



Service Guide

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1. Joining Nitonet

To become a Nitonet user, you must:



- I. First register on our website <https://www.nitonet.com/sign-up>. You must choose a unique userid and password. You will use this password for both web and NitoPhone access.

On sign up, you will be issued a Nitonet Number (NitoNumber). See section (2) below for details

- II. Then, please proceed to download and install the NitoPhone from your AppStore.

NitoPhone Logon on Mobiles/Tablets

If you registered with Nitonet from May 18th 2016, you must login to the NitoPhone App on your mobile and/or tablet using your userid and the password earlier set on registration in (I) above

NitoPhone Logon on Desktops/Macs

If you registered with Nitonet from May 18th 2016, you must login to the NitoPhone App on your desktop and/or Apple Mac using your userid appended with “-a”. For example if your userid smith1, then login to your desktop and/or Apple Mac using smith1-a.

- III. Begin to enjoy Free Nitonet Services, and
- IV. Try out Nitonet Premium Services.

2. NitoNumber

NitoPhone	Remark
xxxxxxxxxyyyyy	This is your 14 digits NitoNumber.
Please see Section 1(ii) above	This is your Nitonet Account Number. You will need to have this handy when you contact us. Your account number may be used to call you. *For definition of Primary User, please see our FAQ

3. NitoPhone Password

Your NitoPhone Password is the same password that you set up on our eCommerce site.

To change your NitoPhone Password simply sign into My Account on our website and change your password. Your password will be changed on the website and on the phone.

If you have forgotten your userid but still logon on the NitoPhone, then simply dial *01 on your phone and your userid will be spelt out to you.

4. Flush and Reset NitoPhone Registrations

If you find that your calls are hanging and going into silence mode without an apparent cause, then consider flushing all previous registrations.

To do this simply follow the steps below:

- a. dial *99 on your NitoPhone
- b. Logout of NitoPhone and re-login again

5. Email Notification Option – NitoBoost Credit

If you like to opt-out of daily NitoBoost Low Credit notification please follow step below

- a. dial *98#N on your NitoPhone

You can opt-in again at any time by dialling *98#Y on your NitoPhone

6. Enjoying Nitonet Services

S/N	Features	Dial String	Remark
1	Place a Call	Non-Nitonet Number Just dial	Simply dial however you call any phone number from your location.
		14 digits NitoNumber Dialling xxxxxxxxxyyyy	
		Last 5 Digits Dialling yyyyy	Only if the first 9 digits xxxxxxxx of your number is the same as the recipient's
		Short code Dialling nn	This is a self-assigned 2 digits (up to 99) short code that you have assigned to your contact. To assign a short code please see item 4.7 below.
		Nickname Dialling mmmmmm	This is self-assigned nickname that you have assigned your contacts. Please note this is different from Username Dialling below. To assign a nickname please see item 4.8 below.
		#Mail Dialling user#domain.com	If you know that your recipient has registered their email address with Nitonet, then you can dial their email address replacing the "@" with "#"
		UserID Dialling	Every user on Nitonet has a unique UserID. You can dial the UserID of your contacts if you know them
2	Listen to Voicemail	*0 Or <u>O O</u> on your NitoPhone	Simply dial *0 and follow voice prompt. Your default Voicemail password is 1234. This can be changed at any time.
		Xxxxxxxxxxyyyy	Simply dial your own 14 digits NitoNumber and follow voice prompt. Your default Voicemail password is 1234. This can be changed at any time.
		In-Group Dialling	If you belong to the same group id then you can dial any contacts within the group using their assigned extension numbers. Your group admin will advise you of what your group id is and what the extension format is.

S/N	Features	Dial String	Remark
3	Send Voicemail	*1xxxxxxxxxyyyy	Simply dial *1 and the 14 digits NitoNumber of your recipient and leave up to 3 minutes of voice message
		*1{Last 5 digits of NitoNumber}	If you are on the same first 9 digits as the recipient, the you may dial *1 and the last 5 digits NitoNumber of your recipient and leave up to 3 minutes of voice message or Please see Group Dialling for how to send Voice message to someone within your Nitonet Service Group. Note: You will not be able to send video message if the Video Inbox of your recipient is full (i.e. close to 1GB).
4	Set Short Dialling Code	*4 and follow voice prompt	If you prefer automated voice interaction, simply dial *4 to set up a short dialling code attached to specific contacts. Listen very carefully to the prompt as you would be required to respond to interactive questions. Ensure you do not confuse NitoNumber with non-Nitonet numbers. Non-Nitonet numbers must be set using the international dialling format but without the “+” symbol (e.g. for +64123456789, you must use 64123456789). Mix matching may lead to error and frustration.
		*4#Y#xxxxxxxxxyyyy#{short code} for NitoNumber	Alternatively, for NitoNumber dial *4#Y#xxxxxxxxxyyyy#{short code} to set short dialling code for NitoNumber. For example dial *4#Y#xxxxxxxxxyyyy#02 to set NitoNumber xxxxxxxxxxxxyyyy to short dialling code 02
		*4#Y#{international number format}#{short code} for NitoNumber	Alternatively for non-Nitonet numbers dial *4#Y#{countrycode}{phone number}#{short code}. For example *4#Y#6412345678#02 to a New Zealand number 021345678 to short dialling code 02
		*4#N#xxxxxxxxxyyyy#{short code}	To remove an existing short dialling code simply dial NitoNumber dial

S/N	Features	Dial String	Remark
			<p>*4#N#xxxxxxxxxyyyy#{short code} to set short dialling code for NitoNumber. For example dial *4#N#xxxxxxxxxyyyy#02 to set NitoNumber xxxxxxxxxxxy to short dialling code 02</p>
		*4#N#{international number format}#{short code} for NitoNumber	To remove an existing non-Nitonet numbers dial *4#N#{country code}{phone number}#{short code}. For example *4#N#6412345678#02 to a New Zealand number 021345678 to short dialling code 02
5	Set Nickname Dialling	*5#Y#xxxxxxxxxyyyy#{Nickname}	To set nickname for NitoNumber dial *5#Y#xxxxxxxxxyyyy#{nickname} to set nickname for NitoNumber. For example dial *4#Y#xxxxxxxxxyyyy#jack001 to set NitoNumber xxxxxxxxxxxy to nickname jack001
		*5#N#{international number format}#{Nickname} for NitoNumber	To set nickname for non-Nitonet numbers dial *5#Y#{countrycode}{phone number}#{nickname}. For example *4#Y#6412345678# jack001to a New Zealand number 021345678 to nickname jack001 Note: Nickname may only be up to a maximum of 7 alphanumeric characters
		*5#N#xxxxxxxxxyyyy#{Nickname}	To set nickname for NitoNumber dial *5#N#xxxxxxxxxyyyy#{nickname} to set nickname for NitoNumber. For example dial *4#N#xxxxxxxxxyyyy#jack001 to set NitoNumber xxxxxxxxxxxy to nickname jack001 Note: Nickname may only be up to a maximum of 7 alphanumeric characters
		*5#N#{international number format}#{Nickname} for NitoNumber	To remove nickname for non-Nitonet numbers dial *5#N#{countrycode}{phone number}#{nickname}. For example *4#N#6412345678# jack001to a New Zealand number 021345678 to nickname jack001 Note: Nickname may only be up to a maximum of 7 alphanumeric characters

S/N	Features	Dial String	Remark
6	Set Call Forwarding	*6#Y#xxxxxxxxxyyyy	For NitoNumber call forwarding destination simply dial *6#Y#xxxxxxxxxyyyy Call forwarding to NitoNumber are free
		*6#Y#{+countrycode}{number}	For non-Nitonet call forwarding destination number dial *6#Y#{+countrycode}{number} For example to forward calls to New Zealand 0212345678 dial *6#Y#+64212345678 Calls forwarded to non-Nitonet Numbers will be charged against your NitoBoost credit at the prevailing Rates*. Be careful when setting non-Nitonet numbers as standard non-Nitonet international call charges may apply. You will not be able to call forward if there is not enough credit to accept the call on your Primary User's account.
		*6#N#xxxxxxxxxyyyy or *6#N#{+countrycode}{number}	To remove any previously set call forwarding number simply dial *6#N#xxxxxxxxxyyyy for NitoNumber or *6#N#+64212345678 for non-Nitonet Numbers
7	Call Forwarding Control	*6#Y	To activate Call Forwarding dial *6#Y
		*6#N	To deactivate Call Forwarding dial *6#N

7. Call Collect

It is possible to receive calls from countries where you do not have LLD Service number.

Your caller simply dial an advertised local Access Number and key in your NitoNumber when prompted. See table below for Access Numbers.

With Call Collect your caller only pays local Rates* as per their contract with their carrier.

You will be charged nominal Nitonet Call Collect Rate as advertised on our website. Nitonet nominal Call Collect Rate as at 14th June 2015 is US\$0.055/min.

Nitonet reserves the right to change nominal Call Collect Rate.

8. Virtual Calling Card

Non-NitoPhone Nitonet Customers can still leverage Nitonet's low cost international calling by calling through Nitonet's Virtual Calling Card service.

Simply dial our Access Number in your country, provide your Nitonet Virtual Calling Card code and the destination number as directed by the voice prompt.

Listed below are the Virtual Calling Card Access Numbers:

S/N	Country	Access Numbers	Remark
1	Australia	02-6100-4631 08-6558-1598	
2	Nigeria	01-440-5770 01-440-5850	
3	New Zealand	09-610-0020 09-610-0030	

9. Transfer NitoPhone Licence

Your NitoPhone licence is bound to your device and must be switched when you get new devices.

To transfer your licence from one device to another you must log in to My Account on

www.nitonet.com; go to My NitoPhone Licences and Reset My Devices.

10. Service Fee Structure

S/N	Customer Type	LLD Customer	Non-LLD Customer	Remark
1	Voice Calls	Free OnNet	Free OnNet	
		Rates ¹ applies OffNet	Rates ¹ applies OffNet	
2	Video Calls	Free OnNet	Free OnNet	
3	Voice Message	Free OnNet	OnNet Rates ¹ applies	
4	Video Message	Free OnNet	OnNet Rates ¹ applies	
5	Conference	Personal Conference Free OnNet	OnNet Rates ¹ applies	
		OnNet Rates ¹ applies to Premium Conference Service	OnNet Rates ¹ applies to Premium Conference Service	
6	International Calls	Rates ¹ applies	Rates ¹ applies	
7	Access Point	Free from LLD Service Countries	OnNet Rates ¹ applies	
		OnNet Rates ¹ applies to inbound calls from non-LLD Service Countries		

Notes

1: See Nitonet website for current Rates. Nitonet reserves the right to vary rates without notice.

11. Call & Message Logs

Your Call Log and Message Log are available on our website under the “My Account” section.

You can view up to 180 days of log data online.