

# Our Customer Terms

## Basic Telephone Service Section

### Part H – Managing Calls

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### Part H – Managing Calls

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 Voice & BusinessLine Features

- 2.1 Telstra Voice and BusinessLine Features offer you a range of optional enhanced call handling features for your Basic Telephone Service. They are available in most areas subject to technical feasibility and using suitable equipment.
- 2.2 Using Telstra Voice or BusinessLine Features does not affect the applicable charges for calls unless indicated otherwise below. Where a Telstra Voice or BusinessLine Feature forwards a call from your Basic Telephone Service to another number, you pay call charges for the forwarded call (as if you had made a separate call to the number from your Basic Telephone Service).

##### Call waiting

- 2.3 While you are using your Basic Telephone Service, if someone tries to call you, you will hear a special tone. You can answer the second call and swap between calls.
- 2.4 While you are using your Basic Telephone Service, if a text message or Talking Text message is sent to your Basic Telephone Service, you will not hear the special tone and we hold the message and try to deliver it later.
- 2.5 There is no charge for Telstra Voice or BusinessLine services for this feature.

##### Call forward

- 2.6 There are four kinds of call forward:
- (a) **call forward immediate** – this forwards all calls to your Basic Telephone Service to another number (either preset or that you set);
  - (b) **call forward busy** – this forwards calls to your Basic Telephone Service to another number (either preset or that you set) when your Basic Telephone Service is busy;
  - (c) **call forward no answer** – this forwards calls to your Basic Telephone Service to another number (either preset or that you set) when your Basic Telephone Service does not answer; and
  - (d) **Call forward selected callers** - this forwards calls from up to 15 set calling numbers to another Basic Telephone Service.

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Note: If a call forward feature is activated on the answering point of a 1300, 1800 and One3 number which has an overflow feature, the call forward feature both fixed and variable takes precedence and the overflow feature calls will not divert correctly.

- 2.7 There is no charge for Telstra Voice or BusinessLine services for this feature.

#### **Call return**

- 2.8 Call return allows you to retrieve the number of your last unanswered call and return it, if you choose.
- 2.9 You cannot use call return if you have an ISDN service or line hunt, or if we have limited your service to making local calls only while you pay us outstanding bills.
- 2.10 We charge you the standard call charge if you decide to return the call.

#### **Call back busy**

- 2.11 Call back busy redials a busy number for you once it is no longer busy. This feature is not available to new customers from 11 May 2018 and will be removed on 1 September 2018.
- 2.12 We charge you the standard call charges for successful use of call back busy.

#### **3-way chat**

- 2.13 3-way chat lets you place a call on hold, make a second call and join the two calls in a three-way conference call.
- 2.14 We charge you standard call charges for each call joined in a three-way conference call.

#### **Calling number display**

- 2.15 With appropriate equipment, calling number display lets you see the telephone number of a person calling your Basic Telephone Service (unless they have blocked their details).

See Basic Telephone Service Section Part A for further information on calling line identification and calling number display.

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## **3 MessageBank**

### **What is MessageBank?**

- 3.1 MessageBank is Telstra's voice mail service. It provides you with a personalised service for your Basic Telephone Service phone when you are unable to answer a call. There are three different types of MessageBank products available:

#### **MessageBank**

- 3.2 MessageBank records messages left by callers to your Basic Telephone Service. The messages are stored in a mailbox so you can retrieve them using your MessageBank number and PIN. You know you have a message waiting when you hear a special dial tone.

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- 3.3 You can have one mailbox per line, which stores up to 60 messages of up to 5 minutes each. New messages are kept for 14 days, and retrieved messages are kept for 7 days, unless you delete them.

#### **Charges**

- 3.4 We charge you the following for MessageBank, unless it is specifically included in your plan for no additional charge:

<b>MessageBank</b>	<b>GST excl.</b>	<b>GST incl.</b>
Monthly charge	\$5.45	<b>\$6.00</b>

- 3.5 Callers to your service pay for the call as if you had answered it. We do not charge you for forwarding the call to MessageBank.
- 3.6 We do not charge you for calling the MessageBank platform (eg, to retrieve messages or set up your service) from your Basic Telephone Service or from most fixed telephones in Australia (including most payphones). If you call the MessageBank platform from a mobile or from overseas, we charge you what we would charge you for calling your Basic Telephone Service from the mobile or overseas.

#### **Availability**

- 3.7 You can get MessageBank if:
- (a) you are connected to an exchange that offers MessageBank; and
  - (b) you have a touchtone telephone; and
  - (c) your Basic Telephone Service is compatible with MessageBank.
- 3.8 You can get MessageBank with all Telstra Voice and BusinessLine Features except fixed number versions of call forward busy and call forward no answer. It cannot be provided on the second (auxiliary) number of a service with multiple number.

#### **Call Back Feature**

- 3.9 When you receive a message in your MessageBank mailbox, Call Back enables you to call back the person who left the message.
- 3.10 Call Back is not available:
- (a) if the person who left the message has blocked their number;
  - (b) if you have call barring on your telephone;
  - (c) for calling back international numbers; or
  - (d) if you have VPN, Multimetering Lines or MessageBank Corporate
- 3.11 Applicable call charges apply for the call made from your mailbox to the person who left the message.

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#### **4 Message Notification to Mobile**

##### **What is Message Notification to Mobile?**

- 4.1 Fixed MessageBank and Telstra Home Messages 101 customers now have the option of using Message Notification to Mobile. This feature sends a text message to your nominated Telstra mobile when a message is received in your fixed phone voice mailbox.

##### **Availability**

- 4.2 This feature is available on most fixed services that have any of the following messaging products activated:
- (a) Messagebank;
  - (b) Messagebank Corporate;
  - (c) MessageBank Virtual; and
  - (d) Telstra Home Messages 101.
- 4.3 You activate Message Notification to Mobile via your fixed phone service and enter the Telstra mobile number you want to receive the message notification. A message will be automatically sent to the mobile phone so the user can verify that they want to accept messages.
- 4.4 Telstra Home Messages 101 customers who select Message Notification to Mobile will be given a limited remote access to enable them to retrieve messages using the nominated mobile service.

##### **Charges**

- 4.5 There is no charge to:
- (a) activate the service;
  - (b) have text messages sent to your nominated mobile; and
  - (c) retrieve your messages from your home phone or if you call 12 51 02 to retrieve your messages from another fixed phone.
- 4.6 If you choose to access set up functions and/or retrieve your messages from a Mobile phone:
- (a) standard mobile message retrieval rates apply. The cost of the call may vary depending on the length of your messages; and
  - (b) if you are a Messagebank Virtual customer, you will be charged at the applicable fixed or mobile calling rate when you retrieve your messages,

For more information on Mobile Message retrieval charges see Part F – Managing Calls of the Telstra Mobile Section of Our Customer Terms.

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#### Changing your settings

- 4.7 You can change the notification text destination mobile number as often as you like, for no charge from your fixed phone.

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## 5 Call barring

### Call barring options

- 5.1 We offer the following permanent barring options, where it is technically feasible:
- (a) Emergency – we bar all outgoing calls except calls to 000 and to our customer service numbers;
  - (b) Local – we bar all outgoing calls except calls to 000, to our customer service numbers, to local calls, to 1800 numbers, to 13 numbers and to make an operator assisted reverse charge call (if you are in the extended zone, you can also make calls within the extended zone and to your community service town); or
  - (c) Local and Operator Assisted – we bar all outgoing calls except calls to 000, to our customer service numbers, to local calls, to 1800 numbers, to 13 numbers and to operator assisted calls (including reverse charge calls); or
  - (d) 1800 – we bar all outgoing calls except calls to 000, to our customer service numbers, to 1800 numbers or operator assisted reverse charge calls; or
  - (e) International barring – we bar outgoing international direct calls (including 0011 and 0018); or
  - (f) Operator Assisted barring – we bar outgoing operator assisted calls (reverse charge calls remain available); or
  - (g) Premium call barring: we bar outgoing calls to InfoCall numbers; or
  - (h) International and Operator Assisted Barring: we bar international direct calls (0011, and 0018) and operator assisted calls (reverse charge calls are still available); or
  - (i) International and Premium Barring: we bar international direct calls (0011 and 0018) and outgoing calls to InfoCall numbers.
- 5.2 We programme these barring options into the exchange. You cannot add, change or remove them yourself. You need to ask us to add, change or remove your preferred barring option. (You can get barring options that you can turn on and off yourself by subscribing to the Call Control Telstra Voice or BusinessLine Feature.)

### Charges

- 5.3 For Telstra direct retail customers there is no charge for these barring options.

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## 6 Call Diversion (Number Only)

### What is Call Diversion (Number Only)?

- 6.1 Call Diversion (Number Only) allows you to use a telephone number that is not connected to a service and have calls to that number forwarded to your Basic Telephone Service on our public switched telephone network.
- 6.2 Call Diversion (Number Only) can provide up to five simultaneous diversions.

### Availability

- 6.3 On and from 21 June 2010 the Telstra Call Diversion (Number Only) service has been withdrawn from the market for consumer customers and is no longer provided to those customers. This withdrawal does not affect business customers who acquire the Telstra Call Diversion (Number Only) service.

### Purpose

- 6.4 You can use Call Diversion (Number Only) where you:
- (a) will be moving to a new location, so that you can get a telephone number for the new location and divert calls to that new number to your current number until you move;
  - (b) have moved to a new location, so that the telephone number at the old location may be diverted to the new location (up until new telephone directories are distributed at the latest); or
  - (c) have changed your telephone number without moving premises, so that calls to your old number are diverted to your new number for a transitional period (up until new telephone directories are distributed at the latest).

Note: We do not consider that diverting calls to 0500, 101, 1251xx, 125888x, 13, 1300, 18, 1800, 0011 and 12 numbers falls within these purposes.

- 6.5 We can cancel your Call Diversion (Number Only) service if you are using it for another purpose.

### Charges

- 6.6 We charge you the following for Call Diversion (Number Only):

Call Forward (Number Only)	GST excl.	GST incl.
Connection fee (if no existing PSTN service)	\$71.81818	<b>\$79.00</b>
Monthly fee	\$22.68182	<b>\$24.95</b>

- 6.7 We will not charge you a connection fee if you have an existing public switched telephone network service connected and you are cancelling that service to take up a Call Diversion (Number Only) service.

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- 6.8 You pay call charges for the diverted leg of the call. For business customers, we charge you the same charge as for a customer who is on the BusinessLine Complete plan under the Basic Telephone Service section of Our Customer Terms.

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## 7 Line Hunt

### What is Line Hunt?

- 7.1 Line Hunt lets you add as many lines as you need, yet advertise only one number. As calls come in on your main number, Line Hunt automatically finds the next free line and puts them through. Callers do not have to wait until the main phone line is free.

### Charges

- 7.2 We charge you the following for Line Hunt:

Line Hunt	GST excl.	GST incl.
Connection (initial set-up) – Call Circulate	\$42.00	<b>\$46.20</b>
Connection (initial set-up) – Call Share	\$42.00	<b>\$46.20</b>
Monthly charge	\$5.50	<b>\$6.00</b>
Relocating service, whether changing Line Hunt group or not, (each time) (in addition to the in-place or new connection charges for each Basic Telephone service)	\$42.00	<b>\$46.20</b>
Adding or removing a number to a Line Hunt group (each time)	\$42.00	<b>\$46.20</b>
Changing 1 or more numbers in a Line Hunt group (each time)	\$42.00	<b>\$46.20</b>
Changing the order of numbers in a Line Hunt group (each time)	\$42.00	<b>\$46.20</b>
Switching an existing Line Hunt group from Call Share to Call Circulate (or vice versa)	\$42.00	<b>\$46.20</b>

### Availability

- 7.3 Line Hunt is only available on business services.