



BizMobile from TelstraClear


The more business you have with
TelstraClear the better off you are.



Charging your battery



Make sure you have fully charged your battery before using your new mobile. The battery **must** charge for at least 16 hours for the first time - so plug in your charger and leave it overnight, then your mobile will be ready to go!

Switching on

Simply press and hold down the power key - this key is indicated on most mobile models by the  sign.

Making a call

When using a mobile to make an outgoing call you will always need to enter the area code (such as 04) or the full mobile prefix (such as 029) - even if you're just down the road.

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

Answering a call

When your mobile rings, press the green  key to answer the call. It's the same key to make and answer calls.

Storing numbers

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


Eg +6429123456 for a mobile number
or +6499123456 for a landline number

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

Key pad lock

Most non-flip mobiles have a simple to use "keylock" option that lets you lock your mobile key pad so you don't accidentally make a call if the buttons are bumped. Refer to your manufacturer's user information for instructions on how to do this.

VoiceMail quick dial key

Remember that if you press and hold the number  key down for more than 5 seconds most mobiles will automatically dial the preset VoiceMail number (083210) which allows you to check your messages easily.

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

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

Warranties

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

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

Repairs

Please immediately contact our Customer Care team or your Account Manager if your phone is faulty when it is delivered to you. For other warranty claims, or, if your mobile does get damaged and the damage is not covered by the warranty agreement, the repair centre will call you to discuss options. TelstraClear are unable to do this for you. The repair centre offer a loan mobile option, for you to take advantage of, subject to availability plus their own terms and conditions.

Important

You may be charged a minimum service or quote fee if for any reason you lodge your mobile for repair and then decide not to proceed with its repair. You should ask about these fees prior to any investigation work taking place.

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

Self-insurance

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

General insurance cover

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

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

Driving

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

Airplanes

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

Emergency calls

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

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

PIN codes

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

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

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

IMPORTANT: Do not attempt to enter anything into your mobile as you may risk permanently locking your mobile.

Lost or stolen mobiles

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

Better Communication

Number matching

Phone numbers are hard to remember, why have more than you need?

With Number Matching you can have your mobile numbers matched with your landlines.

Make it easy for your friends, family and customers to contact you. Eg. If your landline number is (09) 123 4567, your mobile number could be (029) 123 4567. This is subject to number availability. There are no extra fees for Number Matching.

Text messaging

Text messaging is all about sending short messages back and forth instantly between one mobile and another. It's the fast and cost effective way to communicate and its taken New Zealand by storm!

Text messaging makes life easy when you want to send a discreet message, if it's too noisy to talk or you need to send addresses or phone numbers.

To send a Text message, you just type your message on your mobile keypad up to 160 characters and follow the screen instructions or refer to your manufacturer's instruction guide. It's that easy.

Photo messaging

Photo messaging is like Text with pictures. With a Photo messaging capable mobile you can send colour pictures, photos, animations and Text from the screen of your mobile to other Photo messaging capable mobiles in New Zealand, or to an email address anywhere in the world.

Any Photo messaging mobile can send and receive Photo messages. They're instant and go straight from mobile to mobile. If your mobile isn't Photo messaging capable you can still receive Photo messages. You will receive a Text message advising you have received a Photo message, and how to view your Photo message online.

Photo message capable mobiles differ slightly in the way they take, send and receive Photo messages, for further information please read your manufacturer's instruction guide.

Video messaging

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

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

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

VoiceMail

Your mobile personal answering service

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

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

Press and hold the number **1** key and simply follow the voice prompts to retrieve your messages.

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

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

If you forget your PIN number, call TelstraClear Customer Care to reset your Voice mailbox.

Caller Display

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

Caller Display shows the number of your caller on the screen of your mobile phone, or the name of the caller if their details have been programmed into your mobile phone directory.

With the ability to screen your calls before you answer them, Caller Display provides you with greater control over your incoming calls.

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

Call Waiting

Ever needed to juggle 2 calls at once?

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

Call Waiting is available for everyone. There is no set up fee and no monthly access fee. You will simply pay your normal airtime rates for active outgoing calls.

Call Diversion

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

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

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

BizMobile Data

BizMobile Data is TelstraClear's mobile internet data network. It's like a traditional internet connection, without the wires. You're able to instantly access important information, you'll know the moment a new email arrives and you'll be able to read it on the spot. You can also send emails and alter information on documents. You can access your company's intranet for billing, ordering or statistical information. In other words, you will have the tools to ensure you are up to date, wherever you are.

Once you're on the network you can stay connected all day. There's no dial up connection, which increases the speed and efficiency of sending and receiving important information quickly, and you only get charged for what you send and/or receive.

Roaming

Whenever you travel overseas, TelstraClear's roaming service makes sure your calls follow you, and unless you tell them, your callers won't even know you're away! Roaming is available on request via your Account Manager or TelstraClear Customer Care. Otherwise, if you don't have a GSM Roaming SIM and want a temporary roaming service; just call TelstraClear Customer Care a minimum of 2 working days before you leave.

Then you simply dial *22800 from your roaming mobile before you leave and follow the voice prompts.

A GSM roaming SIM is required for your WorldMode phone to roam on GSM networks.

NOTE: If for any reason your mobile doesn't connect to a local operator's network, you may be required to conduct a manual network search - please see your manufacturer's instruction guide for more details.

Mobile Services and BizMobile

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

- (a) The service details that are recorded in the form of agreement or application form that you sign with TelstraClear;
- (b) The Mobile Service and BizMobile Terms and Conditions set out below; and
- (c) TelstraClear's Standard Business Terms (which can be found at www.telstraclear.co.nz/terms).

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

Mobile Services and BizMobile Terms and Conditions

1 INTERPRETATION

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

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

Mobile Services means the mobile services to be provided by us as described in the form of agreement or application form that you sign with TelstraClear, and each component part and feature of those mobile services.

2 CHANGE TO MOBILE SERVICES

- 2.1 Notwithstanding anything in clause 13.1 of TelstraClear's Standard Business Terms, we may stop providing a Mobile Service or change a Mobile Service at any time including if we are withdrawing a Mobile Service from general availability or replacing a Mobile Service (or part of a Mobile Service) with a new or different mobile service. If we stop providing a Mobile Service or change a Mobile Service as described above, we will give you at least 60 days' written notice thereof.

3 RADIO INTERFERENCE

- 3.1 Without limiting clause 4.3 of TelstraClear's Standard Terms of Business, you acknowledge that the Mobile Services use radio signals and that the Mobile Services may be interrupted due to interference to those radio signals. Mobile Service quality will vary with geography and other factors.

4 YOUR COMMITMENT TO US

- 4.1 You agree that you will:
 - not use any handset or other equipment that is not specifically approved by TelstraClear for use on the Network;
 - not use any handset or other equipment that interferes with TelstraClear's or its service provider's ability to trace or intercept telecommunications;
 - return all SIMcards to us on termination of this Agreement (if you do not return any SIMcard within 30 days after disconnection, we reserve the right to charge you for it);
 - keep us protected against any legal action taken against us in connection with your use of the Mobile Services;
 - not use the Mobile Services in any way that is offensive or unlawful or which could interfere with anyone else's use of mobile services;

Terms and Conditions (Cont.)

- not do anything or introduce anything (including any virus) that may harm our or any third party equipment;
- not use the Mobile Services to spam, mail bomb, publish any offensive or unlawful material, harvest information about others, create a false identity, transmit or upload material which breaches any third party right or any similar activity;
- never interfere with any part of the Network; and
- make sure nothing is connected to the Network unless it has a Telepermit or is otherwise approved by us. This helps to ensure that your Mobile Hardware does not damage the Network but does not mean that the Network will always remain compatible with your Mobile Hardware.

5 HARDWARE

- 5.1 Risk in the Mobile Hardware will pass to you upon delivery of the Mobile Hardware to you.
- 5.2 Title in the Mobile Hardware will pass to you upon payment of the Charges for that Mobile Hardware or, in the case of Mobile Hardware that we have agreed to provide you free of charge, upon delivery of the Mobile Hardware to you.
- 5.3 Until title passes to you, this Agreement creates a security interest in all Mobile Hardware pursuant to the terms of the Personal Property Securities Act 1999. You agree to sign any documents and provide any information required by us to ensure that our security interest is perfected.
- 5.4 If any of the Mobile Hardware is under manufacturers' warranties, we will endeavour to give you the benefit of those warranties. Where this is not possible, we will hold those warranties on your behalf. We will have no obligation to negotiate any warranties or indemnities on your behalf with respect to any Mobile Hardware (or any associated software).
- 5.5 If you make a claim on any warranty that is held by us on your behalf, you must promptly return the item(s) of defective Mobile Hardware to us with their accessories and all original packaging, together with a copy of the invoice and a written claim specifically identifying the defect(s):
TelstraClear Mobile Centre, C/- Customer Support Department, TelstraClear Limited, Cnr Taharoto and Northcote Roads, Takapuna, AUCKLAND
- 5.6 If any item of Mobile Hardware requires repair or replacement because it is lost or damaged and that repair or replacement is not covered by any warranty referred to in clause 5.4 above, or you place an order for additional Mobile Hardware, then the charges for the repair or replacement and/or additional Mobile Hardware will be in accordance with our then current standard charges and you agree to pay all such applicable charges.
- 5.7 You acknowledge that we are not responsible for any loss of data or other information that may occur in the course of or in connection with the repair of any Mobile Hardware. We recommend that you back-up all data on all item(s) of Mobile Hardware before those items are sent to us for repair or replacement.
- 5.8 You acknowledge that we are not under any obligation to ensure the continued availability of the make and model of any Mobile Hardware we provide to you.
- 5.9 You agree not to resell, lease or rent any Mobile Hardware to any other person.
- 5.10 You acknowledge that access to the Mobile Services is dependant upon your equipment and hardware. If the products you use do not support all of the Mobile Services, we are under no obligation to ensure your access to those Mobile Services.
- 5.11 You must not remove any trademarks or logos from any of the Mobile Hardware.

6 SIMcards

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

7 RESTRICTION

- 7.1 In addition to our rights under clause 12 of TelstraClear's Standard Business Terms, we may, without providing you with prior notification, bar or restrict any user's use of any or all of the Mobile Services if that user is using the Mobile Services or any handset or equipment in a way that causes interference to the Network, or that is offensive or otherwise disruptive. All applicable Charges will continue to accrue with respect to any restricted Mobile Service. We may require you to pay a reconnection charge as a condition of lifting any such restriction.
- 7.2 We may change or restrict the right to roam to and from overseas networks at any time during the Initial Term.

8 NO CLAIMS

- 8.1 Without limiting clause 18.5 of TelstraClear's Standard Business Terms, you may not bring a claim against any other network operator and/or third party supplier (including their officers, employees, contractors and agents) in connection with or arising from the Mobile Services.

9 TERMINATION

- 9.1 Without limiting clause 13 of TelstraClear's Standard Business Terms or clause 2.1 above, we may stop providing any Mobile Service or terminate this Agreement if any of our licences or rights to operate on the Network and/or sell the Mobile Services are suspended or terminated (including the termination of any agreement with a telecommunications provider in relation to the Mobile Services).
- 9.2 If you give up any or all of the Mobile Services under clause 13.2 of TelstraClear's Standard Business Terms or we terminate all or part of the Agreement under clause 13.3 of TelstraClear's Standard Business Terms, then we may require you to pay:
- all Charges for the Mobile Services incurred up to and including the date of disconnection; and
 - any outstanding Charges and other moneys payable by you for the Mobile Services.
 - the early termination charges specified in the form of agreement or application form that you have signed with TelstraClear;
 - if we have provided you with a handset rebate in relation to any item of Mobile Hardware, the amount of that handset rebate (as specified in the form of agreement or application form that you have signed with TelstraClear), multiplied by the number of months and part months remaining in the Initial Term as at the date of termination, divided by the total number of months in the Initial Term; and
 - if we have agreed to waive or discount any installation charge or set-up charge, the amount of the waived charge or the amount by which the installation or set-up charge has been discounted, multiplied by the number of months and part months remaining in the Initial Term as at the date of termination, divided by the total number of months in the Initial Term.

The above early termination charges replace the early termination charges referred to in clause 14.2 of TelstraClear's Standard Business Terms, in relation to the Mobile Services only.

Terms and Conditions (Cont.)

10 INFORMATION

10.1 You agree that we may collect information about you and your use of the Mobile Services. This information may be obtained from you or generated within the Network when you or anyone else uses the Mobile Services. You agree that:

- we may share information about you and your use of the Mobile Services with our third party suppliers to allow those suppliers to provide the Mobile Services and to comply with interception capability, security, fraud investigation co-operation or emergency response services requirements; and
- our third party suppliers may use the information about you and your use of the Mobile Services for the purposes described above.

11 CHANGES AND OTHER TERMS

11.1 Notwithstanding anything in clauses 6.7 and 21.1 of TelstraClear's Standard Business Terms, we may change any aspect of the BizLine pricing plans and these Mobile Service and BizMobile Terms and Conditions, by giving you 60 days' notice in writing.

11.2 Other terms may apply to some of the Mobile Services. Where that is the case we will tell you about those terms. Once agreed in writing those terms will be part of this Agreement.

12 SERVICES PROVIDED BY THIRD PARTIES OVER THE NETWORK

12.1 We take no responsibility for the accuracy, completeness or currency of any content or material or services that you may access or have provided to you by a third party through the Mobile Services or for any charges that you may incur by your use of such content, materials or services.

12.2 We are not responsible for:

- ensuring that the information you access or make available through using the Mobile Services will be private or secure or free from viruses or other harmful things;
- any transactions you enter into through use of the Mobile Services or any dealings between you and any advertisers or other third parties using the Mobile Services or your participation in any promotions;
- any delay in receipt of information you select for transmission to your mobile phone; and
- fixing any faults in any part of the Internet beyond our Network.

13 BIZMOBILE (VOICE AND DATA) PRICING PLANS

13.1 The BizMobile pricing plans are only available to small and medium enterprise business customers. We reserve the right to refuse to sell a BizMobile pricing plan to any person or business for any reason including if we believe (in our discretion) that person or business is not a small or medium enterprise business.

13.2 If you downgrade the BizMobile pricing plan on any of your Mobile Services, then you may be liable to pay early termination charges as described in clause 9.2 above in respect of those Mobile Services.

13.3 BizMobile Starter and BizMobile Plus:

- (a) If you are on BizMobile Plus and you do not use all of your bundle of minutes in any month the unused minutes at the end of the month cannot be carried forward or redeemed.
- (b) All mobile to land (national and international) and mobile to mobile (TelstraClear, Telecom and Vodafone) calls made within New Zealand are charged on a minute plus second (calculated at 1/60th of the appropriate per minute rate) basis.
- (c) All international roaming calls are charged on a minute plus minute basis.

13.4 BizMobile Data: The following reasonable usage level applies on your BizMobile Data Mobile Services: 3GB(3072 MB) of data used within New Zealand. Usage in excess of any of this reasonable usage level is considered to be unreasonable. If in any month you exceed this limit we reserve the right, without further notice, to charge you on a per MB basis (at \$0.50 per MB) for the excess usage. If you exceed this limit every month for three consecutive months then we reserve the right to terminate your BizMobile Data pricing plan (without liability to you) and transfer you to a usage based plan. We will use our reasonable efforts to notify you of this change at the time.

Contact Information

As one of our valued customers, TelstraClear will be your first point of call for all your mobile inquiries. Please contact your TelstraClear Account Manager or the appropriate support team below in the first instance.

TelstraClear Customer Care Support

Business

Operating hours: Weekdays 8am - 6pm

Saturday 8am - 5pm

TollFree 0508 555 500

Fax 0508 555 501

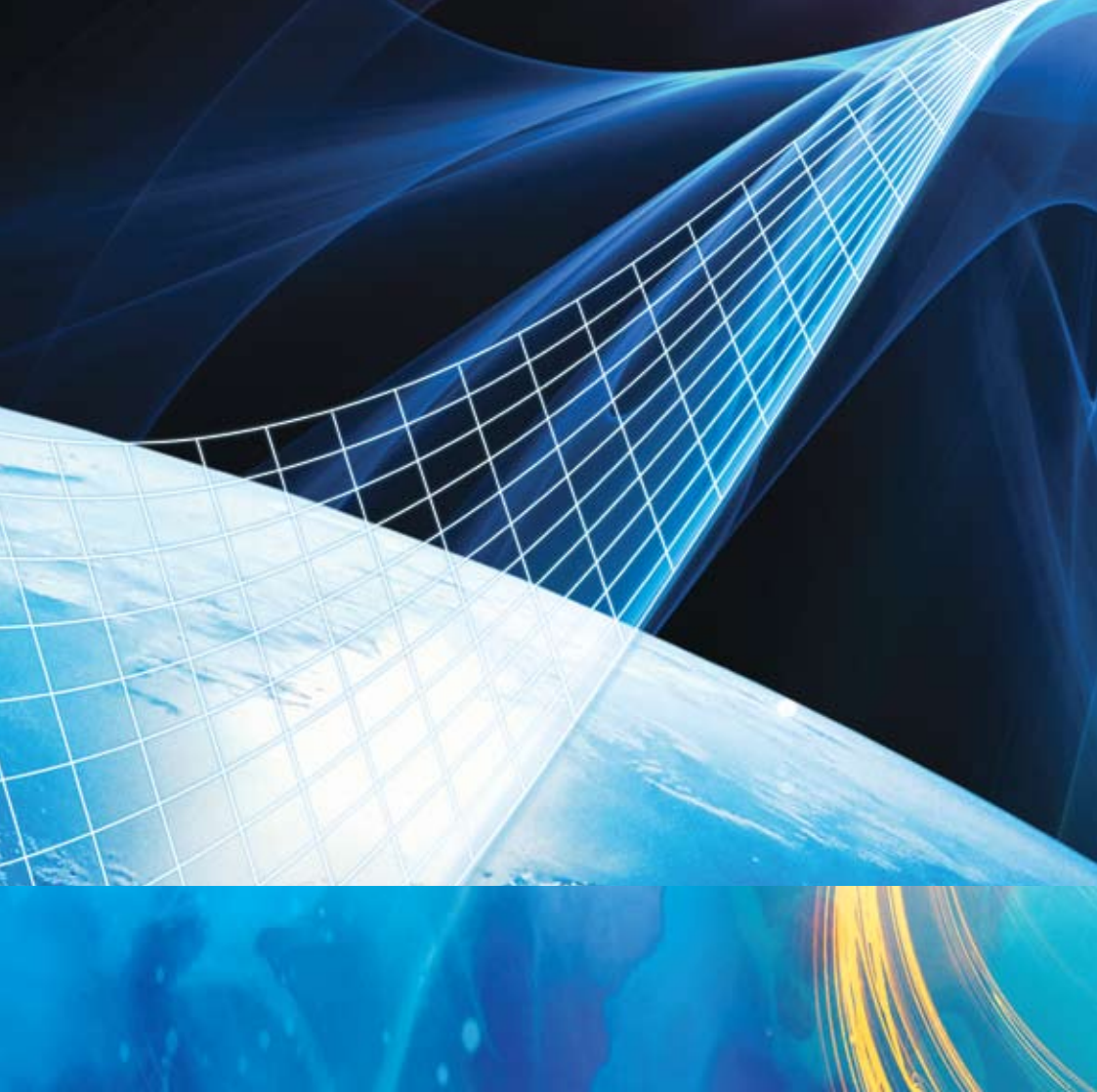
Websites

www.telstraclear.co.nz

Other handy contact numbers

Carkit Installation

Installer Services 0800 348 669



Business Customer Care

Phone TollFree 0508 555 500

Fax TollFree 0508 555 501

Freepost

TelstraClear, FREEPOST 4768,
Private Bag 92143, AMC, Auckland.

www.telstraclear.co.nz

