

Convert spoken voicemail to text *Yes*



Optus Voice to Text converts spoken Voicemail into text messages and sends the texts to your mobile phone.

Highlights

- With Optus Voice to Text you don't need to dial in to listen to your voicemail.
- You can stay on top of urgent issues when you're unable to answer the phone, by getting all voicemail sent as a text message.
- The text message shows who called you – giving you a simple, one-click callback.
- You don't need to replay voicemail messages to write down phone numbers or directions.
- Receive your messages quickly and discreetly, no matter where you are.
- Although they've been sent as a text message, your voicemail messages are still available for you to listen to.

Voice to text saves having to dial into your Voicemail to listen to messages and means you can read the message at times when it might not be appropriate to call Voicemail – for example if you're in a meeting or at a busy function.

How does Optus Voice to Text work



How much does it cost?

Optus Voice to Text is a monthly subscription charged at \$6.99 per service, per month. This gives you unlimited* converted text message delivery.

Special trial offer

Take advantage a 14 day trial of Optus Voice to Text when you connect to an Optus Business Mobile Voice plan. Normal diversion rates will apply for VoiceMail deposits, but there will be no charge incurred for using the Optus Voice to Text service during the trial.

To exit the trial simply text to 7746 with the code OFF. Requests may take up to 48 hours to complete.



*Optus Fair Go policy applies

Frequently asked questions

How does this affect my current Voicemail service?

It doesn't. There is no change. You will receive your Voicemail messages as texts. Furthermore, if you wish, you can dial in at any time to listen to the original Voicemail message (standard Voicemail retrieval rates apply).

Can I still listen to my Voicemails?

Yes, simply by dialing 321.

Can I see who the call came from?

The caller's number will be displayed as the sender of the converted SMS message. If the number is in your phone's contact list the caller's name will be displayed as it does for standard SMS messages. Should the number be unavailable or be blocked you'll see Unknown or Private Number in place of the telephone caller ID.

How many converted Voicemail messages can I receive on my phone?

As many as your mobile phone text inbox will allow – check your mobile phone user guide for details. The average voicemail is about 1.5 text messages in length (around 230 characters). Ultimately, each voicemail conversion can be up to 3 text messages in length (480 characters).

What happens if the message is too long?

Conversions are a maximum of 3 text messages in length. On reaching that limit there will be an ellipsis "..." at the end of the text, indicating the message was too long to be converted in its entirety. You can then dial into your Voicemail box as normal if you want to listen to the entire message.

How many Voicemail messages will the system store and for how long?

The Voicemail system stores a maximum of 60 messages for up to five days. At the end of this period all voicemail messages will be automatically deleted and no longer available to the user.

If I delete the converted text message, will I lose the original Voicemail message?

No. The message will be stored in your Voicemail box as normal - subject to existing rules on how long messages remain in your Voicemail box, before being automatically deleted.

If I delete the original Voicemail message, will I lose the converted text message?

No. The text messages remain on your phone until you delete them.

Will I still receive notification of a Voicemail deposit on my handset?

Yes, although your normal Voicemail notification will be replaced by the converted voice message.

Will I still receive the converted Voicemails if travelling overseas?

Yes. You will also save on roaming fees, because you will not be using your minutes to dial into and listen to Voicemails; you will be reading your messages as texts. Regular rates for roaming text messages do apply.

Is the conversion 100% accurate?

Optus Voice to Text measures its accuracy in terms of how meaningful the messages delivered are to the recipient. Whilst the conversion accuracy is not 100%, it is very high. Optus Voice to Text is transparent regarding words it doesn't know or cannot convert: If it cannot decipher a word in a Voicemail message, you will see '(?)' after the word to indicate that Optus Voice to Text has spelled the word phonetically.

If the system could not hear a part of the message due to muffled speech or other interference, Optus Voice to Text will insert '_____' in place of the word.