Contents

[1 About the Public Payphones section 2](#_Toc9587602)

[Our Customer Terms 2](#_Toc9587603)

[Inconsistencies 2](#_Toc9587604)

[Private payphones 2](#_Toc9587605)

[2 Public Payphone services 2](#_Toc9587606)

[Calls 2](#_Toc9587607)

[SMS 2](#_Toc9587608)

[3 Charges 3](#_Toc9587609)

[Call types 3](#_Toc9587610)

[Rates table 3](#_Toc9587611)

[SMS 3](#_Toc9587612)

[International calls 4](#_Toc9587613)

[4 Telstra Phonecards 7](#_Toc9587614)

[Using Telstra Phonecards 7](#_Toc9587615)

[When Telstra Phonecards end 7](#_Toc9587616)

[Replacing Telstra Phonecards 7](#_Toc9587617)

[5 Changing Our Customer Terms 8](#_Toc9587618)

Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

# About the Public Payphones section

Our Customer Terms

## This is the Public Payphones section of Our Customer Terms.

## The General Terms of Our Customer Terms apply ([terms for home and family customers](https://www.telstra.com.au/customer-terms/home-family) or [terms for business and government customers](https://www.telstra.com.au/customer-terms/business-government)).

Inconsistencies

## If the General Terms of Our Customer Terms are inconsistent with something in the Public Payphones section, then the Public Payphones section applies instead of the General Terms to the extent of the inconsistency.

Private payphones

## This Public Payphones section of Our Customers Terms is not applicable to private payphones. We no longer lease private payphones to our business customers. The terms and rates on which you can use those private payphones are set by the business customer not by us.

# Public Payphone services

Calls

## We provide and maintain public payphones which allow you to make a call using coins, a Telstra Phonecard or another calling card (depending on the type of payphone).

## You cannot call 1234, use the Directory Assistance (1223) or call fixed tariff or mid-call service variation services from a payphone. You also cannot call 190x numbers from payphones.

## Some international calls may not be available from time to time. We can withdraw services to any destination or to particular numbers in a destination without notice.

## Some payphones allow incoming calls. There is no charge for answering an incoming call. Some sites may also allow Telstra Home Messages 101. Telstra reserves the right to enable or disable these service types to all or any location.

SMS

## Some public payphones also allow you to send an SMS (Short Message Service) of up to 136 characters to a compatible mobile or fixed phone service, connected to an Australian network using coins or a Telstra Phonecard (depending on the type of payphone).

## You cannot send an SMS to a 13x, 13xx,180x or an International services from a payphone. A public payphone cannot receive or reply to an SMS.

## SMS from a public payphone is not suitable for emergencies.

## We will try to deliver an SMS you send from a public payphone for up to 7 days. If it still cannot be delivered after 7 days, the SMS will not be delivered.

## You will be charged the SMS fee (according to clause 3.5) regardless of whether your message has been delivered or not.

# Charges

Call types

## Where a call type has the same name as in the Basic Telephone Service section of Our Customer Terms, it is the same call type in this section except that it is made from a public payphone instead of a Basic Telephone Service. ([terms for home and family customers](https://www.telstra.com.au/customer-terms/home-family#home-phone) and [terms for business and government customers](https://www.telstra.com.au/customer-terms/business-government#business-fixed-line)).

Rates table

## All prices are GST inclusive.

## We charge you the following rates in advance for calls from a public payphone. The rates may be lower for Telstra Phonecard users – see section 4.

| Call type | **Rate** |
| --- | --- |
| Local call | **50c (per call)** |
| 13x numbers (Note: Some 13x HelpLine numbers are free) |
| 019 numbers (dial-up Internet services) |
| Untimed STD calls |
| Standard Australian mobiles | **50c per 10 minutes** |
| Inmarsat numbers beginning with 870 | **50c per 15 seconds** |
| Iridium numbers beginning with 8816 or 8817 |
| International Network Shared Code (Thuraya) numbers beginning with 88216 |
| International Networks numbers beginning with 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299 |
| Telstra Mobile Satellite service in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718 | **50c per 12.5 seconds** |
| Optus MobileSat services beginning with 0145 | **50c per 7.5 seconds** |
| Iterra service numbers beginning with 014713, 014717 or 014719 | **50c per 45 seconds** |

## Authorised representatives of Custodial Institutions (e.g prisons and psychiatric hospitals) may apply for revised tariffs for national fixed and mobile call rates by contacting Payphone Solutions on 1800 011 433 option 2.

SMS

## We charge you 20¢ in advance for an SMS sent from a public payphone.

International calls

## We charge you the following rates in advance for international calls from a public payphone.

| **Destination** | **Seconds per 50c** | **Destination** | **Seconds per 50c** |
| --- | --- | --- | --- |
| Afghanistan | **15** | Libya | **15** |
| Alaska | **600** | Liechtenstein | **15** |
| Albania | **15** | Lithuania | **60** |
| Algeria | **15** | Luxembourg | **15** |
| American Samoa | **15** | Macau | **15** |
| Andorra | **15** | Macedonia FYR | **60** |
| Angola | **15** | Madagascar | **15** |
| Anguilla | **15** | Malawi | **15** |
| Antarctica | **15** | Malaysia | **600** |
| Antigua & Barbuda | **15** | Maldives | **15** |
| Argentina | **60** | Mali | **15** |
| Armenia | **15** | Malta | **60** |
| Aruba | **15** | Marshall Islands | **15** |
| Ascension Island | **15** | Martinique | **15** |
| Austria | **60** | Mauritania | **15** |
| Azerbaijan | **15** | Mauritius | **120** |
| Bahamas | **15** | Mayotte | **15** |
| Bahrain | **15** | Mexico | **15** |
| Bangladesh | **600** | Micronesia Federated States | **15** |
| Barbados | **15** | Moldova Republic | **15** |
| Belarus | **15** | Monaco | **15** |
| Belgium | **60** | Mongolia | **15** |
| Belize | **15** | Montenegro | **60** |
| Benin | **15** | Montserrat | **15** |
| Bermuda | **15** | Morocco | **15** |
| Bhutan | **15** | Mozambique | **15** |
| Bolivia | **15** | Myanmar | **15** |
| Bosnia & Herzegovina | **60** | Namibia | **15** |
| Botswana | **15** | Nauru | **15** |
| Brazil | **60** | Nepal | **15** |
| Brunei Darussalam | **15** | Netherlands | **60** |
| Bulgaria | **15** | Netherlands Antilles | **15** |
| Burkina Faso | **15** | New Caledonia | **15** |
| Burundi | **15** | New Zealand | **60** |
| Cambodia | **120** | Nicaragua | **15** |
| Cameroon | **15** | Niger | **15** |
| Canada | **600** | Nigeria | **60** |
| Cabo Verde | **15** | Niue | **15** |
| Cayman Is | **15** | Norfolk Island | **15** |
| Central African Rep | **15** | Northern Mariana Islands | **15** |
| Chad | **15** | Norway | **60** |
| Chile | **60** | Oman | **15** |
| China | **600** | Pakistan | **120** |
| Colombia | **15** | Palau | **15** |
| Comoros | **15** | Palestine, (State of) | **60** |
| Congo Democratic Republic | **15** | Panama | **15** |
| Congo | **15** | Papua New Guinea | **15** |
| Cook Islands | **15** | Paraguay | **120** |
| Costa Rica | **15** | Peru | **60** |
| Croatia | **15** | Philippines | **120** |
| Cuba | **15** | Poland | **120** |
| Cyprus | **120** | Portugal | **15** |
| Czech Republic | **60** | Puerto Rico | **15** |
| Denmark | **60** | Qatar | **15** |
| Diego-Garcia | **15** | Reunion | **15** |
| Djibouti | **15** | Romania | **60** |
| Dominica | **15** | Russian Federation | **15** |
| Dominican Rep | **15** | Rwanda | **15** |
| East Timor | **15** | Saint Helena | **15** |
| Ecuador | **15** | Saint Kitts & Nevis | **15** |
| Egypt | **120** | Saint Lucia | **15** |
| El Salvador | **15** | Saint Pierre & Miquelon | **15** |
| Equatorial Guinea | **15** | Saint Vincent & The Grenadines | **15** |
| Eritrea | **15** | Samoa | **15** |
| Estonia | **15** | San Marino | **15** |
| Ethiopia | **15** | Sao Tome & Principe | **15** |
| Falkland Islands | **15** | Saudi Arabia | **15** |
| Faroe Islands | **15** | Senegal | **15** |
| Fiji | **60** | Serbia | **60** |
| Finland | **15** | Seychelles | **15** |
| France | **120** | Sierra Leone | **15** |
| French Guiana | **15** | Singapore | **600** |
| French Polynesia | **15** | Slovakia | **60** |
| Gabon | **15** | Slovenia | **60** |
| Gambia | **15** | Solomon Islands | **15** |
| Georgia | **15** | Somalia | **15** |
| Germany | **60** | South Africa | **60** |
| Ghana | **60** | South Sudan | **15** |
| Gibraltar | **15** | Spain | **60** |
| Greece | **120** | Sri Lanka | **120** |
| Greenland | **15** | Sudan | **15** |
| Grenada | **15** | Suriname | **15** |
| Guadeloupe | **15** | Swaziland | **15** |
| Guam | **15** | Sweden | **120** |
| Guantanamo | **15** | Switzerland | **15** |
| Guatemala | **15** | Syria | **60** |
| Guinea | **15** | Taiwan | **120** |
| Guinea-Bissau | **15** | Tajikistan | **15** |
| Guyana | **15** | Tanzania United Republic | **15** |
| Haiti | **15** | Thailand | **600** |
| Honduras | **15** | Togo | **15** |
| Hong Kong | **600** | Tokelau | **15** |
| Hungary | **60** | Tonga | **15** |
| Iceland | **15** | Trinidad & Tobago | **15** |
| India | **600** | Tunisia | **15** |
| Indonesia | **120** | Turkey | **120** |
| Iran | **120** | Turkmenistan | **15** |
| Iraq | **120** | Turks & Caicos Islands | **15** |
| Ireland | **60** | Tuvalu | **15** |
| Israel | **120** | Uganda | **15** |
| Italy | **60** | Ukraine | **60** |
| Ivory Coast | **15** | United Arab Emirates | **120** |
| Jamaica | **15** | United Kingdom | **120** |
| Japan | **120** | United States | **600** |
| Jordan | **120** | Uruguay | **60** |
| Kazakhstan | **15** | Uzbekistan | **15** |
| Kenya | **60** | Vanuatu | **15** |
| Kiribati | **15** | Vatican City | **60** |
| Korea DPR (North) | **15** | Venezuela | **15** |
| Korea Republic (South) | **600** | Vietnam | **600** |
| Kuwait | **15** | Virgin Islands (British) | **15** |
| Kyrgyzstan | **15** | Virgin Islands (US) | **15** |
| Lao PDR | **60** | Wallis & Futuna | **15** |
| Latvia | **15** | Yemen | **15** |
| Lebanon | **60** | Zambia | **15** |
| Lesotho | **15** | Zimbabwe | **15** |
| Liberia | **15** |  |  |

# Telstra Phonecards

Using Telstra Phonecards

## Telstra Phonecard is a pre-paid calling card. You can make calls or send an SMS from our compatible public payphones using one of our Telstra Phonecards.

## Telstra Phonecards have stored value that cannot be increased. The charges for using our public payphones are deducted from the stored value of the inserted Telstra Phonecard.

## When you insert your Telstra Phonecard in our public payphones, the remaining stored value will be displayed.

When Telstra Phonecards end

## Telstra Phonecards end on the date shown on the back of the card (expiry date) or when the stored value reaches zero. After the expiry date of your Phonecard you will not be able to use, transfer, redeem or refund any outstanding value remaining on that card.

Replacing Telstra Phonecards

## Subject to the below, and non-excludable rights under consumer law, Telstra Phonecards are non-refundable. We do not replace or refund stolen or lost Telstra Phonecards or Telstra Phonecards that have expired, zero value or if the remaining value is less than the cost of a call or SMS.

## Your Telstra Phonecard may stop working if you damage it. We will not replace your Telstra Phonecard because you have intentionally or recklessly damaged it.

## If you believe your Telstra Phonecard has become faulty you should first try your Phonecard in another payphone. If your Telstra Phonecard is faulty or has been incorrectly deducted, send us your card and a completed Telstra Phonecard Replacement Form and we will give you a Replacement Phonecard for the unused stored value on your card. The Phonecard Replacement Form is available on our [website](http://telstra.com.au/help/download/document/phonecard-exchange.pdf). Alternatively you can call us on 1800 676 638 to discuss other options.

## If your Telstra Phonecard is marked “complimentary”, “with compliments”, “not for resale”, “Not for Retail Sale” or “On expiry your Phonecard will have no further value”. Any unused value at the time of expiry is not refundable” or words to a similar effect or was issued under the [Telstra Calling Card Program](https://www.telstra.com.au/content/dam/tcom/about-us/community-environment/pdf/phonecard-agency-agreement.pdf), and is faulty, you should contact the community agency where you got the card to request a replacement card.

## When we replace a Telstra Phonecard, we determine the unused stored value when we receive it. The original card sent in for replacement will not be returned.

# Changing Our Customer Terms

## Telstra maintains in its sole discretion, the right to update, modify and/or remove payphone features and services listed within this “Our Customer Terms” at any time in accordance with the General Terms of our Customer Terms.

## For Telstra Phonecard users reasonable methods we can use to tell you about changes to Our Customer Terms may include messages on our payphones, messages on or in our phone booths and recorded voice messages.