

## \*FREQUENTLY ASKED QUESTIONS\*

### Starter Packs

How much is a JUST Prepaid Starter Pack?

How do I activate a JUST Prepaid SIM Card?

### Porting

Can I transfer my existing mobile number to JUST Prepaid?

How do I port to JUST Prepaid from another network?

Are my addresses & mailbox messages moved with my number?

What are the charges?

Am I released from my existing contract when I port my number?

### Prepaid Cap Plans

What's included in the Prepaid Caps?

What is JUST TALK?

How do I check the balance of my JUST TALK credit?

What services can I use on JUST TALK?

What happens when I reach my JUST TALK limit?

What happens to any unused credit when I recharge?

### Switching Plans

Can I switch between JUST Prepaid plans?

Can I transfer call credit between plans?

### Recharge/Call Credits

How do I recharge my JUST Prepaid account?

How will I know when to recharge?

Where is the recharge PIN code on my recharge voucher?

What is the maximum account balance I can have with JUST Prepaid?

Do my call credits expire with JUST Prepaid?

If I don't recharge my JUST Prepaid account within a certain time period will I be disconnected?

## Account Details

Can I check what numbers I've called from my JUST Prepaid SIM?

How do I change personal details on my account?

Can I authorise another person to have access to my account?

I have a JUST Prepaid account under my name. How do I transfer it to someone else?

## Voicemail

What is voicemail?

How much does voicemail cost?

How do I set up my voicemail service?

How will I know when I have a voice message?

How many messages can be stored on my voicemail service?

How do I retrieve my voicemail messages from another phone or overseas?

How do I change my voicemail security code?

What are the options for diverting calls to voicemail?

Can I divert my calls to my home or office?

Why can't I connect to my voicemail?

Why isn't voicemail call return working?

## SMS/Text Messaging

How do I send an SMS?

How do I know when I have received an SMS message?

How do I send an SMS message overseas from my mobile?

I am trying to send an SMS message from my mobile but I keep receiving a "Message Failed" or "Message not sent this time" or "Check Operator Services". What does this mean?

## MMS/Picture Messaging

What is MMS?

What do I need to use MMS?

What is the cost to send an MMS? How do I send an MMS message?

Why can't the person I am sending to receive my MMS?

What if the person I am sending to doesn't have an MMS compatible phone?

Why can't I send/receive/download MMS messages?

## 3G data services

What are 3G data services?  
How am I charged for 3G data services?  
What do I need to do to start using 3G data services?  
Can I use my handset as a modem with JUST Prepaid?  
Can I receive SMS when using 3G data services?  
Can I make and receive calls when using 3G data services?  
Can any mobile phone access 3G data services?  
I can't connect to 3G data services, what could be wrong?

## Additional Services

What is Caller Line Identification (Caller ID)?  
How do I activate/de-activate Caller ID on my mobile phone?  
What will people see when I make a call with Caller ID turned off?  
Why can't I see the number of the person calling me?  
What is an incoming call bar and how does it work? What is an outgoing call bar and how does it work? What is call wait/call hold and how do I use it?

## Coverage

What kind of coverage do I get with JUST Prepaid?

## SIM Card and Security

What is a PUK code and what is it used for?  
I have lost or forgotten my PUK code, what do I do? How do I unblock my phone with the PUK code?  
How do I obtain a replacement SIM card and what is the cost?  
My phone is displaying "Insert SIM", "SIM error" or "SIM card rejected". What does this mean?  
What do I do if my handset has been SIM locked by another carrier?  
How do I block my lost or stolen mobile?  
What is an IMEI number and what is it used for?

## Premium Services

[What are premium services? What are the charges](#)

[Tips for managing your Premium Services spend](#)

## Troubleshooting

[I cannot make calls, what should I do?](#)

[Why can't I connect to my voicemail?](#)

[Why isn't voicemail call return working?](#)

[I am trying to send an SMS message from my mobile but I keep receiving a "Message Failed" or "Message not sent this time" or "Check Operator Services". What does this mean?](#)

[Why can't the person I am sending to receive my MMS? Why can't I send/receive/download MMS messages?](#)

[I can't connect to 3G data services, what could be wrong?](#)

[My phone is displaying "Insert SIM", "SIM error" or "SIM card rejected". What does this mean?](#)

[Why can't I see the number of the person calling me?](#)

## Starter Packs

[How much is a JUST Prepaid Starter Pack?](#)

You can purchase a JUST Prepaid Starter Pack for RRP \$5.00 with \$5.00 preloaded call credit on the JUST 15 Prepaid plan rates. Your \$5.00 call credit has a 30-day expiry period once you've activated your SIM card.

[How do I activate a JUST Prepaid SIM Card?](#)

If you purchased your Starter Pack online, insert your JUST Prepaid SIM into your handset, call 888 to use our automated activation service.

If you've purchased your JUST Prepaid Starter Pack in-store you will need to register your details to activate your service. To [activate online](#) have your enquiry password and control number handy along with a valid form of ID, i.e., a Drivers' License or Passport number. Or call the JUST Team on 888.

Normally your JUST Prepaid SIM will be activated within a couple of hours, however, sometimes it can take longer. As soon as you're activated you'll get a text message welcoming you to JUST Prepaid.

## Porting

### [Can I transfer my existing mobile number to JUST Prepaid?](#)

Yes you can transfer (port) your number to JUST Prepaid from another prepaid or postpaid service.

### [How do I port to JUST Prepaid from another network?](#)

Before you transfer we recommend you contact your existing Service Provider to find out if they'll charge you any exit fees.

[Sign Up](#) with JUST Prepaid and purchase a Starter Pack. The name on your JUST Prepaid account must be the same as the name of the account with your existing Service Provider - otherwise we won't be able to transfer the number.

Once you've received your Starter Pack and activated your SIM card, call the JUST Team on 887 to get started. We'll need details of your existing mobile number, your date of birth, and your current Service Provider account number.

We can usually port your number to JUST Prepaid in a day, however sometimes it can take longer. Your number will continue to work with your existing Service Provider right up until it transfers to JUST Prepaid, on most occasions meaning no downtime on your number. You'll know that it's happened when the SIM card from your previous provider stops working.

### [Are my contacts & mailbox messages moved with my number?](#)

No, only your mobile number is ported. We will provide you with a JUST Prepaid SIM so any information stored on your current SIM will be lost once your number is ported. Before porting you can either move your contacts from your current SIM to your phone or use SIM Manager to move them to another location. You get a new mailbox too so any existing voice messages will also be lost.

### [What are the charges?](#)

We don't charge you any fees to port your number to JUST Prepaid, however you should check with your current provider if there are any fees payable under your existing account.

### [Am I released from my existing contract when I port my number?](#)

When you port your mobile number to JUST Prepaid, you are still obligated to pay any fees due under your existing contract with your current provider. Porting your number does not release you from these obligations.

## Prepaid Cap Plans

### What's included in the Prepaid Caps

There are 3 recharge values to choose from all with a 30 day call credit expiry.

JUST \$19 Cap includes \$60 Main Credit + \$60 JUST TALK, JUST \$29 Cap includes \$75 Main Credit + \$75 JUST TALK, JUST \$39 Cap includes \$100 Main Credit + \$100 JUST TALK

You can use your Main Credit on standard and international calls, SMS, MMS, Voicemail and calls to IDD numbers. JUST TALK can be used on standard calls to other JUST Prepaid or Vodafone mobile numbers within Australia.

### What is JUST TALK?

JUST TALK is extra credit you get on your Prepaid Cap Plans to call other JUST Prepaid and Vodafone mobile numbers.

JUST TALK is allocated to your account in minutes. JUST \$19 includes \$60 JUST TALK which equates to 55 calls Vodafone to Vodafone credit, JUST \$29 includes \$75 JUST TALK which equates to 69 calls Vodafone to Vodafone credit, and JUST \$39 includes \$100 JUST TALK which equates to 92 calls Vodafone to Vodafone credit, based on an average 2 minute call.

JUST TALK calls are charged at 39c per 30 seconds with a 30c flag fall, and deducted in 30 second blocks.

### How do I check the balance of my JUST TALK credit?

Freedial 889 from your JUST Prepaid SIM to check your JUST TALK balance.

### What services can I use on JUST TALK?

JUST TALK credit can only be used for standard mobile calls made to other JUST Prepaid or Vodafone mobile numbers within Australia. Excludes SMS, premium numbers or international numbers.

### What happens when I reach my JUST TALK limit?

If you use all your JUST TALK credit, the cost of calls made to other JUST Prepaid or Vodafone mobile numbers within Australia will be deducted from any remaining Main Credit.

### What happens to any unused credit when I recharge?

If you recharge within the Prepaid Cap Plans any unused Main Credit will accrue, however you will lose any unused JUST TALK credit.

## Switching Plans

### Can I switch between JUST Prepaid plans?

Yes you can switch plans by simply purchasing and activating a recharge voucher. To switch to the Prepaid Cap plans activate a \$19, \$29 or \$39 recharge voucher. To switch to the JUST 15 Prepaid Plan activate a \$15, \$20, \$30, \$50 or \$100 recharge voucher.

### Can I transfer call credit between plans?

No, if you switch between the Prepaid Plans any unused credit on your account will be lost, so make sure you use your credit before switching plans.

## Recharge/Call Credits

### How do I recharge my JUST Prepaid account?

First purchase a recharge voucher by:

- [Recharging](#) online with a Credit Card or BPay
- By Phone using a Credit Card. Call 888 from your JUST Prepaid SIM and follow the prompts, or

Then simply activate your recharge PIN by calling 888.

### How will I know when to recharge?

You can free dial 889 to hear your account balance or call credit expiry date at any time. You will get an SMS if you're using our phone when your account balance only has enough credit left for a further 180 seconds call time, and a recorded message when you make your first call of the day if your balance is below \$3.00.

### Where is the recharge PIN code on my recharge voucher?

The 12 digit recharge PIN needed to activate your credit is located on the front of the voucher you receive.

If you [recharge online](#) using your credit card your PIN will be displayed after your payment is accepted. We'll also send you an email with your PIN if you've registered your email address. If you recharge online using BPay your credit will be added after your payment has been received, normally within 2-3 working days.

### What is the maximum account balance I can have with JUST Prepaid?

The current maximum account balance that you can have at any point of time is \$500.

### Do my call credits expire with JUST Prepaid?

Your Starter Pack will be preloaded with call credit that lasts for 30 days from date of activation. Recharge credit purchased with JUST Prepaid Caps have a 30 day call credit expiry period, and recharge credit purchased with the JUST 15 Prepaid plan have a 120 day call credit expiry period.

If you purchase a Recharge voucher online or over the phone using our credit card facility you have up to 30 days to activate the recharge PIN. If you've purchased your Recharge voucher in-store check the conditions on your Recharge receipt on how long you have to activate the recharge PIN.

### If I don't recharge my JUST Prepaid account within a certain time period will I be disconnected?

If your balance falls to zero or your call credit expiry date passes, a 30 day grace period applies - during this period you can only receive calls or recharge. If you have not recharged after 30 days your number will be disconnected from the network.

Note: You will still be able to make outgoing emergency calls during all grace periods.

## Account Details

### How can I check what numbers I've called from my JUST Prepaid SIM?

Free dial 886 from your JUST Prepaid SIM to get details on the last 3 numbers you've called.

### How do I change personal details on my account?

You can manage your account easily [online](#). Simply log into the [Members' Area](#) to update your address, email, change your login and password; even register a new credit card to [recharge online](#). Alternatively you can [email](#) or call the JUST Team.

### Can I authorise another person to have access to my account?

Yes you can authorise a family member or friend to have access to your account. Call the JUST Team on 887 to organise. We'll need their name, address and date of birth so we can verify their details when they call. Once authorised your family member or friend will be able to make changes to your account and purchase recharge credit using your credit card details.

I have a JUST Prepaid account under my name. How do I transfer it to someone else?

Call (887) or [email](#) the JUST Team to organize the transfer of your account. We will need the name of the person you want to transfer to, their residential address and date of birth. We'll then ask you to get them to call us so we can verify their details and transfer the account over.

Once they've called and we have verified their details we will transfer the account. In the event that this does not occur the account will not be changed, and your details will not be removed.

## Voicemail

[What is voicemail?](#)

Voicemail works in a similar way to an answering machine. When you are unavailable to take a call or you do not wish to answer, you can divert calls to your voicemail for the caller to leave a message.

[How much does voicemail cost?](#)

Voicemail deposit is FREE (you are not charged when people leave voicemail messages for you). To retrieve your voicemail messages call 121. You will be charged the standard call rate attached to your plan to access messages.

[How do I set up my voicemail service?](#)

To setup your voicemail, follow the steps:

1. Call 121 (charged call) from your JUST Prepaid SIM.
2. Enter a 4-10 digit security PIN code and press #. Note you cannot use sequential numbers eg. 3456 or repeated numbers eg. 4444.
3. Record your name after the "beep" and press #. This is used for standard greetings and message delivery.

You can also personalize your greeting – just follow the prompts.

[How will I know when I have a voice message?](#)

When a caller leaves a message on your voicemail, you will receive an SMS. Retrieve your voice message by calling 121.

[How many messages can be stored on my voicemail service?](#)

You can store up to 20 messages of up to 5 minutes per message. Played messages will automatically be saved for 7 days with the option to resave as often as you want. Unplayed messages will automatically be deleted after 7 days.

## How do I retrieve my voicemail messages from another phone or overseas?

You can still access your voicemail messages from another phone or overseas by following the steps below.

- Call 0414 121 121 (or +61 414 121 121 if you are overseas).
- To transfer to your own voicemail service press \*
- Enter your security code, press #
- Enter your Mobile Number, press #

Your messages will then be played back to you.

## How do I change my voicemail security code?

From your JUST Prepaid SIM:

- Call 121 (charged call), press 3 to select Personal Preferences and follow the voice prompts.

From another phone (eg. landline)

- Call 0414 121 121 (or +61 414 121 121 if you are overseas), and press \* to access your own voicemail (your line provider will charge you the standard rate to call an Australian mobile number).
- Enter your current security code then press #.
- Enter your mobile number then press #.
- After all your messages have played, you will enter the Main Menu.
- Select option 3 for Personal Preferences.
- Select option 2 for security code preferences.
- Select option 1 to change your security code.
- Enter your new security code (between 4-10 digits long), then press #.  
Note: you cannot use sequential numbers eg. 3456, or repeated numbers eg. 4444.
- Your new code will be played back.

If you have forgotten your voicemail security code call or [email](#) the JUST Team to get the code reset.

### What are the options for diverting calls to voicemail?

You can set a Conditional Diversion where your calls are diverted to voicemail when your phone is not answered, your number is engaged or your number is not contactable (i.e. your phone is out of range or turned off), or an ALL calls diversion.

You can change the diversions anytime by calling 121 (standard call rates apply).

### Can I divert my calls to my home or office?

No, you can only divert calls to your voicemail service.

### Why can't I connect to my voicemail?

If you are attempting to connect to your voicemail messages by calling 121 from your mobile or 0414 121 121 from another phone but cannot get access, please check the following:

Ensure that a voicemail box number has been activated on your account. Without a mail box number you will not be able to divert calls and store messages.

### Why isn't voicemail call return working?

Voicemail call return works by capturing the number of the person who called you and storing it for you to return the call. Sometimes the voicemail box is unable to capture the caller's number for one or more of the following reasons:

- The caller has Caller ID suppressed on their line. This means that the caller has a withheld or private number, either for all calls or for a selected call.
- The call was an international call.
- The call was from a payphone.
- The number was overridden by a number entered by the caller.
- Some numbers, including 13, 1300, 1900 and emergency services numbers, will not be accepted as call return numbers

## SMS/Text Messaging

### How do I send an SMS?

Select: Messages or Mail on your mobile handset. This will take you to the Message menu

Compose or Write: Choose this to begin to type your message using your mobile's keypad. You can use up to 160 characters. This includes spaces between words.

Send Message: The message will be sent. You will usually see a message stating "Message Sent OK". The above instructions may vary according to model type. For further assistance please refer to your handset manual or contact the manufacturer.

#### How do I know when I have received an SMS message?

You will know of a new SMS message on your mobile when you see the message "MESSAGE RECEIVED" or an envelope icon will appear on your mobile's screen. You also hear a beep or ringtone if you have this option available and activated on your phone.

#### How do I send an SMS message overseas from my mobile?

You can send an SMS directly from your JUST Prepaid SIM to most mobile networks overseas that JUST Prepaid have a SMS agreement with.

To send an SMS to an international mobile number you'll need to enter the mobile number in international format, e.g. if the mobile number you want to send an SMS to is 0414123123, you would enter the number as: +[country code]123123123 (take away the leading 0) where "+" is equivalent to the international dialling code.

I am trying to send an SMS message from my mobile but I keep receiving a "Message Failed" or "Message not sent this time" or "Check Operator Services". What does this mean?

- Check your signal strength on your JUST Prepaid SIM. Do you have enough to make a voice call?
- Make sure your inbox or outbox are not full. This can sometimes stop you from receiving SMS messages and may also affect your sending capabilities.
- Check your Message Settings in your handset are set to Text. Refer to your handset manual for Message Settings.
- If you're sending to an international mobile number have you been able to send SMS to this number before? If so, the network may be temporarily down and there may be a delay before you can send.
- Try a manual reset. Turn the phone off, take the SIM out and gently wipe with a clean, dry non static cloth. Replace the SIM, turn on your phone and try again.

If you're still having difficulties call 887 or [email](#) the JUST Team.

## MMS/Picture Messaging

### What is MMS?

MMS (Multimedia Messaging Service) allows users of MMS-enabled mobile phones to send and receive messages with formatted text, graphics, and photographs, audio and video clips.

MMS messages can be sent either to another MMS-enabled mobile phone or to an e-mail address. Photos, sound and video clips can also be stored in the phone for later use. MMS supports standard image formats such as GIF and JPEG, video formats such as MPEG 4 and audio formats such as MP3 and MIDI.

### What do I need to use MMS?

Your handset needs to be MMS-enabled and configured to JUST Prepaid settings. Just call or email the JUST Team to set this up.

### What is the cost to send an MMS?

Standard and International MMS is charged at 50c per message. Standard and International Video MMS is charged at 75c per message.

### How do I send an MMS message?

Check that the person you are sending to have an MMS-enabled handset and their mobile network supports MMS. You must also ensure that the message you are sending does not exceed the size limit of 100kB. Some handsets automatically resize MMS messages to fit into the size restraint.

As the instructions on how to send MMS differs with the handset model, please refer to your handset manual.

### What if the person I am sending to doesn't have an MMS compatible phone?

If the person you are sending to doesn't have an MMS compatible phone, they will receive an SMS with instructions as to how to view the MMS on the internet.

### Why can't the person I am sending to receive my MMS?

Check that the person you are sending to has a phone and mobile network which is compatible with MMS. You must also ensure that the message you are sending does not exceed the size limit of 100kB.

### Why can't I send/receive/download MMS messages?

Check that your mobile phone is 3G data services compatible. Is your phone configured to use 3G data services? If not, call or [email](#) the JUST Team and we will send you the configuration settings via SMS.

## 3G data services

### What are 3G data services?

3G data services allows users to access internet services on the move. Types of services available over 3G data services include wireless email, MMS, and access to web content.

3G data services delivers data at high-speed to mobile phones. It is this technology that allows fast and easy access to the internet.

JUST Prepaid supports 3G data services but only on a times basis, and not on a data download basis like most other mobile services.

### How am I charged for 3G data services?

3G data services are available on all JUST Prepaid Plans and is charged at 1c per 5 seconds, with a minimum session of 5 seconds.

### What do I need to do to start using 3G data services?

You will need a 3G data services capable handset activated to the 3G data services with JUST Prepaid.

You can activate 3G data services by calling Just Mobile customer care on 887 or [email](#) the JUST Team.

We'll need your handset make and model together with your account details. It normally takes 24 hours to activate your 3G data services service.

For specific instructions on individual mobile phones, please refer to your handset user manual or see the manufacturer's website.

### Can I use my handset as a modem with JUST Prepaid?

Yes you can use 3G data services to operate your phone as modem to connect to the internet. You should take care to understand the amount of data charges you are likely to incur using your phone as a modem.

### Can I receive SMS when using 3G data services?

If an SMS is received whilst you are browsing the message alert tone will sound (if enabled) and you can view the SMS once you close the browser.

### Can I make and receive calls when using 3G data services?

You will be able to make and receive voice calls if you are not downloading or transferring data at the time.

- If you are downloading or transferring data at the time an incoming call is received it will be diverted to your voicemail, messaging service or a busy signal will be heard (whichever is applicable).

- If you are downloading or transferring data at the time and you wish to make an outgoing call you will need to disconnect from the browser before doing so.

#### Can any mobile phone access 3G data services?

Only 3G data compatible mobile phones can access this service. Consult your user manual to confirm if your mobile phone is compatible.

#### I can't connect to 3G data services, what could be wrong?

1. Check your data settings are still saved to your mobile phone, if not you will not be able to access this service.
2. You must be in a coverage area. This will be indicated by the coverage bars on your mobile phone.
3. To complete the activation of a new 3G data service, you will need to turn your mobile phone off and then back on again.

### Additional Services

#### What is Caller Line Identification (Caller ID)?

Outgoing Caller ID allows people to see your mobile phone number on the screen of their phone when you call them. If Outgoing Caller ID isn't active, your phone number won't appear and therefore blocks your identity.

#### How do I activate/de-activate Caller ID on my mobile phone?

Your Caller ID is also controlled by your mobile handset settings. You need to make sure your handset is set to reflect your preferred Caller ID status.

To deactivate your Caller ID for individual calls, simply type #31# before the number (for e.g. #31#0414141414)

Note: Caller ID will not function when calling internationally or receiving an international call. Your mobile number will appear as the sender number when sending SMS - this can't be de-activated.

#### What will people see when I make a call with Caller ID turned off?

If you have Caller ID turned off then your mobile number will be blocked. It will either appear as Private Number or Number Withheld depending on what handset used by the person you're calling.

#### What is an incoming call bar and how does it work?

An incoming call bar is a temporary restriction which prevents your JUST Prepaid SIM from receiving calls.

To set up an incoming call bar call or [email](#) the JUST Team.

[What is an outgoing call bar and how does it work?](#)

An outgoing call bar is a temporary restriction which prevents your JUST Prepaid SIM from making any outgoing calls.

To set up an incoming call bar call or [email](#) the JUST Team.

[What is call wait/call hold and how do I use it?](#)

You can have 2 incoming calls or 1 incoming and 1 outgoing call active at one time. You can activate by entering \*43# into your mobile handset, then press the send button to activate.

To turn this feature off, enter #43# into your mobile handset, then press the send button to deactivate.

You can check the status of this feature by entering \*#43# into your handset, then press the send button and your status will be displayed.

## Coverage

[What kind of coverage do I get with JUST Prepaid?](#)

The JUST network covers 96% of the Australian Population. Click [here](#) to refer to Vodafone coverage maps.

## SIM Card and Security

[What is a PUK code and what is it used for?](#)

PUK stands for Personal Unblocking Key. This is a unique eight digit code specific to your SIM card. This is required when the PIN number is entered incorrectly 3 times on your mobile phone. You are then given 10 attempts to enter your PUK if required. If an incorrect PUK code is entered after the 10th attempt, you will block your SIM card permanently and will require a new SIM card.

Your PUK code can be found on the SIM certificate in your JUST Starter Pack, or by calling the JUST Team on 1300 785 758.

[I have lost or forgotten my PUK code, what do I do?](#)

Your PUK is found in your SIM Starter Pack on your SIM certificate. If you don't have access to this information call or [email](#) the JUST Team.

[How do I unblock my phone with the PUK code?](#)

For most handset types, the eight digit PUK code is entered directly into your phone. After selecting OK, you will be prompted to enter a 4 to 8 digit PIN code. You will then be asked to re-enter your chosen PIN code for verification. On other handset types, the PUK code is entered by using the following code, \*\*05\*(PUK Code)\*(new PIN)\*(new PIN)# [send]. Please refer to your handset manual.

How do I obtain a replacement SIM card and what is the cost?

You can replace your SIM card online via the JUST website at [www.justmobile.com.au/replacement.php](http://www.justmobile.com.au/replacement.php). Replacement SIM cards are \$5.00.

A faulty SIM card will be replaced FREE of charge. Call the JUST Team on 1300 785 758 to organize the return of your faulty SIM card.

My phone is displaying "Insert SIM", "SIM error" or "SIM card rejected". What does this mean?

Check the following:

- Ensure the SIM card is inserted properly and the right way round.
- Wipe the SIM card with a non-abrasive material and re-insert.
- Try another battery as this can cure some instances of 'Insert SIM'.
- Try another SIM card to see if the problem lies with your SIM card.
- Try your SIM in another handset to see if the problem lies with your handset.
- If the incorrect PIN has been entered 3 times, you are then given 10 attempts to enter your PUK (Personal Unblocking Key). If an incorrect PUK code is entered after the 10th attempt, you will block your SIM card permanently and will require a new SIM card.

For further assistance, call or [email](#) the JUST Team.

What do I do if my handset has been SIM locked by another carrier?

You will need to contact the carrier who locked the phone to have the handset unblocked. Charges may apply.

How do I block my lost or stolen mobile?

You have the option of barring your SIM and your handset (IMEI) to prevent your mobile phone from being used.

Barring the SIM will stop all incoming and outgoing calls from your mobile phone number. Barring your IMEI will prevent the use of another SIM card in your phone.

When you report your mobile phone lost or stolen the JUST Team will bar your SIM and register your IMEI on the inter-carrier blocking handset database to bar the IMEI.

To report your JUST Prepaid SIM lost or stolen call the JUST Team on 1300 785 758.

#### What is an IMEI number and what is it used for?

An IMEI number (International Mobile Equipment Identity) is your phone's serial number. Each mobile handset has its own unique IMEI number which is used to identify your handset.

It is a good idea to keep a record of your IMEI number in the event that your phone becomes lost or stolen. To view the IMEI number enter the code \*#06#.

## Premium Services

#### What is a Premium Service?

Premium Services are content or live advice services which can be accessed by making a phone call, by TXTing or via 3G data services. They include chat services, voting on TV shows, information updates, entering competitions and buying ringtones and wallpapers.

Premium Services may start with their own prefix such as "19" or "190". Don't forget that international calls also cost more than standard calls.

Services such as Vodafone live! also offer access to premium content. Examples of such services include news updates, sports or weather reports, ringtones, Mobile TV, Music Store, Games, Pics and Clips or wallpapers.

#### What are the charges?

There are a range of ways in which you can be charged for Premium Services, these include -

Flat Rate - this is where you are charged a fixed amount for each TXT or call. For example, you could be charged \$5.00 for a ringtone or, if you use a TXT chat service, you could be charged \$1.20 for each TXT you send. This can happen when you send a TXT to purchase content and/or reversed billed by the supplier prior to delivery.

Timed Rate - This is where your calls or data services are timed at a rate per minute.

With some calls you won't just pay for the length of the call, you will also be charged a connection fee, called a flagfall. For example, a live chat service may charge you \$5.00 a minute, plus flagfall.

When you have purchased a Premium Service, you may also be charged according to the amount of data relevant to the piece of content you download from or via the network.

When you see an ad for a Premium Service always check the costs and understand how charges will apply before making that call or sending that TXT. Also, check if you are entering into a subscription based contract with the supplier (e.g. subscription services incurring periodic charges). The costs for Premium Services must be listed with the number so make sure you check the price first.

The responsibility for your mobile, and the cost of any calls made from your mobile, usually rests with you. This includes Premium Services used by family and friends, even when made without your knowledge.

There are a number of specific rules that relate to the provision of Premium Services aimed at ensuring that customers are fully informed about the price and content of the services. If these rules have been broken, you may not have to pay for the service. Naturally you aren't liable for charges resulting from a fault or billing error.

#### [Tips for managing your Premium Services spend](#)

To manage your Premium Services spend and avoid unexpected high charges, JUST recommends the following tips:

- Always check the cost of the Premium Service before you use it.
- Keep track of how many calls you make, or how often you access these services.
- Keep records of TXT messages being sent to opt-in and opt-out from subscription services.
- Keep track of how long they last as the costs can quickly add up, possibly creating an unexpected high bill and potentially contributing to financial difficulty.

## Troubleshooting

### [I cannot make calls, what should I do?](#)

If you're unable to make calls from your JUST Prepaid SIM try the following:-

- If you hear "you have call barring activated" call the JUST Team on 1300 785 758.
- If you see the message "check operator services" and have a Nokia mobile with the number 2 in the top left hand corner, this means you are calling from line 2 instead of line 1. To rectify this, simply press and hold down the # (hash) key to alternate back to line 1.

- If you make a call and "dead air" or no tone is heard, try switching the phone off and on (reset) and try calling again. Confirm that you have sufficient signal strength on the screen of your phone. The signal strength is usually located opposite the battery symbol.
- If signal strength is low, simply turn the phone off then on.
- If still no signal, turn phone off, remove SIM card, clean with lint free cloth, blow into SIM card holder then replace.
- If still no signal, perform a manual Network Selection. This option is found in the Menu of your phone, usually under Phone Settings. If still no signal, test your SIM card in another phone. This will determine whether the fault lies with the SIM card or handset.

#### Why can't the person I am sending to receive my MMS?

Check that the person you are sending to has a phone and mobile network which is compatible with MMS. You must also ensure that the message you are sending does not exceed the size limit of 100kB.

#### Why can't I send/receive/download MMS messages?

Check that your mobile phone is GPRS compatible. Is your phone configured to use 3G data services? If not, call or [email](#) the JUST Team and we will send you the configuration settings via SMS.

#### Why can't I see the number of the person calling me?

You may not be able to see the number of the person who is calling you for a number of reasons:

- The caller has Caller ID suppressed on their line. This means that the caller has a withheld or private number, either for all calls or for a selected call.
- The call was an international call.
- The call was from a payphone.
- The number was overridden by a number entered by the caller.

My phone is displaying "Insert SIM", "SIM error" or "SIM card rejected". What does this mean?

If the screen of your phone is displaying the error messages "Insert SIM", "SIM error" or "SIM card rejected", please check the following:

- Ensure the SIM card is inserted properly and the right way round.
- Wipe the SIM card with a non-abrasive material and re-insert.
- Try another battery as this can cure some instances of "Insert SIM"