

# Our Customer Terms

## Basic Telephone Service Section

### Part E – Business Telephone Discounts

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### Part E – Business Telephone Discounts

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

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## 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.

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## 2 Telstra Rewards

- 2.1 On and from 22 March 2011, discounts or special benefits under Telstra Business Reward Options, Telstra Rewards Packages for Business and Instant Rewards are not available to new customers.
- 2.2 You may be eligible for discounts or other special benefits for your service under:
- (a) Telstra Business Reward Options;
  - (b) Telstra Rewards Packages; or
  - (c) Telstra Rewards Packages for Business.

See [the Telstra Business Reward Options, Telstra Rewards Packages section or the Telstra Rewards Packages for Business section of Our Customer Terms](#) for more details.

- 2.3 You may also be eligible for Instant Rewards.

See [the Instant Rewards section of Our Customer Terms](#) for more details.

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## 3 Flexi-Plans

### Discounts

- 3.1 If you are eligible for a particular Flexi-Plan, you pay the monthly Flexi-Plan charge in return for discounts off eligible calls.

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- 3.2 Where a Flexi-Plan specifies a particular monthly level of spending on eligible calls, we multiply this amount by two or three if we bill you every two or three months instead of every month.

#### **Availability**

- 3.3 We apply the Flexi-Plan to your account, not to individual services. If you have two or more services on the one account, the Flexi-Plan applies to all of them. Also, any charges or minimum spending conditions apply to the whole account not for each service on the account.
- 3.4 Some Flexi-Plans also combine your spending across all your accounts to determine what level of discount you receive on calls from services on each of the accounts. These Flexi-Plans set this out in their specific terms.
- 3.5 Unless the terms for a specific Flexi-Plan say otherwise, you can add more than one Flexi-Plan to your account at the same time (as long as you are eligible for each of them).

#### **Choosing, changing or cancelling your Flexi-Plan**

- 3.6 Unless the terms for a specific Flexi-Plan say otherwise, you can cancel a Flexi-Plan on your account at any time. We credit the remaining portion of your monthly Flexi-Plan charge from the date your cancellation takes effect.
- 3.7 If you ask us to add a Flexi-Plan to your account, to change your Flexi-Plan or cancel it, your request does not take effect until we process it.

#### **Ineligible calls**

- 3.8 The following calls are never eligible for Flexi-Plan discounts and do not count towards any eligible spending:
- QuickCall local calls,
  - calls under the Wide Area Call option,
  - calls under the Regional Call option,
  - operator assisted calls,
  - Telecard calls made from a card or swipe phone,
  - FreeCall 1800 calls,
  - calls to 13 services (including 1300 and 1345 services),
  - calls to the Call Plan service,
  - international Phone Australia calls,
  - PhoneAway card calls,
  - international Australia Direct reverse charge and Telecard calls,

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- international Callcard calls,
- international FreeCall calls,
- calls to the Telstra Worldsource VPN service,
- Message Wait Indication On or Off services,
- calls to Caller Pays Paging services,
- calls made using Telstra's over-ride code.

