



USER GUIDE



**BUSINESS LINKS™**  
YOUR TOTAL BUSINESS  
COMMUNICATIONS PACKAGE

Technology solutions that let you do what you do best.



**MORE INFORMATION**

Telstra Business Links is available from tone phones in most areas and is just one of the communications services which Telstra has developed specifically to assist business customers. Telstra offers a total business communications package which includes a range of products and services which can help you manage your business, reduce costs and improve customer service.

To find out how, contact your Telstra Business Consultant or Telstra on **13 1191**.

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**USING YOUR  
BUSINESS LINKS**

This User Guide will help you make the most of your *Business Links™* facilities. Please read the directions carefully and keep them near your phone.

\* Except certain special/reserved services (e.g. *International Direct™*, 190, 000, etc.).  
† Forwarded and transferred calls are charged at normal carrier rates.  
\*\* Calls are charged at normal carrier rates. Usage charges apply to 3-Way Chat.  
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## EVERYTHING YOU NEED FOR MORE EFFICIENT BUSINESS COMMUNICATIONS

Congratulations on your decision to make sure you stay in touch with your clients and customers – even when you happen to be away from your regular business phone.

*Business Links™* is a valuable business communication tool that allows you to transfer and forward incoming calls, and establish conference calls between any three phones in Australia.

To get the most from your new service, you and your staff should understand how Business Links operates and be able to use it to its full potential. So we've included everything you need to know in this brochure.

If you need any further assistance with any aspect of Business Links, please contact Telstra on **13 1191**.

## CONSIDER THE WAYS TO USE YOUR BUSINESS LINKS



If your business often requires you to work for lengthy periods in other branches or offices, having your calls transferred means that customers and prospects can still contact you immediately, no matter where you are.



If your executives or sales representatives spend a lot of time in the car, forwarding calls always keeps them in contact with customers.



Trades people, who are often away from their business office, can have their calls forwarded to the location where they are working.



You can demonstrate your commitment to customer service by alerting your customers that you and your staff are available to them via the regular business number, at any time.



A customer calls your office while you're in the car. You can set up a 3-way conversation to include someone at your office and yourself and take immediate action to meet your customer's requirements.

### CALL TRANSFER

You can answer a call and then transfer it to another phone number anywhere in Australia, including mobile phones\*.

**To transfer a call:**



**If the transferred call is not answered and you want to return to the original caller:**



### CALL FORWARD IMMEDIATE

You can automatically forward your calls to any other phone number in Australia, including mobile phones\*.

**To set up Call Forward immediate:**



**To cancel Call Forward Immediate:**



### 3-WAY CHAT\*\*

You can connect calls with two other telephones simultaneously, so you can set up a conference call between three telephones in Australia, including mobile, business and home numbers. One or two mobile phones can take part in a 3-Way Chat, but a mobile phone cannot initiate the call.

**To set up a 3 Way Chat once a 2-way call is already in progress:**



**To hold both calls and alternate between them:**



**To hang up on one caller and return to the other caller:**

