

## Telstra MessageBank Home

MessageBank Home is ideal for small business owners who need a personal answering service when a phone line is busy or can't be answered. Callers are greeted with your personal greeting and are then asked to leave a message which can be retrieved from any phone when you are ready.

### MessageBank Pricing (GST inc)

Monthly rental: \$6.00

Connection fee: Nil

Message retrieval numbers

Calls to 125 101 & 125102 – A free call from most Telstra fixed phones\*

Calls to 1800 135 10 – to access from a PABX or another carrier A free call from most fixed phones\*

Calls to +61 418 707 10 – access from overseas Applicable overseas carrier rates will apply

Using Telstra Telecard access number and PIN followed by 125 102 Applicable Telecard charges will apply\*

\*Applicable call charges apply from Mobile and some pay phones and Telecard. Using Telstra Telecard access number and PIN followed by 125 102. Applicable Telecard charges will apply. Applicable call charges apply from Mobile and some pay phones and Telecard.

### Features & Benefits

- Calls forward to MessageBank when you are busy on the phone or unable to answer
- MessageBank answers calls with your personalised greeting
- Change your greeting at any time
- Message waiting stutter tone on picking up the handset – indicates that you have messages waiting
- Take multiple messages simultaneously
- Calls are secured by a Personal Identification Number (PIN)
- Autoplay
- Autosave
- Flashing Message Indicator
- Hang Up Messages
- Change ring time before diversion.

## Telstra MessageBank Virtual / Away

MessageBank Virtual and MessageBank Away are virtual MessageBank services. This means that each MessageBank service has an individual telephone number, allowing customers to ring in directly to the mailbox or to forward their home or business number to the mailbox, ie with Call Forward Immediate, No Answer and Busy.

### Pricing

### MESSAGEBANK VIRTUAL PRICING (GST INC)

Connection fee: Nil Monthly rental: \$6.00

Messagebank professional recording: \$52.80

Messagebank Waiting Indicator: \$0.55

### MESSAGEBANK RETRIEVAL STANDARD CALL CHARGES

MessageBank Away Connection fee: \$44.00

Monthly rental: \$16.50

Messagebank professional recording: \$52.80

Messagebank Waiting Indicator: \$0.55

Message Retrieval: n/a

\* Additional costs may apply if Away is set up with CDNO or Call Forwarding

call charge for diversion & message retrieval.

#### Virtual Features

- You don't need an existing Telstra telephone service to use this service.
- You can forward calls to your MessageBank from your home phone, business phone, mobile, 1800 number, or from your office's business system (Commander, Centel, Line Hunt Rotary group, Spectrum etc).
- Calls forward to MessageBank when you are on the phone or unable to answer
- MessageBank answers calls with your personalised greeting
- Personal Greeting can be changed at any time
- Calls are secured by the customer's Personal Identification Number (PIN)
- Callers can dial directly to the mailbox number to leave a message
- Interactive voice prompts to help you and your callers use the service
- Date and time stamping of all messages. Retrieve messages from Australia and Overseas
- Toll Saver – a cost effective way to check if you have messages because you can terminate their retrieval call before completion if there are no messages waiting – saves time and call cost.
- You can call the mailbox directly at any time to collect messages.
- When you call the mailbox, and the call is answered straight away – without any ring tone – you know you have messages waiting for collection. If there are no new messages waiting, you can hang up during the first 3 bursts of ring tone and you won't be charged for the call.
- You can forward calls to your MessageBank Virtual from your Line Hunt, Centel/Plus, Spectrum, business, or mobile phone
- Can be used as an overflow or after-hours service for services such as LineHunt, 1800 etc
- Flashing Message Indicator is a visual alert in the form of a flashing light (optional or in conjunction with SDT)
- MessageBank Away Features Can ensure customers are aware of a change in circumstances.
- Cheaper than PAS and faster activation time.

#### Away Features

FEATURE	MESSAGEBANK - VIRTUAL	MESSAGEBANK AWAY
Greeting Length	Up to 5 mins	60 seconds
Messages per mailbox	50	nil – greeting only service
Second limit per message	Max 5 mins	n/a
Max. Storage Duration	35 days	n/a