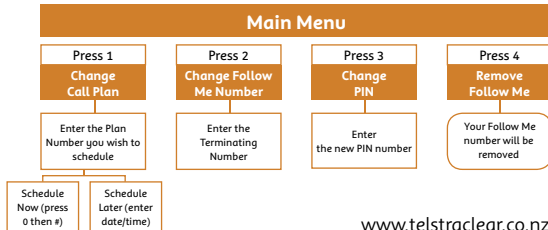


# TelstraClear's TollFree Menu Structure

- Call 0800 606 101 from New Zealand OR 1800 995 025 from Australia
- Enter your TollFree number
- Enter your PIN



[www.telstraclear.co.nz](http://www.telstraclear.co.nz)

How to get the most from TollFree

- Follow Me
- Switching Between Call Plans

## TollFree User Guide

TelstraClear

## TelstraClear's TollFree Service

This guide is designed to provide you with tips for using the Follow Me Service and Switching between Call Plans Service. These are completed through an automated prompt service on the telephone, using DTMF (dual tone multi frequency) and will be updated within 10 seconds.

Both these services are security protected by the use of a PIN.

- To begin, dial 0800 606 101 and follow the instructions shown overleaf.
- To use this service from Australia, dial 1800 995 025

## Follow Me

Change the terminating number (or destination) on your TollFree number. Example:

- to terminate to an Auckland answer point, dial 09 xxx xxxx
- to terminate to a Sydney answer point, dial 00 61 2 xxxx xxxx

NOTE - if you remove your Follow Me number, no calls will terminate to your TollFree number until another terminating number is activated.

## Switching Between Call Plans

Activate a Call Plan instantly or programme a change for the future.

To make the changes take effect immediately, press 0 then # when requested by the prompt service. To schedule a change in the future, follow the date/time format below:

- YYYY/MM/DD/HH/MM, followed by # , in a 24 hour format.  
For example to schedule a change for 2.30pm May 2nd 2004:  
2 0 0 4   0 5 0 2   1 4 3 0   #

## Important Note for customers who have multiple Call Plans and the Follow Me service:

- To use Follow Me when you have multiple Call Plans, you must have a Follow Me Call Plan set up.
- If the Follow Me number is changed when another Call Plan is active, the Follow Me number will change in the system, but will not be active until the Call Plan is changed to the Follow Me Call Plan.