

Part F – Other Call Types

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Part F – Other Call Types

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.

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. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

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. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 Customer service enquiries

- 2.1 We charge you the following for customer service enquiries made from your Basic Telephone Service to 125 numbers (unless we specify otherwise):

Customer service enquiries	GST excl.	GST incl.
125 111, 125 8880, 125 8887 and 125 8888	No charge	No charge
Charge for each call to 125 numbers	22.73¢	25¢

3 1800 calls

- 3.1 Calls to 1800 numbers from your Basic Telephone Service are free.

4 13 calls

- 4.1 Except for the 13 numbers set out in the table below, we charge you to make calls from your Basic Telephone Service to a 13 number (including 1300 and 1345 numbers). The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.

Calls to these 13 numbers	GST excl.	GST incl.
132000, 132200, 132203, 132999, 133933 and 137 663	No charge	No charge



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5 Calls to InfoCall numbers

What is InfoCall?

- 5.1 InfoCall allows callers to a 190 number to access information and content services provided by an InfoCall service provider either as a live or recorded voice call, a video call, a fax-back service or a data transmission service.
- 5.2 We only supply the telephone call to the 190 number. The InfoCall service provider supplies the content. We are not responsible for the content contained in an InfoCall service where that content has not been provided by us and accept no liability for such content.

Barring

- 5.3 You can ask us to bar access to InfoCall services from your phone at any time.
- 5.4 We may prevent you from accessing InfoCall services if you ask us to or if you have not paid your Telstra account. We will try to tell you if this happens.

Charges

- 5.5 The InfoCall service provider sets the charge for the call, either as a fixed charge, a timed charge or a combination of the two. We set the mobile surcharge and the call connection fee for voice calls and video calls to InfoCall services.
- 5.6 We will pay the InfoCall service provider for InfoCall services supplied by the InfoCall service provider to you in accordance with our agreement with the InfoCall service provider. For this reason, you owe us the amount of the charges charged by the InfoCall service provider for InfoCall services supplied, but we will not charge you for the provision of credit.
- 5.7 We will debit your Telstra account with the amount of the charges charged by the InfoCall service provider for the InfoCall services supplied to you and our charges if applicable. These amounts will appear on your Telstra bill.
- 5.8 You must let us know of any errors or disputed InfoCall service charge amounts that appear on your Telstra account. We may agree not to charge you any InfoCall service charge amounts. If we do, we may adjust your Telstra account to reflect this.
- 5.9 Where the InfoCall service provider specifies a timed charge for calls to an InfoCall number, we charge you the following call connection fee plus the selected timed rate (charged per second) for each second of the call after the first 24 seconds:



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InfoCall timed charges	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee (per call)	25¢	27.5¢	25.45¢	28¢
Connection fee (per call) for calls to a mass calling service	12¢	13.2¢	11.82¢	13¢
Minimum charge (per minute)	35¢	38.5¢	35.45¢	39¢
Maximum charge (per minute)	\$5.00	\$5.50	\$5.00	\$5.50

- 5.10 Where the InfoCall service provider specifies a fixed charge for calls to an InfoCall number, we charge you the following

InfoCall fixed charges	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Minimum charge (per call)	35¢	38.5¢	35.45¢	39¢
Maximum charge (per call)	\$35.00	\$38.50	\$35.00	\$38.50

- 5.11 InfoCall service providers are able to offer InfoCall services where the charges change during the call based on the caller's selections. In these cases, we charge you the combination of the fixed or timed charges (or both) selected for the call. You are warned during the call before the charges change.
- 5.12 We charge you a surcharge for making voice calls and video calls to InfoCall services from a mobile service. The surcharge is set out in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms.

Spend limits

- 5.13 Your spend limit is the total amount of charges for calls from a fixed or mobile service to InfoCall services each calendar month. On and from 1 October 2005, a default spend limit of \$550 (incl. GST) per month will apply to each fixed or mobile service. We may decide to place a different spend limit on your use of InfoCall services per month per fixed or mobile service or for a certain period of time not place a spend limit on your use at all. We will notify you individually if this is the case.



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- 5.14 The following charges will not contribute to your per service monthly spend limit:
- (a) charges for making calls to InfoCall services with a prefix 19025 (i.e. mass calling services such as 'voting' services, which are often used for television and radio competitions); and
 - (b) surcharges for making voice calls and video calls to InfoCall services from a mobile service.
- 5.15 When your per service monthly spend limit is reached on a particular fixed or mobile service, access to all 190 services (including mass calling services) from that service will be restricted for the rest of that month. It is possible for you to be charged more than your per service monthly spend limit in a limited number of circumstances (e.g. if you exceed your monthly spend limit for a service during a call, you will be able to complete the call). In these circumstances, you will still be responsible for all call charges incurred.
- 5.16 We may increase or decrease your per service monthly spend limit at any time. If we increase your per service monthly spend limit, we will tell you at least 30 days before the change takes effect. If we tell you about an increase in your per service monthly spend limit, you need to tell us not to go ahead with the increase within 30 days - otherwise the increase applies to you. If we decrease your per service monthly spend limit, we will tell you before the change takes effect in accordance with the General Terms of the Telstra Mobile Section of Our Customer Terms.

Video Calls to InfoCall Services

- 5.17 You must have a compatible 3G Mobile Phone handset in order to access the InfoCall video call service.
- 5.18 The InfoCall video call service is not available from fixed access types (eg ISDN).

Telstra Pre-Paid Plus Customers

- 5.19 You cannot call an InfoCall service from a Telstra Pre-Paid Plus Service.

InfoCall service providers - Premium Rate Service Numbers

- 5.20 An InfoCall 190 number is issued to you at the point at which you contract with us.
- 5.21 We keep a register of the InfoCall service providers to whom an InfoCall 190 number is issued and the point at which the InfoCall 190 number is recovered from that InfoCall service provider. The register where this information is kept is located in our InfoList system. If you have a query in relation to this information, you can call 1800 035 055.



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6 Calls to Telstra Mobile Satellite numbers - (Iridium National Footprint)

- 6.1 We charge you the following for calls to Telstra Mobile Satellite numbers in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718:

Calls to Telstra Mobile Satellite numbers in Australia	GST excl.	GST incl.
Connection fee	36.36¢	40¢
Call charge (per 30-second block or part thereof)	72.72¢	80¢

The Telstra Mobile Satellite service can be up to 200 nautical miles out to sea or in any Australian external territory except Antarctica.

7 Calls to Optus MobileSat numbers

- 7.1 We charge you the following for calls to Optus MobileSat numbers beginning with 01451, 01452 or 01453:

Calls to Optus MobileSat numbers	GST excl.	GST incl.
Connection fee	36.36¢	40¢
Call charge (per 30-second block or part thereof)	\$1.00	\$1.10

8 Calls to Iterra services

- 8.1 We charge you the following for a call to an Iterra service (beginning with 014713, 014717 or 141719). The STD rate for non-intercapital calls greater than 745km or the maximum STD rate under your pricing plan (as the case may be).

9 Calls to Radio paging services

- 9.1 We charge you the following for calls to a radio paging service with an 016 number:

Calls to a radio paging service	GST excl.	GST incl.
Per call	20¢	22¢



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9.2 Otherwise, we charge for the call as a local or STD call.

10 Calls from Norfolk Island

10.1 If your Basic Telephone Service is in Norfolk Island, we charge you the GST-exclusive international call connection charge plus the following GST-exclusive rates for calls to the rest of Australia (charged per second). The call is treated as an international call.

Calls from Norfolk Island	GST excl.
Calls between 7am – 10pm Monday to Friday (per minute)	\$1.50
Calls at all other times (per minute)	\$1.30

10.2 We charge you the following if you make an operator assisted call from Norfolk Island. We charge a minimum of three minutes per call. We also charge you the operator assisted call charge in Part G – Operator Assisted Calls of the Basic Telephone Service section of Our Customer Terms. To see this charge terms – home and family customers [click here](#); business and government customers [click here](#).

Operator assisted calls from Norfolk Island	GST excl.
Operator assisted calls (per minute)	\$2.20

11 Calls from Antarctica

11.1 If your Basic Telephone Service is at an Australian base in Antarctica, we charge you the GST-exclusive international call connection charge plus the following GST-exclusive rates for calls to the rest of Australia (charged per second). The call is treated as an international call.

Calls from Australian Antarctic bases	GST excl.
Calls between 9am – 6pm Monday to Friday (per minute)	90¢
Calls at all other times, Monday to Friday (per minute)	85¢
Calls at any time, Saturday or Sunday (per minute)	83¢



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12 Telstra mobile service (automatic)

- 12.1 We charge for calls to a Telstra mobile service (automatic) as if it were an STD call, except that we charge you at least the rate for non-intercapital calls between 165 and 745km.

13 Telstra Dial-Up Access Manager platform

What is the Telstra Dial-Up Access Manager platform?

- 13.1 The Telstra Dial-Up Access Manager platform provides dial-up access to a SMS service to allow automated sending of text messages.
- 13.2 There are two ways to access the Telstra Dial-Up Access Manager platform:
- (a) through the SMS Access Manager service on the terms set out in Part J - Enhanced Business Services of the Telstra Mobile section of Our Customer Terms; and
 - (b) through a non-account based public access method on the terms set out below.
- 13.3 The Telstra Dial-Up Access Manager platform is not compatible with and will not operate over all access types, including but not limited to, ISDN services and Corporate VPN.

Availability

- 13.4 On and from 13 December 2011, unless you have been notified otherwise, you can only access the Telstra Dial-Up Access Manager platform if your access service is connected to the Telstra network.

Access numbers

- 13.5 You can access the Telstra Dial-Up Access Manager platform on the access number(s) we specify from time-to-time.

On and from 16 November 2011, if your access service is connected to the Telstra network, the Telstra Dial-Up Access Manager platform will only be able to be accessed through the 125107 access number. The 018018767 and 0418707767 access numbers will no longer be able to be used.

- 13.6 You are solely responsible for ensuring that any devices configured to access the Telstra Dial-Up Access Manager platform are configured to use the current access number that we specify from time-to-time.

Charges

- 13.7 We charge you the following charges for your use of the Telstra Dial-Up Access Manager platform:



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Telstra Dial-Up Access Manager platform	Charges
Connection fee (per call)	25 cents (including GST)
For each SMS	The relevant charge for sending text messages from a fixed phone service set out in Part H - Managing Calls of the Basic Telephone section of Our Customer Terms.

- 13.8 If you have a private meter service connected to your access service, you will receive a meter pulse for each connection to the Telstra Dial-Up Access Manager platform but you will not receive meter pulses for per SMS message charges.

Calling line identification (CLI)

- 13.9 On and from 16 November 2011, if your access service is connected to the Telstra network, all messages sent through the Telstra Dial-Up Access Manager platform will display the telephone number of the sender, even where you have activated a CLI Line Block.

Usage obligations

- 13.10 You must not (and you must ensure that your employees, agents and officers do not):
- (a) use the Telstra Dial-Up Access Manager platform in a way that breaks the law, including applicable industry standards and codes;
 - (b) do anything reasonably likely to impair, interfere with or damage our facilities (including the Telstra Dial-Up Access Manager platform) or their operation;
 - (c) interfere with, hinder or change the Telstra Dial-Up Access Manager platform;
 - (d) delete another customer's data from the Telstra Dial-Up Access Manager platform;
 - (e) use the Telstra Dial-Up Access Manager platform to menace or harass any person or cause damage or injury to any person or property;
 - (f) use the Telstra Dial-Up Access Manager platform to publish, transmit or store any communication, information or data that is defamatory, obscene, sexually explicit, abusive or offensive;
 - (g) represent (by act or omission) that we created, endorsed, have reviewed, or are in any way involved in the production of content sent by you using the Telstra Dial-Up Access Manager platform;



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- (h) use the Telstra Dial-Up Access Manager platform to impersonate another person or entity;
- (i) use the Telstra Dial-Up Access Manager platform to interfere with any third party rights, including intellectual property rights;
- (j) use the Telstra Dial-Up Access Manager platform in a way that results in the misuse of a third party's confidential information;
- (k) affect the availability of the Telstra Dial-Up Access Manager platform to other Telstra customers;
- (l) use the Telstra Dial-Up Access Manager platform in a way that results in a "virus", "worm", "trojan" or similar program being sent through the Telstra Dial-Up Access Manager platform; or
- (m) use, or enable the use of, the Telstra Dial-Up Access Manager platform in any way for the purpose of providing any warning or notification about a serious risk to the safety of persons or property.

13.11 We will not monitor or be responsible for the content of SMS messages you send using through the Telstra Dial-Up Access Manager platform, but, subject to applicable laws, we reserve the right to monitor the content of such messages.

Limitations

13.12 We do not promise that your access to the Telstra Dial-Up Access Manager platform will be continuous or fault-free.

13.13 You will only be able to send SMS messages to non-Telstra customers where we and the other phone company have agreed and fully implemented the necessary signalling protocol technology.

13.14 Your SMS may not be successfully delivered, or delivered in a timely manner to a person's mobile service (for example, the person's phone may be switched off, out of mobile service range, not operating properly, the message storage space may be full or the person may be overseas and the overseas phone company has blocked the SMS).

13.15 We will try to deliver your SMS for up to 7 days. If your SMS is not delivered within this time, we will delete the SMS.

13.16 We do not promise that the Telstra Dial-Up Access Manager platform is able to successfully send, receive and/or deliver your SMS messages at, or within, any particular time. You must not:

- (a) rely on the Telstra Dial-Up Access Manager platform to send time-sensitive SMS; or



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- (b) use the Telstra Dial-Up Access Manager platform for any purpose which results in large volumes of SMS messages being sent through the platform in a limited time period.
- 13.17 On and from 16 November 2011, if your access service is connect to the Telstra network, terminal access is not available to the Telstra Dial-Up Access Manager platform.
- 13.18 You must not advertise or promote the Telstra Dial-Up Access Manager platform without our prior approval. We may require you to comply with any terms and conditions we consider appropriate before giving our approval.

14 Reverse charge calls

What is a reverse charge call?

- 14.1 A reverse charge call is where a person calls on a designated number and seeks to be connected to a particular Basic Telephone Service or a mobile service and charge the customer of that service for the call, i.e. charge the call recipient. If we choose to accept the request and connect the call, we ask the person answering the call whether they wish to accept the call.
- 14.2 Calls from a Telstra fixed or Telstra mobile service in Australia to 12550 or 1800NoCash™ (Telstra's National Reverse Charge access numbers) do not incur any usage charges or connection fees for the person making the call.
- 14.3 We charge the customer of the service requested even where that is not the service that answers the call and accepts it (e.g. if the call to the requested service is diverted to and answered by a second service, fees associated with an accepted reverse charge call will be applied to the requested service, not the second service even though the person answering the second service is asked to accept the charge. By diverting to the second service implicit authority is given to the second service owner to accept reverse charge calls on behalf of the diverting service).
- 14.4 Reverse charge calls cannot be made to InContact or Payphone services.
- 14.5 Reverse charge calls can be made to numbers in Australia from either inside Australia (a **National Reverse Charge** service) or outside Australia (an **Australia Direct** (International) Reverse Charge service).
- 14.6 National Reverse Charge calls can be made to Australian mobile services or to Telstra fixed line services (e.g. these calls cannot be made to non Telstra fixed network services). From 31 August 2018 this service will be discontinued.
- 14.7 Australia Direct (International) Reverse Charge calls can be made to Australian mobile services or to Telstra fixed line services (e.g. these calls cannot be made to non Telstra fixed network services). From 28 February 2019 this service will be discontinued.



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- 14.8 National Reverse Charge requests to numbers outside of Australia are passed to a third party provider who offers credit card calling facilities. From 31 August 2018 this service will be discontinued. Australia Direct reverse charge calls cannot be requested to overseas destinations.

Call charges Overview

- 14.9 Reverse Charge Call Recipients are charged a Reverse Charge Call Connection Fee plus a Usage Charge to receive the reverse charge call.
- 14.10 For reverse charge calls, charges apply from the time the call is connected between the call originator and the call recipient (after the call recipient has accepted the call charges).

Reverse Charge Call Connection Fees

- 14.11 The following table outlines the Reverse Charge Call Connection Fees that we charge the call recipient for accepting a Reverse Charge Call:

Reverse Charge call connection fee per call	GST excl.	GST incl.
National Reverse Charge – Fixed line recipient	\$4.50	\$4.95
Australia Direct (International) – Fixed line recipient	\$3.86	\$4.25
National Reverse Charge – Mobile recipient	\$2.27	\$2.50
Australia Direct (International) – Mobile recipient	\$0.00	\$0.00

Usage Fee – Fixed Line Recipient – Local calls

- 14.12 In addition to the connection fee listed above (refer 14.11), we charge you the following for accepting a reverse charge local call:

Reverse Charge – Local call charges	GST excl.	GST incl.
Per call (including from a Public Payphone)	20¢	22¢

Usage Fee – Fixed Line Recipient – Long Distance calls

- 14.13 In addition to the connection fee listed above (refer 14.11), we charge you the following usage charge for accepting a reverse charge long distance call:



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Reverse Charge calls from a fixed phone (including public payphone)	(GST excl.)	(GST incl.)
Preferential calls (per call)	20¢	22¢
Extended Zone calls (per call)	20¢	22¢
Long Distance (STD) calls (per 1 minute block)	90c	99c

Usage Fee – Fixed Line Recipient – Mobile origin

- 14.14 In addition to the connection fee listed above (refer 11), we charge you the following usage charge for receiving a reverse charge call on your fixed line service from a Telstra mobile:

Usage charge for receiving a Reverse Charge call on your fixed line service from a mobile (either pre-paid or post paid)	(GST excl.)	(GST incl.)
Per 1 minute block	90c	99c

Usage Fee – Fixed Line Recipient - Australia Direct (International origin) calls

- 14.15 In addition to the connection fee listed above (refer 14.11), we charge you the following usage charge for accepting a reverse charge call on your fixed line service from overseas:

Note: Although a country may be listed below it does not guarantee that Australia Direct reverse charge calls can be made from that country. Details of Australia Direct origins and the access numbers are available on the Telstra.com web site.

Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)		Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)	
	GST excl.	GST incl.		GST excl.	GST incl.
Afghanistan	\$3.89	\$4.279	Liechtenstein	\$2.59	\$2.849
Alaska	\$2.29	\$2.519	Lithuania	\$2.99	\$3.289
Albania	\$3.59	\$3.949	Luxembourg	\$2.79	\$3.069
Algeria	\$3.89	\$4.279	Macau	\$2.79	\$3.069
American Samoa	\$2.39	\$2.629	Macedonia FYR	\$2.79	\$3.069
Andorra	\$2.39	\$2.629	Madagascar	\$3.89	\$4.279
Angola	\$3.89	\$4.279	Malawi	\$3.59	\$3.949
Anguilla	\$3.89	\$4.279	Malaysia	\$2.39	\$2.629
Antarctica	\$1.70	\$1.870	Maldives	\$3.59	\$3.949
Antarctica – Aurora & Wilkins	\$3.19	\$3.509	Mali	\$3.59	\$3.949
Antigua & Barbuda	\$3.19	\$3.509	Malta	\$2.59	\$2.849
Argentina	\$2.79	\$3.069	Northern Mariana	\$3.19	\$3.509



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Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)		Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)	
	GST excl.	GST incl.		GST excl.	GST incl.
			Islands		
Armenia	\$2.99	\$3.289	Marshall Islands	\$3.19	\$3.509
Aruba	\$2.79	\$3.069	Martinique	\$2.99	\$3.289
Ascension Island	\$3.59	\$3.949	Mauritania	\$3.59	\$3.949
Austria	\$2.59	\$2.849	Mauritius	\$3.19	\$3.509
Azerbaijan	\$2.99	\$3.289	Mayotte	\$3.19	\$3.509
Bahamas	\$3.19	\$3.509	Mexico	\$2.79	\$3.069
Bahrain	\$2.99	\$3.289	Micronesia Federated States	\$3.19	\$3.509
Bangladesh	\$2.79	\$3.069	Moldova Republic	\$2.99	\$3.289
Barbados	\$3.59	\$3.949	Midway Is	\$3.89	\$4.279
Belarus	\$2.99	\$3.289	Monaco	\$2.39	\$2.629
Belgium	\$2.59	\$2.849	Mongolia	\$3.89	\$4.279
Belize	\$3.19	\$3.509	Montenegro	\$2.79	\$3.069
Benin	\$3.59	\$3.949	Montserrat	\$3.59	\$3.949
Bermuda	\$3.19	\$3.509	Morocco	\$3.89	\$4.279
Bhutan	\$3.19	\$3.509	Mozambique	\$3.89	\$4.279
Bolivia	\$3.59	\$3.949	Myanmar	\$3.19	\$3.509
Bosnia & Herzegovina	\$2.79	\$3.069	Namibia	\$3.19	\$3.509
Botswana	\$3.19	\$3.509	Nauru	\$2.39	\$2.629
Brazil	\$2.79	\$3.069	Nepal	\$2.79	\$3.069
Brunei Darussalam	\$2.39	\$2.629	Netherlands	\$2.59	\$2.849
Bulgaria	\$3.89	\$4.279	Netherlands Antilles	\$2.99	\$3.289
Burkina Faso	\$3.59	\$3.949	New Zealand	\$2.09	\$2.299
Burundi	\$3.59	\$3.949	Nicaragua	\$3.19	\$3.509
Cambodia	\$2.99	\$3.289	Niger	\$3.89	\$4.279
Cameroon	\$3.89	\$4.279	Nigeria	\$2.99	\$3.289
Canada	\$2.29	\$2.519	Niue	\$2.29	\$2.519
Cabo Verde	\$3.59	\$3.949	Norfolk Island	\$1.70	\$1.870
Cayman Is	\$3.19	\$3.509			
Central African Rep	\$3.89	\$4.279	Norway	\$2.39	\$2.629
Chad	\$3.89	\$4.279	Oman	\$2.59	\$2.849
Chile	\$2.79	\$3.069	Pakistan	\$3.59	\$3.949
China	\$3.59	\$3.949	Palau	\$3.89	\$4.279
Colombia	\$3.59	\$3.949	Palestine, (State of)	\$3.19	\$3.509
Comoros	\$3.19	\$3.509	Panama	\$3.19	\$3.509
Congo Democratic Republic	\$3.89	\$4.279	Papua New Guinea	\$3.59	\$3.949
Congo	\$3.89	\$4.279	Paraguay	\$3.19	\$3.509
Cook Islands	\$2.79	\$3.069	Peru	\$2.99	\$3.289
Costa Rica	\$3.59	\$3.949	Philippines	\$2.39	\$2.629
Croatia	\$2.79	\$3.069	Poland	\$2.79	\$3.069
Cuba	\$3.59	\$3.949	Portugal	\$2.79	\$3.069
Cyprus	\$2.79	\$3.069	Puerto Rico	\$2.29	\$2.519
Czech Republic	\$2.79	\$3.069	Qatar	\$3.59	\$3.949
Denmark	\$2.39	\$2.629	Reunion	\$3.19	\$3.509
Diego-Garcia	\$3.59	\$3.949	Romania	\$3.19	\$3.509
Djibouti	\$3.89	\$4.279	Russian Federation	\$2.99	\$3.289
Dominica	\$3.59	\$3.949	Rwanda	\$3.19	\$3.509
Dominican Rep	\$3.19	\$3.509	Samoa	\$2.39	\$2.629
East Timor	\$3.89	\$4.279	San Marino	\$2.39	\$2.629



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Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)		Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)	
	GST excl.	GST incl.		GST excl.	GST incl.
Ecuador	\$3.59	\$3.949	Sao Tome & Principe	\$3.59	\$3.949
Egypt	\$3.19	\$3.509	Saudi Arabia	\$3.19	\$3.509
El Salvador	\$3.59	\$3.949	Scott Base (Antarctica)	\$2.09	\$2.299
Equatorial Guinea	\$3.89	\$4.279	Senegal	\$3.89	\$4.279
Eritrea	\$3.89	\$4.279	Serbia	\$2.79	\$3.069
Estonia	\$2.99	\$3.289	Seychelles	\$3.59	\$3.949
Ethiopia	\$3.89	\$4.279	Sierra Leone	\$3.59	\$3.949
Faroe Islands	\$2.79	\$3.069	Singapore	\$2.29	\$2.519
Falkland Islands	\$3.19	\$3.509	Slovakia	\$2.79	\$3.069
Fiji	\$2.59	\$2.849	Slovenia	\$2.79	\$3.069
Finland	\$2.39	\$2.629	Solomon Islands	\$2.29	\$2.519
France	\$2.39	\$2.629	Somalia	\$3.89	\$4.279
French Guiana	\$2.99	\$3.289	South Africa	\$2.59	\$2.849
French Polynesia	\$2.59	\$2.849	South Sudan	\$3.19	\$3.509
Gabon	\$3.59	\$3.949	Spain	\$2.99	\$3.289
Gambia	\$3.59	\$3.949	Sri Lanka	\$2.59	\$2.849
Georgia	\$2.99	\$3.289	Saint Helena	\$3.19	\$3.509
Germany	\$2.59	\$2.849	Saint Kitts & Nevis	\$3.19	\$3.509
Ghana	\$3.59	\$3.949	Saint Lucia	\$3.19	\$3.509
Gibraltar	\$3.89	\$4.279	Saint Pierre & Miquelon	\$2.99	\$3.289
Greece	\$2.79	\$3.069	Saint Vincent & The Grenadines	\$3.19	\$3.509
Greenland	\$2.79	\$3.069	Sudan	\$3.19	\$3.509
Grenada	\$3.19	\$3.509	Suriname	\$2.99	\$3.289
Guadeloupe	\$2.99	\$3.289	Swaziland	\$3.59	\$3.949
Guam	\$2.39	\$2.629	Sweden	\$2.39	\$2.629
Guantanamo	\$3.89	\$4.279	Switzerland	\$2.59	\$2.849
Guatemala	\$3.59	\$3.949	Syria	\$3.59	\$3.949
Guinea-Bissau	\$3.89	\$4.279	Taiwan	\$2.99	\$3.289
Guinea	\$3.59	\$3.949	Tajikistan	\$2.99	\$3.289
Guyana	\$2.79	\$3.069	Tanzania United Republic	\$3.19	\$3.509
Haiti	\$3.89	\$4.279	Thailand	\$2.79	\$3.069
Hawaii	\$2.29	\$2.519	Togo	\$3.89	\$4.279
Honduras	\$3.89	\$4.279	Tokelau	\$2.39	\$2.629
Hong Kong	\$2.29	\$2.519	Tonga	\$2.39	\$2.629
Hungary	\$2.79	\$3.069	Trinidad & Tobago	\$3.59	\$3.949
Iceland	\$3.59	\$3.949	Tristan da Cunha	\$3.89	\$4.279
India	\$2.79	\$3.069	Tunisia	\$3.89	\$4.279
Indonesia	\$2.79	\$3.069	Turkey	\$2.79	\$3.069
Iran	\$2.99	\$3.289	Turkmenistan	\$2.99	\$3.289
Iraq	\$3.19	\$3.509	Turks & Caicos Islands	\$3.59	\$3.949
Ireland	\$2.29	\$2.519	Tuvalu	\$2.39	\$2.629
Israel	\$3.19	\$3.509	Uganda	\$3.59	\$3.949
Italy	\$2.39	\$2.629	Ukraine	\$2.99	\$3.289
Ivory Coast	\$3.59	\$3.949	United Arab Emirates	\$2.79	\$3.069
Jamaica	\$3.19	\$3.509	United Kingdom	\$2.29	\$2.519
Japan	\$2.79	\$3.069	Uruguay	\$2.79	\$3.069
Jordan	\$2.79	\$3.069	United States	\$2.29	\$2.519
Kazakhstan	\$2.99	\$3.289	Uzbekistan	\$2.99	\$3.289



Our Customer Terms

Basic Telephone Service Section

Part F – Other Call Types

Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)		Country of Origin for Australia Direct Call to Fixed line recipient	Usage Charges (per minute)	
	GST excl.	GST incl.		GST excl.	GST incl.
Kenya	\$2.79	\$3.069	Vanuatu	\$2.39	\$2.629
Kiribati	\$2.39	\$2.629	Vatican City	\$2.39	\$2.629
Korea DPR (North)	\$3.59	\$3.949	Venezuela	\$2.39	\$2.629
Korea Republic (South)	\$2.79	\$3.069	Viet Nam	\$2.79	\$3.069
Kuwait	\$2.79	\$3.069	Virgin Islands (British)	\$3.59	\$3.949
Kyrgyzstan	\$2.99	\$3.289	Virgin Islands (US)	\$2.29	\$2.519
Lao PDR	\$2.99	\$3.289	Wake Is	\$3.89	\$4.279
Latvia	\$2.99	\$3.289	Wallis & Futuna	\$3.19	\$3.509
Lebanon	\$3.89	\$4.279	Yemen	\$3.19	\$3.509
Lesotho	\$3.59	\$3.949	Zambia	\$3.19	\$3.509
Liberia	\$3.89	\$4.279	Zimbabwe	\$2.99	\$3.289
Libya	\$3.89	\$4.279			

14.16 We charge a minimum of three minutes for each Australia Direct (International) reverse charge call.

Usage Fee – Mobile Recipient

14.17 In addition to the connection fee listed above (refer 14.11, we charge you the following usage charge for accepting a reverse charge call on your mobile service:

Usage charge for accepting a Reverse Charge call on your mobile (either pre-paid or post paid)	(GST excl.)	(GST incl.)
National Reverse Charge (per min)	\$2.27	\$2.50
Australia Direct (International) (per min)	\$5.45	\$6.00

14.18 If you are a post-paid mobile customer, we will add the charges for the Reverse Charge call to your bill. If you are a pre-paid mobile customer, we will deduct the charges for the Reverse Charge call from your account balance. You will be advised of the charges via SMS at the time they are applied.

14.19 For National Reverse Charge calls to mobiles, charges will be applied in increments of \$5 (e.g. connection fee plus 1st minute equals \$5; 2nd and 3rd minute usage equals \$5; etc.).

14.20 For Australia Direct reverse charge calls to mobiles, charges will be applied in increments of \$6.

14.21 For a mobile service with itemised billing, a separate charge record will appear on your bill for each increment that is charged (e.g. a 4 min national reverse charge call will appear as three charges of \$5.00).



Part F – Other Call Types

Reverse Charge Call Caps

- 14.22 Reverse Charge calls are subject to two caps – a charge cap and a duration cap.
- 14.23 The charge cap identifies the maximum that a customer will be charged for a reverse charge call.
- 14.24 The duration cap identifies the maximum duration that a reverse charge call can last and may exceed the time associated with reaching the charge cap. (Note that if a mobile recipient has insufficient credit to reach the charge cap, the call will terminate once their credit limit is reached).

Reverse Charge call caps	Charge Cap (GST incl).	Duration Cap (Minutes).
Fixed line recipient – Local calls	N/A.	Uncapped
Fixed line recipient – Preferential calls	N/A.	Uncapped
Fixed line recipient – Extended Zone calls	N/A.	Uncapped
Fixed line recipient – Long Distance (STD) calls	\$22.00.	30 mins
Fixed line recipient – Mobile originated calls	\$22.00.	30 mins
Fixed line recipient – Australia Direct (International) calls	\$55.00.	30 mins
Mobile recipient - National Reverse Charge calls (Fixed & Mobile origins)	\$20.00	7 mins
Mobile recipient - Australia Direct (International)	\$30.00	7 mins

Message Fees

- 14.25 In situations where customers are not available to answer a reverse charge call attempt, the call originator maybe given the option to leave a message.
- 14.26 If the call originator leaves a message, the reverse charge call platform will attempt to deliver that message. If the message cannot be delivered, no charge will be applied.
- 14.27 Messages maybe a maximum of 1 minute in duration and if accepted by the call recipient will be charged to them at a fixed rate per message as per the following table:



Our Customer Terms

Basic Telephone Service Section

Part F – Other Call Types

Charge for accepting a message	GST excl.	GST incl.
Fixed line Recipient	\$5.40	\$5.94
Mobile Recipient	\$4.55	\$5.00

- 14.28 A message service is not currently available from Australia Direct (International) reverse charge origins. It is only available for national reverse charge calls to fixed line services and mobile services.

Blocking reverse charge call attempts

- 14.29 Reverse charge calls will only be connected if a customer accepts the charges for a reverse charge call.
- 14.30 If customers no longer wish to accept requests for reverse charge calls they can contact customer service and request that their service be blocked from receiving these call requests.

