



# Executive Card User Guide. TELECORP

A.B.N. 84 091 707 970

## CALLING FROM OVERSEAS

- 1 Dial the toll free number listed at the bottom of your card or on the opposite side of this user guide for more countries
- 2 Dial **0** when prompted
- 3 When prompted to enter your 'account number', enter your card number (listed on the back of your card) plus your 3 digit PIN followed by **#**
- 4 Follow the voice prompts to make your call

- Dial **1** to call Australia followed by the area code and phone number you wish to call as if you are in Australia. (no country code required)
- Dial **2** to call Any Other Country (including the country you are calling from) followed by 0011, country code, area code (without the 0) and the phone number you wish to call
- For Follow On Calls do not hang up. Simply dial **0** and place your next call Please note that the availability and functionality of this service may be affected by the telephone facilities of the country you are in.

## VOICE MAIL

Your Voice Mail is already active.

We recommend that you personalise your greeting by selecting **2** from the options menu and follow the voice prompts.

- 1 Give the following phone number to your Friends, Relatives or Business Associates to leave you messages: 1800 680 277 within Australia and + 61 2 8228 3103 from Overseas
- 2 They will also need your voice mail number which is located on the back of your Executive Card.
- 3 They simply call the phone number above to leave a message. You will be informed of any messages received when you next use your Executive Card.

## SAMPLE OF CARD BACK

**TELECORP** 24 hour Customer Service in Australia 1800 730 730 **Executive Card** www.telecorp.com.au

CALLING FROM AUSTRALIA	CALLING FROM OVERSEAS									
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<p><b>Overseas Customer Service</b> - Dial the toll free number of the country you are in and hold the line (i.e. do not press <b>0</b>). You will be automatically put through to customer service. If you cannot access the toll free number, call direct on +61 7 5584 3354.</p> <table style="width: 100%; font-size: small;"> <tr> <td>USA 1877 550 6823</td> <td>New Zealand 0900 449 397</td> <td>UK 0800 085 3100</td> </tr> <tr> <td>Canada 1888 255 7494</td> <td>Japan 0053 1250 005</td> <td>France 0800 919 218</td> </tr> <tr> <td>Hong Kong 853 930 415</td> <td>Singapore 800 9163 013</td> <td>Thailand 0218 0061 350</td> </tr> </table>		USA 1877 550 6823	New Zealand 0900 449 397	UK 0800 085 3100	Canada 1888 255 7494	Japan 0053 1250 005	France 0800 919 218	Hong Kong 853 930 415	Singapore 800 9163 013	Thailand 0218 0061 350
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## CALLING FROM AUSTRALIA

Follow the below instructions to call overseas from any phone in Australia.

- 1 From Australia dial 1800 730 730
- 2 Dial **0** when prompted
- 3 When prompted to enter your 'account number', please enter your card number (listed on the back of your card) plus your 3 digit PIN followed by **#**
- 4 Follow the voice prompts to make your call

\*To skip through the voice prompts press **#** To make follow-on calls, press **\*** **#** at the end of the call instead of hanging up

## INTERNATIONAL TOLL FREE NUMBERS

### COUNTRIES AND NUMBERS

ARGENTINA	0800 6660 280	GUAM	1 877 550 6823
AUSTRALIA	1800 73 73 73	HAWAII	1 877 550 6823
AUSTRIA	0800 281 104	HONG KONG	800 900 415
BAHRAIN	800 949	HUNGARY	06 800 14 568
BELGIUM	0800 79 304	INDIA	000 800 610 1006
BRAZIL	0800 8916 509	INDONESIA	0018 030 6130 112
CANADA	1888 2557 494	IRELAND Nth	0800 0853 100
CHILE	800 202 880	IRELAND Sth	1800 553 098
CHINA	10 800 1400 299	ISRAEL	1800 9465 470
COLOMBIA	980 9195 470	ITALY	800 781 975
DENMARK	808 83 759	JAPAN	0053 1250 005
FIJI	008 002 060	KOREA STH	0030 8140 298
FINLAND	0800 115 166	LUXEMBOURG	800 22 733
FRANCE	0800 919 218	MALAYSIA	1800 802 701
GERMANY	0800 1802 483	MONACO	8009 0019
GREECE	00800 1612 2030 222	NETHERLANDS	0800 0228 131

\* Some hotels may charge a connection fee and some pay phones may require coins \*

## INTERNATIONAL TOLL FREE NUMBERS

### COUNTRIES AND NUMBERS

NEW ZEALAND	0800 449 397	SOUTH AFRICA	0800 998 226
NORFOLK ISLAND	1800 9773	SPAIN	900 951 584
NORFOLK ISLAND	1800 7409	SWEDEN	020 0214 445
NORWAY	800 18 070	SWITZERLAND	0800 835 713
PAUPA NEW GUINEA	0508 610 61	TAIWAN	0080 1615 103
PAUPA NEW GUINEA	0508 610 07	THAILAND	0018 0061 350 071
PHILIPPINES	1800 1612 0015	UK	0800 0853 100
POLAND	008 001 114 460	USA	1 877 550 6823
PORTUGAL	800 819 183	WALES	0800 0853 100
SINGAPORE	800 6163 013	VATICAN CITY	8007 819 75

\* Some hotels may charge a connection fee and some pay phones may require coins \*

## PROBLEMS WHICH MAY OCCUR IN SOME COUNTRIES

1. Payphones may need "Coins" or "Local Phone Card" or "Swipe of Credit Card" to get a dial tone: Austria, Belgium, Brazil, Colombia, Denmark, Guam, Hungary, Italy, Netherlands, South Africa, South Korea, Sweden and Switzerland.
  2. Service Not Available From Payphones: Chile, Fiji and Thailand.
  3. Some Hotels may require Toll Free Number to be connected from reception: Fiji, Indonesia and Thailand.
- UK and Spain - Some payphones may require \* to be pressed after the first Number has been dialled to gain a dial tone.
- China - Service available from Shanghai, Beijing, Guangzhou and Shenzhen only.
- Hong Kong - If using a payphone, only yellow pay phones can be used.
- Hungary - From some payphones wait for second dial tone after dialling 00.
- India - Not available from mobile phones and some Hotels.

## CARD TERMS AND CONDITIONS

- 1) You acknowledge that Telecorp shall not be liable for any damage or injury caused by the use of the card or arising out of a breach of any term, warranty, or representation relating to this card under this agreement or provided by Telecorp or any of its employees, agents or sub-contractors
- 2) You acknowledge that Telecorp shall not be liable for any special, incidental or consequence or error in the placement, or "patch through" of any call using the card. Telecorp is not liable for any loss of any Voice Mail messages held on its system
- 3) Calls placed with the card overseas use the telephone facilities of the country in which the call is made and are subject to the quality of the service provided by those facilities. Telecorp makes no guarantee, warranty or representations regarding the condition or functionality of those facilities and accepts no liability arising either directly or indirectly from the use of the card.
- 4) All calls GST inclusive, except for where GST is not applicable
- 5) Please refer to your application form for further card terms and conditions.
- 6) Calls to international mobile phones charged at higher rates.

## IMPORTANT NOTES

- 1) NEVER insert the phone card into any phone
- 2) Some Hotels may NOT provide access to toll free numbers
- 3) If the phone you are using is not working properly, you will be connected to a live operator who will connect your call (a connection fee applies)
- 4) Service is not provided for calls to 0055 or 1900 services
- 5) Local calls are charged on a per minute basis. Calls to 1300 and 1800 numbers are treated as local calls and will be charged on a per minute basis.
- 6) A connection fee applies to all calls.