

### **COSMOTE Mobile Voice Mail instructions**

The COSMOTE Mobile Voice Mail Service can store up to 30 messages of a maximum 3-minute duration each.

When you have voice mail, a special indication appears on your display and a sound signal is heard. You can listen to your messages by entering the COSMOTE Mobile Voice Mail Service. Unheard messages are stored in your voice mail for 5 days and then are deleted. After listening to a message, in case you do not delete it, the message is automatically stored for 3 days and then deleted.

### **Mobile Voice Mail Activation by COSMOTE**

On your registration, COSMOTE Customer Care will automatically activate call divert to your Mobile voice mail, unless you have explicitly asked on your application form not to. Your calls are diverted to your voice mail when:

- Your mobile is switched off or outside network coverage
- A call is not answered
- Your line is engaged

### **COSMOTE Mobile Voice Mail Activation from your mobile phone, when the mobile phone is switched off or out of coverage, and at the same time:**

#### **A. to activate the Call Notification Service so that the party calling you is notified that you are aware of their call**

Enter <b>**62*697517</b>
Enter your Mobile Phone Number without the 697 prefix
Press #
Press CALL

#### **B. to activate the Call Notification Service so that the party calling you is not notified that you are aware of their call**

Enter <b>**62*697507</b>
Enter your Mobile Phone Number without the 697 prefix
Press #
Press CALL

#### **C. to deactivate the Call Notification Service and keep activated the Voice Mail Service**

Enter <b>**62*697527</b>
Enter your Mobile Phone Number without the 697 prefix
Press #

Press CALL

**COSMOTE Mobile Voice Mail Activation from your mobile phone, when your line is busy and at the same time:**

**A. activate the Call Notification Service so that the party calling you is notified that you are aware of their call**

Enter **\*\*67\*697517**

Enter your Mobile Phone Number without the 697 prefix

Press #

Press CALL

**B. activate the Call Notification Service so that the party calling you is not notified that you are aware of their call**

Enter **\*\*67\*697507**

Enter your Mobile Phone Number without the 697 prefix

Press #

Press CALL

**C. to deactivate the Call Notification Service**

Enter **\*\*67\*697527**

Enter your Mobile Phone Number without the 697 prefix

Press #

Press CALL

**COSMOTE Mobile Voice Mail Activation from your mobile phone, when a call is unanswered**

Enter **\*\*61\*697507**

Enter your Mobile Phone Number without the 697 prefix

Press #

Press CALL

**COSMOTE Mobile Voice Mail Activation from your mobile phone, for all calls**

Enter **\*\*21\*697507**

Enter your Mobile Phone Number without the 697 prefix

Press #

Press CALL

### **COSMOTE Mobile Voice Mail Activation from your mobile phone - Cancel Divert**

If your voice mail divert is activated by COSMOTE, you can request deactivation from the customer service department.

If you have activated divert to your Personal Voice Mail from your mobile phone, you may cancel the divert type(s) you wish, following the required procedure described in the Call Divert Service sub – section.

### **COSMOTE Mobile Voice Mail Activation from your mobile phone - Divert control**

Press *#
Enter the divert code *
Press #
Press CALL

### **Access to Voice Mail Service**

From your mobile phone

Enter 123
Press CALL

From any other mobile or fixed digital phone

Enter 6971000123
Press CALL

Note: In case you are abroad, enter + 306971000123. If you are unable to connect to the Personal Voice Mail, contact the Customer Service Department.

### **Password Entry**

If you wish to listen to your messages from any phone other than your own mobile phone, your entry password is required. COSMOTE has determined the default password 9999, common for all subscribers. In order to ensure privacy of access to your messages from another phone, it is recommended that you change the entry password, which consists of four digits, by following the instructions below:

To modify the entry password:

Enter 123
Press 8 for the other options MENU
Press 1 to select the entry passwords
Enter the new 4-digit entry password

Note: If you do not use your COSMOTE Mobile Voice Mail for a period of three months, your password will return to default 9999. In order to set the personal entry password again, you must call 123 .

## Listening to Messages

### 1. Listening to messages from your mobile phone

Enter 123
Listen to the instructions specified in the main MENU
Press 1 to listen to your messages
Press 4 while listening to the message, in order to find out the number of the party who left the message, provided that the other party's ID was not withheld

### 2. Listening to messages from any other mobile or fixed digital phone

Enter 6971000123
Press '92' after the prompt to continue in the English language, and then press '1' to access your voice mailbox. Enter your 10-digit Mobile Phone Number (including the 697 prefix)
Enter the entry password of your Voice Mailbox
Listen to the instructions of the main MENU
Press 1 to listen to your messages

In case you are abroad, enter + 306971000123. If you are unable to connect to the COSMOTE Mobile Voice Mail, contact the Customer Service Department.

### 3. Message management commands

After listening to a message or during listening to the aforesaid message:

Press 1 to play the message again
Press 4 to listen to the number of the party leaving the message, provided that the other party's ID was not withheld.
Press 3 to play the previous message
Press 2 to save the message and play the next one
Press 5 to delete the message you listened to
Press * to return to the previous MENU
Press ** to return to the main MENU
Press 0 for help at any point

## Welcome Message

### - How to record your welcome message

Access the Voice Mail service
Press 3 for Welcome Messages Menu
Press 3 2 to record your Welcome Message
Press # to end recording
Press 3 1 to listen to your Welcome Message

### - How to delete your welcome message

Access the Voice Mail service
Press 3 for Welcome Message Menu
Press 3 5 to delete your Welcome Message

## Sending Voice Messages

Now you can send a voice message directly to the COSMOTE Mobile Voice Mail of another COSMOTE subscriber, without calling their mobile phone! This new Personal Voice Mail option is similar to the SMS messages and saves you time while allowing you to review and alter messages before sending them. The only requirement is that both COSMOTE parties use the COSMOTE Mobile Voice Mail Service.

### Sending Voice Messages to other subscribers

Enter 123
Listen to the main MENU instructions
Press 2 to access the voice message menu and follow the instructions
Enter the recipient's mobile phone number
Record the voice message
Press # to complete recording
Press 3 to send the message

### How to change the Voice Message

Following completion of voice message recording, press # and then:
Press 1 to listen to the message
Press 2 to repeat recording
Press # to end recording
Press 3 to send the message

Note: In case call is terminated without pressing # the message will not be sent. You will receive a notification only in case of unsuccessful sending, e.g. when the other subscriber does not use COSMOTE Mobile Voice Mail.

### **Receiving Fax Messages**

Now you can receive Fax messages from any location, through your COSMOTE Mobile Voice Mail!

In order for this to be carried out, it is not necessary to activate the Data & Fax service. In other words, you will not have a separate fax number, but you will be receiving Fax calls to your personal mobile phone number. In case your mobile phone is busy, switched off or out of coverage, your calls shall be automatically diverted to your COSMOTE Mobile Voice Mail. Then you will be able to forward your FAX message to any conventional Fax number.