

Part F – Managing Calls

Contents

Click on the section that you are interested in.

1	About this Part	3
2	MessageBank	3
	MessageBank products	3
	Monthly subscription charge	4
	If you don't retrieve messages	4
	Charges – message retrieval	4
	Pre-paid – message retrieval	7
	Additional features	7
3	Voice2Text	9
	Voice2Text service	9
	Eligibility	10
	Compatibility	10
	Processing of Voice2Text	10
	Use and content of messages	11
	Charges	11
4	Video MessageBank	13
	Charges – Post-Paid	14
	Charges – Pre-Paid	15
	Additional Video MessageBank features	16
	Incompatible services	17
	International roaming	17
5	MessageBank Plus (also known as Visual Voicemail)	17
	MessageBank Plus service	17
	Eligibility	18
	Compatibility	18
	Processing of MessageBank Plus messages	18
	Use and content of messages	18
	Charges	19
6	Call Forward	20
7	Callback Notification Service	21
8	Message2txt™	22
	Message2txt™ service	22
	Eligibility	22
	Compatibility	22
	Processing of Message2txt™	22
	Use and content of messages	23
	Charges	23
9	EasyCall	24
	What is EasyCall?	24

Part F – Managing Calls

	Charges	24
11	Calling Number Display	24
12	Removing call diversions	25
13	Telstra Mobile Protect (formerly Smart Controls)	25

Part F – Managing Calls

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.

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](#).

2 MessageBank

MessageBank products

- 2.1 MessageBank provides you with a personalised answering service for your mobile phone when you are unable to answer a call. There are different types of MessageBank products available:

Service	Features
MessageBank Standard for Post-Paid	Allows up to 98 messages to be stored for a maximum of 14 days where the message remains unread. Where a message has been read, the maximum storage time for that message is 7 days. Provides features such as mailbox to mailbox messaging, telephone delivery (OMD - outdial message delivery), call back, personal receptionist, special delivery, hang up messages.
MessageBank Voice to Text for Post-Paid	Allows up to 98 messages to be stored for a maximum of 7 days where the message remains unread. Where a message has been read, the maximum storage time for that message is 7 days. Provides features such as mailbox to mailbox messaging, telephone delivery (OMD - outdial message delivery), call back, personal receptionist, special delivery, hang up messages.
MessageBank Standard for Pre-Paid	Allows up to 40 messages to be stored for a maximum of 7 days where the message remains unread. Where a message has been read, the maximum storage time for that message

Part F – Managing Calls

Service	Features
	is 3 days. Provides features such as mailbox to mailbox messaging, telephone delivery (OMD - outdial message delivery), call back, personal receptionist, special delivery, hang up messages.

Monthly subscription charge

2.2 We charge you the following monthly subscription charge for this service:

Monthly Subscription Charge	GST excl.	GST incl.
	Charge per mobile service per month	
Subscription charge – MessageBank (Standard)	Nil	Nil
Subscription charge – MessageBank Business	\$6.90	\$7.59
Subscription for Mobile Fax Number	\$10.00	\$11.00

If you don't retrieve messages

2.3 If you are a postpaid mobile customer and do not use your MessageBank service to retrieve messages for six months or more, we may cancel your MessageBank service and move you to the Message2txt™ service as detailed below.

2.4 If you are a prepaid mobile customer and do not use it to retrieve messages for three months or more, we may cancel your MessageBank service and move you to the Message2txt™ service as detailed below.

Charges – message retrieval

2.5 We charge you the following charges for calls from your mailbox service to retrieve stored messages:

Part F – Managing Calls

Message Retrieval		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.
<p>MessageBank (Standard) : Where the mailbox is accessed by dialling 101 or #101# while roaming internationally*</p> <p>*Please note that additional charges will apply where roaming internationally.</p>	<p>For customers on the following plans: Member Plan, Phone Plan, Casual Plan, Next G Cap Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan), Home and Mobile Cap and Office and Mobile Cap Plans, communica8 post-paid plans, Telstra Direct Plans, Telstra Mobile Member Plan and Telstra Mobile Casual Plan, Below \$5 Plan, \$5 Plan, 3G Mobile Phone Cap Plans, Seniors Mobile Phone Plan; and</p> <p>For Telstra Business customers with MessageBank Plus with a 13 digit account number</p>	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)
	<p>For customers on the following plans: Freedom Connect Plans and Freedom Connect BYO Plans</p>	81.82¢ (per 60 seconds or incomplete part of 60 seconds) plus 31.82¢ connection fee	90¢ (per 60 seconds or incomplete part of 60 seconds) plus 35¢ connection fee	81.82¢ (per 60 seconds or incomplete part of 60 seconds) plus 31.82¢ connection fee	90¢ (per 60 seconds or incomplete part of 60 seconds) plus 35¢ connection fee



Part F – Managing Calls

Message Retrieval	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.	
<p>For customers on the following plans:</p> <p>Every Day Connect Plans and Every Day Connect BYO Plans</p>	<p>90¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>36.36¢ connection fee</p>	<p>99¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>40¢ connection fee</p>	<p>90¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>36.36¢ connection fee</p>	<p>99¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>40¢ connection fee</p>	
For all other customers	12.7272¢	14¢	12.7272¢	14¢	
<p>MessageBank Business : Where the mailbox is accessed by dialling 101 or #101# while roaming internationally* (per 30 seconds or incomplete part of 30 seconds)</p> <p>*Please note that additional charges will apply where roaming internationally.</p>	5¢	5.5¢	5.454	6¢	
<p>Where the mailbox is accessed by dialling a fixed number (per 30 seconds or incomplete part of 30 seconds)</p>	5¢	5.5¢	5.454	6¢	
	AND		AND		
	the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed		the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed		
Where the mailbox is accessed by dialling a mobile number (per 30 seconds or incomplete part of 30 seconds)		5¢	5.5¢	5.454	6¢

Part F – Managing Calls

Message Retrieval	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.
	AND the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed		AND the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed	

* Please note that additional charges will apply where roaming internationally. To see these charges [click here](#)

Pre-paid – message retrieval

2.6 See Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms for message retrieval charges.

Additional features

2.7 After 30 January 2014, Fun greetings will no longer be available to download.

2.8 We offer the following additional features and charge you the following:

Additional Features and Charges	
<p>Call back - is a feature of MessageBank Standard and MessageBank Business. The phone number of an incoming call, or another number chosen by the caller, will be recorded with any message left on your MessageBank. The number will not be recorded if it has been blocked or removed.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p>AND</p> <p>The applicable message retrieval rates</p>
<p>Hang up messages - is a feature of:</p> <ul style="list-style-type: none"> MessageBank Standard; and MessageBank Business 	<p>The applicable message retrieval rates to activate the feature</p>



Part F – Managing Calls

<p>Additional Features and Charges</p>	
<p>Once you set up hang up messages, you will receive an SMS message when someone calls your mobile, listens to your MessageBank greeting, but hangs up before leaving a message. The SMS message will contain the caller's telephone number. The SMS will not include the caller's number if it has been blocked or removed.</p>	
<p>Fun greetings - is a feature of</p> <ul style="list-style-type: none"> • MessageBank Standard; and • MessageBank Business <p>Fun greetings allows you to select a pre-recorded greeting to use as your MessageBank greeting.</p>	<p>The applicable message retrieval rates to change greetings</p>
<p>Wake up calls – is a feature of:</p> <ul style="list-style-type: none"> • MessageBank Standard; and • MessageBank Business <p>Wake up calls allows you to program your MessageBank to call you at a specific time and play the time and date for you. This feature will no longer be available from 31 January 2007.</p>	<p>The applicable retrieval rates to activate the feature</p>
<p>Mailbox to mailbox messaging – allows you to use MessageBank Business and MessageBank Standard to record and send a message to the MessageBank of another Telstra customer.</p> <p>Where the message is sent to any other MessageBank customer</p>	<p>The applicable message retrieval rates</p>
<p>Personal receptionist – allows you to use MessageBank Business and MessageBank Standard to give an incoming caller the option of being transferred to a fixed or mobile number by you, instead of leaving a message.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p>
<p>Reminder – allows you to use MessageBank Business and MessageBank Standard to record personal reminder messages for important dates or appointments. MessageBank will then call you at the specified time and play back the message. This feature will no longer be available from 31 January 2007.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p>AND</p>

Part F – Managing Calls

Additional Features and Charges	
	The applicable message retrieval rates
<p>Telephone delivery (OMD) – allows you to use MessageBank Business and MessageBank Standard to record and deliver messages to a fixed or mobile number chosen by you to people who do not have a Telstra mailbox.</p> <p>If the number to which the message is sent is not answered, we will attempt to deliver the message a further three times.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p>AND</p> <p>The applicable message retrieval rates</p>
<p>Group distribution list – allows you to use MessageBank Business and MessageBank Standard to set up a list of people that you want to send the same message. You then record and send that message via mailbox to mailbox messaging or telephone delivery (OMD).</p>	<p>The applicable message retrieval rates to establish list</p> <p>AND</p> <p>Either the applicable message retrieval rates OR the applicable rates under your pricing plan for calls to an Australian fixed or mobile number to send message (see “Mailbox to mailbox messaging” above)</p>
<p>Special delivery – allows you to use MessageBank Business and MessageBank Standard to ask MessageBank to call you at a chosen fixed or mobile number when you receive a message. You will then need to retrieve the message.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p>

3 Voice2Text

Voice2Text service

- 3.1 Voice2Text is a service that converts a voice message received in your MessageBank mailbox from speech to text and delivers it to your mobile as a long text message.
- 3.2 The “from” field in the converted text message will display the caller’s number (where the caller’s number is available).
- 3.3 If parts of a message cannot be converted they may be marked or omitted from the converted message. If an entire message cannot be converted for any reason (for example due to excessive background noise) a text notification will be sent. If the message is too long it will be truncated and marked as a long message.

Part F – Managing Calls

- 3.4 If the Voice2Text service is activated, text conversions or notifications will replace your standard 101 notifications. You can still call 101 to listen to a received voice message, which will be marked as “read” in your mailbox. Standard MessageBank storage times apply.

Eligibility

- 3.5 You are eligible to receive the Voice2Text service if you are a Telstra Mobile Network post-paid customer.
- 3.6 You can activate the Voice2Text service by calling us.

Compatibility

- 3.7 Voice2Text replaces any other voice mail or messaging service you may have, other than MessageBank.

Processing of Voice2Text

- 3.8 Where a voice message is processed using speech-to-text translation:
- (a) it may take up to 20 minutes for the converted text message or notification to be sent to you (on average it should take around 3.5 minutes);
 - (b) you will receive a converted text message or notification in place of the usual 101 notification for voice messages;
 - (c) we do not promise that the speech-to-text translator correctly translates the message or that the conversion will be word for word;
 - (d) if parts of a message cannot be converted they may be marked or omitted;
 - (e) in some instances, we may use a third party agent to assist in the translation of individual words or small portions of a voice message;
 - (f) if the speech-to-text conversion cannot convert a message, for example because the message is not in English, because of poor diction, poor connection, context or background noise, we will send you a text notification to call 101 to listen to the voice message; and
 - (g) if the voice message is too long for us to convert into the equivalent of 3 text messages, the text will be truncated and the message will tell you to call 101 if you want to listen to the entire message.

Part F – Managing Calls

Use and content of messages

- 3.9 We are not responsible for the content of any converted voice mail messages you receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be converted to text messages.
- 3.10 You must not use or permit the Voice2Text service to be used:
- (a) to breach any laws, standards, content requirements or applicable codes of conduct;
 - (b) to infringe a third party’s rights; or
 - (c) in connection with any machine-to-machine or automated or commercial applications other than the conversion of voice mails received in a personal mailbox.

We may suspend, limit or disable your use of the Voice2Text service at any time if you have used or allowed the service to be used in a way described above.

Charges

- 3.11 We charge you the following for use of the Voice2Text service, depending on the plan you have selected.

For business, corporate or government customers who subscribed prior to 18 February 2009:

	Monthly Subscription Charge Charge per mobile service per month		Monthly included messages (includes converted text messages and notification of non-conversions)		Charge per processed voice message (includes converted voice messages and non-converted notifications)	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Voice2Text Low Plan*	Nil	Nil	Nil	Nil	50¢	55¢
Voice2Text Medium Plan	\$9.09	\$10.00	\$9.09 (25 messages)	\$10.00 (25 messages)	36¢	40¢



Part F – Managing Calls

	Monthly Subscription Charge Charge per mobile service per month		Monthly included messages (includes converted text messages and notification of non-conversions)		Charge per processed voice message (includes converted voice messages and non-converted notifications)	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Voice2Text High Plan	\$18.18	\$20.00	\$18.18 (80 messages)	\$20.00 (80 messages)	23¢	25¢

- Not available to customers who are eligible for our Corporate plans.

For business, corporate, government or consumer customers who subscribed on and from 18 February 2009:

	Monthly Subscription Charge Charge per mobile service per month		Monthly included messages (includes converted text messages and notification of non-conversions)		Charge per processed voice message (includes converted voice messages and non-converted notifications)	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Voice2Text Low Plan*	\$4.55	\$5.00	Nil	Nil	36¢	40¢
Voice2Text Medium Plan	\$9.09	\$10.00	\$9.09 (25 messages)	\$10.00 (25 messages)	36¢	40¢
Voice2Text High Plan	\$13.64	\$15.00	\$13.64 (500 messages)	\$15.00 (500 messages)	36¢	40¢

3.12 We will take reasonable steps to deliver the converted text message or notification to you. However, in some circumstances the message may be undeliverable. More detail about when an SMS may not be deliverable is set out in Part E - SMS and Messaging. We charge you for each message we send to you as part of the Voice2Text service, whether we were able to convert the voice message or not and even if the message is not delivered or received.

3.13 We will give you a credit equivalent to the monthly subscription charge for the option you have selected for the first calendar month of your use

Part F – Managing Calls

of the Voice2Text service. This offer is only available once per customer and once per mobile number/service. The credit will appear on your first or second Telstra Mobile bill after you connect to the Voice2Text service and will be credited against your monthly charges. The credit is not transferable or redeemable for cash. Standard MessageBank charges apply to MessageBank usage during this first month.

- 3.14 Any unused included converted text messages and non-converted notifications expire at the end of each month and cannot be rolled over. The included allowance cannot be used against any other types of calls or SMS.
- 3.15 Voice2Text charges are not included in any “included calls” or “included SMS” component under your pricing plan and are not eligible for discounts on calls or SMS, except when your corporate, business or government plan says otherwise.
- 3.16 Standard MessageBank charges apply for the diversion to and retrieval of calls from your MessageBank service.

4 Video MessageBank

- 4.1 If you are a post-paid customer, once you connect to a 3G or Next G Video Service using a 3G or Next G handset approved by us you will automatically receive our Video MessageBank service which will answer video calls and voice calls that you receive but do not answer. If you are a pre-paid customer using a compatible Next G handset approved by us you can elect to receive our Video MessageBank service. If you or your callers use a 3G or Next G handset that is not approved by us, you or your callers may not be able to use our Video MessageBank service.
- 4.2 You will only be able to access both the video and audio components of video messages from your Video MessageBank when you are in a 3G or Next G coverage area (as applicable). When you are outside a 4G coverage area (as applicable), but within our Telstra Mobile Network coverage area, you will be able to access your voice messages and the audio component of your video messages.
- 4.3 If you try to video call someone who is outside a 3G or Next G coverage area (as applicable), or who does not have a compatible video phone, your video call will fail and you will be asked whether you would like to make a voice call instead.
- 4.4 If the person you are video calling is not answering, is on another call or their phone is switched off, the video call will divert to their Video MessageBank.
- 4.5 You can access video and voice messages from your Video MessageBank by placing a video call to 101. If you place a voice call to 101, you can access your voice messages and the audio component of your video messages. You

Part F – Managing Calls

can also access additional Video MessageBank features described below by placing a video call to 101.

- 4.6 You can ask us to replace your Video MessageBank service with our standard MessageBank service so that you will not receive video messages but will receive voice messages. .
- 4.7 You can record a video MessageBank greeting of up to 5 minutes which will be displayed to video calling customers who call you when you do not answer their call. Video callers to your service will be able to record a video message of up to 5 minutes per message for you to see and hear when you access your Video MessageBank.
- 4.8 Video MessageBank allows up to a total of 98 voice and video messages to be stored for up to 14 days where the message remains unread. Where a message has been read, the message will be stored for up to 7 days.
- 4.9 When we activate your Video MessageBank on an existing mobile service, we will try to transfer your existing MessageBank PIN, voice greeting, saved messages and messages that you have not listened to. We cannot promise that your MessageBank PIN, voice greeting, saved messages or messages that you have not listened to will be transferred.
- 4.10 We may cancel your Video MessageBank service if you do not use it to access messages for six months or more.

Charges – Post-Paid

- 4.11 Subject to clause 4.13, we charge you the following charges for video calls to your Video MessageBank service to access stored video messages:

Video MessageBank retrieval		GST excl	GST incl
Video MessageBank: Where the mailbox is accessed by dialling 101	For customers on the following plans: Member Plan, Phone Plan, Next G Cap Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan)	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)
	For customers on the following plans:	90¢ (per 60 seconds or incomplete)	99¢ (per 60 seconds or incomplete)



Part F – Managing Calls

	Every Day Connect Plans and Every Day Connect BYO Plans	part of 60 seconds) plus 36.36¢ connection fee (per 30 seconds or incomplete part of 30 seconds)	part of 60 seconds) plus 40¢ connection fee (per 30 seconds or incomplete part of 30 seconds)
	For all other customers	12.72¢ (per 30 seconds or incomplete part of 30 seconds)	14¢ (per 30 seconds or incomplete part of 30 seconds)

- 4.12 Subject to clause 4.13, we charge you the following charges when a video message is deposited in your mailbox service:

Video MessageBank diversion		GST excl	GST incl
Video MessageBank: Where a video message is left by a caller (per 30 seconds or incomplete part of 30 seconds)	For customers on the following plans: Member Plan, Phone Plan, Next G Cap Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan)	0¢	0¢
	For all other customers	5.45¢	6¢

- 4.13 There may be different terms and charges for Video MessageBank for particular plans, offers and services. This includes the Freedom Connect Plans, Freedom Connect BYO Plans, Every Day Connect Plans and Every Day Connect BYO Plans. These terms and charges are explained in Part B of the Telstra Mobile section of Our Customer Terms.

Charges – Pre-Paid

- 4.14 See [Part B – Pre Paid Pricing Plans of the Telstra Mobile section](#) of Our Customer Terms for Video MessageBank retrieval and Video MessageBank diversion charges.

Part F – Managing Calls

Additional Video MessageBank features

- 4.15 We offer the following additional features in relation to Video MessageBank and charge you the following:

Additional Video MessageBank Features and Charges	
<p>Fun greetings - allows you to select a pre-recorded greeting to use as your Video MessageBank greeting.</p>	The applicable message retrieval rates to change greetings
<p>Mailbox to mailbox messaging – allows you record and send a video message to the Video MessageBank of another Telstra customer, or to forward an existing video message to the Video MessageBank of another Telstra customer.</p> <p>This feature may not work if the person you are sending the video message to is not using a compatible Video 3G handset. You will not be charged if this happens.</p> <p>Where the message is sent to (including forwarded to) any other Video MessageBank customer</p>	The applicable message retrieval rates
<p>Telephone delivery (OMD) – allows you to record and deliver video messages to a mobile number not provisioned with a Telstra mailbox.</p> <p>If the number to which the message is sent is not answered, we will attempt to deliver the message a further three times.</p> <p>This feature may not work if the person you are sending the video message to is not using a compatible Video 3G handset. You will not be charged if this happens.</p>	The applicable rates under your pricing plan for calls to an Australian mobile number
<p>Personal receptionist – allows you to provide incoming callers with the option to be transferred to a fixed or mobile number chosen by you (), instead of leaving a message.</p> <p>Your call will not be transferred if the incoming call is a video call but you are not using a compatible Video 3G handset at your chosen number. The incoming caller will still be able to leave a video message on the Video MessageBank service if this happens.</p>	The applicable rates under your pricing plan for calls to an Australian fixed or mobile number
<p>Special delivery – allows you to be notified at a chosen fixed or mobile number when you have received a message on your Video MessageBank service.</p> <p>This feature may not work if you are not using a compatible Video 3G handset at your chosen number. You will not be charged if this is the case.</p>	The applicable rates under your pricing plan for calls to an Australian fixed or mobile number

Part F – Managing Calls

Incompatible services

- 4.16 Some services are not available with our Video MessageBank service. For example, you will not be able to receive Wake Up and Reminder with Video MessageBank. However, you will be able to receive these services if you have asked us to replace your Video MessageBank service with our standard MessageBank service.
- 4.17 When we activate Video MessageBank on an existing mobile service, you will lose any existing saved Wake Up and Reminder messages. See your Telstra user guide for further information.

International roaming

- 4.18 If you are on a post-paid service, you can use your 3G or Next G handset to access your Video MessageBank messages when you are roaming onto another phone company's 3G network overseas. You should note that 3G international roaming is not available in all countries and may be unavailable in some countries where GSM/GPRS roaming is available. A list of currently participating countries and operators is available at [Telstra Mobile - Products & Services - Heading Overseas - International Roaming Outbound](#).

5 MessageBank Plus (also known as Visual Voicemail)

MessageBank Plus service

- 5.1 MessageBank Plus is a service that sends a voice message received in your MessageBank mailbox to a client on your handset as a sound file. You can then listen to, rewind and delete the message via a visual interface.
- 5.2 The “from” field in message header will display the caller's number (where the caller's number is available).
- 5.3 If the MessageBank Plus service is activated, notifications via the Visual Voicemail application will replace your standard MessageBank SMS notifications.
- 5.4 You can still call 101 to listen to a received voice message as part of the MessageBank Plus service as well as accessing via the Visual Voicemail application. However an account holder who has a 13 digit account number will be charged at consumer rates for calling 101 regardless of the account holder's plan - please refer to the MessageBank section.
- 5.5 Messages received will be marked as “saved” in your mailbox.

Part F – Managing Calls

- 5.6 The maximum storage time for a message is seven days, as messages received by MessageBank Plus are deemed to have been “read” by the Visual Voicemail application.
- 5.7 MessageBank Plus functionality retains only a subset of the standard MessageBank service functionality. Some functionality available on standard MessageBank will not be available if the MessageBank Plus service is activated (for example, Wake up Calls, Personal Receptionist, Mailbox to mailbox messaging, Fun greetings, Group distribution list, Special delivery, Telephone delivery (OMD), Reminder, hang up messages). In addition MessageBank Plus does not support video messages.
- 5.8 You can activate the MessageBank Plus service by contacting us.

Eligibility

- 5.9 You are eligible to receive the MessageBank Plus service if you are a Telstra Postpaid 3G or Next G™ customer and you have an eligible handset with an appropriate operating system.
- 5.10 The only eligible handset for MessageBank Plus is an Apple iPhone.

Compatibility

- 5.11 MessageBank Plus replaces any other voice mail or messaging service you may have. For example, you cannot have Voice2Text or MessageBank Standard as well as MessageBank Plus at the same time.

Processing of MessageBank Plus messages

- 5.12 Where a voice message is processed using MessageBank Plus you will receive a sound file on the Visual Voicemail application in place of the SMS notification.

Use and content of messages

- 5.13 We are not responsible for the content of any voice mail messages you receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be accessed via the Visual Voicemail application.
- 5.14 You must not use or permit the MessageBank Plus service to be used:
- (a) to breach any laws, standards, content requirements or applicable codes of conduct;
 - (b) to infringe a third party’s rights; or

Part F – Managing Calls

- (c) in connection with any machine-to-machine or automated or commercial applications other than the conversion of voice mails received in a personal mailbox.

We may suspend, limit or disable your use of the MessageBank Plus service at any time if you have used or allowed the service to be used in a way described above.

Charges

5.15 If you hold any of the following plans (“**Eligible Plans**”), you will receive the MessageBank Plus service for no extra cost as a part of your plan:

- (a) Every Day Connect Plan \$80;
- (b) Every Day Connect Plan \$100;
- (c) Every Day Connect Plan \$130;
- (d) Every Day Connect BYO Plan \$60;
- (e) Every Day Connect BYO Plan \$80; or
- (f) Every Day Connect BYO Plan \$100.

However, if you move from an Eligible Plan to a plan which is not listed in cl 5.15, you will no longer receive the MessageBank Plus service at no cost.

5.16 If you do not hold an Eligible Plan, or no longer hold an Eligible Plan, we will charge you the following for use of the MessageBank Plus service.

	Monthly Subscription Charge Charge per mobile service per month	
	GST excl.	GST incl.
MessageBank Plus	\$4.55	\$5.00

5.17 We will take reasonable steps to deliver the MessageBank Plus message and message notification to you. However, in some circumstances the message and message notification may be undeliverable. More detail about when Data and SMS may not be deliverable is set out in Part E - SMS and Messaging.

5.18 MessageBank Plus charges are not included in any “included calls” or “included SMS” component under your pricing plan and are not eligible for discounts on calls or SMS, except when your plan or campaign offer says otherwise.



Part F – Managing Calls

- 5.19 Standard MessageBank charges apply (if applicable) for the diversion to your MessageBank Plus service and retrieval of calls from your MessageBank (if you choose to call 101). Please refer to the MessageBank and Call Forward sections.
- 5.20 Data must be enabled to receive voice messages on the Visual Voicemail application. Within Australia data usage associated with MessageBank Plus is not rated so no charges apply and it does not count towards your monthly usage. However, standard data charges apply when International Roaming for the delivery of messages and communication between the application on your handset and MessageBank platform.
- 5.21 We may from time to time nominate jurisdictions in which you may not use MessageBank Plus. We will provide you with notice of any such nominations. For the avoidance of doubt, you will remain liable for charges incurred if you do use MessageBank Plus in a nominated jurisdiction.

6 Call Forward

- 6.1 You may activate call forward on your service. When call forward is activated, all calls to your service will be forwarded to another specified number. The caller pays the same charges for the call. We charge you the following:

Call Forward		GST excl	GST incl
For calls forwarded to a Telstra fixed or mobile number (including Freecall 1800 and MessageBank) irrespective of call distance or time of day (per 30 seconds or part thereof)	For customers with a 10-digit Telstra account number: For Corporate Rate Program, Corporate Net Rate Lite, Corporate Net Rate Program (other than customers on CNR 0 or Corporate CN1 flexi-plan), Telstra Government Program customers, Corporate Select, BlackBerry voice plans and Call Select customers and customers with contracts individually negotiated with Telstra.	5¢	5.5¢
	For customers with a 13-digit Telstra account number: For Corporate Rate Program, Corporate Net Rate Lite, Corporate Net Rate Program (other than customers on CNR 0 or Corporate CN1 flexi-plan), Telstra Government Program customers, Corporate Select, BlackBerry voice plans and Call	5.454	6¢



Part F – Managing Calls

Call Forward		GST excl	GST incl
	Select customers and customers with contracts individually negotiated with Telstra.		
	For all other customers	5.454¢	6¢
For calls forwarded to an International number, calls forwarded to a 190 number and calls forwarded to operator assisted numbers	See Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms		
For calls forwarded to a MessageBank Standard mailbox	For customers on the following plans: Member Plan, Phone Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan) customers, EveryDay Connect Plans; and For Telstra Business customers with MessageBank Plus with a 13 digit account number.	0¢	0¢
	For all other customers	5.454¢	6¢

To see the charges in Part D – Other Call Types – home and family customers [click here](#); business and government customers [click here](#).

- 6.2 If you activated your service before 8 October 2003, you are able to forward your calls to an international number. If you activated your service on or after 8 October 2003, you are not able to forward your calls to an international number.

7 Callback Notification Service

The Callback Notification Service has been replaced with the Message2txt™ service. Refer to section 11 below for the terms and conditions of the Message2txt™ service.



Part F – Managing Calls

8 Message2txt™

Message2txt™ service

- 8.1 Message2txt™ is a service that converts a voice message, of up to 10 seconds duration received by your Message2txt™ service, from speech to text and delivers it to your mobile as a text message.
- 8.2 The “from” field in the converted text message will display the caller’s number (where the caller’s number is available). Where the callers’ number is not available (for example a blocked mobile, restricted number or a silent line) the “from” field will be “Message2txt”™.
- 8.3 If parts of a message cannot be converted they may be marked or omitted from the converted message. If an entire message cannot be converted for any reason (for example due to excessive background noise) a text notification will be sent.

Eligibility

- 8.4 You are eligible to receive the Message2txt™ service if you are a Telstra Mobile Network post-paid or prepaid customer on a compatible voice service.
- 8.5 You can activate or deactivate the Message2txt™ service by calling us on 125111.

Compatibility

- 8.6 Voice2Text and MessageBank or Call Forwarding to another number will take precedence over the Message2txt™ service.

Processing of Message2txt™

- 8.7 Where a voice message is processed using speech-to-text translation:
- (a) it may take up to 20 minutes for the converted text message or notification to be sent to you (on average it should take around 3.5 minutes);
 - (b) you will receive a converted text message or notification;
 - (c) we do not promise that the speech-to-text translator correctly translates the message or that the conversion will be word for word;
 - (d) if parts of a message cannot be converted they may be marked or omitted;
 - (e) in some instances, we may use a third party agent to assist in the translation of individual words or some or all of a voice message;

Part F – Managing Calls

- (f) the speech-to-text conversion may not always convert a message, for example because the message is not in English, because of poor diction, poor connection, context or background noise.

Use and content of messages

- 8.8 We are not responsible for the content of any converted Message2txt™ messages you receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be converted to text messages.
- 8.9 You must not use or permit the Message2txt™ service to be used:
 - (a) to breach any laws, standards, content requirements or applicable codes of conduct;
 - (b) to infringe a third party's rights; or
 - (c) in connection with any machine-to-machine or automated or commercial applications.

We may suspend, limit or disable your use of the Message2txt™ service at any time if you have used or allowed the service to be used in a way described above.

Charges

- 8.10 We do not charge for any SMS generated by the service nor do we charge to have the service activated and available.
- 8.11 A party calling you will incur normal charges when they reach the Message2txt™ service.

Delivery

- 8.12 We will take reasonable steps to deliver the converted text message or notification to you. However, in some circumstances the message may be undeliverable. More detail about when an SMS may not be deliverable is set out in Part E - SMS and Messaging.

Part F – Managing Calls

9 EasyCall

What is EasyCall?

9.1 You may choose to activate the following enhanced call handling features:

Call handling features	Function
Call Waiting	Alerts you if someone else is trying to call you when you are on the phone. You can switch between callers.
Call Enquiry	Allows you to make a voice call while you are already on a call (only available with Telstra Mobile Network services). You can switch between callers.
Conference Call	Allows you to make a voice call with up to five other people at once if you have a Telstra Mobile Network phone. The additional calls may be established via Call Waiting and Call Enquiry.

Charges

9.2 There are no access charges for the EasyCall features, but normal call charges apply to calls made using the features. Where the call charges applicable under your pricing plan are based on distance, the second call will be charged at the applicable rate for calls over 165 km.

10 Calling Number Display

10.1 Calling Number Display shows you who's calling your mobile phone from Australia by displaying the calling number on your handset (unless the number calling is blocked). This only applies to calls that are made in Australia.

10.2 Calling Number Display also enables your mobile number to be displayed on the mobile or fixed phone you are calling (unless it is blocked).

10.3 Your phone number may also be displayed to a person you are calling overseas (unless it is blocked).

10.4 You must apply to us to block your mobile number on all calls (otherwise you can block your number on a single call). A permanent line block will apply to calls made within Australia and calls made to people overseas.

Part F – Managing Calls

10.5 Calling Number Display is automatically connected to your phone free of charge.

11 Removing call diversions

11.1 Where you use a Telstra Mobile Service (for example, Call Forward) to divert or forward your calls to another number or service, we may remove the diversion if we believe that it:

- has been incorrectly programmed;
- interferes with another person's use of a telecommunications service; or
- causes a nuisance to another person.

We will notify you before this happens.

12 Telstra Mobile Protect (formerly Smart Controls)

12.1 Telstra Mobile Protect (formerly Smart Controls) allows customers to place mobile internet browsing and voice call, SMS and MMS restrictions on Telstra mobile services on their account, or on other Telstra mobile services that are not on their account where the end user has consented to such restrictions being imposed. For mobile internet browsing restrictions terms – see Part G **Data Services of the Telstra Mobiles section** [click here](#).

12.2 Terms for mobile voice call, SMS and MMS restrictions are contained in this Part F.

Eligibility

12.3 If you have a 13 digit account number, and have registered for My Account, you are eligible to purchase Telstra Mobile Protect for:

- (a) any mobile service on your account; and
- (b) any mobile service that is not on your account with the consent of the user of that mobile service.

12.4 In order to obtain the user's consent in respect of a mobile service that is not on your account, we will send an SMS or an email (where the device is not capable of receiving SMS and an email address has been provided by you) to the user of that device. The user must accept the request by reply SMS or via the authentication link provided in our email, and the device must be accessing the email and the link via the Telstra Mobile Network, in order for the user's consent to be accepted.

Part F – Managing Calls

Cancellation

- 12.5 You can cancel Telstra Mobile Protect for any of your mobile services, at any time. Charges for that month will be pro-rated.
- 12.6 The user of a mobile service that is not on your account may withdraw their consent for Telstra Mobile Protect at any time in which case we will cancel Telstra Mobile Protect for that mobile service. We will notify you by SMS if this occurs. Charges for that service for that month will be pro-rated.

Setting up Telstra Mobile Protect restrictions

- 12.7 You can via My Account:
- (a) purchase and apply Telstra Mobile Protect for Telstra mobile services on your account; and
 - (b) request consent to purchase and apply Telstra Mobile Protect to Telstra mobile services which are not on your account.
- 12.8 Once Telstra Mobile Protect has been purchased you can choose to:
- (a) block incoming voice calls, SMS and MMS from specific telephone numbers (including premium rate services such as our 190 InfoCall service);
 - (b) restrict outgoing voice calls, SMS and MMS to specific telephone numbers (including International numbers and premium rate services);
 - (c) block all incoming and outgoing voice calls, SMS and MMS, except for numbers that you nominate;
 - (d) restrict incoming and outgoing voice calls, SMS and MMS at nominated times and on certain days of the week.
- 12.9 You cannot choose to block or restrict voice calls to and from a particular number, but allow SMS and MMS to and from that same number (and vice versa).
- 12.10 Any incoming or outgoing SMS and MMS which are blocked during nominated times, will be received and sent after those nominated times have expired, unless you have chosen to always block voice calls, SMS and MMS to and from that particular number.
- 12.11 We do not guarantee that voice call, SMS and MMS restrictions will work if the mobile service is used overseas.

Part F – Managing Calls

12.12 We do not guarantee that usage through applications on the device which provide voice call services over mobile data, or access to mobile internet, can be restricted.

Privacy

12.13 By subscribing to Telstra Mobile Protect you consent to us sending Universal Resource Locators (URLs) that you access, or that a user of a mobile service that you have purchased Telstra Mobile Protect for accesses, to a third party who may be located overseas for the purposes of categorisation. We will remove your IP address and any personal information from such URLs first. If the URL contains your name, this may be sent to a third party (for example, www.johnsmith.com or www.facebook.com/johnsmith).

12.14 Our Privacy Statement sets out how we may collect, use and disclose your personal information. A copy of this statement can be obtained at <http://www.telstra.com.au/privacy/index.htm>.

Reports

12.15 You can view recent activity which shows:

- (a) blocked incoming and outgoing voice calls, SMS and MMS; and
- (b) all incoming voice calls, SMS and MMS received, and all outgoing voice calls, SMS and MMS made, which are allowed.

12.16 You can choose to receive recent activity reports each day via email or SMS. We will not charge you an additional fee to send these reports.