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### 1 About this appendix

- (a) This appendix sets out the value added service features available with the Jeenee Mobile Service.
- (b) The fees and charges for each value added service feature is set out in the table associated with that value added service feature. Please check this information carefully to see what fees and charges apply to your use of a value added service feature.
- (c) The meaning of the words printed like this is set out at the end of the relevant service description or in the consumer terms.

### 2 Basic services

#### 2.1 Caller ID

##### **What is the name of the value added service feature?**

Caller ID

##### **What is the value added service feature and what is it used for?**

Caller ID allows your phone number to be sent when you make phone calls and receive a phone number when called from a service which has the facility to send CLI. Your phone number will be sent with each call you make using the Jeenee Mobile Service unless you block the facility.

##### **How do you activate the value added service feature?**

Caller ID is defaulted to 'on' for all users.

If you have elected to switch Caller ID off, then you can activate Caller ID on a call-by-call basis by dialling the prefix 1832 before the phone number you are calling. You can also contact the Jeenee Help Centre to have Caller ID reactivated for all outgoing calls.

##### **How do you de-activate the value added service feature?**

You can de-activate Caller ID on a call-by-call basis by dialling the prefix 1831 before the phone number you are calling. You can also contact the Jeenee Help Centre to have Caller ID de-activated for all outgoing calls.

##### **Are there any limitations or restrictions on using the value added service feature?**

Your phone number may not be displayed on the mobile phone of the person you are calling, even if you have Caller ID activated, if the mobile phone of the person you are calling does not have the ability to display your phone number.

##### **Fees and charges**

We will not charge you for Caller ID.

#### 2.2 Call Waiting

##### **What is the name of the value added service feature?**

Call Waiting

##### **What is the value added service feature and what is it used for?**

Call Waiting enables you to receive two calls to the same mobile phone simultaneously.

##### **How does the value added service feature work?**

While on a call you will hear a series of tones indicating a second call is waiting. You may then put the first call on hold and receive the second call.

##### **How do you activate the value added service feature?**

Many mobile phones allow you to activate Call Waiting directly from the mobile phone. You can also contact the Jeenee Help Centre to have Call Waiting activated.

##### **How do you de-activate the value added service feature?**

For mobile phones that support Call Waiting, Call Waiting can be de-activated from the mobile phone. Alternatively, you can contact the Jeenee Help Centre.

### **Are there any limitations or restrictions on using the value added service feature?**

Not all mobile phones support Call Waiting.

### **Fees and charges**

We will not charge you for the use of Call Waiting.

## **2.3 Group Call**

### **What is the name of the value added service feature?**

Group Call

### **What is the value added service feature and what is it used for?**

Group Call enables you to initiate a conference call with up to 5 people.

### **How does the value added service feature work?**

To make a Group Call you will need to:

1. Make or receive a call
2. Place the first call on hold
3. Make another call
4. To join the calls, either press '3' on your mobile phone or refer to your mobile phone user guide for further instructions.
5. The person initiating the conference call must be present through the duration of the call, if they hang up, the conference call will end.

### **How do you activate the value added service feature?**

This feature comes automatically with your Jeenee Mobile Phone Service, You are not required to do anything to turn it on.

### **How do you de-activate the value added service feature?**

If you do not wish to have this service contact the Jeenee Help Centre to have Call Waiting deactivated. This will prevent GroupCall from being used.

### **Are there any limitations or restrictions on using the value added service feature?**

Not all mobile phones support Group Call, please refer to your mobile phone user guide.

### **Fees and charges**

There is no Subscription or Access fee for Group Call. We will not charge you for the use of Group Call.

However, standard call charges will apply for calls you make to services that will be part of the Group Call.

## **2.4 Optus 124YES (124 937)**

### **What is the name of the value added service feature?**

Optus 124YES

### **What is the value added service feature and what is it used for?**

Optus 124YES allows you to contact an operator to request a phone number or be transferred to that phone number.

As of 8th May 2012, you will be able to access Optus 124YES by sending an SMS to 124937.

### **How does the value added service feature work?**

1. Simply dial 124 937 (that is, 124 followed by the numbers that spell YES on the keypad of your mobile phone) from your mobile phone and you will be connected to an operator. You can then request the operator connect you to most publicly listed telephone numbers in Australia.

In addition, Optus 124YES allows you to request that the name and phone number of the person whose number you have requested be sent to your mobile phone as a SMS (if your mobile phone is capable of receiving the information).

2. Simply send an SMS to 124937 (that is 124 followed by the numbers that spell YES on the keypad of your mobile phone) from your mobile phone to access the directory listing. You can request a business name or business type search (e.g. Restaurants and/or florists at a certain location [suburb/state].)

Are there any limitations or restrictions on using the value added service feature?

The operator cannot connect your call to all numbers, such as numbers with the prefixes 19, 13, 1800, 1223, and other freecall numbers:

### Fees and charges

- We will charge you \$1.75 for each SMS you send to Optus 124YES (124937).
- We will charge you the following for each call you make to Optus 124YES:
  - o a flagfall of \$1.75 per call **PLUS**,
  - o the local airtime rate for the call according to your pricing plan.
  - o In addition \$0.25 for directory results sent to your mobile as a SMS

## 2.5 SMS Usage Alerts

### What is the name of the value added service feature?

SMS Usage Alerts

### What is the value added service feature and what is it used for?

The SMS Usage Alert service is a free tool provided by Jeenee Mobile to you should you be on an eligible plan. This service is provided to assist you in monitoring your mobile usage.

### How does the value added service feature work?

The SMS Usage Alerts that you may receive if you are on an eligible Jeenee Mobile Plan:

- included value SMS Usage Alerts – an SMS will be sent to you when you exceed certain usage values of the included value within your Jeenee Mobile Plan.

### How do you activate the value added service feature?

You will automatically be registered for SMS Usage Alerts should your Jeenee Mobile Plan be compatible with this service. You will receive a Welcome Message when the SMS Usage Alert service is activated for your Jeenee Mobile Plan.

### How do you de-activate the value added service feature?

If you do not wish to continue to have the SMS Usage Alert service, you can deactivate the service by accessing My Jeenee Mobile at [jeenee.org.au/myjeeneemobile](http://jeenee.org.au/myjeeneemobile). You can also contact the Jeenee Help Centre and request that the SMS Usage Alert service is deactivated for your account.

### Are there any limitations or restrictions on using the value added service feature?

SMS Usage Alerts are sent between the hours of 7.00am to 10.00pm (AEST). Should you exceed certain usage values of your included value between the hours of 10.00pm – 7.00am (AEST) you will not receive an SMS Usage Alert until the active service period of 7.00am – 10.00pm (AEST).

SMS Usage Alerts are not generated in real-time and delays may be experienced at times due to system limitations.

When you are travelling overseas you will still receive the SMS Usage Alerts, however a longer than normal delay may be experienced in receiving the SMS Usage Alert.

### Fees and charges

We will not charge you for the use of the SMS Usage Alert service.

### 3 Messaging services

#### 3.1 SMS

**What is the name of the value added service feature?**

SMS

**What is the value added service feature and what is it used for?**

SMS enables you to send a SMS text message (of up to 160 characters per message) to other mobile phones either directly from your mobile phone or when your mobile phone is connected to a personal computer.

**How does the value added service feature work?**

SMS messages can be sent and received by customers within Australia on our GSM network and other participating networks and, in some circumstances, by mobile phones roaming overseas.

SMS messages can also be sent and received by customers connected to the GSM network of an overseas mobile carrier, provided that the overseas network has an international SMS agreement with us.

**How do you activate the value added service feature?**

All new mobile phones are automatically activated to access SMS.

**How do you de-activate the value added service feature?**

If you wish to de-activate SMS, you will need to contact the Jeenee Help Centre.

**Do you need specific equipment to use the value added service feature?**

To be able to use SMS, your mobile phone must be able to send and receive SMS messages.

**Are there any limitations or restrictions on using the value added service feature?**

To be able to use SMS, your phone must be within coverage of our network.

For a SMS recipient to receive a SMS message their mobile phone must be SMS compatible and they must be within the coverage of the network of their service provider. If the message is not able to be sent initially, for example, if the mobile phone of the person to whom the SMS message is being sent is turned off, or out of coverage, the SMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received. The message is stored for seven (7) days before it is deleted.

There may be a delay between when a SMS message is sent and when it is received.

**Any special liability issues?**

We accept no liability for any loss or damage as a result of a message not being secure or not received.

**Do any policies apply to the use of this value added service feature?**

Jeenee Mobile Fair Use Policy

**Fees and charges**

- We will charge you the amounts set out in the following table for SMS messages sent and received on your mobile phone
- We will charge you these charges regardless of whether the SMS message is successfully delivered or not.
- It may take up to eight (8) days from the date on which you send the SMS for the message charges to be applied to your account.

SMS Type	Charge per Message*
SMS sent to mobile phones within Australia – up to 160 characters	\$0.25
SMS sent to mobile phones in international locations service – up to 160 characters	\$0.50
Receiving a SMS on your mobile phone	No Charge

\* We charge per message per intended recipient. If you send the SMS message to more than one mobile phone you will be charged for the number of mobile phones to which that SMS message is sent.  
 # SMS sent outside of Australia are ex GST

### 3.2 MMS

#### **What is the name of the value added service feature?**

MMS (also known photo messaging)

#### **What is the value added service feature and what is it used for?**

MMS provides you with the ability to send messages which are a combination of text, photos, animations, video or sound.

#### **How do you activate the value added service feature?**

To activate MMS, you must contact the Jeenee Help Centre to request that GPRS and Optus MMS be activated on your mobile phone and your phone number will be recorded on the Optus MMS Profile Server.

If you attempt to use Optus MMS without following the above activation process, you may be charged for Optus MMS messages whether the message is successfully delivered or not.

#### **What features are available with value added service feature?**

#### **Do you need specific equipment to use the value added service feature?**

To be able to use MMS, your mobile phone must be MMS compatible with Optus MMS settings. Not all MMS compatible mobile phones support all features of Optus MMS.

If your mobile phone and service is provisioned for WAP CSD or WAP GPRS, you can:

- send Optus MMS messages from your mobile phone using WAP CSD or WAP GPRS. The form of content that you can send is limited to text and photos. The ability to preview photos depends on mobile phone functionality.

#### **Are there any limitations or restrictions on using the value added service feature?**

MMS messages can be sent to MMS compatible mobile phones:

- which have activated SMS,
- which are connected to other mobile networks in Australia, where there is an interconnection arrangement in place that allows communication in MMS format, and
- of customers of our participating service providers.

The recipient will need to have an MMS compatible mobile phone and service to receive this message. If they do not have an MMS compatible handset, they will be unable to receive MMS. If the recipient is connected to an overseas network there will need to be an international MMS agreement with us that enables receipt of the message.

For a MMS recipient to receive a MMS message they must be within the coverage of the network of their service provider. If the message is not able to be sent initially, for example, if the mobile phone of the person to whom the SMS message is being sent is turned off, or out of coverage, the SMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received. The message is stored for seven (7) days before it is deleted.

There may be a delay between when a MMS message is sent and when it is received.

#### **Any special liability issues?**

We accept no liability for any loss or damage as a result of a delay in receiving a message, a message not being secure or not received.

We cannot guarantee delivery to any overseas network.

#### **Do any policies apply to the use of this value added service feature?**

Jeenee Mobile Fair Use Policy

#### **Fees and charges**

- We will charge you the amounts set out in the tables below for:
- MMS messages sent and received using your mobile phone,
- We will charge you for sending an MMS message whether or not the message is successfully delivered to the intended recipient/s and regardless of whether delivered as an MMS or as a SMS or other message.

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- The usage charges for MMS are not included in the included calls component of your pricing plan, or any discounted call offers, unless usage charges for SMS or MMS are stated to be included in these components.
- If you use WAP CSD or WAP GPRS to send or view your MMS messages, we will charge you for the WAP usage according to the terms of your data pricing plan.

MMS	Charge per message
MMS sent to mobile phones within Australia	\$0.50 per intended recipient (that is, per mobile number for the MMS to be delivered to)
Receiving an MMS on your mobile phone	No charge

### 3.3 Inbound SMS

#### What is the name of the value added service feature?

Inbound SMS

#### What is the value added service feature and what is it used for?

Inbound SMS enables you to send a SMS text message (of up to 160 characters per message) to 13, 1300 and 1800 numbers belonging to a third party directly from your mobile phone.

#### How does the value added service feature work?

Inbound SMS is only available for customers in Australia. A SMS can be sent to entities in Australia that have 13,1300 or 1800 numbers enabled to accept SMS as well as voice services with the same carrier.

#### Do you need specific equipment to use the value added service feature?

To be able to use Inbound SMS, your mobile phone must be able to send and receive SMS messages.

#### Are there any limitations or restrictions on using the value added service feature?

To be able to use Inbound SMS, your mobile phone must be within coverage of our network.

While we will use due care and skill to deliver the SMS message to 13, 1300 and 1800 numbers for you, the Inbound SMS service may be subject to unexpected faults and may be delayed or may not be received. However, we will not be able to deliver any SMS message which you send to an unconnected or non-SMS enabled number.

You may not know if the recipient has received the SMS message.

If the SMS message is not able to be sent initially, for example, if the mobile phone of the person to whom the SMS message is being sent is turned off, or out of coverage, the SMS message will be resent for up to seven (7) days (after which it will be deleted) until the message is received or the 7 day period has elapsed.

There may be a delay between when the SMS message is sent and when it is received.

Accordingly, as delivery of the SMS message may be delayed or may not be received Inbound SMS is not suitable for emergencies, critical matters or where time is of the essence (for example, requesting an emergency organisation to come to someone's aid). Therefore, you are responsible for deciding whether Inbound SMS is the appropriate service for you to deliver your message, particularly where the recipient needs to receive the message within a particular time frame.



### **Any special liability issues?**

We will provide you with the Inbound SMS service. Where you use the Inbound SMS service for the purpose of eliciting a reply from the third party owner of the 13, 1300 or 1800 number (either by SMS, email, MMS, voice call or postal mail), the reply to you is the responsibility of that third party and is separate from, and is not included as part of, the Inbound SMS service. We are not responsible for and do not warrant the performance, interoperability, stability and/or accuracy of any such reply from that third party. Furthermore, receipt of the content may be delayed, or the content may not be secure, or may not be received.

### **Do any policies apply to the use of this value added service feature?**

Jeenee Mobile Fair Use Policy

### **Fees and charges**

- If you are a Post-Paid customer, we will charge you standard SMS rates of your mobile plan as per the Jeenee Mobile Service Standard Pricing Table per SMS text message sent (of up to 160 characters) per recipient to any 13, 1300, or 1800 number.
- We will charge you these charges regardless of whether the SMS message is successfully delivered or not.
- It may take up to eight (8) days from the date on which you send the SMS for the message charges to be applied to your account.

## **3.4 Facebook SMS Alerts Service**

### **What is the name of the value added service feature?**

Facebook SMS Alerts

### **What is the value added service feature and what is it used for?**

From 23 February 2010 you will be able to receive Facebook SMS Alerts on your mobile phone from your Facebook profile. You can also reply to certain Facebook SMS alerts using SMS and you can also access the Facebook Mobile site by clicking the link in the SMS alert.

### **Do you need specific equipment to use the value added service feature?**

To be able to use Facebook SMS Alerts, your mobile phone must be able to send and receive SMS messages.

### **Are there any limitations or restrictions on using the value added service feature?**

To be able to use Facebook SMS Alerts, your mobile phone must be within coverage of our network and you must have an existing Facebook account.

While we will use due care and skill to deliver the SMS messages for you, the Facebook SMS Alerts service may be subject to unexpected faults and may be delayed or may not be received.

If the SMS message is not able to be sent initially, for example, if your mobile phone is turned off, or out of coverage, the SMS message will attempt to be resent for up to seven (7) days (after which it will be deleted) until the message is received or the 7 day period has elapsed.

There may be a delay between when the SMS message is sent and when it is received.

The Facebook Mobile site is available to customers who have an existing Facebook account and a compatible handset with XHTML browser.

### **Any special liability issues?**

We will provide you with access to the Facebook SMS Alerts service. This service may be withdrawn at any time by Facebook. However, this is a Facebook service therefore we are not responsible for and do not warrant the performance, interoperability, stability and/or accuracy of any such reply from that third party. Furthermore, receipt of the content may be delayed, or the content may not be secure, or may not be received.

### **Do any policies apply to the use of this value added service feature?**

Jeenee Mobile Fair Use Policy



### Fees and charges

If you access the Facebook Mobile site via a link in the Facebook SMS Alert message, we will charge you standard data rates of your mobile plan.

- If you are a Post-Paid customer:
  - o There is no charge to receive a Facebook SMS Alert
  - o If you reply to the Facebook SMS Alert we will charge you standard SMS rates of your mobile plan as per the Optus Digital Mobile Service Standard Pricing Table per SMS text message sent (up to 160 characters)
  - o If you access the Facebook Mobile site via a link in the Facebook SMS Alert message, we will charge you standard data rates of your mobile plan.
- If you reply to a Facebook SMS Alert we will charge you regardless of whether the SMS is successfully delivered or not.

## 4 Voicemail services

### 4.1 VoiceMail

#### What is the name of the value added service feature?

VoiceMail

#### What is the value added service feature and what is it used for?

VoiceMail is automatically set up for you when you activate your Jeenee mobile service and provides functionality similar to an answering machine on our network. It allows people who call you to leave a voice message for you if you do not answer your mobile phone.

With VoiceMail you can also set up 20 different personal distribution group lists, with a maximum of 200 members per list. Messages can then be forwarded to a distribution list and all members of the list will be sent the message.

#### How does the value added service feature work?

For VoiceMail to work, you must set up and maintain diversions to your VoiceMail box.

The following options exist when diverting a service to VoiceMail:

- conditional diversions based on: call not answered, number busy, number not contactable (eg. out of range or turned off), or
- unconditional diversion of all calls.

When a person calls and their call is diverted to your VoiceMail box they can leave a message. You can then call in to listen to that message at a convenient time. You can also record a personalised greeting up to two (2) minutes long.

If you have not used your VoiceMail box for a period of 90 days or longer, it may be deleted. If you subsequently wish to use your VoiceMail again you can simply call the Jeenee Help Centre to re-activate the service.

#### How do you activate/reactivate the value added service feature?

You need to contact the Jeenee Help Centre to re-activate Optus VoiceMail, if your VoiceMail box has been deleted as you have not used your VoiceMail box for a period of 90 days or longer.

A VoiceMail box will be reserved on the VoiceMail system and you will receive a 'welcome call' shortly thereafter which will inform you of the features of your new VoiceMail and also give you the option of a user tutorial to personalise your VoiceMail.

#### How do you de-activate the value added service feature?

You can de-activate VoiceMail by removing the diversions to VoiceMail. The box will still be reserved on the VoiceMail system but no calls will be diverted to it. This gives you the option to opt back into the service simply by resetting the diversions to your VoiceMail box.

Please note that if your VoiceMail box remains inactive for a period of 90 days or longer, it may be deleted and you will have to call the Jeenee Help Centre to re-activate VoiceMail.

For removal of VoiceMail completely, please contact the Jeenee Help Centre.

### **What features are available with value added service feature?**

**Multiple Greetings** – allows you to select a single (personal) greeting to be played to all callers diverted to your VoiceMail at all times or you can choose to have separate Business hours and After hours greetings.

Your business hours greeting will be played to callers reaching your mailbox between the hours of 8am and 6pm Monday to Friday. Your After hours greeting will be played at all other times.

**Wake Up/Reminder Call** - allows you to request the VoiceMail box to ring a specified number at a specified date and time. The Wake Up/Reminder Call received will be a recorded voice announcement indicating the date and time. Wake Up/Reminder Calls can be sent to most Australian PSTN or Australian mobile numbers within Australia (exceptions include phone numbers with the prefixes 13 and 19 and emergency services numbers). You may only have two (2) outstanding Wake Up/Reminder Call requests at any one time. These two (2) requests must be to the same phone number. Each request may be for a recurring Wake Up/Reminder Call or a once off call.

**VoiceMail Call Return** – allows you to return a call without exiting the VoiceMail box. This feature is not available if you are using the MobileSat® service. VoiceMail Call Return is only available when you access your VoiceMail box from your mobile phone. This feature is based on the ability of the VoiceMail box to capture the caller's telephone number, to record a number entered by the caller and to allow you to enter a telephone number to return the call. The caller's telephone number will not always be captured by the VoiceMail box including when:

- the caller's line has a temporary (call by call basis) or permanent (including a silent line or when the third party providing the caller's service does not provide the CLI facility) block on sending CLI,
- the call was an international call,
- the call was from a payphone, or
- the number was overridden by a number entered by the caller.

Some numbers, including international numbers, phone numbers with the prefixes 13 and 19 and emergency services numbers, when entered by the caller or you, will not be accepted as call return numbers.

When the VoiceMail Call Return call is completed, you are still connected to the VoiceMail box and so can continue to access remaining VoiceMail messages.

**VoiceMail Call Recall** – sends a short text message including the caller's phone number to your mobile phone (some older style mobile phones may not support this feature) indicating someone called but did not leave a message. The caller's number will be placed as the sender of the text message allowing you to reply directly to them or return a call with a single key press. If the caller number is listed in your phone's contacts then the caller name as it appears in your contacts will be shown as the sender of the text message. A VoiceMail Call Recall message will only be sent to your mobile phone when:

- the caller was diverted to VoiceMail,
- the caller's number was captured via CLI, and
- the caller hangs up without recording a message (that is, before or within 1.5 seconds of the recording tone).

### **Are there any limitations or restrictions on using the value added service feature?**

The VoiceMail box can store up to 40 messages of up to three (3) minutes per message.

The messages will be stored for a maximum of ten (10) days if you have heard the message, or twenty eight (28) if you have not heard the message.

When a caller leaves a message in your VoiceMail, our network will attempt to send a message waiting indicator to your mobile phone (some older mobile phones may not support this indicator). If your phone is not within coverage or is turned off, our network will continue to send the message waiting indicator until the message waiting indicator is received by the mobile phone for a period of up to seven (7) days.

### **Fees and charges**

We will charge you for calls you make to and from your VoiceMail box as follows:

- to deposit a voicemail message:
  - o Within Australia: 5.5c per thirty seconds,
- the following charges to retrieve or otherwise process a message:
  - o peak charge of \$0.165 thirty seconds,
  - o off-peak charge of \$0.11 per thirty seconds,

From 27 March 2007, we will charge you for calls you make to and from your VoiceMail box as follows:

- o no charge for voicemail deposit
- o to retrieve or otherwise process a message we will charge you:
  - \$0.90 per minute
  - VoiceMail Call Return calls:
    - o the VoiceMail airtime charge above PLUS
    - o our standard charge for the type of call made using VoiceMail Call Return. For example the charge for a local call, national call, satellite call or call to a mobile phone,
  - calls diverted to VoiceMail will be charged the standard charge for diversion,
  - calls to request or edit a Wake Up/Reminder Call are charged at the same rate as calls to retrieve VoiceMail messages (see above), and
  - we will also charge you the standard charge for the type of call made to send a Wake Up/Reminder Call, for example, the charge for the local, national, satellite call, or call to mobile phone.

We use the following Optus VoiceMail box locations for the purpose of calculating the distance of a call to your Optus VoiceMail box:

- Rosebery, Sydney – for New South Wales customers,
- Campbellfield, Melbourne – for Victorian and Tasmanian customers,
- Moorooka, Brisbane – for Queensland customers,
- Lockeridge, Perth – for Western Australian customers,
- Regency Park, Adelaide – for South Australian and Northern Territory customers, and
- Mitchell, Canberra – for customers from the Australian Capital Territory.

### 4.2 Missed Call Service

#### What is the name of the value added service feature?

Missed Call Service

#### What is the value added service feature and what is it used for?

Missed Call Service notifies you of your missed calls and any messages left for you via an SMS message when you do not have Optus VoiceMail diversions set on your mobile phone.

#### How does the value added service feature work?

Missed Call Service allows a caller who can't reach you to leave a message of up to 10 seconds in length which is then converted into text and sent via an SMS message. This will occur when you do not have diversions set on your mobile phone if you:

- are out of coverage,
- have your mobile phone turned off,
- are busy on another call,
- do not wish to receive a call (forced busy), or
- do not answer your mobile phone.

Missed Call Service then sends you an SMS containing the converted message once you come back into coverage, turn on your mobile phone or have finished taking your call. Converted SMS messages will appear to have come from the person that called you, either displaying their name in your contacts list, or, if they are not on your contacts list, their phone number will be displayed.

The Missed Call Service has the capacity to store up to 25 different callers' numbers at any time.

We do not guarantee that all messages will be converted correctly. If parts of a message cannot be converted they will be marked or omitted. In some instances, a third party agent might assist in the translation of individual words or small portions of the spoken message. In these circumstances, the third party agent will only have access to the content of the voice message and will not have access to the phone number or name of the caller or recipient. If a message cannot be converted at all, a notification SMS will be sent to your handset via SMS stating that "a message could not be converted". This can happen due to a spoken message not being in English, or because of poor diction, poor connection, context or background noise.

To receive the Missed Call Service SMS message you must be within the coverage of the Jeenee mobile digital network to receive the SMS message on the screen of your phone. If your phone is turned off, or out of coverage, the SMS message will be resent for up to 7 days (after which it will be deleted) until the message is received. The message is stored on the network for 7 days before it is deleted. A number is deemed to be stored if the SMS message containing the converted text of that caller's voicemail has not been clicked as read by you on your mobile device.

#### How do you activate the value added service feature?

Missed Call Service is automatically on for all customers at activation of the service. However, Missed Call Service can also be activated on demand:

- by dialling 159 on your mobile phone and following the prompts,
- by sending a SMS from your mobile phone to 159, typing ON as the message.

#### How do you de-activate the value added service feature?

Missed Call Service is de-activated:

- by dialling 159 on your mobile phone and following the prompts,
- by sending a SMS from your mobile phone to 159, typing OFF as the message.

### Fees and charges

- We will not charge you to receive the SMS messages containing the converted messages of your missed calls.
- We will not charge you for the diversions when your callers interact with the Missed Call Service instructions to leave their number.
- Your callers will be charged their normal call to mobile rates for the duration of the call when they interact with the Missed Call Service to leave their number.
- We will not charge you to turn the Missed Call Service on or off.

## 5 Video services

### 5.1 Video Calling

#### What is the name of the value added service feature?

Video Calling

#### What is the value added service feature and what is it used for?

Video calling allows you to access a range of services across our 3G network with an Optus approved 3G compatible mobile phone. These services include:

- (a) Video Calling – you can make and receive video calls to and from other 3G compatible mobile phones; and
- (b) 3G data and content services – you can access 3G data and content services through Optus Zoo;

Other features that you use with your 3G mobile phone such as voice calls, text messages (SMS) and picture and video messages (MMS) are covered by the terms of your pricing plan and the terms in the Jeenee Mobile service description and this Value Added Service Features Appendix.

#### How does the value added service feature work?

To make a video call to another 3G mobile phone:

- (a) Both you and the person you are calling must be within our 3G network coverage area or the 3G network area of a carriage service provider with whom we have an interconnect agreement relating to 3G network services; and
- (b) The person you are calling must be either an Optus customer or the customer of a carriage service provider with whom Optus has an interconnect agreement relating to 3G network services.

If the person you are video calling:

- (c) does not have a video voicemail box and does not answer your call or has their mobile phone switched off, or
- (d) is not in a 3G coverage area and has not requested that all video calls be diverted to their video voicemail box, or
- (e) is on another call, or
- (f) is in an area with poor reception (for example in a tunnel),

you will not be able to make a video call and you will be asked whether you would like to make a voice call instead, or if your mobile phone does not have this feature, an error message will be displayed.

If you or the person you have video called move out of a 3G coverage area, your video call will drop out and you will need to call the person back with a voice call.

A video voicemail box is not available with Video Calling. If you are on another call, have your mobile phone switched off or do not answer a video call, the calling party will not be able to leave you a video message. If a caller makes a voice call to your mobile phone they may leave a message on your VoiceMail box if you have activated the VoiceMail value added service feature.

When you answer a video call in a 3G coverage area, the caller will be able to see you (or anything that your video camera is pointed at). If you do not want the caller to see you, you can then choose to turn off the video component after you have accepted the video call. However, the caller will still be charged for making a video call. See your mobile phone manufacturer's user guide for further information.

### **Do you need specific equipment to use the value added service feature?**

Both you and the person you are calling must have a 3G compatible mobile phone.

If you do not use a mobile phone that we have approved for use with Video Calling, we do not accept any liability if your mobile phone does not work effectively (or at all) with Video Calling.

### **What features are available with value added service feature?**

Video calling allows you to:

- Turn video and audio calling on or off at your leisure (depending on the features of your mobile phone you should check the manufacturers guide);
- Receive the Caller ID;
- bar incoming and/or outgoing video calls.
- Make International video calls

### **Are there any limitations or restrictions on using the value added service feature?**

You must be within the coverage area of our 3G network or the 3G networks of other carriage service providers with whom we have an interconnection agreement.

The coverage area of our 3G network is not equal to the coverage area of our GSM or GPRS networks. For the latest coverage information, see [jeenee.org.au/coverage](http://jeenee.org.au/coverage)

You can only call to and receive video calls from other 3G networks if we have a video call interconnection arrangement with the owner of the other 3G network. For an updated list of compatible networks please see [jeenee.org.au/coverage](http://jeenee.org.au/coverage)

The quality of the video image you receive on your mobile phone, and the image you send to another caller will depend on a number of factors including:

- (a) the amount of network congestion and signal strength in the area you (or the called party) are located;
- (b) the quality of the camera on your (or the other party's) mobile phone.

If you or the person you have video called move out of a 3G coverage area, your video call will drop out and you will need to call the person back with a voice call.

There may be places within our 3G network coverage area where access to Video Calling is limited or unavailable – for example in a tunnel.

### **Any special liability issues?**

You are responsible for the calls you make and the messages you send. You must not make calls or engage in messaging activity that is offensive to the person you are sending them to or which interferes with or compromises any other person's use of Video calling (such as spamming).

### **Do any policies apply to the use of this value added service feature?**

The Jeenee Fair Use Policy applies.

### **Fees and charges**

We will charge you for each Video call you make within Australia as follows:

- (a)** A 35c flagfall or call connection charge per call; PLUS
- (b)** 50c per 30 seconds for the duration of the call.

Due to the excessive cost of the service, video calls to international destinations are not available on the Jeenee Mobile network.

## 6 Mobile internet and data services

### **6.1 Wireless Internet**

#### **What is the name of the value added service feature?**

Wireless Internet

#### **What is the value added service feature and what is it used for and how does it work?**

Wireless Internet provides access to the Internet from your Optus 2.5, 3G or Dual Band network compatible mobile phone or to a laptop computer using a mobile phone as a tethered modem.

Using Wireless Internet, you can:

- access the Internet,
- access your e-mail,
- download music, applications, movies and other content,
- stream content, and use a chat or messenger service.

#### **How do you activate the value added service feature?**

Most mobile phones purchased from us are data capable and are pre-configured for you to use Wireless Internet immediately.

If Wireless Internet is not pre-configured on your mobile phone, then you can:

- refer to the manufacturers user manual, or
- call the Jeenee Help Centre.

#### **Do you need specific equipment to use the value added service feature?**

You must have a data capable mobile phone

#### **Are there any limitations or restrictions on using the value added service feature?**

- The service is only available within Optus 3G/HSPA or GSM coverage areas and is subject to network availability.
- Wireless Internet charges do not include: Voice calls, Voice Mail, International SMS, premium and Third Party SMS, MMS, Optus Zoo subscription content & Third Party content and applications, International MMS, 1300, 1900. Use of these services will be charged at the prevailing rate.
- For customers with an iPhone, use of tethered modem is restricted to:
  - o Customers using an iPhone 3G mobile handset (version 3.0 or later software releases and subsequent iPhone handset models); and
  - o Customers adding iPhone as Modem access or Double Data & Modem Access
  - o (See Wireless Internet Pricing Table for more details)

#### **Any special liability issues?**

We make no warranty about the accuracy, timing or currency of any information provided via Wireless Internet. You rely on any information provided via Wireless Internet at your own risk and should seek independent advice where appropriate.



We accept no liability for any loss or damage as a result of a delay in receiving information provided via Wireless Internet, or information provided via Wireless Internet not being secure or not received.

You indemnify us against any loss or damage suffered or incurred, directly or indirectly, as a result of reliance upon any information received on Wireless Internet.

### **Do any policies apply to the use of this value added service feature?**

The Jeenee Mobile Fair Use policy.

### **Fees and charges**

There are several pricing options applicable to Wireless Internet (see below). We charge you for the amount of data you upload and download to your mobile phone or laptop computer.

We charge in increments of 1 kilobyte or 1/1024 or a megabyte depending upon the billing system we use to generate your bill.

## 7 Golden numbers

### **What is the name of the value added service feature?**

Golden Numbers

### **What is the value added service feature and what is it used for?**

Some phone numbers have an intrinsic value based on the ease of recognition of the pattern of the digits. These numbers, which are Golden Numbers, can be requested and will be allocated, if available.

### **How does the value added service feature work?**

You obtain a right of use of the Golden Number in relation to a specified service.

We have the right to classify numbers as Golden Numbers and otherwise to amend our pricing structure for Golden Numbers, including Golden Numbers which have been issued already.

### **How do you activate the value added service feature?**

If you wish to apply for a Golden Number, you will need to contact The Jeenee Help Centre.

### **Are there any limitations or restrictions on using the value added service feature?**

Consistent with the Australian Communications and Media Authority's Policy on Rights of Use of Numbers, you do not acquire any rights of ownership in allocated Golden Numbers. We may withdraw allocated numbers on not less than one month's notice or sooner if required by the Australian Communications and Media Authority.

### **Fees and charges**

We will charge you an administration fee of \$55.00 on granting you use of a Golden Number.

## 8 Roaming (this service is not available on the jeenee mobile network)

### **What is the name of the value added service feature?**

Roaming or Autoroam

### **What is the value added service feature and what is it used for?**

Roaming is used to make and receive calls using your mobile phone whilst travelling overseas.

### **How does the value added service feature work?**

Roaming allows you to use the GSM networks of overseas mobile digital carriers.

### **How do you activate the value added service feature?**

This service is not available on the Jeenee Mobile network.

### 9 24 Month handset warranty

#### **What is the name of the value added service feature?**

24 Month Handset Warranty

#### **What is the value added service offer and what is included in the offer?**

The 24 Month Handset Warranty is made up of the following components:

- Your Manufacturer's Handset Warranty which is supplied by the manufacturer of your handset. The terms and conditions of this warranty are set out in the documentation that you received when you purchased your handset; and
- The Jeenee Extended Handset Warranty which is supplied by us to eligible customers, and which automatically extends your manufacturer's handset warranty to 24 months, if your manufacturer's handset warranty is less than 24 months.

#### **Who is eligible for the Jeenee Mobile Extended Handset Warranty?**

You are eligible for the Jeenee Mobile Extended Handset Warranty on your new handset, if,

- you purchase a new handset from us, and the manufacturer's handset warranty associated with your new handset is less than 24 months; and
- you are a customer who connects to Jeenee postpaid mobile pricing plan for a minimum 24 months

You must remain connected to Jeenee postpaid mobile pricing plan to remain eligible for the Jeenee Extended Handset Warranty.

#### **Important information about the 24 Month Handset Warranty**

- Manufacturers' standard warranties typically exclude any entitlement to the repair of your handset for faults caused by misuse (such as physical damage or liquid ingress) but this will vary depending on your handset and manufacturer. The same exclusions apply to the Jeenee Extended Handset Warranty.
- The 24 Month Handset Warranty only covers repair to your handset. It does not cover repair to handset batteries or accessories.
- To claim under your 24 Month Handset Warranty, the fault in your handset must appear during the 24 month warranty period.
- Repairs to handsets under the 24 Month Handset Warranty can only be undertaken at an Jeenee Authorised Service Centre.
- The repair of your handset may result in loss of data (such as loss of telephone numbers stored on your handset);
- Your handset may be replaced by a refurbished handset of the same type (if it is still available), rather than being repaired. If your handset is replaced by a refurbished handset, the 24 Month Handset warranty applies in relation to that refurbished handset for the remainder of your 24 month Warranty Period.
- This 24 Month Handset Warranty is given by Jeenee Communications Pty Ltd ABN 92 608 385 520 of Suite 5, Level 1, 426 Parramatta, NSW, 2150. For the Jeenee Help Centre please call 1300 054 631.

#### **How do you make a claim under your 24 Month Handset Warranty?**

To make a claim under this 23 Month Handset Warranty, you should:

- Contact the Jeenee Help Centre on 13400 054 631 and inform them that you are making a claim under your 24 Month Handset Warranty. You will need to send the faulty handset together with your proof of date of purchase of your handset to Jeenee (or an authorised Jeenee repair agent). The Jeenee Help Centre will advise you of where to send the handset and proof of purchase.
- The Jeenee Service Centre (or authorised repair agent) may contact you if they require any further information, particularly about your handset repair and the terms of your warranty.

## Value Added Service Features Appendix

- Once the repair has been completed (average of ten working days), the handset will be returned to you via courier.
- Under this 24 Month Handset Warranty, you are responsible for any expenses you may incur in delivering your faulty handset to, and collecting your repaired handset from, Jeenee. All other expenses in relation to your claim under your 24 Month Handset Warranty will be covered by us.

### **Your statutory rights:**

The benefits to you given by the 24 Month Handset Warranty are in addition to your other rights and remedies as a consumer under Australian law, including those available under the Australian Consumer Law.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.