

A close-up photograph of a woman with dark hair, wearing a light-colored jacket, holding a black mobile phone to her ear. The background is blurred, suggesting an outdoor setting. In the top right corner, there is a blue rectangular overlay containing the word 'Mobile' and the Telstra logo.

Mobile

**Telstra**

# Mobile MessageBank Standard User Guide

1. The World Of Mobile MessageBank
2. MessageBank Standard Set Up
3. Using MessageBank
4. Options
5. How to use the features within MessageBank
6. Pricing
7. Billing
8. Troubleshooting
9. Helpful Hints
10. Tips
11. More Information

# The World Of Mobile MessageBank

Mobile MessageBank is a call-answering service for your mobile phone. MessageBank answers calls to your mobile when you're on another call, unable to answer, out of a coverage area or your phone is turned off.

MessageBank will answer your phone whenever you want it to - automatically. And because it is part of the Telstra Mobile network, it works 24 hours a day, 365 days of the year.

## The MessageBank Standard functions

### Messages and storage

There are **two types** of MessageBank:

- MessageBank Standard.
- MessageBank Premium.

In addition, MessageBank Combined allows you to share one MessageBank service between your Telstra Mobile and Telstra home or business phone.

The type of MessageBank you have will determine **how many messages** callers can leave, **how long they are stored** for and what the service can do for you.

With **MessageBank Standard**, callers can leave **20 x 5 minute** messages, while **MessageBank Premium** users can get **60 x 5 minute** messages.

## Special features

### MessageBank Standard

MessageBank Standard comes with 3 features Call Back, Hang up Messages and Fun Greetings.

- **Call Back** allows you to call back the person who left you a message at the press of a button provided the number isn't blocked.
- **Hang up message** notifies you by SMS when someone has called your mobile, heard your greeting but have hung up before leaving a message. The SMS message contains the number of the person who has called unless the number has been blocked.
- **Fun Greetings** allows you to use a pre recorded greeting instead of your own voice.

### MessageBank Premium

MessageBank Premium provides access to the Call Back, Hang up Messages , Messaging, Personal Receptionist, Special Delivery Reminders and Wake up calls.

- **Personal Receptionist** gives your callers the option of leaving a message or going through to a receptionist.
- **Reminder Service** allows you to record your own reminder message and have that message sent to you at a specified time.
- **Messaging** allows you to send a MessageBank voice message to another person or a group of people, even if they don't have a MessageBank service.
- **Special Delivery** allows you to request MessageBank to call you at a specified number when

you receive a message.

- **Wake Up Calls** allow you to program your MessageBank service to call you at a set time and date when you are in a coverage area.

## Storage of messages

MessageBank Standard stores unplayed messages for seven days, and played messages for three days (if you choose to keep them). With MessageBank Premium unplayed messages are stored for fourteen days, and kept messages stored for seven days.

If you have to hang-up in the middle of listening to a message, or decide to skip to the next message half way through listening to the current one, MessageBank will store these messages as saved messages.

## Notification of messages waiting

Every time a caller leaves a message with MessageBank a **notification indicator** will be sent to your mobile. Depending on your network connection and the model of your mobile phone, you will:

- read a **short text message** on your handset display.
- hear a distinctive **beep**.
- see an **envelope symbol** appear on your handset display.

Or you may receive a combination of these notification devices to let you know that someone has left a message.

## Voice prompts and user guide

Once you access your MessageBank service to listen to your messages, you'll be **guided through** its capabilities by a series of clear, friendly, recorded voice prompts.

# MessageBank Standard Set Up

## Pre-set MessageBank

Most newly purchased mobile phones already have the MessageBank service **pre-set**.

This means you don't have to go through the steps outlined in this section related to Call Forwarding. Instead you can skip straight on to **Accessing your mailbox (first timers)**.

In order to determine if your phone has MessageBank **already activated**, simply dial the following number and listen:

The **MessageBank Access** code **1 0 1**

**Send or OK or Yes** 

If you **do not connect** to the MessageBank voice, you will need to follow the appropriate steps to activate your service.

## Activating Your Mailbox By Setting Your Call Forwarding

The first step in setting up your MessageBank service involves telling MessageBank **when** you want it to answer your calls. This is actually a Mobile network function named **Call Forwarding**, which means that calls coming to your mobile phone are forwarded on to your MessageBank service.

Call forwarding can be **programmed** into your phone by Telstra Mobile Customer Service when you set up your Mobile account, or you can request it later on.

## Set Up - Digital GSM

### Activating Call Forwarding to MessageBank

Below are code sequences for the four Call Forwarding options. You will need to be key these into your phone to forward calls to MessageBank.

- Phone Off/Out of Range.
- Phone Unanswered.
- Phone Busy.
- All Calls.

We recommend you set call forwarding on **Phone Off/Out of Range**, **Phone Unanswered**, and **Phone Busy**.

(You can also **cancel Call Forwarding** on MessageBank at anytime by following similar steps - see below.)





#### Phone Off/Out of Range


**Phone Off/Out of Range** will forward your callers to MessageBank when the **network can't contact your phone**. This could be because you're out of a coverage area, your battery is flat or you simply haven't turned on your mobile.

Press  

then the **Phone Off/Out of Range** code   and 

then the **MessageBank Access** code

(the number you are diverting calls to)    and 

then **Send** or **OK** or **Yes** 




#### Phone Unanswered


**Phone Unanswered** will forward your callers to MessageBank when you **don't answer the phone**. So if you can't get to the phone, or don't answer after **15 seconds**, your callers will be forwarded to your MessageBank service.

Press  

then the **Phone Unanswered** code   and 


then the **MessageBank Access** code

(the number you are diverting calls to)    and 

then **Send** or **OK** or **Yes** 


### Phone Busy

The **Phone Busy** option will forward your callers to MessageBank when you are already **on another call**.

Press **\*** **\***  
then the **Phone Busy** code **6 7** and **\***  
then the **MessageBank Access** code  
(the number you are diverting calls to) **1 0 1** and **#**  
then **Send** or **OK** or **Yes** 

### All Calls

The only other Call Forwarding option available is **All Calls** which will forward all your calls to MessageBank. Note, you should only use this option when you want all of your calls to go directly to MessageBank without having a chance to answer them first.

Press **\*** **\***  
then the **All Calls** code **2 1** and **\***  
then the **MessageBank Access** code  
(the number you are diverting calls to) **1 0 1** and **#**  
then **Send** or **OK** or **Yes** 

**Note:** These are network codes for call forwarding and will work for any GSM mobile phone. Your mobile phone may have an alternative method for setting diversion, however we recommend that you use the above codes.

## Canceling Call Forwarding to MessageBank


Of course there may come a time when for whatever reason you want to cancel a call forwarding option to your MessageBank. Canceling a Call Forwarding action is similar to activating it.

- Phone Off/Out of Range.
- Phone Unanswered.
- Phone Busy.
- All Calls.


### Phone Off/Out of Range

Press **# #**  
then the **Phone Off/Out of Range** code **6 2** and **#**  
then **Send** or **OK** or **Yes** 


### Phone Unanswered

Press **# #**  
then the **Phone Unanswered** code **6 1** and **#**  
then **Send** or **OK** or **Yes** 

### Phone Busy

Press **# #**  
then the **Phone Busy** code **6 7** and **#**  
then **Send** or **OK** or **Yes** 

### All Calls

Press **# #**  
then the **All Calls** code **2 1** and **#**  
then **Send** or **OK** or **Yes** 

## Set Up - Digital CDMA

### Activating Call Forwarding to MessageBank

Below are code sequences for the four Call Forwarding options. You will need to be key these into your phone to forward calls to MessageBank.

- Ring, No Answer.
- No Answer/Busy.
- Busy.
- All Calls.

We recommend you set call forwarding on **No Answer/Busy**.

(You can also **cancel Call Forwarding** on MessageBank at anytime by following similar steps - see below.)





#### Ring, No Answer


**Ring, No Answer** will forward your callers to MessageBank when you don't answer the phone. So if you can't get to the phone, or don't answer after 15 seconds, your callers will be forwarded to your MessageBank service.

Press 

then the **Ring, No Answer** code   and 

then the **MessageBank Access** code

(the number you are diverting calls to)    and 

then **Send** or **OK** or **Yes** 





#### Busy


The **Busy** option will forward your callers to MessageBank when you are already on another call.

Press 

then the **Busy** code   and 










then the **MessageBank Access** code

(the number you are diverting calls to)    and 

then **Send** or **OK** or **Yes** 










### No Answer/Busy

**No Answer/Busy** will forward your callers to MessageBank when the phone is busy, out of range, switched off or there is no answer.

Press   
then the **No Answer/Busy** code   and   
then the **MessageBank Access** code  
(the number you are diverting calls to)    and   
then **Send** or **OK** or **Yes** 

### All Calls

The only other Call Forwarding option available is **All Calls** that will forward all your calls to MessageBank. Note, you should only use this option when you want all of your calls to be diverted directly to your MessageBank without having a chance to answer them first.

Press   
then the **All Calls** code   and   
then the **MessageBank Access** code  
(the number you are diverting calls to)    and   
then **Send** or **OK** or **Yes** 


Note: These are network codes for call forwarding and will work for any CDMA mobile phone. Your mobile phone may have an alternative method for setting diversion, however, we recommend that you use the above codes.

## Canceling Call Forwarding to MessageBank


Of course there may come a time when for whatever reason you want to cancel a call forwarding option to your MessageBank. Canceling a Call Forwarding action is similar to activating it.

- Ring, No Answer.
- No Answer/Busy.
- Busy.
- All Calls.


### Ring, No Answer

Press **#**  
then the **Ring, No Answer** code **6 1** and **#**  
then **Send** or **OK** or **Yes** 


### Busy

Press **#**  
then the **Busy** code **2 4** and **#**  
then **Send** or **OK** or **Yes** 

### No Answer/Busy

Press **#**  
then the **No Answer/Busy** code **6 6** and **#**  
then **Send** or **OK** or **Yes** 

### All Calls

Press **#**  
then the **All Calls** code **2 1** and **#**  
then **Send** or **OK** or **Yes** 

## Accessing your Mailbox (first timers)

The first time you access MessageBank, a beginner's tutorial will take you through exactly what you need to do to set up the following essential MessageBank features:

- your **personal greeting** - this is the greeting callers will hear when their call is answered.
- your **PIN** (Personal Identification Number) - your access code needed to protect the privacy of your mailbox.
- your **name announcement** - used to help identify your mailbox to other users.

### Dialling your MessageBank for the first time

To access your MessageBank service, you simply dial the following number:

The MessageBank Access code **1 0 1**

Send or OK or Yes **yes**

### Setting your PIN

Your PIN is an important security device - it is the access code needed to protect the privacy of your mailbox. Your PIN can be between four and six digits. You will only need to enter your PIN when you call your MessageBank service from a phone other than your own mobile.



Because your new MessageBank service will have a default PIN number set, you may want to change it straight away for security. The first time you call your MessageBank, you will be prompted to do so.

To ensure the security of your PIN you should change it from time to time. To change your PIN dial your MessageBank service and at the main menu:

Press **3** for mailbox **set-up**

Press **3** for **PIN**. Enter your new 4 - 6 digit PIN

Press **#**

## Recording your personal greeting

Your personal greeting is what callers will hear when their call has been forwarded to your MessageBank mailbox.

Your personal greeting could be something like:

*"Hello this is <your name>. I can't take your call right now, but please leave me your name, number and message after the tone and I will get back to you as soon as I can. Thank you."*

The first time you call your MessageBank, you will be prompted to record your personal greeting. At any other time, the procedure to re-record your personal greeting is quite simple. Dial your MessageBank service and at the main menu:

Press **3** for mailbox **set-up**

Press **1** for personal **greeting**. Your current greeting will play

Press **1** to **re-record**. Follow the voice prompts to record your greeting

Press **#** to **end**

**then**

Press **2** to **keep** the greeting if you are happy with it and you will be returned to the **Main Menu**

**or**

Press **1** to **re-record** if you wish

**or**

Press **3** to **use** a Fun Greeting

**or**

Press **4** to **use** the standard system greeting with your name announcement

## Tips for recording your personal greeting

Here are some tips to help with recording your personal greeting:

- try to record your personal greeting in a quiet environment, free from distractions and background noise.
- write down your greeting and read it aloud several times before you record it.
- speak slowly and clearly, holding the phone steady.
- if you are going to include phone numbers, saying them twice will give the caller a chance to write them down.
- don't make your message too long.
- you don't need to ask the caller to tell you what time they called because MessageBank includes the time and date at the beginning of every message.

## Recording your name announcement

Your recorded name is used to identify your mailbox in certain cases where your greeting cannot be used. The first time you call your MessageBank, you will be prompted to record your name announcement.

At any other time, the procedure for re-recording your name announcement is almost the same as

that for recording your personal greeting except it's a lot shorter. Dial your MessageBank service and at the main menu:

Press **3** for mailbox **set-up**

Press **2** for recorded **name**

Press **1** to **re-record**. Follow the voice prompts to record your name announcement

Press **#** to **end**

**then**

Press **2** to **Keep** if you are happy with your name recording and you will be returned to the **Main Menu**

**or**

Press **1** to **re-record** it

### Your **AutoPlay** status

Each new MessageBank services has its **AutoPlay status** set to **on**.

So once you have dialled **101** your messages **will automatically play**.

### To check or change your **AutoPlay** status

Press **9** for **Main Menu** (pressing this key will take you back to the Main Menu **at any time** while you are accessing MessageBank)

Press **3** for mailbox **set-up**

Press **4** for your **AutoPlay Status**

You will hear a recorded voice announcement identifying your mailbox's AutoPlay status, which, by default, is on:

*"AutoPlay is currently on. Messages will be played one after the other as soon as you reach your mailbox"*

**then**

Press **1** to turn **off**

**or**

Press **2** to leave **on**

Once again, you will hear a recorded voice announcement identifying your mailbox's AutoPlay status

If you have turned **AutoPlay off**, when you next access your service you will need to press **1** to listen to messages, and press **6** to move to the next message once the message has been played.

**Hint** - If you want to play your messages one after the other without any prompt interruptions in between messages (ie. the "press 1 to replay, press 5 to delete", etc), then dial **101** and press **9 straight away**, then press **11**.

# Using MessageBank

## Message notification

If you have messages waiting, MessageBank will attempt to notify you whenever you turn on your mobile phone, make or receive a phone call or come into range of a new mobile base station.



Every time a caller leaves a message with MessageBank a notification indicator is sent to your mobile. Depending on your network connection and the model of your mobile phone, you will:

- read a short text message on your handset display.
- hear a distinctive beep.
- see an envelope symbol appear on your handset display.

Or you may receive a combination of these notification devices to let you know that someone has left a message.

## Accessing your MessageBank mailbox

Once you have received a message notification, you may want to access your MessageBank mailbox to listen to your messages. This can be done quickly and easily from your mobile phone by dialling the MessageBank access code.

The **MessageBank Access** code **1 0 1**

**Send or OK or Yes** 

## Listening to your messages

When you connect to your MessageBank mailbox, you will hear a voice telling you how many **new** and how many **saved** messages you have. Your messages will then automatically play.

Once a message has played you have the option to return the call by pressing **2,2**. After the call has finished you are returned to where you left off in MessageBank. Then you can follow the pre-recorded voice prompts:

Press **4** to **save** the message for: **3 days** (Standard) or **7 days** (Business and Premium)

Press **5** to **delete** a message

MessageBank will always play new messages first, followed by any saved or kept messages. When all your messages have been played you will be returned to the main menu.

## Clearing your message notification

**GSM Users:** Once you have listened to your MessageBank messages and kept or deleted them from your MessageBank mailbox, you should also delete the short text message notification that is now stored in the memory of your mobile phone.

You do this by accessing the **Messages** option through the text menu on your screen. This option varies between mobile phone models. Refer to your phone manual for instructions.

**CDMA Users:** The envelope is automatically removed once you access your message.

## Access from another phone

There may be times when you can't or don't want to use your mobile but still want to retrieve your messages. To retrieve your messages using a phone **other than** your own mobile phone, all you have to do is dial your own mobile number and allow your call to be forwarded to your MessageBank mailbox. (That means don't **answer your mobile** !)

Press # during your greeting and MessageBank will prompt you for your PIN.

Enter the MessageBank PIN you specified when you set up your mailbox. You will then hear the main menu and can listen to, delete or keep your messages as normal.

Remember that the next time you use your own mobile phone the message notification you receive may be for messages you have already heard via another phone, in which case you should clear your message notification.

## Options

MessageBank has two different service levels: MessageBank Standard and MessageBank Premium.

The key features of each type of service are:

		MessageBank Standard	MessageBank Premium
Maximum length of calls		5 min	5 min
Maximum number of messages		20	60
Message storage time	Unplayed	7 days	14 days
	Stored/Kept	3 days	7 days
Features available		Call Back, Hang up messages and Fun Greetings	Call Back, Personal Receptionist Messaging & Group Lists, Reminders, Special Delivery, Hang up messages and Wake up calls

## How to use the features within MessageBank

- Call Back allows you to call back the person who left you a message provided their number isn't blocked. By simply pressing 2,2 you can return calls without the inconvenience of leaving your MessageBank mailbox. Call charges do apply to use this feature.
- Hang up Messages is a feature within your MessageBank service that notifies you by SMS when someone has called your mobile, heard your greeting but have hung up before leaving a message. The SMS message will contain the phone number of the person who has called unless the number is blocked.

To activate **Hang up messages** on your phone, simply:

Dial **1 0 1**  
Press **9** to access **main menu**  
Press **3** for mailbox **set-up**  
Press **5** for **Other Options**  
Press **6** for **Hang Up Messages**  
Follow prompts to turn off or on

Put the fun back into your greeting by using one of Telstra's **pre recorded greetings** instead of your own voice.

To activate your fun greeting is simply:

Dial **1 0 1**  
Press **9** to access **main menu**  
Press **3** for mailbox **set-up**  
Press **1** for **Greetings**  
Press **3** for **Fun Greetings**  
Follow prompts to choose a fun greeting

Charges: 101 rates to go through the above process to setup. No ongoing usage rates.

There is also Fax Mailbox - a MessageBank service for anyone who needs to get their faxes on the go.

Fax Mailbox	
Maximum number of faxes	20 (with a total of 50 pages)
Message Storage Time	New - 14 days Kept - 7 days

In addition, MessageBank Combined allows you to share one MessageBank service on both your fixed and mobile phones, while MessageBank Combined Plus allows you to have one MessageBank service on your fixed phone that can be used by more than one person and have the messages forwarded to your Mobile MessageBank service.

Customers automatically receive MessageBank Standard if they connect to a consumer plan and MessageBank Premium if they connect to a business plan.

## MessageBank Premium

With **even greater storage capacity** than MessageBank Standard, MessageBank Premium has many additional features that make it a **complete voice messaging and voice mail system**:

- ability to send messages to Mobile MessageBank mailboxes as well as non-Telstra Mobile phone numbers and to fixed phones.
- ability to forward a copy of an existing message to multiple recipients.
- ability to create a new message and forward to multiple recipients.
- ability to send a message to a person that doesn't have a MessageBank service.
- Group Messaging of up to twenty group lists with a maximum of fifty addresses per list. Messages can be marked 'urgent', 'reply requested' or 'confidential'.
- access to Personal Receptionist feature. Your callers have the choice of leaving a message or being diverted to your specified receptionist number.
- access to the Reminder service, which allows you to record your own reminder message and have that message sent to you at a specified time.
- Request MessageBank to call you at a specified number when you receive a message.
- Wake Up Calls allow you to program your MessageBank service to call you at a set time and date when you're in a coverage area.

## Pricing

Telstra Mobile MessageBank is an affordable mobile phone answering service.

	MessageBank Standard	MessageBank Premium
Monthly Access Fee	\$0.00	\$0.00
Message Retrieval	14 cents per 30 second block	14 cents per 30 second block
Call Forwarding	5.5 cents per 30 second block	5.5 cents per 30 second block

	MessageBank Combined	MessageBank Combined with Direct Access (if required)
Monthly Access Fee	\$5.50	\$5.50
Monthly Direct Access Fee	not applicable	\$5.50
Message Retrieval	14 cents per 30 second block	5.5 cents per 30 second block and normal call charges (dialling your direct access number)
Call Forwarding	5.5 cents per 30 second block	5.5 cents per 30 second block

## Billing

Calls that are diverted to your MessageBank Mailbox are all itemised under the Call Forwarding section of your bill.

Calls you make to **101** to access your message are all itemised under the Mobile MessageBank section of the bill.

Calls you make using Call Back appear in the NDD section of your bill. These calls can easily be identified because they have 'MessageBank' in the origin field of the section.

## Troubleshooting

As a MessageBank user you may encounter one of the difficulties listed below. For each one we've provided a likely solution. If these are not effective or you have any other queries or problems please don't hesitate to contact Telstra Mobile Customer Service on 125 111. We'll be only too pleased to help.

### **Problem 1 - I can't get past my first message. I get half way through listening to it and it goes back to the beginning again.**

**The likely cause:** the MessageBank is misinterpreting "noise" in the recording as a tone dial command and thinks that the button has been pressed to rewind the message.

**Solution:** take control of your MessageBank before it misinterprets the noise, and press the button just before the point in the message where it always rewinds. This will fast forward the message 8 seconds (moving you over the problem spot) and you will be able to listen to the rest of the message.

### **Problem 2 - When I dial into my MessageBank and it tells me to press the hash button, I do this and nothing happens.**

**The likely cause:** the DTMF (Dual Tone Multi Frequency or touch tone ) dialling on the phone is switched off. For MessageBank to be able to recognise the key press commands, a phone has to have the DTMF dialling switched **on**.

**Solution:** instructions on how to switch DTMF on/off can be found in your phone manual. Note: this problem also occurs when using a fixed-phone, which doesn't have tone dialling. To access the MessageBank a phone with tone dialling is necessary.

### **Problem 3 - My phone won't accept the call forwarding codes. When I try to set call forwarding to MessageBank, I dial \* \* but I get a + symbol appearing instead of the asterisks and it won't accept the call forwarding codes.**

**The likely cause:** this occurs primarily with Nokia phones - they have a feature that causes the international dialling code (the plus symbol) to appear when you press the button twice quickly.

**Solution:** press the button, wait for a couple of seconds then press the button again, then enter the rest of the call forwarding code.

Note: this problem is only likely to occur when you are entering the network codes for call forwarding. Alternatively, with many phones - including Nokia - the menu system can be used to set call forwarding.

### **Problem 4 - I've got a message on my MessageBank that just goes on and on - it's just silence/background noise.**

**The likely cause:** someone has re-dialled or speed-dialled your mobile number without realising it and been forwarded to your MessageBank. With mobile phones this can quite easily happen and will result in MessageBank recording whatever is happening in the background (eg. driving noises, voices in the background, etc.) for the maximum duration of a message (five minutes).

**Solution:** access the message and press **5** to delete and go to the next message. And to make sure you don't inadvertently do the same thing, consult your phone's manual to find out if your mobile has a key lock function that will stop accidental dialling.

# Helpful hints

## Shortcuts

Here are some handy shortcuts for MessageBank users:

### Standard key functions

These keys can be used at any time when you are using your MessageBank service. They're called standard key functions because the functions of these keys or key combinations never change, regardless of what part of your MessageBank service you are using.

These key functions are worth memorising because they can come in handy - in particular when you are modifying your mailbox set-up, such as changing your personal greeting.

- # (located below the 9 key). To **complete** current action
- \* (located below the 7 key). **Cancel** last action and go back one step
- 8 **Help**
- 7 **Pause**. Press again to resume
- 8 8 **Introduction** to MessageBank
- 9 9 **End**

### Interrupt the voice prompts

Once you're familiar with MessageBank you can interrupt the pre-recorded voice prompts and select your option. This does not affect the MessageBank service and is a handy time-saver.

### Shortcuts for listening to your messages

Here are some shortcuts to help you review your messages faster. Once you've mastered these you'll be able to have complete control over how you listen to your messages.

Instead of pressing **1** at the Main Menu, press **1 1** to play multiple messages **one after the other** and store them for three days (Standard) or seven days (Premium).

Press **6** to **skip** ahead to the next message

Press **1** to go back to the **beginning** of a message

Press **1 1** to go back to the **previous** message

Press **3** to go **forward** 8 seconds

Press **2** to go **back** 8 seconds

## Tips

### Notification tip

It's a good idea to wait a minute when you turn your phone on before making an outgoing call to allow a message notification to be received. Also, remember that even if your message notification indicator has not yet appeared on your phone, you can call MessageBank any time to check if there are messages waiting for you.

### More information

If you would like to know about **any other of Telstra Mobile's services**, please see our other online helpers.

Related Mobile User Guides:

- Mobile **MessageBank Business** User Guide.
- Mobile **MessageBank Premium** User Guide.
- Mobile **MessageBank Combined** User Guide.

If you need **additional information or assistance**, please contact us at **Telstra Mobile Customer Service** on 125 111 (call charges apply).

Write our Customer Service number down and call us after you have logged off (if you are going to call us on the same line you access the internet with.) If you're calling from your Telstra mobile phone, it should be one of the first numbers stored in your handset's phone book.

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The Telstra logo, featuring the word "Telstra" in white lowercase letters with a stylized orange and blue graphic element to the left, set against a dark blue square background.