

Part B – Telstra Home Phone Plan and Telstra Voice (previously 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 Telstra Home Phone and Telstra Voice (previously HomeLine) services (for home customers)

Choosing your Telstra Voice Telstra Home Phone plan or Telstra Voice plan

- 2.1 You can choose a Telstra Home Phone plan for each of your Basic Telephone Services. You can choose a different Telstra Home phone plan for each service, even if they are on the same account.
- 2.2 On and from 2 April 2014 Telstra Voice Plans will no longer be available to be applied to your Basic Telephone Services if you are a new customer or an existing customer seeking to move to other Telstra Voice Plans. This excludes Telstra Voice Part which remain available to you. If you are moving your existing Basic Telephone Services to other premises, you may continue to subscribe to any Telstra Voice plans currently applied to those services. We may invite you to take up particular Telstra Voice plans from time to time.
- 2.3 If we are unable to discuss pricing options with you, we will put you on the Telstra Home Phone Local plan or the Telstra Voice Part plan (if you do not preselect us for your long distance calls, international calls and calls to mobile numbers).
- 2.4 If your Basic Telephone Service has the Multiple Number Service or the Duet – Phone and Fax Multiple Number option, the Telstra Home Phone plan or Telstra Voice plan you choose applies to calls made from either of your numbers.

Changing or cancelling your Telstra Home Phone plan or Telstra Voice plan

- 2.5 If you choose a Telstra Home Phone plan or Telstra Voice plan, or change your Telstra Home Phone Plan or Telstra Voice plan or cancel it, this does not take effect until we process your request. We will tell you of the likely timeframe when

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we receive your request or tell you when your request has been actioned.

Availability

- 2.6 You can apply a Telstra Home Phone plan or Telstra Voice plan to your Basic Telephone Service if it is a home service.
- 2.7 You can only choose a Telstra Home Phone plan or a Telstra Voice plan for services using our public switched network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network).
- 2.8 You can choose a Telstra Home Phone plan for services using our public switched network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network) or for services on the NBN, see Part B – Phone and Broadband Services on the NBN.
- 2.9 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.
- 2.10 If we are providing your service to you mainly for your personal use and we reasonably believe that you are using the service mainly for business purposes, we can tell you of this and ask you to move to a suitable business service within 30 days. If you do not agree to move to a business service, or do not change your usage to a level we reasonably consider to be consistent with using your service for personal use within 30 days of our notice, we can then cancel your service and charge you any applicable early termination fee.

Wholesale customers

- 2.11 Telstra Voice plans and Telstra Home Phone plans are not available to wholesale customers.

Calls from Norfolk Island

- 2.12 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](#).

1411 override code

- 2.13 On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using



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our 1411 override code to access certain call rates on our network.

3 Telstra International Saver and Telstra International Ultimate

Availability

- 3.1 You have a choice of either Telstra International Saver or Telstra International Ultimate.
- 3.2 Unless we specify otherwise, Telstra International Saver 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;
 - (d) Multi-Number;
 - (e) Centel Plus;
 - (f) Incontact services;

Eligible services

- 3.3 From 30 October 2012 until 30 April 2013 Telstra International Ultimate is available for a \$10 monthly subscription fee and will continue to be charged at that \$10 per month for customers who have subscribed during this period and continue to subscribe on an uninterrupted basis.
- 3.4 From 1 May 2013, Telstra International Ultimate is available for a \$15 monthly subscription fee for new customers and for those customers who subscribed between 30 October 2012 and 30 April 2013 but then did not continue to subscribe on an uninterrupted basis.
- 3.5 You can't have Telstra International Saver and Telstra International Ultimate at the same time unless you have a Telstra Voice Ultimate plan or Telstra Home Phone Pinnacle.
- 3.6 You must have one of the fixed telephone services with a 13 digit account number, detailed in the table below to qualify to receive Telstra International Saver.
- 3.7 You must have one of the fixed telephone services, with a 13 digit account number, detailed in the table below to receive Telstra International Ultimate.

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	Eligible services to receive International Saver	Eligible Services to receive International Ultimate
Telstra Home Phone Budget (previously Telstra Voice Budget);	✓	✓
Telstra Home Phone Casual	✓	✓
Telstra Home Phone Local	✓	✓
Telstra Home Phone National	✓	✓
Telstra Home Phone Pinnacle		✓
Telstra Voice Part		
Telstra Voice Complete	✓	✓
Telstra Voice Plus	✓	✓
Telstra Voice Reach	✓	✓
Telstra Voice Together	✓	✓
Telstra Voice Advanced	✓	✓
Telstra Voice Ultimate		✓

4 What is Telstra International Saver?

- 4.1 Telstra International Saver is available for either \$5 per month or \$10 per month and allows you to make international calls from eligible services to fixed line and mobile numbers in selected countries as set out in the International Rates Table set out in these terms and conditions.
- 4.2 The \$10 per month Telstra International Saver includes \$10 credit each month for international calls from eligible services to fixed line and mobile numbers in all available international destinations. Calls made to international destinations in



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excess of the \$10 credit are charged at the rates set out in the table. Any unused credit each month expires.

What is Telstra International Ultimate?

- 4.3 Telstra International Ultimate allows you to make international calls from eligible services to fixed line and mobile numbers in selected countries at a reduced rate, set out in the International Rates Table set out in these terms and conditions.

The fee for this service is \$15 per month.

General Terms for International Saver and International Ultimate

- 4.4 Calls to all other international destinations are charged at the standard international direct dial rates according to the terms of your eligible Telstra Home Phone plan or eligible Telstra Voice plan.

Cancelling your Telstra International Saver or Telstra International Ultimate

- 4.5 You may cancel your Telstra International Saver or Telstra International Ultimate 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-rata basis. You will not receive any credit or rebate or refund in respect of any unused amount of included credit.
- 4.6 If you stop being eligible for Telstra International Saver or Telstra International Ultimate, 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.

A call connection fee applies per call, at the rates stated in the rates table at clause xx

5 Telstra Voice (previously HomeLine) Mobile Value Pack

Eligible services

- 5.1 You must have one of the following Telstra Voice plans, and must have a 13 digit account number to qualify to purchase a Telstra Voice Mobile Value Pack:
- (a) Telstra Voice Complete;
 - (b) Telstra Voice Plus;
 - (c) Telstra Voice Advanced;
 - (d) Telstra Voice Reach;
 - (e) Telstra Voice Together; or
 - (f) Telstra Voice Ultimate

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What are the Telstra Voice Mobile Value Packs?

- 5.2 For a monthly subscription fee, Telstra Voice Mobile Value Packs provide you with monthly included value to make calls to standard Australian mobiles from your eligible fixed service as follows:

Monthly subscription fee	Monthly Included Value
\$10	Up to \$20 worth of calls to standard Australian mobiles
\$20	Up to \$50 worth of calls to standard Australian mobiles
\$30	Up to \$100 worth of calls to standard Australian mobiles

- 5.3 Calls made using the monthly included value are charged at your Telstra Voice plan's standard rates for calls to mobiles, including capped rates where available. Any calls to standard Australian mobiles made in excess of the monthly included value are also charged at your Telstra Voice plan's standard rates. Calls to satellite phones are not included.
- 5.4 Any unused monthly included value expires each month.
- 5.5 There is a limit of only one Telstra Voice Mobile Value Pack per eligible fixed service.

labelling your Telstra Voice Mobile Value Pack

- 5.6 You may cancel your Telstra Voice Mobile 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 value.
- 5.7 If you stop being eligible for the Telstra Voice Mobile Value Pack, you will stop being able to access the monthly included value to make calls to Australian mobiles and the monthly subscription fee will be rebated on a pro-rata basis during the same billing period.

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6 Telstra Voice (previously HomeLine) Complete

Availability

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

Monthly access charge

- 6.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Voice Complete.

Telstra Voice Complete monthly charge	GST incl.
Monthly charge	\$36.95*

* **For ACT customers:** If your service with Telstra Voice 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

- 6.3 We charge you the following for local calls from your Basic Telephone Service with Telstra Voice Complete:

Telstra Voice Complete local calls	GST incl.
Local calls (per call)	22c

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

Calls to 019 numbers

- 6.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Voice Complete:

Telstra Voice Complete 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	22c

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Long distance (STD) calls

- 6.5 We charge you the following for untimed STD calls from your Basic Telephone Service with Telstra Voice Complete:

Telstra Voice Complete untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	20c

- 6.6 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Voice Complete. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it applies).

Telstra Voice Complete timed STD calls	GST incl.
Connection fee (per call)	55¢
All timed STD calls (per minute block)	25c
STD capped call The most you pay for up to the first three hours of a call between 7 pm and midnight any day (per minute block rates apply after 3 hours)	\$2.00

Calls to mobiles

- 6.7 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Complete. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Voice Complete calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non Telstra mobile numbers (per minute block)	36c

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Telstra Voice Complete calls to mobiles	GST incl.
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 (per minute block rates apply after 20 minutes)	\$2.00

- 6.8 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.
- 6.9 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.

Telstra Home Messages 101

- 6.10 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.

Fixed SMS

- 6.11 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

7 Telstra Voice (previously HomeLine) Plus

Availability

- 7.1 You can choose Telstra Voice Plus for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers;

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- (b) are billed directly by us for monthly access and local calls; and
- (c) you have up to 4 home service access lines.

7.2 We can change your plan to Telstra Voice Complete or Telstra Voice Part if you do not meet these eligibility requirements.

Monthly access charge

7.3 We charge you the following monthly charge for your Basic Telephone Service with Telstra Voice Plus.

Telstra Voice Plus monthly charge	GST incl.
Monthly charge	\$38.95*

* **For ACT customers:** If your service with Telstra Voice 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

7.4 We charge you the following for local calls from your Basic Telephone Service with Telstra Voice Plus:

Telstra Voice Plus local calls	GST incl.
Local calls (per call)	22c

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

Calls to 019 numbers

7.5 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Voice Plus:

Telstra Voice Plus 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	22c



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Long distance (STD) calls

7.6 We charge you the following for untimed STD calls from your Basic Telephone Service with Telstra Voice Plus.

Telstra Voice Plus untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	18c

7.7 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Voice Plus. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it applies).

Telstra Voice Plus timed STD calls	GST incl.
Connection fee (per call)	55c
All timed STD Calls (per minute block)	25c
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 block rates apply after 3 hours)	\$2.00
The most you pay for up to the first 20 minutes of a call between 7am and 7pm any day (per minute block rates apply after 20 minutes)	\$2.00

Calls to mobiles

7.8 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Plus. We charge you the connection fee plus the timed rate up to the capped call amount (where it applies).

Telstra Voice Plus calls to mobiles	GST incl.
Connection fee (per call)	55c

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Telstra Voice Plus calls to mobiles	GST incl.
Calls to Telstra and non-Telstra mobile numbers (per minute block)	36c
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 block 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.

Long Distance options

7.11 When you choose Telstra Voice 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.

7.12 You can only choose one of these options for each Telstra Voice Plus service.

Wide Area Call option

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

Telstra Voice Plus (Wide Area Call option) untimed STD calls	GST incl.
Preferential calls (per call)	22c
Community calls and calls up to 50km (per call)	25c

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Telstra Voice Plus (Wide Area Call option) untimed STD calls	GST incl.
Extended zone calls (per call)	18c

Telstra Voice Plus (Wide Area Call option) timed STD calls	GST incl.
Call connection fee (per call)	55c
All timed STD calls (per minute block)	25c
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 block 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 block rates apply after 20 minutes)	\$2.00

Regional Call option

- 7.14 When you choose the Regional Call option, we charge you the following STD charges instead of the standard Telstra Voice Plus charges listed above.

Telstra Voice Plus (Regional Call option) untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	18c

Telstra Voice Plus (Regional Call option) STD calls	GST incl.
Call connection fee (per call)	55c

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Telstra Voice Plus (Regional Call option) STD calls	GST incl.
All timed STD calls (per minute block)	25c
Regional Capped Call The most you pay for the first 3 hours of any community call, concessional A rate call or call up to 85 km anytime (per minute block rates apply after 3 hours)	99c
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 block 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 block rates apply after 20 minutes)	\$2.00

Telstra Home Messages 101

- 7.15 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.

Fixed SMS

- 7.16 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

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8 Telstra Home Phone (previously HomeLine and Telstra Voice) Budget

Availability

- 8.1 You can choose Telstra Home Phone Budget for your Basic Telephone Service if:
- (a) you preselect us for long distance calls, international calls and calls to mobile numbers;
 - (b) you only have one Basic Telephone Service; and
 - (c) where you choose a Telstra Home Phone 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.

- 8.2 By choosing the Telstra Home Phone 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 Telstra Home Phone 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 8.1(c)
- 8.3 We can change your plan to Telstra Home Phone Local or Telstra Voice 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

- 8.4 We charge you the following monthly charge for your Basic Telephone Service with Telstra Home Phone Budget.

Telstra Home Phone Budget monthly charge	GST incl.
Monthly charge	\$24.95*



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* **For ACT customers:** If your service with Telstra Home Phone 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

8.5 We charge you the following for local calls from your Basic Telephone Service with Telstra Home Phone Budget:

Telstra Home Phone Budget local calls	GST incl.
Local calls (per call)	30c

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

Calls to 019 numbers

8.6 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Home Phone Budget:

Telstra Home Phone Budget 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	30c

Long distance (STD) calls

8.7 We charge you the following for untimed STD calls from your Basic Telephone Service with Telstra Home Phone Budget.

Telstra Home Phone Budget untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	30c

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- 8.8 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Home Phone Budget. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it applies).

Telstra Home Phone Budget timed STD calls	GST incl.
Connection fee (per call)	55c
All timed STD calls (per minute block)	25c
STD capped call The most you pay for up to the first three hours of a call between 7pm and midnight any day (per minute block rates apply after 3 hours)	\$3.00

Calls to mobiles

- 8.9 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Home Phone Budget. We charge you the connection fee plus the timed rate. 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.

Telstra Home Phone Budget calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non-Telstra mobile numbers (per minute block)	36c
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 (per minute block rates apply after 20 minutes).	\$3.00

- 8.10 If you are calling a mobile number that became a Telstra mobile number or stopped

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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

- 8.11 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.

Fixed SMS

- 8.12 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

9 Telstra Voice (previously HomeLine) Advanced

Availability

- 9.1 You can choose Telstra Voice 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.
- 9.2 We can change your plan to Telstra Voice Plus, Telstra Voice Complete or Telstra Voice 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

- 9.3 We charge you the following monthly charge for your Basic Telephone Service with Telstra Voice Advanced.

Telstra Voice Advanced monthly charge	GST incl.
Monthly charge	\$49.95*

* **For ACT customers:** If your service with Telstra Voice Advanced is at an address within the ACT Government area including the Jervis Bay area of NSW,

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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

- 9.4 We charge you the following for local calls from your Basic Telephone Service with Telstra Voice Advanced:

Telstra Voice Advanced local calls	GST incl.
Local calls (per call)	22c

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

Calls to 019 numbers

- 9.5 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Voice Advanced:

Telstra Voice Advanced 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	22c

Long distance (STD) calls

- 9.6 We charge you the following for untimed STD calls from your Basic Telephone Service with Telstra Voice Advanced.

Telstra Voice Advanced untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	15c

- 9.7 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Voice Advanced. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it

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applies).

Telstra Voice Advanced timed STD calls	GST incl.
Connection fee (per call)	55c
All timed STD calls (per minute block)	25c
STD Capped Call The most you pay for up to the first 3 hours of a call any time of any day (per minute block rates apply after 3 hours)	\$1.50

Calls to mobiles

- 9.8 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Advanced. We charge you the connection fee plus the timed rate up to the capped call amount (where it applies).

Telstra Voice Advanced calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non-Telstra mobile numbers (per minute block)	36c
Capped Call The most you pay for up to the first 20 minutes of a call any time of any day (per minute block rates apply after 20 minutes)	\$2.00

- 9.9 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.
- 9.10 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

- 9.11 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.

Fixed SMS

- 9.12 We charge you the following for sending an SMS from an eligible home phone..

Fixed SMS	GST incl.
Per message, per recipient	1c

10 Telstra Voice (previously HomeLine) Part

Availability

- 10.1 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 Telstra Voice Part pricing plan to your Basic Telephone Service.

Monthly access charge

- 10.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Voice Part.

Telstra Voice Part monthly charge	GST incl.
Monthly charge	\$39.95

Local calls

- 10.3 We charge you the following for local calls from your Basic Telephone Service with Telstra Voice Part:

Telstra Voice Part local calls	GST incl.
Local calls (per call)	22c

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

Calls to 019 numbers

- 10.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Voice Part:

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

Telstra Home Messages 101

- 10.5 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.

Fixed SMS

- 10.6 We charge you the following for sending an SMS from an eligible home phone. .

Fixed SMS	GST incl.
Per message, per recipient	1c

11 Telstra Voice (previously HomeLine) Value

- 11.1 The terms and conditions on which Telstra Voice 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.

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- 11.2 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.
- 11.3 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.
- 11.4 Telstra Voice Value involves special package pricing for certain of our fixed telephone services. Where you take Telstra Voice 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.
- 11.5 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.
- 11.6 This offer is available until 31 December 2007 (“offer period”) to the first 3000 customers who meet the availability criteria set out below.
- 11.7 Telstra Voice 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.
- 11.8 We may withdraw Telstra Voice Value and terminate these terms and conditions. If we do, we will tell you beforehand in writing of our intention to do so.
- 11.9 To be and remain eligible for Telstra Voice 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

Part B – Telstra Home Phone Plan and Telstra Voice (previously HomeLine) Plan

the Australian Capital Territory listed in Table A in Schedule 1;

- (i) you must comply with our Fair Use Policy set out in clause 2.8 and the General Terms of Our Customer Terms; and
- (j) you must be directly approached by us or one of our contractors or agents and offered Telstra Voice Value.

For the purposes of these Telstra Voice 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.

- 11.10 Your Telstra Voice Value service will only be activated if you meet the eligibility requirements set out above.
- 11.11 You can choose Telstra Voice Value for up to four home service access lines at your premises simultaneously, provided that the eligibility requirements set out in clause 11.1 above are met.
- 11.12 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 Telstra Voice Value service

- 11.13 If you no longer meet the eligibility requirements for Telstra Voice Value, we will cancel your Telstra Voice Value service and tell you in writing that this has happened.
- 11.14 You may cancel your Telstra Voice 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 Telstra Voice Value service.
- 11.15 Subject to clause 11.16 below:
 - (a) if you or we cancel your Telstra Voice 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 Telstra Voice Value service or expiration of the service period will be supplied on the terms and conditions (including price) of Our Customer Terms.

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- 11.16 If we cancel your Telstra Voice 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.
- 11.17 You can choose Telstra Voice 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.
- 11.18 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, 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”

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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

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

- (a) Telstra Rewards Options;
- (b) Any applicable Telstra Pensioner Discount;
- (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

11.20 The following charges are subject to Telstra's Fair Use Policy set out below and above.

11.21 We charge you the following charges for your Basic Telephone Service with Telstra Voice Value:

Telstra Voice 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 Telstra Voice Value is at an address

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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.

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

International calls from Telstra Voice Value

- 11.23 We charge you for international calls from your Basic Telephone Service with Telstra Voice Value at the same rates as we charge our customers for international calls with Telstra Voice Plus set out in the International Rates Table set out in these terms and conditions

Fixed SMS

- 11.24 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

Cooling-off Period

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

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

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

Schedule 1 - Telstra Voice Value Availability -TABLE A

Acton	Duffy	Kaleen	Red Hill
Ainslie	Farrer	Kambah Nth	Reid
Aranda	Fisher	Kambah Sth	Rivett
Barton	Forrest	Kingston	Stirling

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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	

12 Telstra Voice (previously HomeLine) Reach

Availability

- 12.1 You can choose Telstra Voice 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.
- 12.2 We can change your plan to another Telstra Voice 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 Telstra Voice Reach:

Telstra Voice Reach monthly charge	GST incl.
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Telstra Voice 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 +	

*Feature use only. Applicable call charges apply.

***For ACT customers:** If your service with Telstra Voice 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

- 12.4 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Voice Reach are included in the Telstra Voice Reach 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.

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

Calls to 019 numbers

- 12.6 The charges for 019 calls you make each month from your Basic Telephone Service with Telstra Voice Reach are included in the Telstra Voice Reach 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 We charge you the following for untimed STD calls from your Basic Telephone

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Service with Telstra Voice Reach.

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

- 12.9 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.

Calls to mobiles

- 12.10 In addition to the Telstra Voice Reach monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Reach. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Voice Reach calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non-Telstra mobile numbers (per minute block)	36c
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 36c per minute block applies up to the cap and after the first 20 minutes	\$1.00
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 36c per minute block applies up to the cap and after the first 20 minutes	\$2.00

- 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.

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

International Calls from Telstra Voice Reach

- 12.13 In addition to the Telstra Voice Reach monthly charge, we charge you for international calls from your Basic Telephone Service with Telstra Voice Reach at the same rates as we charge our customers for international calls with Telstra Voice Advanced as set out in the International Rates Table set out in these terms and conditions

Fixed SMS

- 12.14 We charge you the following for sending an SMS from an eligible home phone..

Fixed SMS	GST incl.
Per message, per recipient	1c

13 Telstra Voice (previously HomeLine) Together

Availability

- 13.1 You can choose Telstra Voice 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.
- 13.2 We can change your plan to another Telstra Voice Plan or to a business service (at our choice) if you do not meet these eligibility requirements.

Monthly Charge

- 13.3 We charge you the following monthly charge for your Basic Telephone Service with Telstra Voice Together.

Telstra Voice Together monthly charge	GST incl.
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Telstra Voice Together monthly charge	GST incl.
Monthly charge Includes: Notional access charge of \$39.95; and Notional subscription charge of \$36.95 which includes: MessageBank (usually \$6.00), unlimited 3-Way Chat + and Call Back Busy)+; and Local calls and 019 calls made from your Basic Telephone Service with Telstra Voice Together	\$76.90*

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

***For ACT customers:** If your service with Telstra Voice Together 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

13.4 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Voice Together are included in the Telstra Voice Together monthly charge.

13.5 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.

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

Calls to 019 numbers

13.6 The charges for the 019 calls you make each month from your Basic Telephone Service with Telstra Voice Together are included in the Telstra Voice Together monthly charge.

13.7 If you make only a small number of 019 calls in a particular period, the effective



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average price which you pay for an 019 call may exceed 22 cents per call.

Long distance (STD) calls

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

Telstra Voice Together untimed STD calls	GST incl.
STD calls (per call)	50c

- 13.9 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.

Calls to mobiles

- 13.10 In addition to the Telstra Voice Together monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Together. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Voice Together calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non Telstra mobile numbers (per minute block)	36c
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 36c per minute block applies up to the cap and after the first 20 minutes)	75c
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 36c per minute block applies up to the cap and after the first 20 minutes	\$1.75

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- 13.11 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.
- 13.12 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 Telstra Voice Together

- 13.13 In addition to the Telstra Voice Together monthly charge, we charge you for international calls from your Basic Telephone Service with Telstra Voice Together at the same rates as we charge our customers for international calls with Telstra Voice Advanced set out in the International Rates Table set out in these terms and conditions.

Fixed SMS

- 13.14 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

14 Telstra Voice (previously HomeLine) Ultimate

Availability

- 14.1 You can choose Telstra Voice 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
- 14.2 We can change your plan to another Telstra Voice Plan or to a business service (at our choice) if you do not meet these eligibility requirements.

Monthly charge

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



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Telstra Voice Ultimate.

Telstra Voice 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 (including extended zone and preferential calls) made from your Basic Telephone Service with Telstra Voice Ultimate	

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

***For ACT customers:** If your service with Telstra Voice 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

- 14.4 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Voice Ultimate are included in the Telstra Voice Ultimate monthly charge.
- 14.5 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.



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

Calls to 019 numbers

- 14.6 The charges for the 019 calls you make each month from your Basic Telephone Service with Telstra Voice Ultimate are included in the Telstra Voice Ultimate monthly charge.
- 14.7 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

- 14.8 The charges for the STD calls you make each month from your Basic Telephone Service with Telstra Voice Ultimate (including preferential calls) are included in the Telstra Voice Ultimate monthly charge.
- 14.9 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.

Calls to mobiles

- 14.10 In addition to the Telstra Voice Ultimate monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Voice Ultimate. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Voice Ultimate calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to Telstra and non Telstra mobile numbers (per minute block)	36c
Capped Call to a Telstra mobile number The most you pay for the first 20 minutes of a call any time of any day 36c per minute block applies up to the cap and after the first 20 minutes	50c

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Telstra Voice Ultimate calls to mobiles	GST incl.
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 36c per minute block applies up to the cap and after the first 20 minutes	\$1.50

14.11 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.

14.12 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 Telstra Voice Ultimate

14.13 In addition to the Telstra Voice Ultimate monthly charge, we charge you for international calls from your Basic Telephone Service with Telstra Voice Ultimate at International Saver rates to select countries. If a country is not listed as having an International Saver rate Standard International Rates will apply, as set out in the International Rates Table set out in these terms and conditions.

Fixed SMS

14.14 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

15 Telstra Home Phone Casual

Availability

15.1 You can choose Telstra Home Phone Casual for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile



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numbers.

Monthly access charge

- 15.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Home Phone Casual.

Telstra Home Phone Casual monthly charge	GST incl.
Monthly charge	\$35.00*

* **For ACT customers:** If your service with Telstra Home Phone Casual 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

- 15.3 We charge you the following for local calls from your Basic Telephone Service with Telstra Home Phone Casual:

Telstra Home Phone Casual local calls	GST incl.
Local calls (per call)	22c

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

Calls to 019 numbers

- 15.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with Telstra Home Phone Casual:

Telstra Home Phone Casual 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	22c

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Long distance (STD) calls

- 15.5 We charge you the following for untimed STD calls from your Basic Telephone Service with Telstra Home Phone Casual:

Telstra Home Phone Casual untimed STD calls	GST incl.
Preferential calls (per call)	22c
Extended zone calls (per call)	22c

- 15.6 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Home Phone Casual. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it applies).

Telstra Home Phone Casual timed STD calls	GST incl.
Connection fee (per call)	55¢
All timed STD calls (per minute)	30c
STD capped call The most you pay for up to the first three hours of a call (per minute rates apply after 3 hours)	\$2.00

Calls to mobiles

- 15.7 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Home Phone Casual. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Home Phone Casual calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to standard Australian mobiles (per minute)	30c

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Telstra Home Phone Casual calls to mobiles	GST incl.
Capped call The most you pay for up to the first 20 minutes of a call to a standard Australian mobile number (per minute rates apply after 20 minutes)	\$2.00

- 15.8 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

- 15.9 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.

Fixed SMS

- 15.10 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

16 Telstra Home Phone Local

Availability

- 16.1 You can choose Telstra Home Phone Local for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.

Monthly access charge

- 16.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Home Phone Local.

Telstra Home Phone Local monthly charge	GST incl.
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Telstra Home Phone Local monthly charge	GST incl.
Monthly charge	\$40.00*
Telstra Home Phone Local monthly charge	GST incl.
Monthly charge	\$40.00*
Includes: Notional access charge of \$35.00; and Notional subscription charge of \$5.00 which includes: Unlimited Call Back Busy ⁺ , Call Return ⁺ and 3-Way Chat ⁺ and Local calls and 019 calls	

* **For ACT customers:** If your service with Telstra Home Phone Local 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.

⁺ Feature use only. Applicable call charges apply, if any.

Local calls

16.3 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Home Phone Local are included in the Telstra Home Phone Local monthly charge.

16.4 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.

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

Calls to 019 numbers

16.5 The charges for the 019 calls you make each month from your Basic Telephone Service with Telstra Home Phone Local are included in the Telstra Home Phone



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Part B – Telstra Home Phone Plan and Telstra Voice (previously HomeLine) Plan

Local monthly charge.

- 16.6 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

- 16.7 The charges for preferential calls and extended zone calls you make each month from your Basic Telephone Service with Telstra Home Phone Local are included in the Telstra Home Phone Local monthly charge.

- 16.8 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.

- 16.9 We charge you the following for timed STD calls from your Basic Telephone Service with Telstra Home Phone Local. We charge the connection fee for each call and then charge the timed rates up to the STD capped call amount (where it applies).

Telstra Home Phone Local timed STD calls	GST incl.
Connection fee (per call)	55¢
All timed STD calls (per minute)	30c
STD capped call The most you pay for up to the first three hours of a call (per minute rates apply after 3 hours)	\$2.00

Calls to mobiles

- 16.10 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Home Phone Local. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Home Phone Local calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to standard Australian mobiles (per minute)	30c

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Telstra Home Phone Local calls to mobiles	GST incl.
Capped call The most you pay for up to the first 20 minutes of a call to a standard Australian mobile number (per minute block rates apply after 20 minutes)	\$2.00

- 16.11 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

- 16.12 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.

Fixed SMS

- 16.13 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

17 Telstra Home Phone National

Availability

- 17.1 You can choose Telstra Home Phone National for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.

Monthly access charge

- 17.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Home Phone National.

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Telstra Home Phone National monthly charge	GST incl.
Monthly charge	\$50.00*
Includes: Notional access charge of \$35.00; and Notional subscription charge of \$15.00 which includes: Unlimited Call Back Busy ⁺ , Call Return ⁺ and 3-Way Chat ⁺ ; Local calls and calls to 019 numbers; and Long distance (STD) calls.	

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

***For ACT customers:** If your service with Telstra Home Phone National 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

- 17.3 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Home Phone National are included in the Telstra Home Phone National monthly charge.
- 17.4 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

- 17.5 The charges for the 019 calls you make each month from your Basic Telephone Service with Telstra Home Phone National are included in the Telstra Home Phone National monthly charge.
- 17.6 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.



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Long distance (STD) calls

- 17.7 The charges for the STD calls you make each month from your Basic Telephone Service with Telstra Home Phone National (including extended zone and preferential calls) are included in the Telstra Home Phone National monthly charge.
- 17.8 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.

Calls to mobiles

- 17.9 We charge you the following for calls to mobile numbers from your Basic Telephone Service with Telstra Home Phone National. We charge you the connection fee plus the timed rate up to the capped call amount (if it applies).

Telstra Home Phone National calls to mobiles	GST incl.
Connection fee (per call)	55c
Calls to standard Australian mobiles (per minute)	30c
Capped call The most you pay for up to the first 20 minutes of a call to a standard Australian mobile number (per minute block rates apply after 20 minutes)	\$2.00

- 17.10 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

- 17.11 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.

Fixed SMS

- 17.12 We charge you the following for sending an SMS from an eligible home phone.

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Fixed SMS	GST incl.
Per message, per recipient	1c

18 Telstra Home Phone Pinnacle

Availability

- 18.1 You can choose Telstra Home Phone Pinnacle for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.

Monthly access charge

- 18.2 We charge you the following monthly charge for your Basic Telephone Service with Telstra Home Phone Pinnacle.

Telstra Home Phone Pinnacle monthly charge	GST incl.
Monthly charge	\$85.00
<p>Includes:</p> <p>Notional access charge of \$35.00; and</p> <p>Notional subscription charge of \$50.00 which includes:</p> <p>MessageBank, Calling Number Display and Unlimited Call Back Busy⁺, Call Return⁺ and 3-Way Chat⁺ (usually \$9.00); and</p> <p>Local calls and calls to 019 numbers,</p> <p>Long distance (STD) calls; and</p> <p>Calls to standard Australian mobiles</p>	

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Part B – Telstra Home Phone Plan and Telstra Voice (previously HomeLine) Plan

Telstra Home Phone Pinnacle monthly charge	GST incl.
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*Feature use only. Applicable call charges apply (if any).

***For ACT customers:** If your service with Telstra Home Phone Pinnacle 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

18.3 The charges for the local calls you make each month from your Basic Telephone Service with Telstra Home Phone Pinnacle are included in the Telstra Home Phone Pinnacle charge.

18.4 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.

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

Calls to 019 numbers

18.5 The charges for the 019 calls you make each month from your Basic Telephone Service with Telstra Home Phone Pinnacle are included in the Telstra Home Phone Pinnacle monthly charge.

18.6 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

18.7 The charges for the STD calls you make each month from your Basic Telephone Service with Telstra Home Phone Pinnacle (including extended zone and preferential calls) are included in the Telstra Home Phone Pinnacle monthly charge.

18.8 If you make only a small number of preferential calls or extended zone calls in a particular period, the average price which you pay for a preferential call or an extended zone call may exceed 22 cents per call.



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Calls to mobiles

- 18.9 The charges for calls you make to standard Australian mobiles each month from your Basic Telephone Service with Telstra Home Phone Pinnacle are included in the Telstra Home Phone Pinnacle charge.
- 18.10 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.

Fixed SMS

- 18.11 We charge you the following for sending an SMS from an eligible home phone.

Fixed SMS	GST incl.
Per message, per recipient	1c

18.12 International calls from Telstra Home Phone Pinnacle

- 18.13 In addition to the Telstra Home phone Pinnacle monthly charge, we charge you for international calls from your Basic Telephone Service with Telstra Home Phone Pinnacle at International Saver rates to select countries. If a country is not listed as having an International Saver rate Standard International Rates will apply, as set out in the International Rates Table set out in these terms and conditions.

19 International calls from Telstra Home Phone services and Telstra Voice (previously HomeLine) services

- 19.1 We charge you the for international calls, at the standard international direct dial rates, set out in the International Rates Table set out in these terms and conditions, from your Basic Telephone Service with a Telstra Home Phone plan or a Telstra Voice plan. Telstra Voice Ultimate customers and in clause 17.13 for Telstra Home Phone Pinnacle customers will be charged the International Saver rates. If a country is not listed as having an international saver rate, Standard International Rates will apply to call made to that country. except as otherwise stated in clause 13.13 for 0011/0015 fixed calls to certain international destinations for Telstra Voice Ultimate customers and in clause 17.13 for Telstra Home Phone Pinnacle customers.
- 19.2 You have the choice of two International Offers which offer reduced rates for a monthly fee. [Click here](#) for further information.
- 19.3 For 0011 and 0015 calls, we charge you the connection fee plus the per-minute

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rate (calculated per 60 second block) set out in the International Rates Table set out in these terms and conditions.

19.4 International Rates Table

- (a) 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.
- (b) The Standard International Rates apply to the following services:
 - (i) The Telstra Voice Complete
 - (ii) Telstra Voice Plus
 - (iii) Telstra Voice Advanced
 - (iv) Telstra Voice Reach
 - (v) Telstra Voice Together
 - (vi) Telstra Home Phone Budget
 - (vii) Telstra Home Phone Casual
 - (viii) Telstra Home Phone Local
 - (ix) Telstra Home Phone National
- (c) International Saver rates apply to Telstra Home Phone Pinnacle and Telstra Voice Ultimate services. If a country is not listed as having an International Saver Rate, Standard International Rates will apply to calls made to that country.

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Afghanistan	\$1.95		-	-	-	-
Alaska	\$0.21		-	-	-	-
Albania	\$1.20		-	-	-	-
Algeria	\$1.95		-	-	-	-
American Samoa	\$0.90		-	-	-	-
Andorra	\$0.80		-	-	-	-
Angola	\$1.80		-	-	-	-
Anguilla	\$1.95		-	-	-	-
Antarctica	\$0.65		-	-	-	-
Antarctica – Aurora & Wilkins	\$1.40		-	-	-	-
Antigua & Barbuda	\$1.35		-	-	-	-
Argentina	\$1.05	\$1.30	\$0.03	\$0.30	\$0.00	\$0.20
Armenia	\$1.55		-	-	-	-
Aruba	\$1.35		-	-	-	-
Ascension Island	\$1.60		-	-	-	-
Austria	\$0.55	\$0.95	\$0.05	\$0.30	\$0.00	\$0.30
Azerbaijan	\$1.55		-	-	-	-
Bahamas	\$0.85		-	-	-	-

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Bahrain	\$1.50		-	-	-	-
Bangladesh	\$1.30	\$1.55	\$0.05	\$0.05	\$0.00	\$0.00
Barbados	\$1.40		-	-	-	-
Belarus	\$1.20		-	-	-	-
Belgium	\$0.55	\$0.95	\$0.05	\$0.30	\$0.00	\$0.30
Belize	\$1.40		-	-	-	-
Benin	\$1.90		-	-	-	-
Bermuda	\$1.20		-	-	-	-
Bhutan	\$1.70		-	-	-	-
Bolivia	\$1.40		-	-	-	-
Bosnia & Herzegovina	\$0.95	-	\$0.20	\$0.35	\$0.20	\$0.35
Botswana	\$1.60		-	-	-	-
Brazil	\$1.05	\$1.30	\$0.05	\$0.30	\$0.05	\$0.30
Brunei Darussalam	\$1.05		-	-	-	-
Bulgaria	\$1.35		-	-	-	-
Burkina Faso	\$1.90		-	-	-	-
Burundi	\$1.90		-	-	-	-
Cambodia	\$1.60	\$1.85	\$0.20	\$0.20	\$0.20	\$0.20



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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Cameroon	\$1.95		-	-	-	-
Canada	\$0.21		\$0.01	\$0.01	\$0.00	\$0.00
Cape Verde	\$1.90		-	-	-	-
Cayman Is	\$1.35		-	-	-	-
Central African Rep	\$1.90		-	-	-	-
Chad	\$1.95		-	-	-	-
Chile	\$0.85	\$1.25	\$0.05	\$0.30	\$0.00	\$0.30
China	\$0.75	\$1.00	\$0.02	\$0.02	\$0.00	\$0.00
Colombia	\$1.40		-	-	-	-
Comoros	\$1.50		-	-	-	-
Congo Democratic Republic	\$1.95		-	-	-	-
Congo	\$1.90		-	-	-	-
Cook Islands	\$1.35		-	-	-	-
Costa Rica	\$1.60		-	-	-	-
Croatia	\$0.85	\$1.10	\$0.10	\$0.30	\$0.00	\$0.25
Cuba	\$1.15		-	-	-	-
Cyprus	\$0.75	\$1.00	\$0.05	\$0.10	\$0.00	\$0.00
Czech Republic	\$0.85	\$1.10	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.55	\$0.95	\$0.05	\$0.30	\$0.00	\$0.30



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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Diego-Garcia	\$1.90		-	-	-	-
Djibouti	\$1.95		-	-	-	-
Dominica	\$1.15		-	-	-	-
Dominican Rep	\$0.85		-	-	-	-
East Timor	\$2.85		-	-	-	-
Ecuador	\$1.40		-	-	-	-
Egypt	\$1.22	\$1.47	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35		-	-	-	-
Equatorial Guinea	\$1.95		-	-	-	-
Eritrea	\$1.95		-	-	-	-
Estonia	\$1.05		-	-	-	-
Ethiopia	\$1.95		-	-	-	-
Faroe Islands	\$1.25		-	-	-	-
Falkland Islands	\$1.40		-	-	-	-
Fiji	\$0.90	\$1.15	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	-	-	-	-
France	\$0.40	\$0.80	\$0.03	\$0.20	\$0.00	\$0.00
French Guiana	\$1.40		-	-	-	-

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
French Polynesia	\$1.00		-	-	-	-
Gabon	\$1.90		-	-	-	-
Gambia	\$1.90		-	-	-	-
Georgia	\$1.55		-	-	-	-
Germany	\$0.40	\$0.80	\$0.05	\$0.25	\$0.00	\$0.15
Ghana	\$1.60		\$0.30	\$0.30	\$0.30	\$0.30
Gibraltar	\$1.20		-	-	-	-
Greece	\$0.45	\$0.70	\$0.03	\$0.20	\$0.00	\$0.00
Greenland	\$1.25		-	-	-	-
Grenada	\$1.40		-	-	-	-
Guadeloupe	\$1.25		-	-	-	-
Guam	\$0.75		-	-	-	-
Guantanamo	\$1.60		-	-	-	-
Guatemala	\$1.40		-	-	-	-
Guinea-Bissau	\$1.95		-	-	-	-
Guinea	\$1.90		-	-	-	-
Guyana	\$1.50		-	-	-	-
Haiti	\$2.60		-	-	-	-

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Hawaii	\$0.21		-	-	-	-
Honduras	\$1.40		-	-	-	-
Hong Kong	\$0.35	\$0.60	\$0.02	\$0.02	\$0.00	\$0.00
Hungary	\$0.60	\$0.85	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00		-	-	-	-
India	\$1.10	\$1.35	\$0.03	\$0.03	\$0.00	\$0.00
Indonesia	\$0.90	\$1.15	\$0.10	\$0.10	\$0.10	\$0.10
Iran	\$1.35	\$1.60	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$2.10		\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.21	\$0.61	\$0.05	\$0.25	\$0.00	\$0.20
Israel	\$0.45	\$0.70	\$0.03	\$0.15	\$0.00	\$0.10
Italy	\$0.40	\$0.80	\$0.03	\$0.25	\$0.00	\$0.20
Ivory Coast	\$1.90		-	-	-	-
Jamaica	\$1.35		-	-	-	-
Japan	\$0.40	\$0.80	\$0.03	\$0.15	\$0.00	\$0.10
Jordan	\$1.25	\$1.50	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55		-	-	-	-
Kenya	\$1.50	\$1.75	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$0.90		-	-	-	-
Korea DPR (North)	\$1.60		-	-	-	-
Korea Republic (South)	\$0.80	\$1.05	\$0.03	\$0.05	\$0.00	\$0.00

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		STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
		Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.		55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015		52c		52c		52c (where there is a per minute charge)*	
						*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)							
Kuwait		\$1.40		-	-	-	-
Kyrgyzstan		\$1.55		-	-	-	-
Lao PDR		\$1.55		\$0.30	\$0.30	\$0.30	\$0.30
Latvia		\$1.15		-	-	-	-
Lebanon	\$1.09	\$1.34	\$0.10	\$0.35		\$0.10	\$0.35
Lesotho		\$1.35		-	-	-	-
Liberia		\$1.95		-	-	-	-
Libya		\$1.60		-	-	-	-
Liechtenstein		\$0.60		-	-	-	-
Lithuania		\$1.55		\$0.30	\$0.30	\$0.30	\$0.30
Luxembourg		\$0.75		-	-	-	-
Macau		\$1.35		-	-	-	-
Macedonia FYR		\$0.95	\$1.20	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar		\$1.90		-	-	-	-
Malawi		\$1.60		-	-	-	-
Malaysia		\$0.60	\$0.85	\$0.03	\$0.03	\$0.00	\$0.00



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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Maldives	\$1.90		-	-	-	-
Mali	\$1.90		-	-	-	-
Malta	\$0.95	\$1.20	\$0.20	\$0.30	\$0.20	\$0.30
Northern Mariana Islands	\$1.40		-	-	-	-
Marshall Islands	\$1.70		-	-	-	-
Martinique	\$1.35		-	-	-	-
Mauritania	\$1.90		-	-	-	-
Mauritius	\$1.35		\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40		-	-	-	-
Mexico	\$1.10		-	-	-	-
Micronesia Federated States	\$1.70		-	-	-	-
Moldova Republic	\$1.90		-	-	-	-
Monaco	\$1.15		-	-	-	-
Mongolia	\$1.95		-	-	-	-
Montenegro	\$1.05	\$1.30	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60		-	-	-	-
Morocco	\$1.95		-	-	-	-
Mozambique	\$1.95		-	-	-	-

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Myanmar	\$1.70		-	-	-	-
Namibia	\$1.60		-	-	-	-
Nauru	\$0.90		-	-	-	-
Nepal	\$1.60		-	-	-	-
Netherlands	\$0.45	\$0.85	\$0.03	\$0.25	\$0.00	\$0.20
Netherlands Antilles	\$1.60		-	-	-	-
New Caledonia	\$1.00		-	-	-	-
New Zealand	\$0.21	\$0.61	\$0.05	\$0.30	\$0.00	\$0.00
Nicaragua	\$1.50		-	-	-	-
Niger	\$1.90		-	-	-	-
Nigeria	\$1.35		\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.15		-	-	-	-
Norfolk Island	\$0.97		-	-	-	-
Norway	\$0.60	-	-	-	-	-
Oman	\$1.30		-	-	-	-
Pakistan	\$1.65	\$1.90	\$0.10	\$0.15	\$0.00	\$0.10
Palau	\$1.80		-	-	-	-
Palestine, (State of)	\$0.45	-	-	-	-	-

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Panama	\$1.35		-	-		-
Papua New Guinea	\$1.98		-	-		-
Paraguay	\$1.50		\$0.20	\$0.20	\$0.20	\$0.20
Peru	\$1.35		\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.70	\$0.95	\$0.15	\$0.15	\$0.15	\$0.15
Poland*	\$0.85	\$1.25	\$0.05	\$0.20	\$0.00	\$0.20
Portugal	\$1.05	\$1.45	\$0.05	\$0.20	\$0.05	\$0.20
Puerto Rico	\$0.75		-	-	-	-
Qatar	\$1.90		-	-	-	-
Reunion	\$1.60		-	-	-	-
Romania	\$1.30	\$1.55	\$0.10	\$0.25	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.75	\$0.10	\$0.10	\$0.10	\$0.10
Rwanda	\$1.60		-	-		-
Samoa	\$0.90		-	-		-
San Marino	\$1.59		-	-		-
Sao Tome & Principe	\$1.60		-	-	-	-
Saudi Arabia	\$1.58	-	-	-	-	-
Senegal	\$1.95		-	-	-	-
Serbia	\$1.05	\$1.30	\$0.25	\$0.25	\$0.25	\$0.25

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Seychelles	\$1.90		-	-	-	-
Sierra Leone	\$1.90		-	-	-	-
Singapore	\$0.45	\$0.70	\$0.02	\$0.02	\$0.00	\$0.00
Slovakia	\$0.75		\$0.30	\$0.30	\$0.30	\$0.30
Slovenia	\$0.95		\$0.45	\$0.45	\$0.45	\$0.45
Solomon Islands	\$1.34	\$1.59	-	-	-	-
Somalia	\$1.95		-	-	-	-
South Africa	\$0.65	\$0.90	\$0.05	\$0.25	\$0.00	\$0.20
South Sudan	\$1.60		-	-	-	-
Spain	\$0.60	\$1.00	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.90	\$1.15	\$0.10	\$0.15	\$0.10	\$0.15
Saint Helena	\$1.40		-	-	-	-
Saint Kitts & Nevis	\$1.40		-	-	-	-
Saint Lucia	\$1.40		-	-	-	-
Saint Pierre & Miquelon	\$1.35		-	-	-	-
Saint Vincent & The Grenadines	\$1.40		-	-	-	-
Sudan	\$1.60		-	-	-	-
Suriname	\$1.35		-	-	-	-
Swaziland	\$1.90		-	-	-	-

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	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
Sweden	\$0.50	\$0.90	\$0.05	\$0.20	\$0.00	\$0.20
Switzerland	\$0.50	\$0.90	\$0.05	\$0.35	\$0.00	\$0.20
Syria	\$1.90		\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.80	\$1.05	\$0.03	\$0.15	\$0.00	\$0.00
Tajikistan	\$1.35		-	-	-	-
Tanzania United Republic	\$1.60		-	-	-	-
Thailand	\$0.85		\$0.03	\$0.03	\$0.00	\$0.00
Togo	\$1.90		-	-	-	-
Tokelau	\$1.40		-	-	-	-
Tonga	\$0.90		-	-	-	-
Trinidad & Tobago	\$1.15		-	-	-	-
Tunisia	\$1.20		-	-	-	-
Turkey	\$0.75	\$1.00	\$0.05	\$0.15	\$0.00	\$0.10
Turkmenistan	\$1.35		-	-	-	-
Turks & Caicos Islands	\$1.60		-	-	-	-
Tuvalu	\$1.15		-	-	-	-
Uganda	\$1.60		-	-	-	-
Ukraine	\$1.05		\$0.30	\$0.30	\$0.30	\$0.30
United Arab Emirates	\$1.14	\$1.39	\$0.25	\$0.20	\$0.25	\$0.20

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	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for new Bundles launched 30 th June 2015	52c		52c		52c (where there is a per minute charge)*	
					*If a Country is listed as having \$0.00 rate, no connection fee applies.	
Calls charged 60 second block (GST incl.)						
United Kingdom	\$0.21	\$0.61	\$0.02	\$0.20	\$0.00	\$0.00
Uruguay	\$1.30	\$1.55	\$0.15	\$0.40	\$0.15	\$0.40
United States	\$0.21		\$0.02	\$0.02	\$0.00	\$0.00
Uzbekistan	\$1.35		-	-	-	-
Vanuatu	\$0.90		-	-	-	-
Vatican City	\$0.40	-	-	-	-	-
Venezuela	\$1.00		-	-	-	-
Vietnam	\$1.38	\$1.63	\$0.05	\$0.05	\$0.00	\$0.00
Virgin Islands (British)	\$1.60		-	-	-	-
Virgin Islands (US)	\$0.75		-	-	-	-
Wallis & Futuna	\$1.40		-	-	-	-
Yemen	\$1.60		-	-	-	-
Zambia	\$1.60		-	-	-	-
Zimbabwe	\$0.90	\$1.15	\$0.20	\$0.55	\$0.20	\$0.55

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19.5 We charge you the following for calls to the specified global and satellite services. We charge you in minute blocks.

Calls to global and satellite services	Home Line Plus Telstra Voice Advanced Telstra Voice Reach Telstra Voice Together Telstra Voice Ultimate Telstra Voice Complete Telstra Home Phone Casual Telstra Home Phone Local Telstra Home Phone National Telstra Home Phone Pinnacle	Telstra Home Phone Budget Override Calls (using 1411) * *Note - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.
	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



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Calls to global and satellite services	Home Line Plus Telstra Voice Advanced Telstra Voice Reach Telstra Voice Together Telstra Voice Ultimate Telstra Voice Complete Telstra Home Phone Casual Telstra Home Phone Local Telstra Home Phone National Telstra Home Phone Pinnacle	Telstra Home Phone Budget Override Calls (using 1411) * *Note - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.
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
Calls to Iridium numbers beginning with 8816 or 8817	\$4.85	\$6.06

20 Silent Line

20.1 You can ask us for a Silent Line.

20.2 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 and we will not disclose your telephone number through directory assistance. We will also block your [home phone number so that when you call others, they won't be able to see your number](#)



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[on their Calling Number Display.](#)

20.3 We charge you the following for Silent Line.

Silent Line	GST incl.
Charge per month	\$2.93

20.4 Silent Line will not be available for any new or existing auxiliary number attached to a Basic Telephone Service with either a multiple number feature or a Duet – Phone and Fax multiple number feature in accordance with the terms set out in Part H of the Basic Telephone Service section of Our Customer Terms.

21 Suppressed Address Listing

21.1 You can ask us for a Suppressed Address Listing.

21.2 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.

21.3 The charges for Suppressed Address listing will be advised to you on when you apply for this service.

22 Telstra T-Hub

What is the T-Hub?

22.1 Any reference to 'T-Hub' in these terms applies to both the T-Hub 1 and the T-Hub 2.

22.2 T-Hub is no longer available for sale as of September 2014.

22.3 The T-Hub is comprised of a cordless, touch-screen device ("**Tablet**") and a cordless handset ("**Handset**") that is only available to Telstra customers who have:

- (a) a Basic Telephone Service on a T-Voice plan, Telstra Voice plan (excluding Telstra Voice Part), Telstra Home Phone Plan or a BusinessLine plan (excluding BusinessLine Part) (for customers with an eligible BusinessLine plan, please see Basic Telephone Service Section Part D – Business Phone Services of Our Customer Terms) ("**Eligible Fixed Service**");

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- (b) a Telstra or BigPond broadband service (“**Eligible Broadband Service**”); and
 - (c) a compatible wireless access point (such as a Home Network Gateway wireless modem) at their premises.
- 22.4 To access the full functionality of voicemail via the voicemail icon on your T-Hub Tablet, you will need to activate Telstra Home Messages 101 or MessageBank, and Flashing Message Indicator.
- 22.5 To make the most out of your T-Hub, we strongly recommend you subscribe to Calling Number Display.
- 22.6 The installation procedure for your T-Hub must be completed by:
- (a) the legal lessee/account holder or authorised representative of the Eligible Fixed Service and Eligible Broadband Service (and together if they are different); or
 - (b) any person with the express consent of legal lessee/account holder of the Eligible Fixed Service and Eligible Broadband Service,
- and after that person has read the T-Hub terms and conditions and the “Quick Reference Guide” provided with the T-Hub.
- 22.7 You can send SMS from your Tablet and from your T-Hub 1 Handset to most Australian mobile numbers and most Australian fixed numbers with an area code. You can only receive SMS on your Tablet and on your T-Hub 1 Handset from phones connected to the Telstra network. You cannot send or receive SMS on your T-Hub 2 Handset. If you connect your T-Hub 2 to a T-Gateway, you can only receive SMS as a Talking Text message.
- 22.8 As the T-Hub requires electricity to function, you cannot use the device during a power outage (including to make ‘000’ emergency service calls).
- 22.9 If you have a T-Hub 2, you will not be able to access or download any applications from the Google Play Store that require Global Positioning System hardware. Many popular sites will be available to access on your T-Hub 2 through other methods (including as a bookmark), although we do not guarantee that this will always be the case.
- 22.10 We may add, change or withdraw any Telstra or third party applications, bookmarks or icons, without notice to you. This includes any application that is preloaded on the T-Hub or is installed after purchase.
- 22.11 In addition to your obligations under the BigPond General Terms in relation to our supply of software to you, if you access, download or use any applications or software (“**Software**”) on the T-Hub, whether created or licensed by Telstra or by a

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third party (“Licensor”), you must not:

- (a) “crawl”, “spider”, index or in any non-transitory manner store or cache information obtained from the Software or related sites or services; or
- (b) engage in any action or practice that reflects poorly on the Licensor or otherwise disparages or devalues the Licensor’s reputation or goodwill.

MyInbox (for customers who signed up to their Eligible Broadband Service prior to 10 February 2012)

- 22.12 If you do not have an active MyInbox account, we will automatically create one for you during the installation process for the T-Hub and link it to your Eligible Fixed Service. This MyInbox account will be in the name of the account holder of the Eligible Broadband Service. No subscription charges apply to MyInbox, however charges may apply to send SMS and use other enhanced features online. These charges will be applied to the bill for the Eligible Fixed Service or, if you have a mobile linked to MyInbox, charges will be applied to the mobile bill. Usage of mobile video voicemail functionality and other online features may also count towards your monthly data allowance for your Eligible Broadband Service.

For important information about MyInbox and terms and conditions that apply to MyInbox (including size and time limits, deletion of messages and current charging), see [Part E - SMS Messages and Email](#) of Our Customer Terms.

BigPond Email with Windows Live (for customers who signed up to their Eligible Broadband Service from 10 February 2012 and purchased the T-Hub before 17 July 2012)

- 22.13 If you signed up to your Eligible Broadband Service from 10 February 2012, and purchased the T-Hub before 17 July 2012, you will not be able to view or synchronise your contacts and calendar information created on the T-Hub in your BigPond Email account with Windows Live online (and vice versa). Your contacts and calendar information will continue to be backed up on the Telstra network.

For important information about your BigPond Email account with Windows Live and terms and conditions that apply (including size and time limits, deletion of messages and current charging), see [Part A – General Terms for BigPond services](#).

Charges

- 22.14 In addition to the cost of the T-Hub device, calls and other usage of the T-Hub and associated services will be charged. We charge you in accordance with the relevant prices specified in Our Customer Terms for those services, including:
- (a) the Eligible Fixed Service; and

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(b) the Eligible Broadband Service

Where you use the T-Hub for purposes similar to a standard fixed phone (such as making calls or sending messages), the relevant charges will be applied to the bill for the Eligible Fixed Service. Where you use the T-Hub to access and browse a wide range of internet sites, the relevant charges (including any excess usage charges) will be applied to the bill for the Eligible Broadband Service.

23 Home Phone Calls Safety Net

23.1 The Home Phone Calls Safety net is automatically applied to eligible Telstra Home Phone Plans, including:

- (a) Telstra Home Phone Casual;
- (b) Telstra Home Phone Budget;
- (c) Telstra Home Phone Local;
- (d) Telstra Home Phone National;
- (e) Telstra home Phone Pinnacle; or
- (f) any other plan we determine.

23.2 Where the Home Phone Calls Safety Net is applied to your Telstra Home Phone plan you will pay no more than \$130 for eligible Telstra Home Phone plan charges in a single billing month. Eligible charges include the monthly access charge for your Telstra Home Phone plan and charges for the following call types:

- (a) local calls;
- (b) STD calls;
- (c) calls to standard Australian mobiles;
- (d) calls to 13 numbers; and
- (e) calls to 019 numbers.

23.3 The Home Phone Calls Safety Net applies to eligible charges after any other discounts have been applied.