

### Part D – Other Call Types

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### Part D – Other Call Types

Certain words are used with the specific meanings set in Part A – General of the Telstra Mobile section, or in the General Terms of Our Customer Terms.

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## 1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

See clause 1 of Part A – General of the Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

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## 2 Customer Service enquiries

- 2.1 We charge you the following for customer service enquiries made from a mobile service to 125 numbers (unless we specify otherwise):

Customer Service enquiries	GST excl.	GST incl.
Charge for each call to 125 numbers within Australia	22.73¢	<b>25¢</b>
Subject to clause 2.2 below, charge for each call within Australia to 125 111, 125 8880, 125 8887, 125 8888	<b>No charge</b>	No charge
Charge for each call made outside Australia to the following 125 numbers: + 61 439 125 109, + 61 439 125 111 and + 61 439 125 117 (a GST free call).	<b>22.73¢</b>	N/A

- 2.2 If you are on a Telstra post-paid plan which provides a number of included call minutes, the duration of your calls from that Telstra post-paid mobile service to 125 111, 125 8880, 125 8887 and 125 8888 will be deducted from your included call minutes.

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## 3 Mobile Tutorials

- 3.1 You can make a video call from your Next G service to 125 131 to access Mobile

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Tutorials and you will not be charged for this call.

#### 4 International calls

- 4.1 We charge you the following for making international voice calls. Charges for international voice calls may be varied by us at any time in accordance with the General Terms of Our Customer Terms. You should contact us to check the most recent international voice call charges before making international calls. The call connection fee set out below also applies to each international voice call. All voice call rates charged per 60 second block (or part).
- 4.2 The charges for making international voice calls and voice calls to global and satellite services from a Telstra Pre-Paid Plus service are set out in Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms.

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

Destination	Voice Calls to Fixed Line (non-roaming) Number Per minute rate				Voice Calls to an International Mobile (non-roaming) Number Per minute rate			
	GST excl.		GST incl.		GST excl.		GST incl.	
Connection fee per call	\$	0.36	\$	0.40	\$	0.36	\$	0.40
Afghanistan	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Alaska	\$	0.40	\$	0.44	\$	0.40	\$	0.44
Albania	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Algeria	\$	2.57	\$	2.83	\$	2.57	\$	2.83
American Samoa	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Andorra	\$	0.82	\$	0.90	\$	0.82	\$	0.90
Angola	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Anguilla	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Antarctica	\$	0.74	\$	0.81	\$	0.74	\$	0.81
Antigua	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Argentina	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Armenia	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Aruba	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Ascension Island	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Austria	\$	0.68	\$	0.75	\$	1.07	\$	1.18
Azerbaijan	\$	1.74	\$	1.91	\$	1.74	\$	1.91

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Bahamas	\$	0.96	\$	1.06	\$	0.96	\$	1.06
Bahrain	\$	1.45	\$	1.59	\$	1.45	\$	1.59
Bangladesh	\$	1.78	\$	1.96	\$	2.05	\$	2.26
Barbados	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Belarus	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Belgium	\$	1.19	\$	1.31	\$	1.70	\$	1.87
Belize	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Benin Republic	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Bermuda	\$	1.48	\$	1.63	\$	1.48	\$	1.63
Bhutan	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Bolivia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Bosnia	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Botswana	\$	1.78	\$	1.96	\$	1.78	\$	1.96
BR. Virgin Islands	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Brazil	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Brunei	\$	0.99	\$	1.09	\$	0.99	\$	1.09
Bulgaria	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Burkina Faso	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Burundi	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Cambodia	\$	1.74	\$	1.91	\$	1.98	\$	2.18
Cameroon	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Canada	\$	0.58	\$	0.64	\$	0.58	\$	0.64
Cabo Verde	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Cayman Island	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Central African Republic	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Chad	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Chile	\$	0.96	\$	1.06	\$	1.35	\$	1.49
China	\$	1.25	\$	1.37	\$	1.56	\$	1.72
Colombia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Comoro Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Congo Rep	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Congo, Dem. Republic Of	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Cook Is	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Costa Rica	\$	1.91	\$	2.10	\$	1.91	\$	2.10
Croatia	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Cuba	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Cyprus	\$	0.72	\$	0.79	\$	0.93	\$	1.02

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Czech Republic	\$	0.96	\$	1.06	\$	1.21	\$	1.33
Denmark	\$	0.83	\$	0.91	\$	1.34	\$	1.47
Diego Garcia	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Djibouti	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Dominica	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Dominican Republic	\$	0.96	\$	1.06	\$	0.96	\$	1.06
East Timor	\$	2.95	\$	3.24	\$	2.95	\$	3.24
Ecuador	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Egypt	\$	1.30	\$	1.43	\$	1.55	\$	1.70
El Salvador	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Equatorial Guinea	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Eritrea	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Estonia	\$	1.55	\$	1.70	\$	1.55	\$	1.70
Ethiopia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Falkland Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Faroe Islands	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Fiji	\$	1.19	\$	1.31	\$	1.51	\$	1.66
Finland	\$	0.68	\$	0.75	\$	0.93	\$	1.02
France	\$	0.68	\$	0.75	\$	1.19	\$	1.31
French Guiana	\$	1.74	\$	1.91	\$	1.74	\$	1.91
French Polynesia	\$	1.10	\$	1.21	\$	1.10	\$	1.21
Gabon	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Gambia	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Georgia	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Germany	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Ghana	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Gibraltar	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Greece	\$	0.68	\$	0.75	\$	1.01	\$	1.11
Greenland	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Grenada	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guadeloupe	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Guam	\$	0.82	\$	0.90	\$	0.82	\$	0.90
Guantanamo	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guatemala	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guinea Republic	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Guinea-Bissau	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Guyana	\$	1.65	\$	1.82	\$	1.65	\$	1.82
Haiti	\$	2.66	\$	2.93	\$	2.66	\$	2.93

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Hawaii	\$	0.40	\$	0.44	\$	0.40	\$	0.44
Honduras	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Hong Kong	\$	0.48	\$	0.53	\$	0.75	\$	0.82
Hungary	\$	0.96	\$	1.06	\$	1.21	\$	1.33
Iceland	\$	1.19	\$	1.31	\$	1.19	\$	1.31
India	\$	1.65	\$	1.82	\$	1.98	\$	2.18
Indonesia	\$	1.27	\$	1.40	\$	1.61	\$	1.77
Iran	\$	1.26	\$	1.39	\$	1.46	\$	1.61
Iraq	\$	2.11	\$	2.32	\$	2.11	\$	2.32
Ireland	\$	0.60	\$	0.66	\$	1.13	\$	1.24
Israel	\$	0.77	\$	0.85	\$	1.09	\$	1.20
Italy	\$	0.63	\$	0.69	\$	1.15	\$	1.26
Ivory Coast	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Jamaica	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Japan	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Jordan	\$	1.40	\$	1.54	\$	1.65	\$	1.81
Kazakstan	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Kenya	\$	1.65	\$	1.82	\$	1.90	\$	2.09
Kiribati	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Kuwait	\$	1.56	\$	1.72	\$	1.56	\$	1.72
Kyrgyzstan	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Laos	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Latvia	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Lebanon	\$	1.55	\$	1.70	\$	1.86	\$	2.05
Lesotho	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Liberia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Libya	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Liechtenstein	\$	0.68	\$	0.75	\$	0.68	\$	0.75
Lithuania	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Luxembourg	\$	0.96	\$	1.06	\$	0.96	\$	1.06
Macao	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Macedonia	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Madagascar	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Malawi	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Malaysia	\$	0.72	\$	0.79	\$	0.99	\$	1.09
Maldives Isles	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Mali	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Malta	\$	1.00	\$	1.10	\$	1.25	\$	1.37

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Mariana Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Marshall Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Martinique	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Mauritania	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Mauritius	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Mayotte	\$	1.55	\$	1.71	\$	1.55	\$	1.71
Mexico	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Micronesia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Moldova	\$	1.96	\$	2.16	\$	1.96	\$	2.16
Monaco	\$	1.18	\$	1.30	\$	1.18	\$	1.30
Mongolia	\$	2.15	\$	2.36	\$	2.15	\$	2.36
Montenegro	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Montserrat	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Morocco	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Mozambique	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Myanmar	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Namibia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Nauru	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Nepal	\$	1.65	\$	1.82	\$	1.65	\$	1.82
Netherlands	\$	0.83	\$	0.91	\$	1.34	\$	1.47
Netherlands Antilles	\$	1.65	\$	1.81	\$	1.65	\$	1.81
New Caledonia	\$	1.10	\$	1.21	\$	1.10	\$	1.21
New Zealand	\$	0.40	\$	0.44	\$	0.94	\$	1.03
Nicaragua	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Niger	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Nigeria	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Niue Is	\$	1.18	\$	1.30	\$	1.18	\$	1.30
Norfolk Is	\$	1.10	\$	1.21	\$	1.10	\$	1.21
North Korea	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Norway	\$	0.68	\$	0.75	\$	1.07	\$	1.18
Oman	\$	1.47	\$	1.62	\$	1.47	\$	1.62
Pakistan	\$	1.45	\$	1.59	\$	1.65	\$	1.82
Palau	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Palestine, (State of)	\$	0.59	\$	0.65	\$	0.59	\$	0.65
Panama	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Papua New Guinea	\$	2.81	\$	3.09	\$	2.81	\$	3.09
Paraguay	\$	1.48	\$	1.63	\$	1.48	\$	1.63
Peru	\$	1.51	\$	1.66	\$	1.51	\$	1.66



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Philippines	\$	1.02	\$	1.12	\$	1.35	\$	1.48
Poland	\$	0.96	\$	1.06	\$	1.35	\$	1.49
Portugal	\$	1.19	\$	1.31	\$	1.58	\$	1.74
Puerto Rico	\$	0.68	\$	0.75	\$	0.68	\$	0.75
Qatar	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Reunion Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Romania	\$	1.51	\$	1.66	\$	1.75	\$	1.93
Russia	\$	1.27	\$	1.40	\$	1.48	\$	1.63
Rwanda	\$	1.78	\$	1.96	\$	1.78	\$	1.96
San Marino	\$	1.67	\$	1.84	\$	1.67	\$	1.84
Sao Tome	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Saudi Arabia	\$	1.67	\$	1.84	\$	1.92	\$	2.11
Senegal	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Serbia	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Seychelles	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Sierra Leone	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Singapore	\$	0.63	\$	0.69	\$	0.95	\$	1.04
Slovak Republic	\$	0.82	\$	0.90	\$	0.82	\$	0.90
Slovenia	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Solomons	\$	1.45	\$	1.60	\$	1.70	\$	1.87
Somalia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
South Africa	\$	1.01	\$	1.11	\$	1.34	\$	1.47
South Sudan	\$	1.78	\$	1.96	\$	1.78	\$	1.96
South Korea	\$	0.92	\$	1.01	\$	1.19	\$	1.31
Spain	\$	0.99	\$	1.09	\$	1.51	\$	1.66
Sri Lanka	\$	1.19	\$	1.31	\$	1.51	\$	1.66
St Helena	\$	1.78	\$	1.96	\$	1.78	\$	1.96
St Kitts	\$	1.78	\$	1.96	\$	1.78	\$	1.96
St Lucia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
St Pierre	\$	1.51	\$	1.66	\$	1.51	\$	1.66
St Vincent	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Sudan	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Surinam	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Swaziland	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Sweden	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Switzerland	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Syria	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Taiwan	\$	1.25	\$	1.37	\$	1.56	\$	1.72

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Tajikistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Tanzania	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Thailand	\$	1.27	\$	1.40	\$	1.27	\$	1.40
Togo Rep	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Tokelau Is	\$	1.43	\$	1.57	\$	1.43	\$	1.57
Tonga	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Trinidad	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Tunisia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Turkey	\$	1.13	\$	1.24	\$	1.45	\$	1.59
Turkmenistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Turks Is	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Tuvalu	\$	1.23	\$	1.35	\$	1.23	\$	1.35
U.S. Virgin Islands	\$	0.68	\$	0.75	\$	0.68	\$	0.75
U.S.A.	\$	0.40	\$	0.44	\$	0.40	\$	0.44
Uganda	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Ukraine	\$	1.19	\$	1.31	\$	1.19	\$	1.31
United Arab Emirates	\$	1.62	\$	1.78	\$	1.94	\$	2.13
United Kingdom	\$	0.50	\$	0.55	\$	1.03	\$	1.13
Uruguay	\$	1.51	\$	1.66	\$	1.75	\$	1.93
Uzbekistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Vanuatu	\$	1.30	\$	1.43	\$	1.30	\$	1.43
Vatican City	\$	0.74	\$	0.81	\$	0.88	\$	0.97
Venezuela	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Vietnam	\$	1.55	\$	1.70	\$	1.81	\$	1.99
Wallis Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Western Samoa	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Yemen Arab Republic	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Zambia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Zimbabwe	\$	1.96	\$	2.16	\$	2.28	\$	2.51

- 4.3 We charge you the following for calls to the specified global and satellite services. We charge you in blocks of 30 seconds, except for calls to International Network (BT Geoverse). For calls to International Network (BT Geoverse) we charge you the call connection fee plus the per minute rate (calculated per second).

Calls to global and satellite services	GST excl	GST-incl.
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### Part D – Other Call Types

<b>Calls to global and satellite services</b>	<b>GST excl</b>	<b>GST-incl.</b>
	<b>Per minute</b>	
Calls to Inmarsat B numbers beginning with 8703	\$5.445	<b>\$5.99</b>
Calls to Inmarsat Aero numbers beginning with 8705	\$9.990	<b>\$10.99</b>
Calls to Inmarsat B HSD numbers beginning with 87039 or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	\$18.173	<b>\$19.99</b>
Calls to Inmarsat M numbers beginning with 8706	\$3.627	<b>\$3.99</b>
Calls to Inmarsat Mini M numbers beginning with 87076	\$3.173	<b>\$3.49</b>
Calls to Inmarsat GAN ISDN numbers beginning with 87060	\$13.627	<b>\$14.99</b>
Calls to: <ul style="list-style-type: none"> <li>• International Network Shared Code (Thuraya) numbers beginning with 88216 ; or</li> <li>• Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299.</li> <li>•</li> </ul>	\$5.1364	<b>\$5.65</b>
Calls to Iridium numbers beginning with 8816 or 8817	\$4.409	<b>\$4.85</b>

4.4 We charge you the following for making international video calls to the countries listed in clause 4.6 below. Charges for international video calls may be varied by us at any time in accordance with the General Terms of Our Customer Terms. You should contact us to check the most recent international video call charges before making international video calls. The call connection fee set out below also applies to each international video call. All call rates are per-minute rates and charged per second except if you have a Freedom Connect Plan, Freedom Connect BYO Plan, Every Day Connect Plan or Every Day Connect BYO Plan, Mobile Accelerate, Mobile Accelerate Casual, Mobile Accelerate BYO, Mobile Accelerate Data Share, Mobile Accelerate Data Share BYO, Go Mobile Plans, and Go Mobile BYO Plans, and Go Mobile Casual Plans in which case the rates will be charged per 60 second block (or part) at the following rates:

### Part D – Other Call Types

Destination	Video Calls to Fixed Line (non-roaming) Number Per second rate		Video Calls to an International Mobile (non-roaming) Number Per second rate	
	GST excl.	GST incl.	GST excl.	GST incl.
<b>Connection fee per call</b>	\$0.40	<b>\$0.44</b>	\$0.40	<b>\$0.44</b>
Video calls	\$0.0225	<b>\$0.025</b>	\$0.0025	<b>\$0.025</b>

- 4.5 The charges for making international video calls and video calls to global and satellite services from a Telstra Pre-Paid Plus service are set out in Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms.

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

Destination	Video Calls to Fixed Line (non-roaming) Number Per minute rate		Video Calls to an International Mobile (non-roaming) Number Per minute rate	
	GST excl.	GST incl.	GST excl.	GST incl.
<b>Connection fee per call</b>	\$0.40	<b>\$0.44</b>	\$0.40	<b>\$0.44</b>
Video calls	\$1.36	<b>\$1.50</b>	\$1.36	<b>\$1.50</b>

- 4.6 The charges for making international video calls in clause 4.4 and 4.5 above apply to international video calls made to the following countries: Albania, Algeria, Andorra, Angola, Anguilla, Antartica, Antigua, Argentina, Armenia, Aruba, Ascension Island, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, Brunei, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cabo Verde, Caymand Is, Central African Rep, Chad, Chile, China, Colombia, Comoros, Congo (formerly Zaire), Congo Rep, Cook Is, Costa Rica, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Diego-Garcia, Djibouti, Dominica, Dominican Rep, East Timor,

### Part D – Other Call Types

Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Faeroe Island, Falkland Island, Fiji, Finland, France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guantanamo, Guatemala, Guinea Bissau, Guinea Rep, Guyana, Haiti, Hawaii, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq, Ireland, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Korea PDR, Korea Republic of, Kuwait, Krygyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Mariana Is, Marshall Is, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia (FS), Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue Is, Norfolk Island, Norway, Oman, Pakistan, Palau, Palestine (State of), Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, Rwanda, Samoa (West), Samon (US), San Marino, Sao Tome & Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Slovak Republic, Slovenia, Solomon Islands, Somalia, South Africa, Spain, Sri Lanka, St Helena, St Kitts & Nevis, St Lucia, St Pierre/Miquelon, St Vincent & The Grenadines, Sudan, Surinam, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks & Caicos Is, Tuvalu, Uganda, Ukraine, United Arab Emirates, United Kingdom, Uruguay, USA, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Virgin Is (British), Virgin Is (USA), Wallis & Futuna Is, Yemen AR, Zambia, Zimbabwe

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## 5 InfoCall calls

- 5.1 The charges for making InfoCall calls from a mobile service are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

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

- 5.2 We charge you the following surcharge for each InfoCall voice call and each InfoCall video call made from a mobile service.
- 5.3 It is not possible to call some higher charge InfoCall services from mobile services connected to our networks.

### Part D – Other Call Types

InfoCall calls	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Surcharge for an InfoCall voice call from a mobile service (per 30 seconds or part thereof)	15¢	<b>16.5¢</b>	<b>15.45</b>	<b>17¢</b>
Surcharge for an InfoCall video call from a mobile service (per 30 seconds or part thereof)	30¢	<b>33¢</b>	30¢	<b>33¢</b>

5.4 InfoCall video call services can only be accessed by compatible 3G mobile phone handsets.

5.5 The InfoCall video call service is not available from fixed access types (eg ISDN).

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## 6 Calls to Optus 1900 services

6.1 We charge you the following for making calls to an Optus 1900 service from a mobile service. The surcharge set out below also applies to each call to an Optus 1900 service.

6.2 It is not possible to call some higher charge Optus 1900 services from the mobile services connected to our networks.

Optus 1900 calls	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Charges (per 30 seconds or part thereof)	\$2.00	<b>\$2.20</b>	\$2.00	<b>\$2.20</b>
Surcharge for an InfoCall call from a mobile service	15¢	<b>16.5¢</b>	<b>15.45</b>	<b>17¢</b>

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## 7 016, 13 and 1300 calls

7.1 Subject to 8.2, we charge you calls from a mobile service to a 016, 13 or 1300 service as if they were calls to a fixed number under your applicable pricing plan.

7.2 We charge you the following for calls from a post-paid mobile service to 131114,

### Part D – Other Call Types

131191, 131282, 132000, 132200, 132203, 132253, 132255, 132674, 132999 and 133933.

Calls to:	GST excl.	GST incl.
131191, 131282, 132253, 132255, and 132674	22.73¢	25¢
132000, 132200, 132203, 132999, 133933 and 137663, subject to clause 8.3 below	No charge	No charge
131114 (Lifeline)	No charge	No charge

- 7.3 If you are on a Telstra post-paid plan which provides a number of included call minutes the duration of your calls from that Telstra post-paid mobile service to 132000, 132200, 132203, 132999, 133933, 137633 will be deducted from your included call minutes.

## 8 Calls to a Telstra Mobile Satellite service (Iridium National Footprint)

- 8.1 We charge you the following for a call from a mobile service to a Telstra Mobile Satellite service in Australia with 014710, 014711, 0141712, 014714, 014715, 014716 or 014718 prefix. The Telstra Mobile Satellite service can be up to 200 nautical miles out to sea or in all Australian external territories except Antarctica.

Call to Telstra Mobile Satellite number in Australia	GST excl.	GST incl.
Connection fee	36.36¢	<b>40¢</b>
Call charge (per 30-seconds or part thereof)	72.72¢	<b>80¢</b>

Charges may be subject to bonus option or other discount, as determined by the caller's mobile service plan.

- 8.2 Notwithstanding the above, if you have a Go Mobile, Go Mobile Casual and Go Mobile BYO Plan, you will be charged \$1 per 60-seconds or part thereof for Telstra Mobile Satellite numbers in Australia. No call connection fee applies.

### Part D – Other Call Types

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## 9 Calls to an Optus MobileSat service (01451, 01452 or 01453 Calls)

- 9.1 We charge you for a call from a mobile service to an Optus MobileSat service at the same rate as a call from a Basic Telephone Service to an Optus MobileSat service. The charges are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

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

- 9.2 Notwithstanding the above, if you have a Go Mobile, Go Mobile Casual and Go Mobile BYO Plan, you will be charged \$1 per 60-seconds or part thereof for Optus MobileSat service. No call connection fee applies.

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## 10 Directory Assistance on 1223

### What is Directory Assistance on 1223?

- 10.1 You can call Directory Assistance on 1223 to search for a White Pages or Yellow Pages directory listing. Your call will be responded to in the first instance by an automated speech recognition system. If your call cannot continue to be automated, then an operator will assist you with your request.
- 10.2 You can use Directory Assistance to search for the number of a known name in the residential or business and government sections of the White Pages directory or to search for a type of business (i.e. a plumber, hairdresser) in the Yellow Pages directory.
- 10.3 If you are searching for a type of business (as opposed to a known business, government or residential name) you can receive up to three Yellow Pages listings from the operator.
- 10.4 Call connection to a requested number is available on 1223 to post-paid and pre-paid customers connected to the Telstra mobile network.

### Charges – Directory Assistance

- 10.5 In addition to any applicable charges under your pricing plan, we charge you the following fee for calls to Directory Assistance on 1223. We charge you the service fee regardless of whether or not the operator can find the requested number. We charge you the attempted connection charge for successful and attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.



### Part D – Other Call Types

Directory Assistance	GST excl.	GST incl.
Service fee for each call to Directory Assistance	86.37¢	95¢
Attempted connection charge (for successful and attempted connection to requested number)	\$1.1728	\$1.29

- 10.6 We do not charge you a service fee if you are a disabled customer who uses the Telstra Disability Hotline or calls 12551.
- 10.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney, NSW local time regardless of the location from where the call to Directory Assistance was made. All other times specified for calls to Directory Assistance will be in the local time of the area from where the call to Directory Assistance was made.

#### Excluded searches

- 10.8 You cannot use Directory Assistance to search for a service with a Silent Name.

#### What is International Directory Assistance?

- 10.9 International Directory Assistance is an operator assisted service. You call us on 1225 to ask us to search for an International telephone number you wish to call.

#### Charges – International Directory Assistance

- 10.10 We charge you the following service fee for calling International Directory Assistance (regardless of whether we can find the number or not):

International Directory Assistance charges	GST excl.	GST incl.
Service fee for each call to International Directory Assistance	\$1.50	<b>\$1.65</b>

#### Text message to Directory Assistance callers

- 10.11 When you call Directory Assistance on 1223, we will send you a text message with the contact details for the person or business you have requested, including the listing name and telephone number (provided your mobile phone is capable of receiving SMS).

**Part D – Other Call Types**

- 10.12 In addition to information and content set out in clause 10.11, we may include other information about the person or business you have requested, including information about the goods and services the requested business provides (including general information, such as opening times or information about offers) and access to other content relevant to the requested person or business (such as maps and links to the requested business' website) , a survey to obtain your feedback, and marketing or community-focused messages. Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps and surveys). If you do not wish to receive this marketing information in future text messages from Directory Assistance, you can opt-out by sending an SMS containing the word “no” to 0429 000 920. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 10.11 in future text messages from Directory Assistance.

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**11 Call Connect**

**What is Call Connect**

- 11.1 You call us on Call Connect to speak with an operator to search for and connect you to a White Pages or Yellow Pages directory listing.
- 11.2 You can access the Call Connect service from eligible pre-paid and post-paid mobile services by dialling 12456 and for a limited time, 12455. If you dial 12455 to access Call Connect, the call will be represented on your bill as a call to 12456.
- 11.3 The operator will only make one connection attempt to the requested number.

**Charges**

- 11.4 We charge you the following charges when you call Call Connect. We charge you the Call Connect fee even if we cannot find a number. We charge you the attempted connection charge for successful connection and attempted connection to the requested number, even if the number does not answer or is busy or the attempted connection is otherwise unsuccessful.

<b>Call Connect</b>	<b>GST excl.</b>	<b>GST incl.</b>
Fee for each call to Call Connect (or Call Connect fee)	\$1.79	<b>\$1.99</b>
Attempted connection charge (for successful and attempted connection to requested number)	\$1.16	<b>\$1.29</b>

### Part D – Other Call Types

- 11.5 If you are a Telstra post-paid mobile customer, in addition to the Call Connect fee and attempted connection charge set out in clause 12.4, we also charge you:
- (a) the call charges and connection fees applicable under your pricing plan to connect to the Call Connect operator; and
  - (b) the call charges and connection fee applicable under your pricing plan for the call connected to the requested telephone number.
- 11.6 If you are a Telstra Pre-Paid mobile customer, in addition to the Call Connect fee and attempted connection charge set out in clause 11.4 above, we also charge you:
- (a) the standard call connection fee on connection to the operator and airtime charges applicable under your pricing offer (charged per second spent with the operator); and
  - (b) the call charges and connection fee applicable under your pricing offer for the call connected to the requested telephone number.
- 11.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney, NSW local time regardless of the location from where the call to Call Connect was made. All other times specified for calls to Call Connect will be in the local time of the area from where the call to Call Connect was made.

#### **Service provided on Call Connect**

- 11.8 If you are searching for a known business name or a White Pages listing, connection by the operator to the requested number is mandatory. If you are searching for a type of business (i.e. plumber, hairdresser) or a Yellow Pages listing, connection by the operator to the requested number is optional.
- 11.9 If you are searching for a type of business (as opposed to a business name or residential listing) you can receive up to three Yellow Pages referrals from the operator.

#### **Text message to Call Connect callers**

- 11.10 When you call Call Connect, we will send you a text message with information about the person or business you have requested (provided your mobile phone is capable of receiving SMS). This information may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers), other material about the requested business, information about specific Telstra products relevant to your request or the requested

### Part D – Other Call Types

business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).

- 11.11 In addition to information and content set out in clause 12.11, we may include a survey to obtain your feedback and marketing or community-focussed information about us or other businesses, government agencies or community organisations in the text message we send to you. If you do not wish to receive this marketing information from us in future text messages from Call Connect, you can opt-out by replying “no” to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 12.11 in future text messages from Call Connect.

#### **Excluded searches**

- 11.12 You cannot use Call Connect to connect to:
- (a) a Silent Line;
  - (b) a service that is not listed in our White Page or Yellow Pages directory database; or
  - (c) some enhanced services like 0500, InfoCall 190 services, directory assistance calls, calls to pagers and ships at sea.

#### **Goods or Services you buy from service providers you locate through Call Connect**

- 11.13 Where you use Call Connect to connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant goods and services are provided by that service provider and not by us. We offer no warranty for those goods or services, and accept no liability for them.

#### **Acceptable use of Call Connect**

- 11.14 You must not use Call Connect or allow your officers, employees, contractors, agents or anyone else to use Call Connect in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.
- 11.15 If you use Call Connect or allow another person to use Call Connect in the manner described in clause 11.14, we may terminate your access to Call Connect without notice to you.
- 11.16 We may, in our discretion, suspend access to Call Connect from any telephone service

### Part D – Other Call Types

which has been used in the manner described in clause 11.14.

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## 12 Call Connect SMS service

### What is the Call Connect SMS service?

- 12.1 You can send an SMS to 1-2-4-5-6 or 1-2-4-5-5 to request information listed in the White Pages and Yellow Pages directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses. If you SMS 1-2-4-5-5 to access Call Connect, the SMS may be represented on your bill as an SMS to 1-2-4-5-6.
- 12.2 You can access the Call Connect SMS service from eligible pre-paid and post-paid mobile services by sending an SMS to 1-2-4-5-6 or 1-2-4-5-5.
- 12.3 Each Call Connect SMS service comprises:
- (a) an SMS sent by you to Call Connect containing your request for information (“**Listing Request**”); and
  - (b) an SMS sent by us to you containing:
    - (i) the results of your Listing Request;
    - (ii) notification that no results are available for your Listing Request; or
    - (iii) a request for you to SMS Call Connect with further information in order for us to complete your Listing Request and either send you the results of your Listing Request or send you notification that no results are available for your Listing Request,
- (collectively, the “**SMS Response**”).

### Request for further information

- 12.4 If we send you an SMS with a request for further information in order for us to complete your Listing Request, you must SMS the further information requested to Call Connect if you want us to send you the results of your Listing Request. Your SMS providing further information and our SMS to you with the results of your Listing Request will be considered part of the original Listing Request, and you will only be charged one Call Connect SMS service fee.

### Part D – Other Call Types

#### Charges

12.5 The charges that apply each time you use the Call Connect SMS service are set out below.

Call Connect SMS service fee	GST excl.	GST incl.
Fee for SMS to Call Connect (or Call Connect fee)	\$1.79¢	<b>\$1.99</b>

12.6 You will be charged the Call Connect SMS service fee even if:

- (a) we cannot find information that corresponds to your search criteria;
- (b) you cancel the Listing Request before it has been processed; or
- (c) you do not receive the SMS Response from us because of a fault or problem outside our reasonable control.

12.7 You will be charged the Call Connect SMS service fee each time you send an SMS to Call Connect that we reasonably consider to be abusive, a nuisance or otherwise inappropriate, or where you have accidentally sent a text message to the Call Connect SMS service. We may send you an SMS to let you know that we consider your SMS to be abusive, a nuisance or otherwise inappropriate.

12.8 You will not be charged for using the Call Connect SMS service if you send an SMS to Call Connect that is blank.

#### Service delivery

12.9 Once we have sufficient information from you to process your Listing Request, we will search our databases for information which matches the search criteria listed in the Listing Request. We will send you an SMS with the result.

12.10 If your Listing Request returns multiple results, we will provide you with a SMS Response containing up to 3 of the most relevant results, as determined by us, depending on the nature of the query, an analysis of the information returned and the type of information requested. The SMS Response may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers), other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or

### Part D – Other Call Types

business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).

- 12.11 If we do not find any results that match your Listing Request, we will send you a SMS Response to tell you this.
- 12.12 If the information you are looking for is not listed in the SMS Response that we send to you, you will need to send us a new Listing Request containing more precise search criteria. This will constitute a new Call Connect SMS service.
- 12.13 All SMS that we send (including the SMS Response) will be sent to the mobile number from which the initial Listing Request was sent and may also contain a survey to obtain your feedback and marketing or community-focussed information. If you do not wish to receive this marketing information, you can opt-out by replying “no” to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 12.10 in future text messages from Call Connect.
- 12.14 We offer no warranty that the information you request is correct or current and accept no liability for any inaccuracies.

#### **Excluded services**

- 12.15 Listing Requests cannot be initiated or sent from a mobile service which is not connected to Telstra's mobile network.

#### **Goods or services you buy from services providers located through Call Connect**

- 12.16 Where you use the Call Connect SMS service to request a number, and you subsequently acquire goods or services from a service provider at that number, the relevant goods or services are provided by that service provider and not by us. We offer no warranty for those goods or services, and accept no liability for them.

#### **Fair and reasonable use of the Call Connect SMS Service**

- 12.17 Your use of the Call Connect SMS service must be fair and reasonable. This means that you must not use the Call Connect SMS service for the purposes of data mining or other forms of commercial exploitation.
- 12.18 You must also not use the Call Connect SMS service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. We may, at our reasonable discretion, refuse your Listing Request on these grounds.

### Part D – Other Call Types

#### Acceptable use of Call Connect

- 12.19 You must not use Call Connect or allow your officers, employees, contractors, agents or anyone else to use Call Connect in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.
- 12.20 If you use Call Connect or allow another person to use Call Connect in the manner described in clause 12.19, we may terminate your access to Call Connect without notice to you.
- 12.21 We may, in our discretion, suspend access to Call Connect from any telephone service which has been used in the manner described in clause 12.19.

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## 13 1234

#### What is the 1234 service?

- 13.1 The 1234 service is a premium operator call connection and information service. By dialling the numbers 1-2-3-4 you will be able to:
- (a) request information from the White Pages, and Yellow Pages directories about most residential customers and businesses listed in those directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses; and/or
  - (b) request factual information, such as opening hours, timetables, information about events, product queries, movie information, world times, dialling codes, weather forecasts and other factual information
- 13.2 In relation to directory information requested under 13.1(a), you can also be connected to your requested residential or business number. In relation to information requested under 13.1(b), you may also be able to be connected to a relevant phone number. For example, if you request movie information, you may be connected to the relevant cinema.
- 13.3 In relation to information you request through the 1234 service, while we use care and skill in providing the service we offer no warranty that this information is correct or current and accept no liability for any inaccuracies.

#### Charges

- 13.4 We will charge you the 1234 fee even if we cannot find the information requested. We will charge you the attempted connection charge for successful connection and



### Part D – Other Call Types

attempted connection to the requested or relevant number, even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

<b>1234 charges</b>	<b>GST excl.</b>	<b>GST incl.</b>
Fee for each call to 1234 (or 1234 fee)	\$1.79	<b>\$1.99</b>
Attempted connection charge (for successful and attempted connection to requested or relevant number)	\$1.16	<b>\$1.29</b>

13.5 If you are a Telstra post-paid mobile customer in addition to the 1234 fee and attempted connection charge set out in clause 14.5, we also charge you:

- (a) the call charges and connection fees applicable under your pricing plan to connect to the 1234 operator; and
- (b) the call charges and connection fee applicable under your pricing plan for the call connected to the requested telephone number.

13.6 If you are a Telstra Pre-Paid customer, in addition to the 1234 fee and attempted connection charge set out in clause 14.5, we also charge you:

- (a) the standard call connection fee on connection to the operator and airtime charges applicable under your pricing offer (charged per second spent with the operator); and
- (b) the call charges and connection fee applicable under your pricing offer for the call connected to the requested telephone number.

13.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney local time regardless of the location from where the call to 1234 was made. All other times specified for calls to 1234 will be in the local time of the area from where the call to 1234 was made.

#### **Excluded connections**

13.8 You cannot use the 1234 service to connect to:

- (a) a service with a Silent Line; or

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- (b) a service that is not listed in our directory assistance database; or
- (c) some enhanced services like 0500, InfoCall 190 services, directory assistance calls, calls to pagers and ships at sea.

#### **Excluded services**

- 13.9 You cannot call the 1234 service by dialling the numbers 1-2-3-4 from a mobile service which is not connected to Telstra's mobile network.

#### **Text message to 1234 callers**

- 13.11 When you call 1234, we will send you a text message responding to your request (provided your mobile phone is capable of receiving SMS). The SMS will contain information which may include the contact details of the requested person or business (including the name and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers) and/or the relevant 'fact' requested, other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).
- 13.12 In addition to information and content set out in clause 14.11, we may include a survey to obtain your feedback and marketing or community-focussed information about us or other businesses, government agencies or community organisations in the text message we send to you. If you do not wish to receive this marketing information from us in future text messages from 1234, you can opt-out by replying "no" to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 14.11 in future text messages from 1234.

#### **Goods or services you buy from services providers located through 1234**

- 13.13 If you use 1234 to request and/or connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant good and services are provided by that service provider and not by us. We offer no warranty for those goods or services, and accept no liability for them.
- 13.14 Any purchase by you of goods or services from us directly through the 1234 service will be subject to specific terms and conditions, as notified by us from time to time.

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#### **What are Operator assisted calls on 1234**

- 13.15 National and international operator assisted calls including particular person calls and station calls are also available via the 1234 service.
- 13.16 For operator assisted calls, we charge you the 1234 fee set out above from when you connect to the 1234 operator until the call is transferred to the operator who will assist with the operator assisted call. The call charges for operator assisted calls then apply.
- 13.17 We charge you a surcharge for each operator assisted call made from a mobile service as applicable under your pricing plan. The surcharge is payable from the time you are connected to Operator Assistance from 1234
- 13.18 Operator Assisted calls are not available to Telstra Pre-Paid Plus customers.

#### **Fair and reasonable use of 1234**

- 13.19 Your use of the 1234 service must be fair and reasonable. This means that you must not use the 1234 service for the purposes of data mining or other forms of commercial exploitation. The operator will therefore limit your referral requests to a maximum of three White Pages and Yellow referrals.
- 13.20 You must also not use the 1234 service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. The operator may, at its reasonable discretion, refuse your information or referral request on these grounds.

#### **Requests for factual information**

- 13.21 Fair and reasonable requests for factual information pursuant to 13.1(b) will always receive a response. We will, if possible, provide a single precise answer to a request. If the request has a number of answers, Telstra will choose the most appropriate answer that responds to your request.
- 13.22 The 1234 service allows you to request factual information. Requests that are not of a strictly factual nature may receive a response that contains factual information. However, Telstra will not provide a response that comprises an opinion. For example, we will not provide a response to a question that requires a medical opinion but instead may provide the contact details for a hospital.

#### **Acceptable use of 1234**

- 13.23 You must not use the 1234 service or allow your officers, employees, contractors, agents or anyone else to use the service in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found

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illegal.

- 13.24 If you use the 1234 service or allow another person to use the service in the manner described in clause 13.23, we may terminate your access to the 1234 service without notice to you.
- 13.25 We may, in our discretion, suspend access to the 1234 service from any telephone service which has been used in the manner described in clause 13.23.

#### Information sourced from the Internet

- 13.26 We may source information from the internet when responding to your request through the 1234 service.

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## 14 1234 SMS service

### What is the 1234 SMS service?

- 14.1 The 1234 SMS service is a premium SMS call connection and information service. By sending an SMS to 1-2-3-4 you will be able to:
- (a) request information from the White Pages, and Yellow Pages directories about most residential customers and businesses listed in those directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses ; and/or
  - (b) request factual information, such as opening hours, timetabling information, information about events, product queries, movie information, world times, dialling codes and weather information.
- 14.2 In relation to information you request through the 1234 SMS service, we offer no warranty that this information is correct or current and accept no liability for any inaccuracies.
- 14.3 Each 1234 SMS service comprises:
- (a) an SMS sent by you to 1-2-3-4 containing your request for information (“**Service Request**”); and
  - (b) an SMS sent by us to you containing:
    - (i) the results of your Service Request;

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- (ii) notification that no results are available for your Service Request; or
- (iii) a request for you to SMS 1-2-3-4 with further information in order for us to complete your Service Request,

(collectively, the “**Result SMS**”).

#### **Request for further information**

- 14.4 If we send you an SMS with a request for further information in order for us to complete your Service Request, you must SMS the further information requested to 1-2-3-4 if you want us to send you the results of your Service Request. Your SMS to 1-2-3-4 providing further information and our SMS to you with the results of your Service Request will be considered part of the original Service Request, and you will only be charged one 1234 SMS service fee.

#### **Charges**

- 14.5 The charges that apply each time you use the 1234 SMS service are set out below.

<b>1234 SMS service fee</b>	<b>GST excl.</b>	<b>GST incl.</b>
Fee for each 1234 SMS service	\$1.79	<b>\$1.99</b>

- 14.6 You will be charged the 1234 SMS service fee even if:
- (a) we cannot find information that corresponds to your search criteria;
  - (b) you cancel the Service Request before it has been processed; or
  - (c) you do not receive the Result SMS from us because of a fault or problem outside our reasonable control.
- 14.7 You will be charged the 1234 SMS service fee each time you send an SMS to 1-2-3-4 that we reasonably consider to be abusive, a nuisance or otherwise inappropriate, or where you have accidentally sent a text message to the 1234 SMS service. We may send you an SMS to let you know that we consider your SMS to be abusive, a nuisance or otherwise inappropriate.
- 14.8 You will not be charged for using the 1234 SMS service if you send an SMS to 1-2-3-4 that is blank.

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#### Service delivery

- 14.9 Once we have sufficient information from you to process your Service Request, we will search our databases for information which matches the search criteria listed in the Service Request. We will send you an SMS with the result.
- 14.10 If a request made by you pursuant to 15.1(a), we will provide you with a Result SMS containing up to 3 of the most relevant results, as determined by us, depending on the nature of the query, an analysis of the information returned and the type of information requested. The Result SMS may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers), other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).
- 14.11 The Result SMS may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers) and/or the relevant 'fact' requested, other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).
- 14.12 If we do not find any results that match your Service Request, we will send you a Result SMS to tell you this.
- 14.13 If the information requested pursuant to 15.1(a) is not listed in the Result SMS that we send to you, you will need to send us a new Service Request containing more precise search criteria. This will constitute a new 1234 SMS service.
- 14.14 All SMS that we send (including Result SMS) will be sent to the mobile number from which the initial Service Request was sent and may also contain a survey to obtain your feedback and marketing or community-focussed information. If you do not wish to receive this marketing information, you can opt-out by replying "no" to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 15.10 in future text messages from 1234.
- 14.15 While we use care and skill in providing the 1234 service, we offer no warranty that the

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information you request is correct or current and accept no liability for any inaccuracies.

#### **Excluded services**

- 14.16 Service Requests cannot be initiated or sent from a mobile service which is not connected to Telstra's mobile network.

#### **Goods or services you buy from services providers located through 1234**

- 14.17 Where you use the 1234 SMS service to request a number, and you subsequently acquire goods or services from a service provider at that number, the relevant goods and services are provided by that service provider and not by us. We offer no warranty for those goods or services, and accept no liability for them.

#### **Fair and reasonable use of the 1234 SMS Service**

- 14.18 Your use of the 1234 SMS service must be fair and reasonable. This means that you must not use the 1234 SMS service for the purposes of data mining or other forms of commercial exploitation.
- 14.19 You must also not use the 1234 SMS service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. We may, at our reasonable discretion, refuse your Service Request on these grounds.

#### **Requests for factual information**

- 14.20 Fair and reasonable requests for factual information pursuant to 14.1(b) will always receive a response. We will, if possible, provide a single precise answer to a request. If the request has a number of answers, Telstra will choose the most appropriate answer that responds to your request.

#### **Requests other than factual information**

- 14.21 The 1234 SMS service allows you to request factual information to be provided. Requests that are not of a strictly factual nature may receive a response that contains factual information. However, Telstra will not provide a response that comprises an opinion. For example, we will not provide a response to a question that requires a medical opinion but instead may provide the contact details for a hospital or medical clinic.

#### **Information sourced from the Internet**

- 14.22 We may source information from the internet when responding to your request through

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the 1234 SMS service.

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### **15 Not Used**

### **16 Reverse charge calls**

16.1 It is not possible to make reverse charge calls to a mobile service.

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### **17 Reminder calls**

17.1 Other service providers may provide a reminder service to you at rates agreed between you and them.

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### **18 International credit card calls**

18.1 The relevant international phone company will apply the call charges directly to your nominated credit card.

18.2 The surcharge for international calls set out above also applies to these calls.

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### **19 Auto-Calling Card Service**

19.1 This service allows charges for calls you make to be charged to your credit card at pre-determined rates. We do not charge you for calls using this service from a mobile service.

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### **20 Telstra Wi-Fi Calling**

#### **What is Telstra Wi-Fi Calling?**

20.1 With Telstra Wi-Fi Calling you can make voice calls on your compatible mobile, when connected to a supported Wi-Fi network and there is no Telstra Mobile Network coverage.

#### **Availability**

20.2 To use Telstra Wi-Fi calling you must:

- a) have a compatible handset. To see a list of compatible handsets visit [Telstra.com](http://Telstra.com). Telstra may amend this list from time to time;
- b) connect your mobile using Wi-Fi to a supported Fixed Broadband service. This means



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- most consumer fixed broadband connections; and
- c) be in an area in Australia where there is no Telstra Mobile Network coverage.

20.3 Telstra Wi-Fi Calling is not available with Mobile Wi-Fi Hotspots or for use while overseas.

#### **Telstra Wi-Fi Calling – charges**

20.4 If you make a Telstra Wi-Fi call while connected to a Telstra consumer fixed broadband service, the following charges apply:

- a. Voice component: you will be charged voice charges in accordance with your current mobile voice rates. If you have a Go Mobile Plus Plan see Telstra Mobile Section, Part B – Our current consumer pricing plans. For any other plan, see Telstra Mobile Section, Part B – Plans no longer available for new connections; and
- b. Data component: no data charges apply

20.5 If you make a Telstra Wi-Fi call while connected to a non-Telstra fixed broadband service, the following charges apply:

- c. Voice component: you will be charged voice charges in accordance with your current mobile voice rates. If you have a Go Mobile Plus Plan see Telstra Mobile Section, Part B – Our current consumer pricing plans. For any other plan, see Telstra Mobile Section, Part B – Plans no longer available for new connections; and
- d. Data component: data charges may apply in accordance with the broadband provider's normal rates.