

| Mobile - Frequently Asked Questions *

Which network does Macquarie Telecom use?

Our primary network is powered by Vodafone - the world's largest mobile telecommunications company with more than 95 million proportionate customers. We also can utilise the Telstra GSM network as our secondary network where extra coverage is needed.

Are there any planned coverage improvements?

Yes. Vodafone has committed to continue to extend both its UMTS (3G) and GSM (2G) networks. The commitment is to extend the UMTS network to reach over 95% of the population by 31 December 2008. At the same time, Vodafone will be increasing the capacity of the networks backhaul capacity to allow them to deliver HSDPA speeds to the entire country. Vodafone has more experience than any other telecommunications company at deploying 3G HSDPA networks. This is why in Australia Vodafone has decided to build its UMTS network to hand off seamlessly with the existing GSM network, therefore acting as a safety net meaning less dropouts and better overall coverage.

Is there a porting or connection fee?

No. Macquarie Telecom does not charge a porting or connection fee.

How will I be billed for my calls?

With Macquarie Telecom you will be billed on a per second basis, have no flagfall or minimum call charge and because we do not ask for a per service commitment level, Macquarie Telecom is a true pay for what you use solution.

What is the difference between 30 second billing & 1 second billing

Certain networks bill only in 30 second increments, so if you are on the phone for over 30 seconds you will be billed for 1 minute. Every call is rounded up to the next 30 second increment. With 1 second billing, you pay only for the time you are on the phone. From analysis we see a 15% surcharge for customers who are billed on 30 second billing increments.

What is the benefit to me of not having a flag-fall?

A typical call from a mobile phone lasts less than 2 minutes, which means, for example, that on Macquarie Telecom's 14c call plan, you would pay 14c cents for that call. Our competitors, on the other hand, typically charge a flag-fall of around 25 cents for every time you make a call, in addition to the actual call charge. Therefore a significant proportion of your monthly bill with one of our competitors would consist of flag-fall charges.

How long will it take to port my mobile number to Macquarie Telecom? Will there be any "downtime"?

Your port into Macquarie Telecom should be effective approximately 3 business hours from the time you complete the necessary forms and the port notification is sent to your current service provider. There should be absolutely no downtime and when your existing mobile service goes off the air all you have to do is to insert your new Macquarie Telecom SIM card into your mobile phone and you will be able to make calls straight away.

What information and services can I use with my Macquarie Telecom mobile

Macquarie Telecom has a full suite of mobile voice and data services, including mobile email solutions, mobile VPN solutions, fleet management solutions and a whole lot more. As a valued business customer of Macquarie Telecom you will have access to all Macquarie Telecom's mobility services. More information can be found on our web site at www.macquarietelecom.com.

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. It can be cancelled by dialling 1213** from your handset. By dialling 1211** from your handset the 3 conditional diversions will be re-activated.

How many messages can be stored on my voicemail?

Up to 20 messages of up to 3 minutes per message. Played messages will automatically be saved for 5 days. Unplayed messages will automatically be deleted after 3 days.

What are the short dial codes for CALLback?

Set-up by dialling 121 and interrupt with 95. Activate TXT alert 1218**. Activate ring alert 1219**. Conditional diverts on 1211**. All calls diverted on 1212**. All calls divert off 1213**.

How can I retrieve my messages remotely?

Dial your own mobile number from any phone service. Then dial 9 during the greeting. Then enter your voicemail box security code. The default security code for your mailbox is 3333.

What if I require special numbers?

If you want a gold or silver number we are able to provide this to you at a cost. Macquarie Assist will help you identify the number you would like and all associated costs.

Can I receive messages from other GSM networks?

Yes you can. All network operators allow interconnect with each other so you can receive and send SMS messages for any network.

Does the Macquarie Telecom service offer..... ?

- SLA – Yes, please ask your Macquarie Telecom Account Manager for a copy of our SLAs.
- Single point of contact – Yes, via your Macquarie Telecom Account Manager
- Tiered technical support – Yes, we have a tier two data support line for all those tricky technical queries.
- Fault Management – Yes, via our 24/7 Macquarie Assist line 1800 789 999 Option 3 for Mobile
- Reporting – Yes, via our Fleetview management solution
- Notification of planned work/outages – Yes, please speak to your Macquarie Telecom Account Manager if you would like more information on this service.

How do I order new handsets?

You can order on-line via Fleetview, where you get access to a substantial range of devices at a corporate price-point. For any special requests or for bulk purchases, you may also purchase via your Macquarie Telecom Account Manager.

What is the process for handset delivery?

Handsets are ordered via the on-line portal or, in the case of special requests or bulk purchases, via your Account Manager. The order is packaged and processed, then dispatched to you and delivered via a courier. We offer a next business day delivery to capital cities in Australia for all items that we have in stock and where the order is received before 3.00pm on the preceding business day.

What are the differences between the Telstra NextG network and the Macquarie Telecom 3G network?

From a technical perspective, the principal difference is the radio frequency that each network uses. The frequency used by the NextG network is not a recognised global standard and is only used by a few telecommunications companies worldwide. This means that mobile roaming on a NextG handset to other carrier international UMTS 2100 networks is could be a lot more complex.

What is the global standard frequency for 3G?

The global standard is a mixture of 2100 & 900 Megahertz frequency on the same network. This allows for greater reach in the less populated areas by utilising a lower frequency (900) and a higher capacity for the more heavily populated areas by utilising the higher bandwidth frequency (2100). By utilising this global standard network architecture here in Australia, Macquarie Telecom is able to provide high quality network throughout the entire network footprint.

Which other mobile network operator in Australia has opted to deploy the 850 Megahertz (NextG) frequency band?

None. All other operators have opted for the global standard 2100 / 900 frequency.

What is do the acronyms mean?

GSM – Global Service for Mobiles. This is the world standard network protocol that is used by 2G networks

GPRS – General Packet Radio Service. This is the network developed for mobile data on 2G networks.

HSDPA – High Speed Downlink Packet Access. This is the network developed for mobile data on 3G networks that allows for broadband speeds for the downloading of mobile data. Very soon we will drop the D out of this acronym and just have HSPA.

HSUPA – High Speed Uplink Packet Access. This is the network developed for mobile data on 3G network that allows for broadband speeds for the uploading of mobile data. Very soon we will drop the U out of this acronym and just have HSPA.

UMTS – Universal Mobile Telephony Service. This is the world standard network protocol that is used by the Macquarie Telecom 3G network.

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

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