

| Macquarie Mobile CALLback Guide 2008*

How do I start to use CALLback?

Just call **1555**** from your mobile to ensure that your voice mailbox has been set-up. Incoming calls will divert to your mailbox if your phone is either in use, turned off or out of range if the appropriate diverts have been activated.

It's always good to personalise your CALLback greeting because it's your voice callers expect to hear. The first time you dial **121** you will be asked to personalise your greeting. You can do this by following the voice prompts and simply recording your name. Your callers will then hear: "Welcome to the Vodafone CALLback service for (YOUR NAME) Please record your message after the tone."

How do I personalise my CALLback greeting?

Simply dial free-call **1505**** from your handset and follow the instructions. Alternatively, dial 121 from your mobile, press 95 when you hear how many messages you have and then follow the instructions.

Can I listen to my messages anytime?

Yes, dial **121** from you mobile handset and your voicemail messages will be replayed.

How do I retrieve my messages?

At the point of connection, all Network Vodafone phones are set up with the TXT alert service. To retrieve messages from your mailbox dial **121** from your handset.

If you want a ring alert notification of a message being left in your mailbox, you can activate a text notification service by dialling **1219**** from your handset. This text alert will leave an envelope on your handset screen when you have a message. If you want to revert to the TXT alert dial **1218**** from your handset. Please note that the **121** short dial code will only operate overseas in some countries whilst you are roaming. For all other countries you will have to dial **0414 121 121** and enter you mobile number and security code.

To pick up your voicemail messages remotely dial your own mobile number from any phone service. Then dial **9** during the greeting. You will then be asked to enter your voicemail box security code. The default security code for your mailbox is **3333**. Your messages will then be played for you.

How do I change the diversions set up on my phone?

By dialling **1212**** from your handset, all calls will be diverted to your voice mailbox.

An all calls diversion can be cancelled by dialling **1213**** from your handset.

By dialling **1211**** from your handset the 3 conditional diversions, which are set up at the point of connection, will be re-activated.

Can my messages be delivered by TXT rather than a call?

No, the message can not be delivered as TXT, only the message alert can be delivered as text. Your TXT alert is installed automatically and you will receive this should you have a message in your voice mailbox.

How do I reactivate Ring Alert?

Call **1219**** and ring alert is installed automatically. To deactivate Ring Alert and return to SMS notification just dial **1218****.

** Please note that these short dial codes will not work overseas.

Do I need a security code?

A security code is recommended to prevent people from listening to your messages or changing your greeting. When you dial **121** to access messages from your own mobile phone a security code is optional. However, when you ring and collect messages from any other phone, a security code is always required.

How do enable my security code for when I am calling from my mobile service?

To enable a security code when you collect messages from your own mobile phone

1. Dial 121
2. Enter 97 to enable security code protection

Your default security code is 3333. For security we recommend that you change this to a four-digit number of your choice.

To disable the security option, dial 121 from your mobile and then press 96.

How do I change my security code?

1. Dial 121
2. During the greeting press 98
3. Follow the voice prompts to change your security code
4. Hang up

Can I listen to my messages from a tone-dialling phone?

Yes

1. Turn your phone off
2. Dial your own mobile number
3. CALLback will answer and start to play your own greeting, during this greeting press 9
4. When asked, enter your four-digit security code
5. Your voicemail messages will be replayed

What happens if I accidentally hang up before I listen to all my messages?

CALLback will notify you of un-played messages in your mailbox when a new message is deposited.

An un-played (new) message is one that has not had more than 50% of the message played. Once more than 50% of the message has been played, it will then become an old message.

What happens if I don't use CALLback?

It is automatically deactivated if no messages are received in any 45-day period.

To reactivate CALLback any time by calling a Macquarie Assist on 1800 789 999 Option 3

**** Please note these short codes will not work overseas.**

* The information in this document is current as at [18] July 2008.