

APPENDIX A
TELECHOICE MOBILE
VALUE ADDED SERVICES

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1 ABOUT

This appendix sets out the value added service features available with the *TeleChoice Postpaid Mobile Service*.

The fees and charges for each value added service feature are set out in the table associated with that value added service feature. *You* should check that information carefully to see what fees and charges apply to *your* use of a value added service.

2 BASIC SERVICES

2.1 Caller ID

Name of this value added service

Caller ID

The services *you* use this value added service with

- The Postpaid Mobile *Service*

What the value added service is used for

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

How the value added service is activated

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 *31# before the phone number *you* are calling. *You* can also contact Customer Service to have Caller ID reactivated for all outgoing calls.

How to de-activate the value added service

You can de-activate Caller ID on a call-by-call basis by dialling the prefix #31# before the phone number *you* are calling. Some handsets also feature an option to show/hide *your* number. *You* can also contact Customer Service to have Caller ID de-activated for all outgoing calls.

Limitations and restrictions on using this value added service

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 or other phone handset of the person *you* are calling does not have the ability to display *your phone number*. To check if *your number* is currently made available to the person *you* are calling dial *#31# from *your* mobile service.

Fees and charges

We do not charge for Caller ID.

2.2 Call Waiting

Name of this value added service

Call Waiting

The services *you* use this value added service with

- The Postpaid Mobile *Service*

What the value added service is used for

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

How the value added service works

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 the value added service is activated

Many *mobile phones* allow *you* to activate Call Waiting directly from the *mobile phone*. *You* can contact Customer Service to have Call Waiting activated.

How to de-activate the value added service

Call Waiting can be de-activated from the *mobile phone*. Alternatively, *you* can contact Customer Service to deactivate this feature from *your mobile phone*.

Limitations and restrictions on using this value added service

Not all mobile phones support Call Waiting.

Fees and charges

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

3 MESSAGING SERVICES

3.1 TeleChoice Mobile SMS

Name of this value added service

Telechoice Mobile SMS (it is also known as SMS or text).

The services *you* use this value added service with

- The Postpaid Mobile *Service*

What the value added service is used for

Telechoice Mobile 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 the value added service works

SMS messages can be sent and received by customers within Australia on 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 *our Carrier*.

How the value added service is activated

All new *mobile phones* are automatically activated to access *TeleChoice Mobile SMS*.

How to de-activate the value added service

If *you* wish to de-activate *TeleChoice Mobile SMS*, *you* will need to contact Customer Service.

Specific equipment required to use the value added service

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

Limitations and restrictions on using this value added service

To be able to use *TeleChoice Mobile SMS*, *your phone* must be within coverage of *our Carrier's* 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.

If *you* have not purchased *your mobile phone* from *us*, *you* may have to update *your* message centre number in *your* handset before *you* can successfully send a SMS.

Liability

We accept no liability for any *loss* or damage as a result of a message not being secure or not received. *We* cannot guarantee delivery to any overseas network.

TeleChoice policies that apply to the use of this value added service

TeleChoice Mobile Fair Use Policy - Appendix B

TeleChoice Excess Usage Alert Policy – Appendix F.

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.
- Special rates may apply to some SMS types. See *your pricing plan* to check if *you* are eligible to receive special rates.

SMS Type	Standard Charge per Message (We charge per message per intended recipient. If <i>you</i> send the SMS message to more than one mobile phone <i>you</i> will be charged for the number of mobile phones to which that SMS message is sent.)
SMS sent to mobile phones within Australia – up to 160 characters	please refer to <i>your pricing plan</i> for SMS pricing
SMS sent to mobile phones in international locations #– up to 160 characters	please refer to <i>your pricing plan</i> for international SMS pricing # only available where the overseas mobile carrier has an international SMS agreement with us.
SMS sent to a 13 or 18 number	please refer to <i>your pricing plan</i> for SMS pricing
Receiving a SMS on <i>your</i> mobile phone* *This may not apply to Premium SMS	No Charge*

3.2 Premium SMS

Name of this value added service

Premium SMS (PSMS) or Premium Rate SMS.

The services *you* use this value added service with

- The Postpaid Mobile *Service*

What the value added service is used for

Premium SMS allows *you* to be billed for services provided by a third party. This includes voting on interactive TV shows, participating in

SMS chat rooms, entering competitions, subscribing to trivia or astrology and downloading ring tones and games.

How the value added service works

Premium SMS services are run by third parties. *You* can use or subscribe to a Premium SMS service by sending a SMS message, typically to a '19' number. *You* can sometimes subscribe to a service via a standard mobile number or by entering *your mobile phone number* into a form on a website or WAP site.

How the value added service is activated

All mobile phones provisioned to send and receive SMS messages can access Premium SMS. Premium SMS numbers are automatically barred. *You* can request access to Premium SMS numbers by contacting Customer Service. Barring of access to Premium SMS numbers also prevents calls to international numbers from the *service*. To access some premium SMS services *you* will first need to download WAP settings to *your mobile phone* handset to enable WAP browsing & downloads on *your* phone.

How to de-activate the value added service

Premium SMS is available on an opt-in basis. *You* can simply stop sending SMS to the service, or for subscription/club services, *you* need to send an SMS with the word 'STOP' (or other "opt out" wording advised by the third party) back to the corresponding 19 number. For further information on the third party that runs the service please call TeleChoice Customer Service.

Specific equipment required to use the value added service

To be able to use Premium SMS, *your mobile phone* must be able to send and receive SMS messages. For some services such as ringtone downloads *you* may require a WAP capable handset.

Limitations and restrictions on using this value added service

To be able to use Premium SMS, *your* phone must be within coverage of *our Carrier's* network.

To send and receive billed premium SMS messages *your mobile phone* service must be active

You may bar access to premium SMS by contacting Customer Service. Barring will occur by 6pm the next business day at which time *you* will no longer be charged for these services.

Liability

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

We bear no responsibility for the content of Premium SMS messages. *You* must make *yourself* aware of all costs and commitments associated with a premium SMS service before participating or subscribing.

TeleChoice policies that apply to the use of this value added service

TeleChoice Fair Use Policy - Appendix B

TeleChoice Excess Usage Alert Policy – Appendix F.

Fees and charges

The cost of Premium SMS is set by the third party. This may include:

- (a) cost to send a SMS,
- (b) cost to receive a SMS,
- (c) initial and ongoing costs,

This cost may also depend on:

- (a) whether the service is a once off transaction;
- (b) whether it is a subscription/club; and
- (c) the frequency of subscription.

Additional WAP charges may also apply to some services. *You* should check the fees that are charged before using the service. *We* will bill *you* for the cost of *your* use of the service.

3.3 TeleChoice Mobile MMS

Name of this value added service

TeleChoice Mobile MMS

(also known as MMS or photo messaging)

The services *you* use this value added service with

- The Postpaid Mobile *Service*

How the value added service works

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

How the value added service is activated

Telechoice Mobile MMS will automatically be made available to *you*. *You* must also ensure that *your* handset has the correct settings to send and receive MMS. These settings are available from www.telechoice.com.au.

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

Specific equipment required to use the value added service

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

If *your mobile phone* and service is provisioned for *GPRS*, you can:

- (a) send TeleChoiceMobile MMS messages from *your mobile phone* using *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; and
- (b) view MMS messages on *your mobile phone* using *GPRS*.

Limitations and restrictions on using this value added service

TeleChoice Mobile MMS messages can be sent to MMS compatible mobile phones:

- (a) which have activated MMS settings, and
- (b) which are connected to other *mobile networks* in Australia, where there is an interconnection arrangement in place that allows communication in MMS format.

If a MMS message is sent to a *mobile phone* that cannot receive the message in MMS format the recipient of the message will be sent a SMS message telling the recipient where their message can be viewed. The recipient will need to have a SMS compatible mobile phone and service to receive this message. If the recipient is connected to an overseas network there will need to be an international SMS agreement with *our Carrier* that enables receipt of the message. The recipient can access the message via the website for up to 30 days before being subject to deletion.

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 MMS message is being sent is turned off, or out of coverage, the MMS 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.

Liability

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.

TeleChoice policies that apply to the use of this value added service

Telechoice Fair Use Policy - Appendix B

TeleChoice Excess Usage Alert Policy – Appendix F.

Fees and charges

We will charge *you* the amounts set out in *your pricing plan* for TeleChoice Mobile MMS messages sent and received using *your mobile phone*.

We will charge *you* for sending a *TeleChoice* Mobile MMS message whether or not the message is successfully delivered to the intended recipient/s and regardless of whether delivered as a MMS or as a SMS or other message.

The usage charges for *TeleChoice* Mobile 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.

4 VOICEMAIL SERVICES

4.1 TeleChoice Mobile VoiceMail

Name of this value added service

TeleChoice Mobile VoiceMail

(also known as VoiceMail)

The services *you* use this value added service with

- The Postpaid Mobile Service

How the value added service works

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

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

The following options exist when diverting a service to VoiceMail:

- (a) conditional diversions based on: call not answered, number busy, number not contactable (e.g. out of range or turned off), or
- (b) 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.

How the value added service is activated

A VoiceMail box will be reserved on our network. *You* will need to call 101 from *your TeleChoice* Mobile handset to setup *your* voicemail service.

How the value service is de-activated

You can de-activate VoiceMail by removing the diversions to VoiceMail. The box will still be reserved on the *TeleChoice* Mobile 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.

For removal of TeleChoice Mobile VoiceMail completely, please contact Customer Service.

Features available with this value added service

VoiceMail Call Return – allows *you* to return a call without exiting the VoiceMail box. 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:

- (a) 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,
- (b) the call was an international call,
- (c) the call was from a payphone, or
- (d) 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.

Limitations and restrictions on using this value added service

The VoiceMail box can store up to 60 messages of up to five minutes (5) minutes per message.

Unplayed messages are held for 14 days, Played and Stored messages are held for seven (7) days.

When a caller leaves a message in *your* VoiceMail, our network will attempt to send a SMS message waiting indicator to *your* mobile phone. If *your* phone is not within coverage or is turned off, *our Carrier's* network will continue to send the SMS until the SMS is received by the mobile phone for a period of up to seven (7) days.

Fees and charges

There is no charge for receiving Voicemail deposits for Telechoice Mobile postpaid and prepaid mobile customers within Australia. *You* will be charged our standard charges for Voicemail retrieval unless *your* pricing plan specifies alternate rates.

You might incur charges for having calls diverted to MessageBank and for retrieving messages. If *you* want to avoid these charges, *you* can set up *your* phone so that it doesn't divert unanswered calls to MessageBank, or *you* can call us and have *your* MessageBank switched off. If *you* have a post-paid mobile *service*, we can also cancel *your* MessageBank if *you* don't use it for six months or more.

You will be charged our standard charges for the type of call made using VoiceMail Call Return, that is, the charge for a local call, national call or call to a mobile phone.

4.2 TeleChoice Mobile VoiceMail Bolt-on

Name of this value added service

TeleChoice Mobile Voicemail Bolt-on (also referred to as Voicemail Bolt-on).

Availability of this value added service

Voicemail Bolt-on is offered to customers who have an active TeleChoice Mobile *Service*.

The services *you* use this value added service with

- The Postpaid Mobile *Service*

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

Voicemail Bolt-on provides the subscriber with unlimited access to Voicemail retrieval calls within the calendar month of the active bolt-on service,

How the value added service works

For Voicemail Bolt-on to work, *you* must have added the bolt-on to *your service* and have accepted the monthly bolt-on charges.

How *you* activate the value added service

Voicemail Bolt-on can be activated when *you* connect *your service*. To activate Voicemail Bolt-on post activation, *you* need to contact Customer Service.

How *you* de-activate the value added service

To de-activate Voicemail Bolt-on, *you* need to contact Customer Service.

Limitations or restrictions that apply to the value added service

The VoiceMail box can store up to 60 messages of up to five minutes (5) minutes per message.

Unplayed messages are held for 14 days, Played and Stored messages are held for seven (7) days.

When a caller leaves a message in *your* VoiceMail, our network will attempt to send a SMS message waiting indicator to *your* mobile phone. If *your* phone is not within coverage or is turned off, *our Carrier's* network will continue to send the SMS until the SMS is received by the mobile phone for a period of up to seven (7) days.

Fees and charges

- (a) We will charge *you* the amounts set out in the table below for using Voicemail Bolt-on.

- (b) We charge *you* for Voicemail Bolt-on regardless of whether *you* use the service or not.

Service Type	Charge Per Month
TeleChoice Voicemail Bolt-on	\$2.50

5 VIDEO SERVICES

5.1 Video Calling

Name of this value added service

Video Calling

The services can use the value added service with

- The Postpaid Mobile *Service*

What the value added service is used for

Video calling allows *you* make and receive video calls to and from other 3G compatible mobile phones;

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 *Telechoice Mobile service description* and this Appendix A – Value Added Service Features.

How the value added service works

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

- (a) both *you* and the person *you* are calling must be within *our Carrier's 3G network coverage area* or the *3G network area* of a *carriage service provider* with whom *our Carrier* has an *interconnect agreement* relating to *3G network services*; and
- (b) the person *you* are calling must be either be a customer on *our Carrier's network* or the customer of a *carriage service provider* with whom *our Carrier* 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.

We do not provide a video voicemail box for 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 TeleChoice Mobile 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.

Specific equipment needed to use the value added service

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.

Features available with value added service

Video calling allows *you* to:

- (a) Turn video and audio calling on or off at *your* leisure (depending on the features of *your mobile phone* *you* should check the manufacturer's guide);
- (b) Receive the Caller ID;
- (c) Make International video calls, where international barring has been removed from *your* service;
- (d) Roam internationally, where our Carrier has a roaming agreement with the overseas network provider for 3G network services and where international roaming access has been approved for *your* account.

Limitations or restrictions on using the value added service

You must be within the coverage area of *our Carrier's* 3G network or the 3G networks of other carriage service providers with whom *our Carrier* has an interconnection agreement.

The coverage area of *our Carrier's* 3G network is not equal to the coverage area of *our Carrier's* GSM or GPRS networks. For the latest coverage information, see

<http://www.telechoice.com.au/services/coverage>.

You can only call to and receive video calls from other 3G networks if *our Carrier* has a video call interconnection arrangement with the owner of the other 3G network.

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 Carrier's* 3G network coverage area where access to Video Calling is limited or unavailable – for example in a tunnel.

Liability

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).

TeleChoice policies that apply to the use of this value added service

TeleChoice Mobile Fair Use Policy - Appendix B

TeleChoice Excess Usage Alert Policy – Appendix F.

Fees and charges

We will charge *you* for each national video call as per the rates specified in the pricing plan.

We will charge *you* for each international video call as per the rates specified in the pricing plan. Please note international video calls may not be available to all networks or countries.

International roaming is charged at higher rates and is subject to variation. For up to date roaming information on roaming see <http://www.telechoice.com.au/legal/terms> or call Customer Service.

6 MOBILE INTERNET AND DATA SERVICES

6.1 Mobile Browsing

Name of this value added service

Mobile Browsing

The services *you* use the value added service with

- The Postpaid Mobile Service

What the value added service is used for

Mobile Browsing provides access to the Internet via an approved mobile phone using *GPRS/3G* technology.

Using Mobile Browsing, *you* can:

- (a) access the Internet,
- (b) access *your* e-mail,
- (c) download music, applications, and other content,
- (d) stream content, and
- (e) use a chat or messenger service.

How *you* activate the value added service

Most mobile phones purchased from us are *GPRS* or *3G* capable. Many of our handsets are automatically configured to access Mobile Browsing whilst others require manual configuration of the settings. To access Mobile Browsing on *your mobile phone*, *you* may need to set up *your mobile phone* by:

- (a) Contacting *your* activating TeleChoice Dealer;
- (b) referring to the manufacturers user manual; or
- (c) calling Customer Service.

Specific equipment needed to use the value added service

You must have a *WAP GPRS* or *3G* capable mobile phone.

Limitations or restrictions on using the value added service

You must be within *our Carrier's network* coverage to use Mobile Browsing.

Liability

We make no warranty about the accuracy, timing or currency of any information provided via Mobile Browsing. *You* rely on any information provided via Mobile Browsing 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 Mobile Browsing, or information provided via Mobile Browsing 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 Mobile Browsing.

TeleChoice policies that apply to the use of this value added service

TeleChoice Mobile Fair Use Policy - Appendix B

TeleChoice Excess Usage Alert – Appendix F.

Fees and charges

There are several pricing options applicable to Mobile Browsing. We charge *you* for the amount of data *you* use whilst using Mobile Browsing.

We charge in increments of 10 kilobytes or 10/1024 of a megabyte depending upon the billing system we use to generate *your* bill. Please refer to *your* pricing plan for data browsing pricing.

6.2 International Roaming

Name of the value added service

International Roaming

The services *you* use the value added service with

- The Postpaid Mobile Service

What the value added service is used for

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

How the value added service works

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

How *you* activate the value added service

To activate International Roaming *you* must contact Customer Service.

How *you* de-activate the value added service

You can deactivate roaming at any time by calling Customer Service.

Specific equipment needed to use the value added service

Mobile phone requirements vary from country to country depending on the frequency at which that country's mobile digital carrier's network operates. *You* may be required to rent a mobile phone in some countries including, for example, South Korea and Japan. *You* can contact Customer Service for more information.

Limitations or restrictions on using the value added service

International Roaming cannot be activated by all customers, due to credit risk.

International Roaming is not available in all countries or in all areas of those countries where it is available. The countries where roaming is available may vary from time to time. *You* can obtain information on where roaming is available from us and from our website: www.telechoice.com.au. We cannot guarantee coverage throughout any particular country where roaming is available.

Depending on the network used by each country's mobile digital carrier, roaming may not allow the use of all *value added service features* including, for example, Video Calling, GPRS, and SMS.

Fees and charges

When *you* activate International Roaming we will charge *you* the rates set out in the table below:

International Roaming calls will be ineligible for any discounts in *your* pricing plan unless otherwise specified.

Activity	Charge
Using <i>your mobile phone</i> to make a voice or video phone call while roaming overseas	The rate applicable to the country <i>you</i> are roaming in as varied from time to time. Rates are subject to variation and vary by call origin, destination and type. Before <i>you</i> travel overseas <i>you</i> should contact us by calling Customer Service for further information.
Receiving a voice call or video on <i>your mobile phone</i> while roaming overseas	The standard rate for an international call to the country concerned will be applied to the international leg of the call plus the carrier charge applicable to the country <i>you</i> are roaming in. Rates are subject to variation and vary by call origin, destination and type. Before <i>you</i> travel overseas <i>you</i> should contact by calling Customer Service for further information.
Sending a standard SMS to a mobile phone service while roaming overseas	\$0.25 per message sent (up to 160 characters) plus the carrier charge applicable to the country <i>you</i> are roaming in. Before <i>you</i> travel overseas <i>you</i> should contact us by calling Customer Service for further information.
Using GPRS while roaming	Before <i>you</i> travel overseas <i>you</i> should contact us by calling Customer Service for further information and pricing.

7 REVERSE CALL SERVICES

It is not possible to make reverse charge calls to a mobile *service*.

8 TELECHOICE CARE

Name of the value added service

TeleChoice Care (Also known as TC Care)

Services *you* use the value added service with

- The Postpaid Mobile *Service*

What the value added service offer is and what is included in it

TC Care is made up of the following components:

- (a) *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
- (b) TC Care program which is supplied on our behalf to eligible customers, extends *your* handset manufacturer warranty to cover damage on up to three (3) occasions that may not be covered under the standard manufacturer warranty. For example cracked screen or liquid ingress. TC Care program also provides a replacement handset if not repaired within two (2) business days.

Eligibility for the value added service

You are eligible for the TC Care on *your* new handset, if, on or after 1 April 2013:

- (a) *you* purchase a new handset from *us* or from one of *our* authorised dealers or agents, and the manufacturer's handset warranty associated with *your* new handset is less than 24 months; and
- (b) *you* connect to a *Telechoice* Mobile postpaid plan.

Note: *you* must stay connected to a *TeleChoice* Mobile postpaid plan to remain eligible for TC Care.

Important information about TC Care

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.

TC Care only covers repair to *your* handset. It does not cover repair to handset batteries or accessories.

To claim under TC Care, the fault in *your* handset must appear during the period of cover.

Contact Customer Service to find out where *your* handset can be repaired under TC Care.

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, rather than being repaired. If *your* handset is replaced by a refurbished handset, TC care applies in relation to that refurbished handset for the remainder of *your* period of cover.

How to make a claim under TC Care

To make a claim under TC Care, *you* need to visit a *TeleChoice* Store to submit *your* claim. *You* may be contacted if any further information is required, particularly about *your* handset repair and the terms of *your* warranty. Once the repair has been completed *your* handset will be returned to store for collection.

Fees and Charges

TC Care is available in accordance with the payment options described in the table below:

Service Type	Payment option	Charge	Total Cost*
TeleChoice Care	Upfront	\$99 at the time of activation	\$99
TeleChoice Care	Over 12 months	\$8.50 per month	\$102
TeleChoice Care	Over 24 months	\$5 per month	\$120
*Non Warranty repair service fee of \$29 per claim – not including repairs covered by the Manufacturer warranty.			

Your statutory rights:

The benefits to *you* given by TC Care are in addition to *your* other rights and remedies as a consumer under Australian law, including those available under the *Australian Consumer Law*. *You* are entitled to a replacement or refund of goods for a major failure and for compensation for any other 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.

9 DIRECTORY ASSISTANCE ON 1223

What Directory Assistance 1223 is

You can call Directory Assistance on 1223 to search for a White Pages or Yellow Pages directory listing. *Your* call will be responded to in the first instance by an automated speech recognition system. If *your* call cannot continue to be automated, then an operator will assist *you* with *your* request.

You can use Directory Assistance to search for the number of a known name in the residential or business and government sections of the White Pages directory or to search for a type of business (i.e. a plumber, hairdresser) in the Yellow Pages directory.

If *you* are searching for a type of business (as opposed to a known business, government or residential name) *you* can receive up to three Yellow Pages listings from the operator.

Call connection to a requested number is available on 1223 to post-paid customers connected to our Carrier's mobile network.

Charges for Directory Assistance

In addition to any applicable charges under *your* pricing plan, we charge *you* the following fee for calls to Directory Assistance on 1223. We charge *you* the service fee regardless of whether or not the operator can find the requested number. We charge *you* the attempted connection charge for successful and attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

Directory Assistance	GST incl.
Service fee for each call to Directory Assistance	50¢
Attempted connection charge (for successful and attempted connection to requested number)	99¢

If *you* ask to be connected to *your* requested number, the time specified on *your* bill as the time that connection was attempted will be in Sydney, NSW local time regardless of the location from where the call to Directory Assistance was made. All other times specified for calls to Directory Assistance will be in the local time of the area from where the call to Directory Assistance was made.

Excluded searches

You cannot use directory assistance to search for a service with a silent name.