal calls, start dialling within eight seconds so you don't accidentally activate your Hotline service.
- ▶ The applicable call charges will apply for calls to mobile phones or landlines outside your local calling area.



## Reminder Call

We'll wake you in the morning and make sure you don't miss the flight.

FOR MORE INFORMATION INCLUDING HOW TO SET UP AND USE REMINDER CALL, GO ONLINE AT [TELECOM.CO.NZ/REMINDERCALL](http://TELECOM.CO.NZ/REMINDERCALL)

### :: TO GET REMINDER CALL WORKING

- 1 Dial 184, followed by a four-digit 24-hour time for your Reminder Call.  
For example, for a call at 7.15am, dial 184 0715, and for a call at 6pm dial 184 1800.  
NOTE you can only program Reminder Call to ring you within the next 24 hours.
- 2 Wait for the confirmation tone (long-short-long) and hang up.
- 3 When the time arrives, your phone rings for 30 seconds. Pick up the handset to cancel the call.

## :: ALWAYS REMEMBER APPOINTMENTS

Now you'll always remember those important appointments! Reminder Call turns your Telecom home phone into an alarm clock and a memory jogger all in one.

## :: HOW REMINDER CALL WORKS

Just program in the time you want the Reminder Call. When the time arrives, your phone rings for 30 seconds and you simply pick up the handset to cancel the call. If you don't answer, Reminder Call rings back every minute up to four more times. If you're on the phone when the call comes through, it tries again five minutes later – if the phone's still engaged, the Reminder Call is cancelled.

## :: TO CANCEL REMINDER CALL BEFORE THE TIME YOU'VE SET

1	Dial 185.
2	Wait for the confirmation tone (long-short-long) then hang up.

## :: WILL REMINDER CALL WORK FOR YOU?

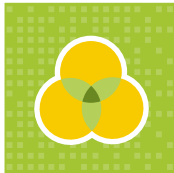
Reminder Call requires a touch-tone phone. You can check out some of the latest models available from Telecom on page 38.



USE IT AS A TOOL WHEN YOUR

memory

NEEDS JOGGING



## 3 Way Calls

Gets everyone together  
at the same time.

FOR MORE INFORMATION INCLUDING HOW  
TO SET UP AND USE 3 WAY CALLS, GO ONLINE AT  
[TELECOM.CO.NZ/3WAYCALLS](http://TELECOM.CO.NZ/3WAYCALLS)

### :: WILL 3 WAY CALLS WORK FOR YOU?

3 Way Calls require a touch-tone phone. The person who starts the call is charged the applicable call charges for calls to the second and third locations.

### :: TO GET 3 WAY CALLS WORKING

- 1 Dial the first person's number and wait for them to answer.
- 2 Press the 'recall' or 'flash' button on your phone and listen for the interrupted dial tone.
- 3 Dial the third person's number. When they answer, you and the third location can talk privately before you press the 'recall' or 'flash' button to connect all three locations.
- 4 If the third person doesn't reply or is engaged, press the 'recall' or 'flash' button twice to go back to the original call.

## :: TALK TO TWO PEOPLE AT THE SAME TIME

3 Way Calls are a great way to talk to lots of other people without leaving home or the office.

It allows people in three different locations to share the same call – ideal for family get-togethers, social calls to friends and associates and business conference calls.

## :: HOW 3 WAY CALLS WORK

To make a 3 Way Call, you first call the second location, then press the 'recall' or 'flash' button on your Telecom home phone and dial the third location. When they answer, you and the third location can talk privately before you press the 'recall' or 'flash' button to connect all three locations. The third location can be removed any time by pressing the 'recall' or 'flash' button briefly.

## :: TO DISCONNECT THE THIRD PERSON DURING THE CALL, BUT KEEP THE ORIGINAL CALL GOING

- 1 Press the 'recall' or 'flash' button briefly.

## :: TO DISCONNECT THE CALL

- 1 To disconnect the entire call, hang up.
- 2 To remove either the second or third person from the call, ask them to hang up.

## :: REMEMBER...

The person who starts the call is charged the applicable call charges.

WITH THREE OF YOU ON THE  
LINE YOU CAN CATCH UP ON  
A LOT OF NEWS EASILY AND

efficiently



## Getting the right phone can make life simpler

The right phone can make keeping in touch so much easier. And when you buy a phone from us, you can be sure you're getting great technology for a good price.

We have a range to choose from, including stylish and functional bench-top and wall-mounted phones or convenient cordless models.

Check out our full range and latest pricing online at [telecom.co.nz/phones](http://telecom.co.nz/phones) or by calling 123.

### :: DSS2415 (DSS2405) DIGITAL CORDLESS CALLER DISPLAY PHONE



Packed with features including:

- ▷ Long range – up to 1km with excellent call clarity even when you're in the garden!\*
- ▷ Option to have multiple handsets
- ▷ Speaker phone on handset for hands-free operation wherever you like
- ▷ Personal phone book and Caller Display with name identification – no need to remember phone numbers
- ▷ 16 individual ringtones – personalise your ringtones and identify friends and family when they call

### :: FP203 CALLER DISPLAY PHONE



Packed with features including:

- ▷ One touch speed dialling
- ▷ Keeps the details of your last 99 calls
- ▷ Hands-free speaker phone lets you do other things while you talk

### :: BUYING A HOME PHONE IS AS EASY AS 123 . . .

- ▷ Caller Display capability (page 28) – see who's calling before you answer and greet them personally, or check who has called when you've been out



**:: UNIDEN WDECT 2315  
(WDECT2305) DIGITAL  
CORDLESS CALLER  
DISPLAY PHONE  
ALL AVAILABLE  
IN SILVER**



**Packed with  
features including:**

- Longer range – up to 600 metres\* with excellent call clarity and security
- Option to have multiple handsets.
- 20 individual ring tones – personalise your ringtones and identify friends and family when they call
- Personal phone book (up to 100 numbers) and Caller Display with name identification
- Handset to handset communication – if you have two handsets they can be used as “walkie talkies” to communicate between two rooms in the house

**:: PANASONIC  
KX-TCD432NZ  
COMBO  
DIGITAL CORDLESS  
CALLER DISPLAY  
PHONE AVAILABLE  
IN WHITE**



**Packed with  
features including:**

- Multiple handsets (2 handsets included)
- Personal phone book (up to 20 numbers) with caller identification by ringtone and display (20 individual ringtones)
- Long battery life – up to 10 hours talk time with a single charge

- Call Minder message waiting indicator – if you use Call Minder (page 11) you can see at a glance when a message is waiting
- 12-month warranty
- Purchase is easy – you don't have to pay straight away, your new phone can be delivered to your door and the cost charged to your Telecom account.
- To get your choice of phone, just call 123 or order online at [telecom.co.nz/phones](http://telecom.co.nz/phones)

\* RANGE MAY VARY DEPENDING ON ENVIRONMENTAL OR TOPOGRAPHICAL CONDITIONS.

YOU WILL NEED TELECOM'S CALLER DISPLAY SERVICE TO ENJOY THE FEATURES LISTED FOR EACH PHONE. CALLER DISPLAY IS AVAILABLE FOR AN ADDITIONAL MONTHLY CHARGE ON YOUR TELECOM ACCOUNT.

CALLER DISPLAY IS NOT AVAILABLE IN ALL AREAS AND THE PHONE NUMBER MAY NOT BE DISPLAYED IN SOME SITUATIONS.

## For help and information

### :: THE WHITE PAGES®

It's a goldmine of information. Check the contents on page 2. You may well find the information you need is already in your hands.

### :: ONLINE @ TELECOM.CO.NZ

You can find out more about our products, services and specials online at [telecom.co.nz](http://telecom.co.nz).

### :: CALL 123

If you need to talk to someone, 123 is the number to call.

### :: TELECOM SERVICE EXPRESS FOR FAST ANSWERS

When you want information about your Telecom home or mobile account, and fast, Telecom Service Express is the best place to get it. One quick call to 0800 000 000 will give

### MOBILE

Free minutes	7601
Unbilled calls	7608
Outstanding balance	7607
Bill options	7605
Call Plans	7623

### FLY BUYS

To register your Fly Buys number	7611
----------------------------------	------

### SMARTPHONE SERVICES

Busy line check	7624
Call Minder	7619
Call Waiting	7620
Call Diversion	7621
Caller Display	7622

DO YOU HAVE LOVED ONES  
LIVING AWAY? MAKE IT

# easy

FOR THEM TO CALL WITH A  
HOME 0800 NUMBER. CALL 123  
OR VISIT TELECOM.CO.NZ

you quick access to a whole host of information and services.

Just dial 0800 000 000, enter your personal PIN, then enter a Quick Code and go straight to the information you want (you don't have to wait for the voice prompts to finish).

## BILLING

Outstanding balance	7602
Unbilled calls	7606
Last payment date/amount	7609
Date of last or next bill	7610
Request a Direct Debit form	7603

## NATIONAL/INTERNATIONAL

National Call Plans	7616
International call specials	7617
World clock	7614
Country or area codes	7615
Peak/Off-peak calling hours	7618

## :: CALL US

If you need to talk to someone, the number to call is:

018	to find a phone number
120	to log faults
*123	from your mobile
123	for residential enquiries
0800 22 55 98	for Xtra account enquiries



Telecom

Stockcode 67776  
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