

Voicemail

Q: How do I access my Voicemail? A: You can access your voicemail by dialing 321 from your mobile handset. This is accessible in all states of Australia.

Q: Before leaving Australia, what number should I enter in the diversions to ensure calls are diverted to Voicemail while I am away? A: You should enter the diversion code and +61411000321. To retrieve messages, you should dial +61411000321.

SMS

Q: What is SMS? A: SMS is text messaging via your mobile phone. Text messages are keyed in using the alphanumeric keys on your mobile phone keypad.

Q: What is the maximum number of characters a SMS message can have? A: 160 characters including punctuation and spacing. At the end of the 160 characters, most phones won't allow you to type any further.

Q: How much does it cost to send a SMS overseas? A: The cost of SMS messages originating in Australia (regardless of destination) is the standard cost per any SMS on your plan. If your message is successfully sent but not received, the charge will still apply. Please be aware that 5Star cannot guarantee the delivery of SMS. The reason is that in some cases where an SMS message is sent to an international destination, the overseas mobile carrier may not deliver these messages to their subscriber base. 5Star customers will be charged for each SMS message they send overseas regardless of whether the SMS messages are received by the overseas subscriber.

Q: Will I still receive messages if my phone is turned off or out of range? A: The SMS message cannot be delivered until your mobile phone is switched on. For those messages that aren't delivered, the SMSC re-attempts to deliver the message over a 7 day period.

Q: What are some of the reasons why an SMS message would not be delivered? A: - Recipients phone may be turned off or out of range. - Recipient may not have SMS activated on their phone. - Did the recipient accidentally delete the message? - Recipient's message capacity may be full.

Handsets

Q: My mobile phone is blocked, how do I unblock it? A: If your SIM card is blocked and you require an unlock code (also known as a PUK code), you can contact us on 1300 886 784 and request for: "Unlocking a mobile phone" or "P. U. K. code". You will need to provide us with your mobile phone number and date of birth. We will then provide you with an unlocking code to enter into your mobile phone. When that's complete, your phone will ask you to create a new PIN number.

Roaming

Q: How do I set up international roaming to use my mobile overseas? A: Before you go overseas: please call us at least two days prior to departure, on 1300 886 784 (Monday-Friday between 8:30am and 6:00pm EST). If you're already overseas: please call us internationally on +61 2 9492 5400. This number is available Monday-Friday between 8:30am and 6:00pm

(Australian EST). We can advise you the cost of international roaming, this varies in different countries.

Q: I am roaming overseas and make a call back to Australia. What do I get charged? A: The AutoRoam rate to call Australia as charged by the carrier that you are using overseas. Call us for the call rate applicable in each country.

Q: My friend is roaming overseas, I call him and he answers my call. What do I get charged? A: The normal cost of a call to a mobile phone in Australia as per your rate plan.

Q: What does my friend get charged when I call him overseas? A: The International rate to call the destination country (excluding GST), & the connection fee (some international carriers charge for incoming calls in addition to the 'yes' International charge. Check the country in the Mobile International Database).

GPRS

Q: What is the difference between GPRS and WAP? A: WAP is a product that you can connect to. 5Star offers a WAP service under the branding of Optus Zoo. Optus Zoo WAP allows you to access information services, premium content and POP3 email. GPRS is the service used to connect to WAP. It is a means of data being sent from an origin to a destination.

Q: Can I access the Internet from my GPRS phone? A: If you wish to access the World Wide Web via Wireless Internet, this can only be done: With an all in one device such as an O2 XDA, With a GPRS phone and a PDA like a Compaq IPAQ or With a GPRS phone and a laptop computer. Generally, majority of handsets only offer access to WAP, which is a very basic version of an internet. Customers using WAP however can only access sites provided by Optus on the Optus Zoo homepage.

Q: Can I use GPRS with my CDMA phone? A: No, GPRS is only available for GSM services.

Q: Is international roaming available for GPRS? A: Yes, roaming with GPRS is available.

Harassment Calls

Q: I have reported the calls, now what happens? A: The Unwelcome Calls (UWC) Team can trace the calls received according to the specific times and dates advised. If the Trace results show a pattern of calls originating from the same service number (i.e. 3 or more calls over a 2 - 5 day period), matching the times and dates you have given us, the UWC Team will notify you. The UWC Team will then send a warning letter to the offender.

Q: I am being harassed by SMS, what can I do? A: Provide 5Star with the times and dates of 3 or more calls spread over a 24 to 120 hour period. This will be used to determine whether a pattern of harassment (as defined in the Code) can be established. Accurate time and date are critical to ensure the identification of the correct source of the messages involved. 5Star will work with the other national carriers and service providers to resolve your complaint through the issuing of warning letter/s to the registered lessee of the service from which the message/s originate but you are able to escalate the matter to Police at any time. Police can request such information from 5Star at no charge to you or the Police. 5Star will not be able to resolve

complaints that relate to SMS messages that originate from the Internet, Surepage operators, overseas or from pay phones. If these messages continue to cause you distress, we recommend changing your mobile number. If you are fearful for your safety because of the SMS messages received, or they are life threatening, please contact the Police. The Police will contact 5Star for assistance if they deem the complaint to be an emergency.

Q: I want to know who was harassing me? A: The Telecommunications Act prohibits the release of such information to complainants therefore the UWC Team CANNOT provide information which could enable you to identify who is making the calls.

Lost or Stolen Mobile?

The Telecommunications industry estimates that about 100,000 mobile phones are lost or stolen each year.

Step 1: Phone the number immediately If you think your mobile has been stolen or lost you should try the number to see if you can hear the phone ringing.

Step 2: Report the phone missing If you think your mobile has been stolen and you would like to make an insurance claim contact your local police station (do not ring the emergency number 000). The police will provide a report number, which you will need to quote to 5Star Customer Service on 1300 886 784. If you think your mobile has been lost, contact 5Star Customer Service immediately on 1300 886 784.

Step 3: Call 5Star Customer Service on 1300 886 784 to bar the phone. If your phone has been lost or stolen, you should bar the service, which prevents outgoing calls, outgoing SMS text messages, will deactivate any diversions you have in place, and block any other services such as WAP or GPRS. It may take 15 minutes to an hour to block your SIM card, however you will not be charged for any calls made after you notify 5Star. If you are not the account holder but need to bar the service you can do so on their behalf. The account holder will need to then contact customer service within 24 hours in order for the bar to remain active.

Step 4: 5Star Customer Service blocks the IMEI (International Mobile Equipment Identity) number. 5Star also gives you the option of IMEI blocking which prevents another SIM card being used in your handset on the Optus, Telstra or Vodafone network. Once the IMEI is blocked, it means that if someone does find your handset they will not be able to use it with a Telstra, Optus or Vodafone SIM card. CDMA services do not have SIM Cards. Instead, they have an 'ESN' number, which is a serial number attached to the mobile service. When a CDMA service is barred its ESN is blocked which negates the need for IMEI blocking because a CDMA handset cannot be used when an ESN is blocked. Customer service are not able to action an IMEI block for a non account holder.

Step 5: Replace the mobile phone, there are different options available to Customers who require a new phone. *Upgrade* – If you are out of contract, upgrade to a new phone on a new contract. *Buy 2nd Hand Phone* – you can buy a 2nd hand phone from a 2nd hand goods store. Thereafter you can purchase a new SIM card for around \$25 from 5Star, then call T4 on 1300

886 784 to register the SIM. Always check the IMEI number through the AMTA website. *What if I find my phone?* If your phone is recovered, call 5Star Customer Service on 1300 886 784 to take off the bar and unblock the IMEI, or unblock the ESN for CMDA customers, which takes about 24 hours for all types of services. *Precautions for your new phone* Below are some precautions you should consider to reduce the possibility of unauthorised calls if your phone is lost or stolen.

IMEI: the IMEI number is independent of the phone number and is usually written underneath the battery or SIM card on the back of the handset itself. Record and store the IMEI number in a safe place. Most phones are able to tell you their IMEI number when you dial *#06# from the mobile handset.

Insurance: Insurance is available for all Optus mobile customers. If the phone is lost or stolen you will still be liable for the payments over the life of your contract.

- Use a Personal Identification Number (PIN): A PIN number can be programmed to bar entry to the phone or sim card. Follow the instructions in the phone user guide to set the Equipment Lock feature.
- Keep PIN and IMEI numbers in a safe place.
- Do not leave the phone unattended in the car.
- Do not wear the phone on your hip in crowded areas.
- Do not leave the phone in your pocket where it can easily fall out.