

Faults

If you have any problems with your phone there are a few things you need to test. You will need to see if the problem is with your handset or with the phone line. If you unplug your hand set and plug it into a known working phone line and it still doesn't work the problem is with your hand set.

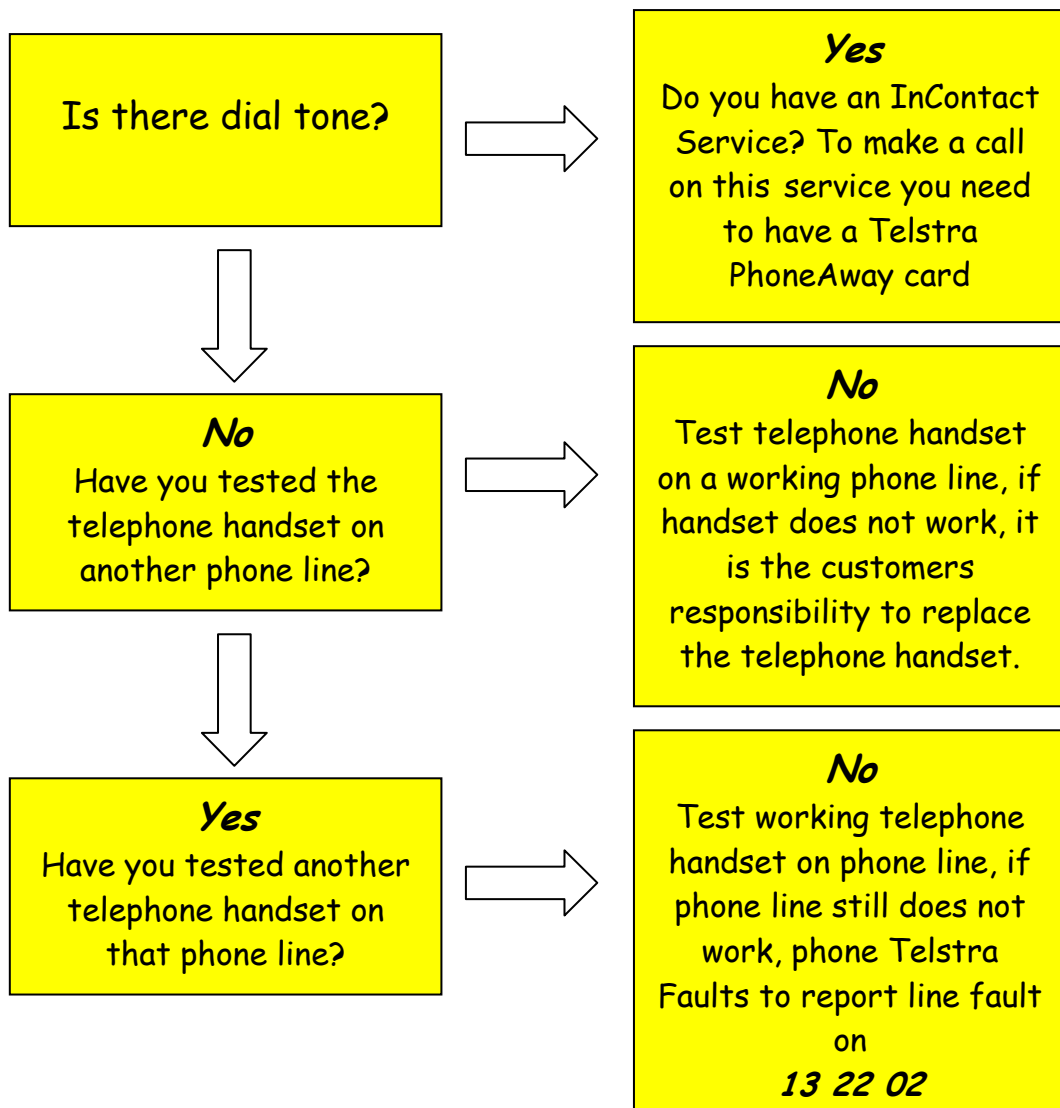
However if it does work then the problem is with the phone line.

If the problem is with the phone line you can report the fault to **Telstra** on **13 22 02**.

What is customer's responsibility?

The telephone handset is the responsibility of the customer.

The phone line is the responsibility of Telstra.



This information kit has been brought to you by the PY Media iConnect project.
All information is correct as at 16/05/2006.