

Part B – HomeLine Plan

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Certain words are used with the specific meanings set in Part A – General of the Basic Telephone Service section, or in [the General Terms of Our Customer Terms](#).

1 About this Part

- 1.1 This is part of the Basic Telephone Service section of Our Customer Terms. Provisions in other parts of the Basic Telephone Service section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

2 HomeLine services (for home customers)

Choosing your HomeLine plan

- 2.1 You choose a HomeLine plan for each of your Basic Telephone Services. You can choose a different HomeLine plan each service, even if they are on the same account.
- 2.2 If we are unable to discuss pricing options with you, we will put you on the HomeLine Complete pricing plan or the HomeLine Part pricing plan (if you do not preselect us for your long distance calls, international calls and calls to mobile numbers).
- 2.3 If your Basic Telephone Service has the Multiple Number Service or the Duet – Phone and Fax Multiple Number option, the HomeLine plan you choose applies to calls made from either of your numbers.

Changing or cancelling your HomeLine plan

- 2.4 If you choose a HomeLine plan, change your HomeLine plan or cancel it, this does not take effect until we process your request. We will tell you of the likely timeframe when we receive your request or tell you when your request has been actioned.

Availability

- 2.5 You can apply a HomeLine plan to your Basic Telephone Service if it is a home service.
- 2.6 You can only choose a HomeLine plan for services using our public switched

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network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network).

- 2.7 Each time you acquire a home service, you:
- (a) are promising us that you are not a business customer; and
 - (b) are repeating this promise every month and every time a call is made from your service; and
 - (c) agree to tell us immediately if you become a business customer.
- 2.8 If you are a business customer, we can cancel your service or charge you as if you are a business customer acquiring a business service.

Wholesale customers

- 2.9 HomeLine plans are not available to wholesale customers.

Calls from Norfolk Island

- 2.10 If your Basic Telephone Service is in Norfolk Island, see [Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#).

3 Telstra International Value Pack

Availability

- 3.1 You have a choice of two Telstra International Value Packs;
- (a) \$5 monthly subscription fee
 - (b) \$10 monthly subscription fee
- 3.2 Unless we specify otherwise, Telstra International Value Pack is not available with any special offer or discount including:
- (a) Telstra Rewards Packages; or
 - (b) Telstra's Home and Mobile Cap plans;
or the products;
 - (c) Faxstream;

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- (d) Multi-Number;
- (e) Centel;
- (f) Incontact services;
- (g) Pre-paid Home services;

Eligible services

3.3 You must have one of the following fixed telephone services to qualify to receive the Telstra International Value Pack :

- (a) HomeLine Complete;
- (b) HomeLine Plus;
- (c) HomeLine Reach;
- (d) HomeLine Together;
- (e) HomeLine Advanced if you are on our new billing system

What is the Telstra International Value Pack?

3.4 Telstra International Value Pack allows you to make international calls from eligible services to fixed line numbers in selected countries as set out in the charges table.

3.5 The \$10 per month Telstra International Value Pack includes \$10 credit each month for international calls from eligible services to fixed line numbers in the selected countries set out in the charges table. Calls made to the selected countries in excess of the \$10 credit are charged at the rates set out in the table. Any unused credit each month expires.

3.6 The Telstra International Value Pack call charges are:

Destination	Per Minute Rates charged in one minute increments GST Inc
Call Connection Fee	39c
Argentina	\$0.03
Bangladesh	\$0.15

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Bosnia - Herzegovina	\$0.25
Brazil	\$0.20
Cambodia	\$0.35
Canada	\$0.02
Chile	\$0.15
Croatia	\$0.10
Cyprus	\$0.09
Czech Republic	\$0.10
China	\$0.03
Egypt	\$0.30
Fiji	\$0.55
France	\$0.03
Germany	\$0.05
Greece	\$0.03
Hong Kong	\$0.03
India	\$0.25
Indonesia	\$0.20
Ireland	\$0.05
Israel	\$0.03
Italy	\$0.03
Japan	\$0.03
Laos	\$0.20
Lebanon	\$0.10
Lithuania	\$0.20
Macedonia	\$0.25
Malaysia	\$0.03
Malta	\$0.20
Montenegro	\$0.25
Netherlands	\$0.03
NZ	\$0.05
Pakistan	\$0.25
Paraguay	\$0.25
Peru	\$0.30
Philippines	\$0.35
Poland	\$0.20
Portugal	\$0.05
Russia	\$0.05
Serbia	\$0.25
Singapore	\$0.02
Slovakia	\$0.20
Slovenia	\$0.10
South Africa	\$0.15
South Korea	\$0.03

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Spain	\$0.07
Sri Lanka	\$0.20
Sweden	\$0.05
Switzerland	\$0.05
Syria	\$0.70
Taiwan	\$0.03
Thailand	\$0.15
Turkey	\$0.20
UK	\$0.02
Ukraine	\$0.20
United Arab Emirates	\$0.35
Uruguay	\$0.20
USA	\$0.02
Vietnam	\$0.35

- 3.7 A flagfall fee of 39 cents per call applies.
- 3.8 Rates are charged in one minute blocks.
- 3.9 Calls to all other international destinations are charged at the standard international direct dial rates according to the terms of your eligible HomeLine plan.

Cancelling your Telstra International Value Pack

- 3.10 You may cancel your Telstra International Value Pack at any time by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rated basis. You will not receive any credit or rebate or refund in respect of any unused amount of included credit.
- 3.11 If you stop being eligible for the Telstra International Value Pack, you will stop receiving the reduced rates to selected countries and the monthly subscription fee will be rebated on a pro-rata basis during the same billing period.

4 HomeLine Complete

Availability

- 4.1 You can choose HomeLine Complete for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.

Monthly access charge

- 4.2 We charge you the following monthly charge for your Basic Telephone Service

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with HomeLine Complete.

HomeLine Complete monthly charge	GST incl.
Monthly charge	\$27.95*

* **For ACT customers:** If your service with HomeLine Complete is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 4.3 We charge you the following for local calls from your Basic Telephone Service with HomeLine Complete:

HomeLine Complete local calls	GST incl.
Local calls (per call)	20¢

Calls to 019 numbers

- 4.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with HomeLine Complete:

HomeLine Complete 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	20¢

Long distance (STD) calls

- 4.5 We charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Complete:

HomeLine Complete untimed STD calls	GST incl.
Preferential calls (per call)	22¢
Extended zone calls (per call)	20¢

- 4.6 We charge you the following for timed STD calls from your Basic Telephone Service with HomeLine Complete. We charge the connection fee for each call and

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then charge the timed rates (calculated per 30 second block) up to the STD capped call amount (where it applies).

HomeLine Complete timed STD calls	GST incl.
Connection fee (per call)	39¢
All timed STD calls (per minute, charged per 30 second block)	20¢
STD capped call The most you pay for up to the first three hours of a call between 7 pm and midnight any day	\$2.00

Calls to mobiles

- 4.7 We charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Complete. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (if it applies).

HomeLine Complete calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	33¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped call The most you pay for up to the first 20 minutes of a call to a Telstra mobile number between 7 pm and midnight any day	\$2.00

- 4.8 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 4.9 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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Telstra Home Messages 101

- 4.10 You will receive Telstra Home Messages 101 at no additional charge. You may deactivate this service from your home phone or by contacting us. For further details, see [Part H - Managing Calls of the Basic Telephone Service section](#) of Our Customer Terms.

5 HomeLine Plus

Availability

- 5.1 You can choose HomeLine Plus for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers;
 - (b) are billed directly by us for monthly access and local calls; and
 - (c) you have up to 4 home service access lines.
- 5.2 We can change your plan to HomeLine Complete or HomeLine Part if you do not meet these eligibility requirements.

Monthly access charge

- 5.3 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Plus.

HomeLine Plus monthly charge	GST incl.
Monthly charge	\$29.95*

* **For ACT customers:** If your service with HomeLine Plus is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 5.4 We charge you the following for local calls from your Basic Telephone Service with HomeLine Plus:

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HomeLine Plus local calls	GST incl.
Local calls (per call)	18¢

Calls to 019 numbers

- 5.5 We charge you the following for calls to 019 numbers from your Basic Telephone Service with HomeLine Plus:

HomeLine Plus 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	18¢

Long distance (STD) calls

- 5.6 We charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Plus.

HomeLine Plus untimed STD calls	GST incl.
Preferential calls (per call)	22¢
Extended zone calls (per call)	18¢

- 5.7 We charge you the following for timed STD calls from your Basic Telephone Service with HomeLine Plus. We charge the connection fee for each call and then charge the timed rates (calculated per 30 second block) up to the STD capped call amount (where it applies).

HomeLine Plus timed STD calls	GST incl.
Connection fee (per call)	39¢
All timed STD Calls (per minute, charged per 30 second block)	20¢
STD Capped Call The most you pay for up to the first 3 hours of a call between 7pm and 7am any day (per minute rates apply after 3 hours)	\$2.00

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HomeLine Plus timed STD calls	GST incl.
The most you pay for up to the first 20 minutes of a call between 7am and 7pm any day (per minute rates apply after 20 minutes)	\$2.00

Calls to mobiles

- 5.8 We charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Plus. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (where it applies).

HomeLine Plus calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	33¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped Call The most you pay for up to the first 20 minutes of a call to a Telstra mobile number any time of any day (per minute rates apply after 20 minutes)	\$2.00

- 5.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 5.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

Long Distance options

- 5.11 When you choose HomeLine Plus for your Basic Telephone Service, you can also choose one of the following STD options to receive different rates for certain STD calls and calls to mobiles:
- (a) the Wide Area Call option; or
 - (b) the Regional Call option.

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5.12 You can only choose one of these options for each HomeLine Plus service.

Wide Area Call option

5.13 When you choose the Wide Area Call option, we charge you the following STD charges instead of the standard HomeLine Plus charges above.

HomeLine Plus (Wide Area Call option) untimed STD calls	GST incl.
Preferential calls, community calls and calls up to 50km (per call)	25¢
Extended zone calls (per call)	18¢

HomeLine Plus (Wide Area Call option) timed STD calls	GST incl.
Call connection fee (per call)	39¢
All timed STD calls (per minute, charged per 30 second block)	25¢
STD Capped Call The most you pay for up to the first 3 hours of a call over 50km between 7pm and 7am any day (per minute rates apply after 3 hours)	\$2.00
The most you pay for up to the first 20 minutes of a call over 50km between 7am and 7pm any day (per minute rates apply after 20 minutes)	\$2.00

Regional Call option

5.14 When you choose the Regional Call option, we charge you the following STD charges instead of the standard HomeLine Plus charges listed above.

HomeLine Plus (Regional Call option) untimed STD calls	GST incl.
Extended zone calls (per call)	18¢

HomeLine Plus (Regional Call option) STD calls	GST incl.
Call connection fee (per call)	39¢

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HomeLine Plus (Regional Call option) STD calls	GST incl.
All timed STD calls (per minute, charged per 30 second block)	25¢
Regional Capped Call The most you pay for the first 3 hours of any preferential call, community call, concessional A rate call or call up to 85 km anytime (per minute rates apply after 3 hours)	99¢
STD Capped Call The most you pay for up to the first 3 hours of a call over 85km between 7pm and 7am any day (per minute rates apply after 3 hours)	\$2.00
The most you pay for up to the first 20 minutes of a call over 85km between 7am and 7pm any day (per minute rates apply after 20 minutes)	\$2.00

Telstra Home Messages 101

- 5.15 You will receive Telstra Home Messages 101 at no additional charge. You may deactivate this service from your home phone or by contacting us. For further details, see [Part H - Managing Calls of the Basic Telephone Service section](#) of Our Customer Terms.

6 HomeLine Budget

Availability

- 6.1 You can choose HomeLine Budget for your Basic Telephone Service if:
- you preselect us for long distance calls, international calls and calls to mobile numbers;
 - you only have one Basic Telephone Service; and
 - where you choose a HomeLine Budget plan on or after 1 March 2007, you do not have or acquire a broadband service from another service provider which uses 'line sharing'.

'Line sharing' (also known as 'spectrum sharing') involves Telstra providing a voice service to a customer over a copper pair line, while also providing a service provider with access to the same line so the service provider can simultaneously provide other services to the customer over the high frequency portion of that line.

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- 6.2 By choosing the HomeLine Budget plan, you
- (a) agree not to make calls using another service provider's override code;
 - (b) agree not to obtain a broadband service from another service provider which uses 'line sharing' (where you have chosen the HomeLine Budget plan on or after 1 March 2007);.and
 - (c) consent to us collecting and using information about your broadband service that we may obtain from you or another person including your broadband service provider in order to confirm your compliance with clause (b) above and 6.1(c)
- 6.3 We can change your plan to HomeLine Complete or HomeLine Part if you do not meet these eligibility requirements or if you do not comply with these terms. We will tell you beforehand if this happens.

Monthly access charge

- 6.4 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Budget.

HomeLine Budget monthly charge	GST incl.
Monthly charge	\$20.95*

* **For ACT customers:** If your service with HomeLine Budget is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 6.5 We charge you the following for local calls from your Basic Telephone Service with HomeLine Budget:

HomeLine Budget local calls	GST incl.
Local calls (per call)	30¢

Calls to 019 numbers

- 6.6 We charge you the following for calls to 019 numbers from your Basic Telephone Service with HomeLine Budget:



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HomeLine Budget 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30¢

Long distance (STD) calls

- 6.7 We charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Budget.

HomeLine Budget untimed STD calls	GST incl.
Preferential calls (per call)	22¢
Extended zone calls (per call)	30¢

- 6.8 We charge you the following for timed STD calls from your Basic Telephone Service with HomeLine Budget. We charge the connection fee for each call and then charge the timed rates (calculated per 30 second block) up to the STD capped call amount (where it applies).

HomeLine Budget timed STD calls	GST incl.
Connection fee (per call)	39¢
All timed STD calls (per minute, charged per 30 second block)	25¢
STD capped call The most you pay for up to the first three hours of a call between 7pm and midnight any day	\$3.00

Calls to mobiles

- 6.9 We charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Budget. We charge you the connection fee plus the timed rate (calculated per 30 second block). If your call is diverted to the Telstra Mobile Callback Notification Service, we treat your call as lasting at least 7 seconds, charged at the below rates.

HomeLine Budget calls to mobiles	GST incl.
Connection fee (per call)	39¢

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HomeLine Budget calls to mobiles	GST incl.
Calls to a Telstra mobile number (per minute, charged per 30 second block)	37¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	42¢
Capped Call The most you pay for up to the first 20 minutes of a call to a Telstra mobile number between 7pm and midnight any day	\$3.00

- 6.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

Telstra Home Messages 101

- 6.11 You will receive Telstra Home Messages 101 at no additional charge. You may deactivate this service from your home phone or by contacting us. For further details, see [Part H - Managing Calls of the Basic Telephone Service section](#) of Our Customer Terms.

7 HomeLine Advanced

Availability

- 7.1 You can choose HomeLine Advanced for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers; and
 - (b) you have up to 4 home service access lines.
- 7.2 We can change your plan to HomeLine Plus, HomeLine Complete or HomeLine Part pricing packages or to a business service (at our choice) if you do not meet these eligibility requirements. We will tell you beforehand if this happens.

Monthly access charge

- 7.3 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Advanced.

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HomeLine Advanced monthly charge	GST incl.
Monthly charge	\$39.95*

* **For ACT customers:** If your service with HomeLine Advanced is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 7.4 We charge you the following for local calls from your Basic Telephone Service with HomeLine Advanced:

HomeLine Advanced local calls	GST incl.
Local calls (per call)	15¢

Calls to 019 numbers

- 7.5 We charge you the following for calls to 019 numbers from your Basic Telephone Service with HomeLine Advanced:

HomeLine Advanced 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	15¢

Long distance (STD) calls

- 7.6 We charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Advanced.

HomeLine Advanced untimed STD calls	GST incl.
Preferential calls (per call)	22¢
Extended zone calls (per call)	15¢

- 7.7 We charge you the following for timed STD calls from your Basic Telephone Service with HomeLine Advanced. We charge the connection fee for each call and then charge the timed rates (calculated per 30 second block) up to the STD

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capped call amount (where it applies).

HomeLine Advanced timed STD calls	GST incl.
Connection fee (per call)	39¢
All timed STD calls (per minute, charged per 30 second block)	20¢
STD Capped Call The most you pay for up to the first 3 hours of a call any time of any day (per minute rates apply after 3 hours)	\$1.50

Calls to mobiles

- 7.8 We charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Advanced. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (where it applies).

HomeLine Advanced calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	33¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped Call The most you pay for up to the first 20 minutes of a call any time of any day (per minute rates apply after 20 minutes)	\$2.00

- 7.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 7.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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Telstra Home Messages 101

- 7.11 You will receive Telstra Home Messages 101 at no additional charge. You may deactivate this service from your home phone or by contacting us. For further details, see [Part H - Managing Calls of the Basic Telephone Service section](#) of Our Customer Terms.

8 HomeLine Part

Availability

- 8.1 If you are a home customer and you do not preselect us for long distance calls, international calls and calls to mobile numbers, we apply the HomeLine Part pricing plan to your Basic Telephone Service.

Monthly access charge

- 8.2 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Part.

HomeLine Part monthly charge	GST incl.
Monthly charge	\$34.95

Local calls

- 8.3 We charge you the following for local calls from your Basic Telephone Service with HomeLine Part:

HomeLine Part local calls	GST incl.
Local calls (per call)	22¢

Calls to 019 numbers

- 8.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with HomeLine Part:

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HomeLine Part 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	22¢

Telstra Home Messages 101

- 8.5 You will receive Telstra Home Messages 101 at no additional charge. You may deactivate this service from your home phone or by contacting us. For further details, see [Part H - Managing Calls of the Basic Telephone Service section](#) of Our Customer Terms.

9 HomeLine Value

- 9.1 The terms and conditions on which HomeLine Value is offered comprise:
- (a) these Terms and Conditions;
 - (b) [Part A – General of the Basic Telephone Service section](#), as amended from time to time; and
 - (c) the [General Terms of Our Customer Terms](#), as amended from time to time.
- 9.2 If these Terms and Conditions are inconsistent with Our Customer Terms, then these Terms and Conditions apply instead of Our Customer Terms to the extent of the inconsistency.
- 9.3 If a provision of these Terms and Conditions gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the [Part A – General of the Basic Telephone Service section](#) or the [General Terms of Our Customer Terms](#).
- 9.4 HomeLine Value involves special package pricing for certain of our fixed telephone services. Where you take HomeLine Value, the terms and conditions that apply to those other services (whether under another section of Our Customer Terms or otherwise agreed with you) continue to apply, except where different terms are set out in these Terms and Conditions.
- 9.5 Except where we clearly say so, nothing in these Terms and Conditions is intended to affect any contract you have for any equipment or other services from Telstra.
- 9.6 This offer is available until 31 December 2007 (“offer period”) to the first 3000 customers who meet the availability criteria set out below.

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- 9.7 HomeLine Value will be available from 1 January 2006 until 30 June 2008 (“service period”), but we may extend the service period on the existing terms and conditions (including pricing) or on any amended terms and conditions.
- 9.8 We may withdraw HomeLine Value and terminate these terms and conditions. If we do, we will tell you beforehand in writing of our intention to do so.
- 9.9 To be and remain eligible for HomeLine Value for your Basic Telephone Service:
- (a) you must not be acquiring Telstra Network Access for your premises;
 - (b) during the offer period, you must successfully transfer your home telephone service to us and connect to our public switched telephone network;
 - (c) you must be a home customer;
 - (d) you must preselect us for long distance calls, international calls and calls to mobile numbers;
 - (e) you must be billed directly by us for monthly access and local calls;
 - (f) you must only have up to four home telephone services;
 - (g) you must meet our credit requirements;
 - (h) you must reside and your premises must be located in one of the suburbs of the Australian Capital Territory listed in Table A in Schedule 1;
 - (i) you must comply with our Fair Use Policy set out in clause 9.30; and
 - (j) you must be directly approached by us or one of our contractors or agents and offered HomeLine Value.

For the purposes of these HomeLine Value Terms and Conditions, "Telstra Network Access" means, in regard to your premises, Basic Telephone Services or any other telephone service directly connected to Telstra's public switched telephone network supplied to those premises by any person (including Telstra and any reseller of Telstra services). To avoid of doubt, you are directly connected to Telstra's public switched telephone network where your connection occurs at a network boundary point associated with your premises, including via a main distribution frame.

- 9.10 Your HomeLine Value service will only be activated if you meet the eligibility requirements set out above.
- 9.11 You can choose HomeLine Value for up to four home service access lines at your

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premises simultaneously, provided that the eligibility requirements set out in clause 9.1 above are met.

- 9.12 You must be legally entitled to terminate your service or services which you have with your current service provider before transferring your home service access line or lines to us.

If you are no longer eligible for the HomeLine Value service

- 9.13 If you no longer meet the eligibility requirements for HomeLine Value, we will cancel your HomeLine Value service and tell you in writing that this has happened.
- 9.14 You may cancel your HomeLine Value service at any time by giving us notice. We may require you to provide us with written confirmation of your request to cancel your HomeLine Value service.
- 9.15 Subject to clause 9.16 below:
- (a) if you or we cancel your HomeLine Value service, you will not be required to pay an early termination fee; and
 - (b) those services that are provided by us under Our Customer Terms and which continue to be acquired by you following either cancellation of your HomeLine Value service or expiration of the service period will be supplied on the terms and conditions (including price) of Our Customer Terms.
- 9.16 If we cancel your HomeLine Value Service because you are a business customer and you wish to continue acquiring your services from us, we may charge you as if you are a business customer acquiring a business service.
- 9.17 You can choose HomeLine Value for your Basic Telephone Service together with any of the following products or services supplied by Telstra or Telstra Pay TV Pty Limited:
- (a) mobile plans;
 - (b) FOXTEL Digital from Telstra;
 - (c) BigPond Internet plans; or
 - (d) other public switched telephone network or ISDN plans.
- 9.18 During the service period the following calls and charges incur additional fees:
- (a) any call charges that already receive a discount under another Telstra offer,

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including Telstra Rewards Options, Telstra staff plans, Telstra Official Services, National Australia Bank staff mobile plans, or concessions or plans under which there is a customer negotiated rate;

- (b) Telecard calls;
- (c) messaging services such as MessageBank, Mobile MessageBank, Virtual MessageBank and SMS;
- (d) calls made using pre-paid services such as communic8, pre-paid mobile or pre-paid phonecards;
- (e) calls that use satellite phone services (including Iterra);
- (f) calls that are subject to our Long Distance 4 Flexi-Plan, MobileSaver Flexi-Plan, TenPlus Flexi-Plans, ISDN (OnRamp) XPress Flexi-Plan and Old Association Flexi-Plans (GASSEI, STDSH6, AMAPLN);
- (g) international call charges, international mobile roaming call costs and global roaming call costs;
- (h) all other access, rental, installation, connection and related charges for our services;
- (i) number reservation charges, call diversion number only charges, changed number information services charges;
- (j) any charges appearing on your bill under the “Other Charges and Credits” heading;
- (k) Faxstream calls; or
- (l) costs in relation to Priority One3, Priority 1300, Freecall 1800 and InfoCall 190 services.

Discounts or special pricing excluded

9.19 During the service period you are not eligible for any further discounts or special pricing on your HomeLine Value service, including:

- (a) Telstra Rewards Options;
- (b) Telstra's Pensioner Discount on Telstra HomeLine Complete, HomeLine Plus, HomeLine Advanced and HomeLine Office plans and on the Telstra ISDN 2 Enhanced BusinessLine Complete plan (for consumer customers)

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- (c) Telstra association plans;
- (d) Telstra staff plans;
- (e) Telstra Official Services;
- (f) Telstra / National Australia Bank staff mobile plans; and

other Telstra concessions or plans under which there is a customer-negotiated rate.

Charges

- 9.20 The following charges are subject to Telstra's Fair Use Policy set out below and above.
- 9.21 We charge you the following charges for your Basic Telephone Service with HomeLine Value:

HomeLine Value charge	GST inclusive
Monthly charge	\$64.95*
Local calls (per call)	\$0.00
Untimed STD calls (per call)	\$0.00
Calls to a mobile number (per call)	\$0.00
Calls to 1800 numbers	\$0.00

* **For ACT customers:** If your service with HomeLine Value is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

- 9.22 We charge you to make calls to Priority One3, Priority 1300, and 1345 numbers from your Basic Telephone Service with HomeLine Value. The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.

International calls from HomeLine Value

- 9.23 We charge you for international calls from your Basic Telephone Service with HomeLine Value at the same rates as we charge our customers for international calls with HomeLine Plus as set out in [International Calls](#) below, as amended from time to time.



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Silent line

- 9.24 You can ask us for a silent line for your Basic Telephone Service with HomeLine Value.
- 9.25 With a silent line, we will not list your name, address or telephone number in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will also not disclose your telephone number through directory assistance.
- 9.26 We charge you the following for a silent line.

Silent line	GST incl
Charges per month	\$2.93

Suppressed address listing

- 9.27 You can ask us for a suppressed address listing.
- 9.28 With a suppressed address listing, we will list your name and telephone number but not your address in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will disclose your telephone number through directory assistance.
- 9.29 We charge you the following for a suppressed address listing. We charge you in 12 monthly instalments.

Suppressed address listing	GST incl
Charge for month 1 (including GST on the full yearly charge)	\$5.48
Charge per month (months 2 to 12)	\$2.49

Fair Use Policy

- 9.30 To receive and continue to receive HomeLine Value, you must comply with our Fair Use Policy. This means that per calendar month, you must not:
- (a) exceed 300 local calls;
 - (b) exceed 100 long distance (STD) calls; or

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(c) exceed 300 minutes of calls to mobiles.

9.31 We can check whether you are complying with our Fair Use Policy. If you are in breach of our Fair Use Policy, we will tell you by writing to you. If you do not follow our Fair Use Policy (or fix the breach) within 30 days of us telling you, we may cancel your HomeLine Value service.

Cooling-off Period

9.32 The contract which you enter into with us when you choose HomeLine Value for your Basic Telephone Service is subject to a cooling-off period of 10 days.

9.33 During this cooling-off period, we will not:

- (a) accept any money or other consideration from you; or
- (b) supply HomeLine Value to you.

Schedule 1 - HomeLine Value Availability -TABLE A

Acton	Duffy	Kaleen	Red Hill
Ainslie	Farrer	Kambah Nth	Reid
Aranda	Fisher	Kambah Sth	Rivett
Barton	Forrest	Kingston	Stirling
Braddon	Fyshwick	Latham	Torrens
Campbell	Garran	Lyneham	Turner
Chapman	Giralang	Lyons	Wanniassa
Chifley	Griffith	MacGregor	Waramanga
Chisholm	Hackett	Mawson	Watson
Civic	Hawker	Mitchell	Weston
Curtin	Higgins	Monash	Yarralumla
Deakin	Holder	Narrabundah	
Dickson	Holt	O'Connor	
Downer	Hughes	Pearce	

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10 HomeLine Reach

Availability

- 10.1 You can choose HomeLine Reach for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers; and
 - (b) are billed directly by us for monthly access and local calls.
- 10.2 We can change your plan to another HomeLine Plan or to a business service (at our choice) if you do not meet these eligibility requirements.

Monthly Charge

- 10.3 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Reach:

HomeLine Reach monthly charge	GST incl.
Monthly charge	\$49.90*
Includes:	
Notional access charge of \$39.95; and	
Notional subscription charge of \$9.95 which includes:	
MessageBank (usually \$6.00) and unlimited 3-Way Chat (usually 55c per use) [†]	

[†]Feature use only. Applicable call charges apply.

***For ACT customers:** If your service with HomeLine Reach is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local Calls

- 10.4 The charges for the local calls you make each month from your Basic Telephone Service with HomeLine Reach are included in the HomeLine Reach monthly charge.

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- 10.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

Calls to 019 numbers

- 10.6 The charges for 019 calls you make each month from your Basic Telephone Service with HomeLine Reach are included in the HomeLine Reach monthly charge.
- 10.7 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for an 019 call may exceed 22 cents per call.

Long Distance (STD) calls

- 10.8 We charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Reach.

HomeLine Reach untimed STD calls	GST incl.
STD calls (per call)	\$1.00

- 10.9 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5 cents per 12 minute block of time (or part thereof) or 22 cents per call, whichever may be applicable from time to time.

Calls to mobiles

- 10.10 In addition to the HomeLine Reach monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Reach. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (if it applies).

HomeLine Reach calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	20¢

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HomeLine Reach calls to mobiles	GST incl.
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 20c per minute applies up to the cap and after the first 20 minutes	\$1.00
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped Call to a non-Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 37c per minute applies up to the cap and after the first 20 minutes	\$2.00

- 10.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 10.12 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

International Calls from HomeLine Reach

- 10.13 In addition to the HomeLine Reach monthly charge, we charge you for international calls from your Basic Telephone Service with HomeLine Reach at the same rates as we charge our customers for international calls with HomeLine Advanced as set out in clause 13 [International Calls from HomeLine Services](#), as amended from time to time.

Fair Use Policy

- 10.14 To receive and continue to receive HomeLine Reach, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use your HomeLine Reach plan for the intended purposes for which it is supplied to you. Legitimate use of HomeLine Reach by residential retail customers for their own personal use will not breach our Fair Use Policy.
- 10.15 We consider that you will breach our Fair Use Policy if you use your HomeLine Reach plan for any business purposes or for resupplying, reselling or commercially

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exploiting your HomeLine Reach plan without our consent.

- 10.16 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use your HomeLine Reach plan.

11 HomeLine Together

Availability

- 11.1 You can choose HomeLine Together for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers; and
 - (b) are billed directly by us for monthly access and local calls.
- 11.2 We can change your plan to another HomeLine Plan or to a business service (at our choice) if you do not meet these eligibility requirements.

Monthly Charge

- 11.3 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Together.

HomeLine Together monthly charge	GST incl.
Monthly charge	\$69.90*
Includes:	
Notional access charge of \$39.95; and	
Notional subscription charge of \$29.95 which includes:	
MessageBank (usually \$6.00), unlimited 3-Way Chat (usually 55c per use) ⁺ and Call Back Busy (usually 35c per use) ⁺ ; and	
Local calls and 019 calls made from your Basic Telephone Service with HomeLine Together	

⁺Feature use only. Applicable call charges apply (if any).

***For ACT customers:** If your service with HomeLine Together is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT

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Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 11.4 The charges for the local calls you make each month from your Basic Telephone Service with HomeLine Together are included in the HomeLine Together monthly charge.
- 11.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

Calls to 019 numbers

- 11.6 The charges for the 019 calls you make each month from your Basic Telephone Service with HomeLine Together are included in the HomeLine Together monthly charge.
- 11.7 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for an 019 call may exceed 22 cents per call.

Long distance (STD) calls

- 11.8 In addition to the HomeLine Together monthly charge, we charge you the following for untimed STD calls from your Basic Telephone Service with HomeLine Together.

HomeLine Together untimed STD calls	GST incl.
STD calls (per call)	50¢

- 11.9 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5 cents per 12 minute block of time (or part thereof) or 22 cents per call, whichever may be applicable from time to time.

Calls to mobiles

- 11.10 In addition to the HomeLine Together monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Together. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (if it applies).

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HomeLine Together calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	10¢
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 10c per minute applies up to the cap and after the first 20 minutes)	75¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped Call to a non-Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 37c per minute applies up to the cap and after the first 20 minutes	\$1.75

- 11.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 11.12 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

International Calls from HomeLine Together

- 11.13 In addition to the HomeLine Together monthly charge, we charge you for international calls from your Basic Telephone Service with HomeLine Together at the same rates as we charge our customers for international calls with HomeLine Advanced as set out in clause 13 [International Calls from Homeline Services](#), as amended from time to time.

Fair Use Policy

- 11.14 To receive and continue to receive HomeLine Together, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use your HomeLine Together plan for the intended purposes for which it is supplied to you. Legitimate use of HomeLine Together by residential retail customers for their

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own personal use will not breach our Fair Use Policy.

- 11.15 We consider that you will breach our Fair Use Policy if you use your HomeLine Together plan for any business purposes or for resupplying, reselling or commercially exploiting your HomeLine Together plan without our consent.
- 11.16 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use your HomeLine Together plan.

12 HomeLine Ultimate

Availability

- 12.1 You can choose HomeLine Ultimate for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers; and
 - (b) are billed directly by us for monthly access and local calls.; and
- 12.2 We can change your plan to another HomeLine Plan or to a business service (at our choice) if you do not meet these eligibility requirements.

Monthly charge

- 12.3 We charge you the following monthly charge for your Basic Telephone Service with HomeLine Ultimate.

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HomeLine Ultimate monthly charge	GST incl.
Monthly charge	\$89.90*
Includes: Notional access charge of \$39.95; and Notional subscription charge of \$49.95 which includes: MessageBank, Calling Number Display and Unlimited Call Back Busy [†] , Call Return [†] and 3-Way Chat [†] (usually \$9.00); and Local calls, 019 calls and STD calls made from your Basic Telephone Service with HomeLine Ultimate	

[†]Feature use only. Applicable call charges apply (if any).

***For ACT customers:** If your service with HomeLine Ultimate is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms](#) for further details.

Local calls

- 12.4 The charges for the local calls you make each month from your Basic Telephone Service with HomeLine Ultimate are included in the HomeLine Ultimate monthly charge.
- 12.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

Calls to 019 numbers

- 12.6 The charges for the 019 calls you make each month from your Basic Telephone Service with HomeLine Ultimate are included in the HomeLine Ultimate monthly charge.
- 12.7 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for an 019 call may exceed 22 cents per call.

Long distance (STD) calls

- 12.8 The charges for the STD calls you make each month from your Basic Telephone



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Service with HomeLine Ultimate (including preferential calls) are included in the HomeLine Ultimate monthly charge.

- 12.9 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5 cents per 12 minute block of time (or part thereof) or 22 cents per call, whichever may be applicable from time to time.

Calls to mobiles

- 12.10 In addition to the HomeLine Ultimate monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with HomeLine Ultimate. We charge you the connection fee plus the timed rate (calculated per 30 second block) up to the capped call amount (if it applies).

HomeLine Ultimate calls to mobiles	GST incl.
Connection fee (per call)	39¢
Calls to a Telstra mobile number (per minute, charged per 30 second block)	5¢
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day (5c per minute applies after the first 20 minutes) 5c per minute applies up to the cap and after the first 20 minutes	50¢
Calls to a non-Telstra mobile number (per minute, charged per 30 second block)	37¢
Capped Call to a non-Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 37c per minute applies up to the cap and after the first 20 minutes	\$1.50

- 12.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.
- 12.12 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still

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charge you during that time as if there has been no change.

International Calls from HomeLine Ultimate

- 12.13 In addition to the HomeLine Ultimate monthly charge, we charge you for international calls from your Basic Telephone Service with HomeLine Ultimate at the same rates as we charge our customers for international calls with HomeLine Advanced as set out in clause 13 [International Calls from HomeLine Services](#) (as amended from time to time), except as set out below for 0011/0015 fixed calls to certain international destinations.

0011/0015 fixed calls for HomeLine Ultimate to certain destinations

Destination	Per minute rate (charged per 30 secs) (GST incl)	Destination	Per minute rate (charged per 30 secs) (GST incl)
Argentina	\$0.03	Montenegro	\$0.25
Bangladesh	\$0.15	Netherlands	\$0.03
Bosnia Herzegovina	\$0.25	New Zealand	\$0.05
Brazil	\$0.20	Pakistan	\$0.25
Cambodia	\$0.35	Paraguay	\$0.25
Canada	\$0.02	Peru	\$0.30
Chile	\$0.15	Philippines	\$0.35
China	\$0.03	Poland	\$0.20
Croatia	\$0.10	Portugal	\$0.05
Cyprus	\$0.09	Russia	\$0.05
Czech Republic	\$0.10	Serbia	\$0.25
Egypt	\$0.30	Singapore	\$0.02
Fiji	\$0.55	Slovakia	\$0.20

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France	\$0.03	Slovenia	\$0.10
Germany	\$0.05	South Africa	\$0.15
Greece	\$0.03	Spain	\$0.07
Hong Kong	\$0.03	Sri Lanka	\$0.20
India	\$0.25	Sweden	\$0.05
Indonesia	\$0.20	Switzerland	\$0.05
Ireland	\$0.05	Syria	\$0.70
Israel	\$0.03	Taiwan	\$0.03
Italy	\$0.03	Thailand	\$0.15
Japan	\$0.03	Turkey	\$0.20
Korea (South)	\$0.03	Ukraine	\$0.20
Laos	\$0.20	United Arab Emirates	\$0.35
Lebanon	\$0.10	United Kingdom	\$0.02
Lithuania	\$0.20	Uruguay	\$0.20
Macedonia FYR	\$0.25	United States	\$0.02
Malaysia	\$0.03	Vietnam	\$0.35
Malta	\$0.20		

Fair Use Policy

- 12.14 To receive and continue to receive HomeLine Ultimate, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use your HomeLine Ultimate plan for the intended purposes for which it is supplied to you. Legitimate use of HomeLine Ultimate by residential retail customers for their own personal use will not breach our Fair Use Policy.
- 12.15 We consider that you will breach our Fair Use Policy if you use your HomeLine

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Ultimate plan for any business purposes or for resupplying, reselling or commercially exploiting your HomeLine Ultimate plan without our consent.

- 12.16 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use your HomeLine Ultimate plan.

13 International calls from HomeLine services

- 13.1 We charge you the following for international calls from your Basic Telephone Service with a HomeLine plan, except as otherwise stated in clause 12.13 for 0011/0015 fixed calls to certain international destinations for HomeLine Ultimate customers. Or you have the choice of two International Value Packs, [click here](#) for further information.
- 13.2 For 0011 and 0015 calls, we charge you the connection fee plus the per-minute rate (calculated per 30 second block). If a charge is listed in the 10-minute or 20 minute capped call column for your service, that is the most you are charged for the first 10 or 20 minutes, respectively, of your call.
- 13.3 For 0018 calls, we charge you the connection fee if the call is shorter than one minute, otherwise we charge you the half-hour rate for each half-hour block. (For HomeLine Ultimate, HomeLine Together, HomeLine Reach, HomeLine Advanced and HomeLine Plus, we charge you the half-hour rate for the first hour of your call and then for each half-hour block after that.)
- 13.4 You cannot make a 0018 Easy ½ Hour call, or a capped call to international mobile (non-roaming) services in the destinations marked in the table with an **asterisk**.
- You may not be able to call every number in a particular destination. We can withdraw services to particular numbers in any destination, but will try to tell you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Afghanistan	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Alaska	\$0.21		\$5.25	\$1.00	\$1.49	\$0.39		\$8.25
Albania	\$1.20		\$30.00	\$10.00	\$20.00	\$2.92		\$61.88
Algeria	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
American Samoa	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
Andorra	\$0.80		\$20.00	\$7.00	\$14.00	\$1.05		\$26.13
Angola	\$1.80		\$45.00	\$16.00	\$32.00	\$2.81		\$61.88
Anguilla	\$1.95		\$48.75	\$17.00	\$34.00	\$3.27		\$61.88
Antarctica	\$0.65		\$16.25	\$6.00	\$12.00	\$0.94		\$23.38
Antigua & Barbuda	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Argentina*	\$1.05	\$1.30	\$26.25	\$9.00	\$18.00	\$1.51	\$1.76	\$37.13
Armenia	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Aruba	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Ascension Island	\$1.60		\$40.00	\$15.00	\$30.00	\$2.92		\$61.88
Austria*	\$0.55	\$0.95	\$13.75	\$4.00	\$8.00	\$0.87	\$1.27	\$20.63
Azerbaijan	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Bahamas	\$0.85		\$21.25	\$7.00	\$14.00	\$1.22		\$30.25
Bahrain	\$1.50		\$37.50	\$13.00	\$26.00	\$2.21		\$55.00
Bangladesh*	\$1.30	\$1.55	\$32.50	\$11.00	\$22.00	\$2.10	\$2.35	\$52.25
Barbados	\$1.40		\$35.00	\$12.00	\$24.00	\$2.27		\$56.38
Belarus	\$1.20		\$30.00	\$11.00	\$22.00	\$2.21		\$55.00
Belgium*	\$0.55	\$0.95	\$13.75	\$4.00	\$8.00	\$1.17	\$1.57	\$28.88
Belize	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Benin	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88



Our Customer Terms

Basic Telephone Service Section

Part B – HomeLine Plan

International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Bermuda	\$1.20		\$30.00	\$10.00	\$20.00	\$2.27		\$56.38
Bhutan	\$1.70		\$42.50	\$16.00	\$32.00	\$2.27		\$56.38
Bolivia	\$1.40		\$35.00	\$12.00	\$24.00	\$2.27		\$56.38
Bosnia* & Herzegovina*	\$0.95	\$1.20	\$23.75	\$8.00	\$16.00	\$1.51	\$1.76	\$37.13
Botswana	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Brazil*	\$1.05	\$1.30	\$26.25	\$8.00	\$16.00	\$1.51	\$1.76	\$37.13
Brunei Darussalam	\$1.05		\$26.25	\$9.00	\$18.00	\$1.51		\$37.13
Bulgaria	\$1.35		\$33.75	\$12.00	\$24.00	\$2.81		\$61.88
Burkina Faso	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Burundi	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Cambodia*	\$1.60	\$1.85	\$40.00	\$15.00	\$30.00	\$2.21	\$2.46	\$55.00
Cameroon	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Canada	\$0.21		\$5.25	\$1.00	\$1.49	\$0.55		\$8.25
Cape Verde	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Cayman Is	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Central African Rep	\$1.90		\$47.50	\$18.00	\$36.00	\$3.03		\$61.88
Chad	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Chile*	\$0.85	\$1.25	\$21.25	\$6.00	\$12.00	\$1.22	\$1.62	\$30.25
China*	\$0.75	\$1.00	\$18.75	\$5.00	\$8.00	\$1.21	\$1.46	\$30.25
Colombia	\$1.40		\$35.00	\$12.00	\$24.00	\$2.27		\$56.38
Comoros	\$1.50		\$37.50	\$13.00	\$26.00	\$2.27		\$56.38
Congo Democratic Republic	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Congo	\$1.90		\$47.50	\$18.00	\$36.00	\$3.03		\$61.88
Cook Islands	\$1.35		\$36.45	\$11.00	\$22.00	\$1.75		\$47.25



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Part B – HomeLine Plan

International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Costa Rica	\$1.60		\$40.00	\$14.00	\$28.00	\$2.92		\$61.88
Croatia*	\$0.85	\$1.10	\$21.25	\$5.00	\$10.00	\$1.46	\$1.71	\$35.75
Cuba	\$1.15		\$28.75	\$10.00	\$20.00	\$1.51		\$37.13
Cyprus*	\$0.75	\$1.00	\$18.75	\$5.00	\$10.00	\$1.10	\$1.35	\$24.75
Cyprus (Northern)*	\$0.75	\$1.00	\$18.75	\$5.00	\$10.00	\$1.10	\$1.350	\$24.75
Czech Republic*	\$0.85	\$1.10	\$21.25	\$5.00	\$10.00	\$1.22	\$1.47	\$30.25
Denmark*	\$0.55	\$0.95	\$13.75	\$3.00	\$6.00	\$0.81	\$1.21	\$19.25
Diego-Garcia	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Djibouti	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Dominica	\$1.15		\$28.75	\$10.00	\$20.00	\$1.51		\$37.13
Dominican Rep	\$0.85		\$21.25	\$7.00	\$14.00	\$1.22		\$30.25
East Timor	\$2.85		\$71.20	\$24.00	\$48.00	\$3.80		\$95.00
Ecuador	\$1.40		\$35.00	\$12.00	\$24.00	\$2.27		\$56.38
Egypt*	\$1.22	\$1.47	\$30.50	\$11.00	\$22.00	\$1.65	\$1.90	\$38.50
El Salvador	\$1.35		\$33.75	\$12.00	\$24.00	\$2.92		\$61.88
Equatorial Guinea	\$1.95		\$48.75	\$17.00	\$34.00	\$3.27		\$61.88
Eritrea	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Estonia	\$1.05		\$26.25	\$9.00	\$18.00	\$1.51		\$37.13
Ethiopia	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Faroe Islands	\$1.25		\$31.25	\$11.00	\$22.00	\$1.75		\$41.25
Falkland Islands	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Fiji*	\$0.90	\$1.15	\$22.50	\$8.00	\$15.00	\$1.17	\$1.42	\$28.88
Finland*	\$0.65	\$0.90	\$16.25	\$5.00	\$10.00	\$0.87	\$1.12	\$20.63
France*	\$0.40	\$0.80	\$10.00	\$2.00	\$3.00	\$0.67	\$1.07	\$16.50
French Guiana	\$1.40		\$35.00	\$12.00	\$24.00	\$2.21		\$55.00



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Part B – HomeLine Plan

International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
French Polynesia	\$1.00		\$25.00	\$8.00	\$16.00	\$1.40		\$34.38
Gabon	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Gambia	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Georgia	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Germany*	\$0.40	\$0.80	\$10.00	\$2.00	\$3.00	\$0.67	\$1.07	\$16.50
Ghana	\$1.60		\$40.00	\$14.00	\$28.00	\$2.92		\$61.88
Gibraltar	\$1.20		\$30.00	\$10.00	\$20.00	\$2.81		\$61.88
Greece*	\$0.45	\$0.70	\$11.25	\$2.00	\$3.00	\$0.67	\$0.92	\$16.50
Greenland	\$1.25		\$31.25	\$11.00	\$22.00	\$1.75		\$41.25
Grenada	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Guadeloupe	\$1.25		\$31.25	\$11.00	\$22.00	\$1.93		\$48.13
Guam	\$0.75		\$18.75	\$6.00	\$12.00	\$1.05		\$26.13
Guantanamo	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Guatemala	\$1.40		\$35.00	\$12.00	\$24.00	\$2.27		\$56.38
Guinea-Bissau	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Guinea	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Guyana	\$1.50		\$37.50	\$14.00	\$28.00	\$2.10		\$52.25
Haiti	\$2.60		\$70.10	\$20.00	\$40.00	\$3.39		\$91.63
Hawaii	\$0.21		\$5.25	\$1.00	\$1.49	\$0.39		\$8.25
Honduras	\$1.40		\$35.00	\$13.00	\$26.00	\$3.27		\$61.88
Hong Kong*	\$0.35	\$0.60	\$8.75	\$1.00	\$1.49	\$0.56	\$0.81	\$13.75
Hungary*	\$0.60	\$0.85	\$15.00	\$4.00	\$8.00	\$1.22	\$1.47	\$30.25
Iceland	\$1.00		\$25.00	\$9.00	\$18.00	\$1.51		\$37.13
India*	\$1.10	\$1.35	\$27.50	\$10.00	\$17.50	\$1.57	\$1.82	\$38.50
Indonesia*	\$0.90	\$1.15	\$22.50	\$7.00	\$13.00	\$1.21	\$1.46	\$30.25
Iran*	\$1.35	\$1.60	\$33.75	\$12.00	\$24.00	\$1.93	\$2.18	\$44.00



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Iraq	\$2.10		\$52.50	\$18.15	\$36.30	\$2.69		\$67.19
Ireland*	\$0.21	\$0.61	\$5.25	\$1.00	\$1.49	\$0.56	\$0.96	\$8.25
Israel*	\$0.45	\$0.70	\$11.25	\$3.00	\$6.00	\$0.76	\$1.01	\$17.88
Italy*	\$0.40	\$0.80	\$10.00	\$2.00	\$3.00	\$0.62	\$1.02	\$15.13
Ivory Coast	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Jamaica	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Japan*	\$0.40	\$0.80	\$10.00	\$2.00	\$3.00	\$0.67	\$1.07	\$16.50
Jordan*	\$1.25	\$1.50	\$31.25	\$11.00	\$22.00	\$1.79	\$2.04	\$41.25
Kazakhstan	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Kenya*	\$1.50	\$1.75	\$37.50	\$13.00	\$26.00	\$2.10	\$2.35	\$52.25
Kiribati	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
Korea DPR (North)	\$1.60		\$40.00	\$14.00	\$28.00	\$2.92		\$61.88
Korea Republic (South)*	\$0.80	\$1.05	\$20.00	\$7.00	\$13.00	\$1.09	\$1.34	\$26.13
Kuwait	\$1.40		\$35.00	\$12.00	\$24.00	\$1.99		\$45.38
Kyrgyzstan	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Lao PDR	\$1.55		\$38.75	\$14.00	\$28.00	\$2.21		\$55.00
Latvia	\$1.15		\$28.75	\$10.00	\$20.00	\$1.93		\$48.13
Lebanon*	\$1.09	\$1.34	\$27.25	\$10.00	\$20.00	\$1.51	\$1.76	\$34.38
Lesotho	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Liberia	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Libya	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Liechtenstein	\$0.60		\$15.00	\$5.00	\$10.00	\$0.87		\$20.63
Lithuania	\$1.55		\$38.75	\$13.00	\$26.00	\$2.21		\$55.00
Luxembourg	\$0.75		\$18.75	\$6.00	\$12.00	\$1.22		\$30.25
Macau	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Macedonia FYR*	\$0.95	\$1.20	\$23.75	\$8.00	\$16.00	\$1.51	\$1.76	\$37.13
Madagascar	\$1.90		\$47.50	\$18.00	\$36.00	\$3.03		\$61.88
Malawi	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Malaysia*	\$0.60	\$0.85	\$15.00	\$3.00	\$5.00	\$0.85	\$1.10	\$20.63
Maldives	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Mali	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Malta*	\$0.95	\$1.20	\$23.75	\$7.00	\$14.00	\$1.28	\$1.53	\$31.63
Northern Mariana Islands	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Marshall Islands	\$1.70		\$42.50	\$16.00	\$32.00	\$2.27		\$56.38
Martinique	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Mauritania	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Mauritius	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Mayotte	\$1.40		\$35.00	\$12.00	\$24.00	\$1.98		\$48.13
Mexico	\$1.10		\$27.50	\$10.00	\$20.00	\$1.51		\$37.13
Micronesia Federated States	\$1.70		\$42.50	\$16.00	\$32.00	\$2.27		\$56.38
Moldova Republic	\$1.90		\$51.40	\$17.00	\$34.00	\$2.50		\$67.50
Monaco	\$1.15		\$31.05	\$9.00	\$18.00	\$1.50		\$40.50
Mongolia	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Montenegro*	\$1.05	\$1.30	\$26.25	\$5.00	\$10.00	\$1.46	\$1.71	\$35.75
Montserrat	\$1.60		\$40.00	\$15.00	\$30.00	\$2.92		\$61.88
Morocco	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Mozambique	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Myanmar	\$1.70		\$42.50	\$16.00	\$32.00	\$2.27		\$56.38



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Namibia	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Nauru	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
Nepal	\$1.60		\$40.00	\$15.00	\$30.00	\$2.10		\$52.25
Netherlands*	\$0.45	\$0.85	\$11.25	\$2.00	\$3.00	\$0.81	\$1.21	\$19.25
Netherlands Antilles	\$1.60		\$43.20	\$14.00	\$28.00	\$2.10		\$52.50
New Caledonia	\$1.00		\$25.00	\$8.00	\$16.00	\$1.40		\$34.38
New Zealand*	\$0.21	\$0.61	\$5.25	\$1.00	\$1.49	\$0.39	\$0.79	\$8.25
Nicaragua	\$1.50		\$37.50	\$14.00	\$28.00	\$2.27		\$56.38
Niger	\$1.90		\$47.50	\$18.00	\$36.00	\$3.03		\$61.88
Nigeria	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Niue	\$1.15		\$31.05	\$9.00	\$18.00	\$1.50		\$40.38
Norfolk Island	\$0.97		\$24.25	\$8.95	\$17.90	\$1.40		\$34.88
Norway*	\$0.60	\$1.00	\$15.00	\$4.00	\$8.00	\$0.87	\$1.27	\$20.63
Oman	\$1.30		\$32.50	\$12.00	\$24.00	\$1.87		\$41.25
Pakistan*	\$1.65	\$1.90	\$41.25	\$15.00	\$30.00	\$2.21	\$2.46	\$55.00
Palau	\$1.80		\$45.00	\$17.00	\$34.00	\$2.81		\$61.88
Palestinian Territory*	\$0.45	\$0.70	\$11.25	\$3.00	\$6.00	\$0.76	\$1.01	\$17.88
Panama	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Papua New Guinea	\$1.98		\$48.00	\$18.00	\$36.00	\$2.75		\$63.75
Paraguay	\$1.50		\$37.50	\$14.00	\$28.00	\$2.27		\$56.38
Peru	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Philippines*	\$0.70	\$0.95	\$17.50	\$4.00	\$6.00	\$0.96	\$1.21	\$23.38
Poland*	\$0.85	\$1.25	\$21.25	\$5.00	\$10.00	\$1.22	\$1.62	\$30.25
Portugal*	\$1.05	\$1.45	\$26.25	\$9.00	\$18.00	\$1.51	\$1.91	\$37.13
Puerto Rico	\$0.75		\$18.75	\$6.00	\$12.00	\$1.05		\$26.13



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Qatar	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Reunion	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Romania*	\$1.30	\$1.55	\$32.50	\$10.00	\$20.00	\$1.93	\$2.18	\$48.13
Russian Federation*	\$1.50	\$1.75	\$37.40	\$13.00	\$26.00	\$1.95	\$2.20	\$48.88
Rwanda	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Samoa	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
San Marino	\$1.59		\$43.10	\$13.00	\$26.00	\$2.13		\$57.38
Sao Tome & Principe	\$1.60		\$40.00	\$15.00	\$30.00	\$2.92		\$61.88
Saudi Arabia*	\$1.58	\$1.83	\$39.50	\$14.00	\$28.00	\$2.13	\$2.38	\$49.50
Senegal	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
Serbia*	\$1.05	\$1.30	\$26.25	\$5.00	\$10.00	\$1.46	\$1.71	\$35.75
Seychelles	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Sierra Leone	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Singapore*	\$0.45	\$0.70	\$11.25	\$1.00	\$1.49	\$0.62	\$0.87	\$15.13
Slovakia	\$0.75		\$18.75	\$5.00	\$10.00	\$1.05		\$26.13
Slovenia	\$0.95		\$23.75	\$8.00	\$16.00	\$1.51		\$37.13
Solomon Islands*	\$1.34	\$1.59	\$33.50	\$11.80	\$23.60	\$1.85	\$2.10	\$46.31
Somalia	\$1.95		\$48.75	\$18.00	\$36.00	\$3.27		\$61.88
South Africa*	\$0.65	\$0.90	\$16.25	\$3.00	\$6.00	\$0.95	\$1.20	\$23.38
Spain*	\$0.60	\$1.00	\$15.00	\$4.00	\$8.00	\$0.98	\$1.38	\$23.38
Sri Lanka*	\$0.90	\$1.15	\$22.50	\$8.00	\$16.00	\$1.17	\$1.42	\$28.88
Saint Helena	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Saint Kitts & Nevis	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Saint Lucia	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Saint Pierre &	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
Miquelon								
Saint Vincent & The Grenadines	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Sudan	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Suriname	\$1.35		\$33.75	\$12.00	\$24.00	\$1.93		\$48.13
Swaziland	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Sweden*	\$0.50	\$0.90	\$12.50	\$3.00	\$6.00	\$0.67	\$1.07	\$16.50
Switzerland*	\$0.50	\$0.90	\$12.50	\$3.00	\$6.00	\$0.67	\$1.07	\$16.50
Syria	\$1.90		\$47.50	\$18.00	\$36.00	\$2.92		\$61.88
Taiwan*	\$0.80	\$1.05	\$20.00	\$5.00	\$8.00	\$1.21	\$1.46	\$30.25
Tajikistan	\$1.35		\$33.75	\$13.00	\$26.00	\$1.93		\$48.13
Tanzania United Republic	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Thailand	\$0.85		\$21.25	\$6.00	\$9.00	\$1.21		\$30.25
Togo	\$1.90		\$47.50	\$18.00	\$36.00	\$3.03		\$61.88
Tokelau	\$1.40		\$37.80	\$12.00	\$24.00	\$1.81		\$48.94
Tonga	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
Trinidad & Tobago	\$1.15		\$28.75	\$10.00	\$20.00	\$1.51		\$37.13
Tunisia	\$1.20		\$30.00	\$10.00	\$20.00	\$3.27		\$61.88
Turkey*	\$0.75	\$1.00	\$18.75	\$5.00	\$10.00	\$1.10	\$1.35	\$24.75
Turkmenistan	\$1.35		\$33.75	\$13.00	\$26.00	\$1.93		\$48.13
Turks & Caicos Islands	\$1.60		\$40.00	\$15.00	\$30.00	\$2.92		\$61.88
Tuvalu	\$1.15		\$31.05	\$9.00	\$18.00	\$1.56		\$42.19
Uganda	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Ukraine	\$1.05		\$26.25	\$9.00	\$18.00	\$1.51		\$37.13
United Arab Emirates*	\$1.14	\$1.39	\$28.50	\$10.00	\$20.00	\$1.58	\$1.83	\$35.75



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International Calls	HomeLine Complete Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate (except as otherwise stated in the HomeLine Ultimate section - please refer to the HomeLine Ultimate section of these terms)			HomeLine Complete HomeLine Plus	HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate	HomeLine Budget Override Calls (using 1411)		
	GST incl.	0011 /0015 fixed	0011 /0015 mobile	0018 Easy ½ Hour-fixed only	0011 /0015 10-min cap – fixed only	0011 /0015 20-min cap – fixed only	0011 /0015 fixed	0011 /0015 mobile
Connection fee (per call)	39¢		\$1.10	-	-	39¢		\$1.10
	per minute		per ½ hour	first 10 mins	first 20 mins	per minute		per ½ hour
United Kingdom*	\$0.21	\$0.61	\$5.25	\$1.00	\$1.49	\$0.47	\$0.87	\$8.25
Uruguay*	\$1.30	\$1.55	\$32.50	\$11.00	\$22.00	\$1.93	\$2.18	\$48.13
United States	\$0.21		\$5.25	\$1.00	\$1.49	\$0.39		\$8.25
Uzbekistan	\$1.35		\$33.75	\$13.00	\$26.00	\$1.93		\$48.13
Vanuatu	\$0.90		\$22.50	\$8.00	\$16.00	\$1.28		\$31.63
Vatican City*	\$0.40	\$0.65	\$10.00	\$3.00	\$6.00	\$0.94	\$1.19	\$20.63
Venezuela	\$1.00		\$25.00	\$9.00	\$18.00	\$1.51		\$37.13
Viet Nam*	\$1.38	\$1.63	\$37.00	\$13.50	\$20.00	\$1.81	\$2.06	\$47.25
Virgin Islands (British)	\$1.60		\$40.00	\$15.00	\$30.00	\$2.92		\$61.88
Virgin Islands (US)	\$0.75		\$18.75	\$6.00	\$12.00	\$1.05		\$26.13
Wallis & Futuna	\$1.40		\$35.00	\$13.00	\$26.00	\$2.27		\$56.38
Yemen	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Zambia	\$1.60		\$40.00	\$15.00	\$30.00	\$2.27		\$56.38
Zimbabwe*	\$0.90	\$1.15	\$22.50	\$8.00	\$16.00	\$1.93	\$2.18	\$48.13

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- 13.5 We charge you the following for calls to the specified global and satellite services. We charge you in blocks of 30 seconds.

You may not be able to call every number in a particular destination. We can withdraw services to particular numbers in any destination, but will try to tell you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

Calls to global and satellite services	Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate HomeLine Complete	HomeLine Budget Override Calls (using 1411)
	GST incl (per minute)	
Calls to Inmarsat B numbers beginning with 8703	\$5.99	\$5.99
Calls to Inmarsat Aero numbers beginning with 8705	\$10.99	\$10.99
Calls to Inmarsat B HSD numbers beginning with 87039 or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	\$19.99	\$19.99
Calls to Inmarsat M numbers beginning with 8706	\$3.99	\$3.99
Calls to Inmarsat Mini M numbers beginning with 87076	\$3.49	\$3.49
Calls to Inmarsat GAN ISDN numbers beginning with 87060	\$14.99	\$14.99
Calls to: International Network Shared Code (Thuraya) numbers beginning with 88216 ; or Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299	\$5.65	\$7.06

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	Home Line Plus HomeLine Advanced HomeLine Reach HomeLine Together HomeLine Ultimate HomeLine Complete	HomeLine Budget Override Calls (using 1411)
Calls to Iridium numbers beginning with 8816 or 8817	\$4.85	\$6.06

14 Silent Line

- 14.1 You can ask us for a Silent Line.
- 14.2 With Silent Line, we will not list your name, address or telephone number in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will also not disclose your telephone number through directory assistance.
- 14.3 We charge you the following for Silent Line.

Silent Line	GST incl.
Charge per month	\$2.93

15 Suppressed Address Listing

- 15.1 You can ask us for a Suppressed Address Listing.
- 15.2 With Suppressed Address Listing, we will list your name and telephone number but not your address in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will disclose your telephone number through directory assistance.
- 15.3 We charge you the following for Suppressed Address Listing. We charge you in 12 monthly instalments.

Suppressed Address Listing	GST incl.
Charge for month 1 (including GST on the full yearly charge)	\$5.48

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Suppressed Address Listing	GST incl.
Charge per month (months 2 to 12)	\$2.49

16 Welcome Credit Offer

Eligibility

- 16.1 You may be eligible to participate in the Telstra Basic Telephone Service Welcome Credit Offer (“**Offer**”) if you:
- (a) are a residential consumer customer;
 - (b) transfer your fixed line service from another service provider to Telstra;
 - (c) select an Eligible HomeLine Plan and are billed directly by Telstra for your access charges and all local, long distance, international and fixed to mobile calls; and
 - (d) are invited by us to participate in the Offer.
- 16.2 This Offer is available until 28 February 2010, unless we determine otherwise.

What is the Telstra Basic Telephone Service Welcome Credit Offer?

- 16.3 If you are eligible to participate in the Offer, you will be entitled to receive a credit of \$5.83 each month for the first 12 months after you transfer your fixed line service to Telstra. The credit will be paid to you upfront, as a once-off [\$70] credit in relation to your Eligible HomeLine Plan, on either your first, second or third bill after you have transferred your fixed line service to Telstra. The credit amount is not transferrable or redeemable for cash.

Eligible HomeLine Plans

- 16.4 The following services are Eligible HomeLine Plans:
- (a) HomeLine Plus;
 - (b) HomeLine Advanced;
 - (c) HomeLine Reach;

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- (d) HomeLine Together; and
- (e) HomeLine Ultimate.

Incompatible offers

16.5 Unless we specify otherwise, the Telstra Basic Telephone Service Welcome Credit Offer is not available with:

- (a) HomeLine Part;
- (b) HomeLine Budget;
- (c) HomeLine Complete;
- (d) any other offer as determined by us.

Compatible offers

16.6 Unless we specify otherwise, the Telstra Basic Telephone Service Welcome Credit Offer is available with Telstra Reward Options and any other offer as determined by us.

Cancelling or Changing your fixed line service

16.7 You may cancel or change your fixed line service at any time.

16.8 If however, within the first 12 months from when you transferred your fixed line service to Telstra, any of the following occur:

- (a) you terminate your fixed line service other than as a result of our material breach; or
- (b) we deactivate your fixed line service due to a material breach by you; or
- (c) you change your Eligible HomeLine Plan to an ineligible Telstra plan; or
- (d) you cease to be billed directly by Telstra for your access charges and all local, long distance, international and fixed to mobile calls,

you may be required to repay to us the amount of the Telstra Basic Telephone Service Welcome Credit that was overpaid to you, calculated as follows:

Amount to be repaid = $\$5.83 \times (12 - \text{the number of completed months since you joined the Eligible HomeLine Plan})$

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