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Recent Changes

Date of change	Service/Feature	What has changed?	See
6 June 2014	International Calling	"Cape Verde" has been renamed "Cabo Verde"	Section 3.8
4 October 2013	International Calls	Change of reference to Palestine, (State of)	3.8
3 June 2013	Calls to mobiles, national and International destinations	The timed period for meter pulse signalling has changed for these call types. The number of variations has also been simplified. Addition of South Sudan as a calling destination. Removal of reference to Antarctica – Aurora and Wilkins.	Section 3. Call Charges and various
5 May 2013	International Calls	Addition of Antarctica – Aurora & Wilkins as a calling destination	3.8
1 February	International Calls	Addition of South Sudan as a calling destination	3.8
31 May 2011	International Calls	Removal of reference to Cyprus (Northern)	3.8
3 May 2011	Public Payphones	Calls to 13 11 14 (Lifeline) will no longer be charged	Other Fixed Line Services, Public Payphones section, section 3
22 March 2010	Magnetic strip phonecards	On and from 3 May 2010, you will no longer be able to exchange magnetic strip phonecards for credit.	Italicised text immediately preceding 4.6
30 November 2009	Calls to global satellite services	Changed dialling prefixes for Inmarsat, International network Shared Code (Thuraya) and Other International Networks calls and removed Calls to International Network (Geoverse)	3.9
30 September 2009	Calls to global satellite services	Changed dialling prefixes for Inmarsat calls	3.9

Our Customer Terms

Public Payphones Section

Date of change	Service/Feature	What has changed?	See
6 June 2014	International Calling	"Cape Verde" has been renamed "Cabo Verde"	Section 3.8
4 October 2013	International Calls	Change of reference to Palestine, (State of)	3.8
17 August 2009	AUSTPAC Services Exit	Removal of AUSTPAC references as a result of the exit of AUSTPAC Services	3.3
28 November 2008	SMS to 13x, 1300x and 180x services	Clarification that you cannot use a Public Payphone to send a text message to a 13x, 1300x or 180x service	2.3
26 September 2008	Calls to 13 numbers	Charges for calls to 13 numbers are now set out in Part A - General of the Inbound Services section of Our Customer Terms	3.11
28 April 2008	All Telstra 1xEV-DO, CDMA and Mobile Loop Services	Due to closure of the CDMA network, these services are no longer available.	2.2,2.3
3 September 2007	International calls	Introduced new international access codes allowing calls to numbers beginning with 882 98 and 882 99 (services in aircraft).	3.9
30 March 2007	International calls	Serbia and Montenegro separated into individual call destinations	3.8

Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

1 About the Public Payphones section

Our Customer Terms

- 1.1 This is the Public Payphones section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms - home and family customers [click here](#); business and government customers [click here](#)).

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Public Payphones section, then the Public Payphones section applies instead of the General Terms to the extent of the inconsistency.

2 Payphones

Public payphones

- 2.1 We provide and maintain public payphones in various locations to allow the general public to make calls using coins, pre-paid Phonecards or calling cards (depending on the type of equipment installed).
- 2.2 Most public payphones also allow the general public to send an SMS (Short Message Service) to most mobile phones, and compatible fixed phone services, connected to an Australian network using coins or Telstra Phonecards (depending on the type of equipment installed). Each SMS must be no longer than 136 characters.
- 2.3 You cannot send an SMS from a public payphone to:
 - (a) a 13x, 1300x or 180x service.
- 2.4 Some public payphones cannot send an SMS. A public payphone cannot receive, or reply to, an SMS.
- 2.5 This section sets out the terms and charges for customers making calls, or sending SMS, using our public payphones.
- 2.6 If you make a call or send an SMS using a public payphone, you are our customer for that call or SMS and for the purposes of Our Customer Terms.

SMS from a public payphone not suitable for emergencies

- 2.7 SMS from a public payphone is not suitable for telling or warning people about serious risks or asking emergency service organisations to come to someone's aid.

Delivery of SMS

- 2.8 We will try to deliver an SMS sent from a public payphone for up to 7 days. If it cannot be delivered after 7 days, the SMS will be deleted from the Telstra SMS network.
- 2.9 In some circumstances an SMS may be undeliverable due to the following technological difficulties: the receiving phone is not working properly, is switched off, is out of range or the message storage space on the phone is full; the destination number is invalid or barred to SMS; the person is overseas and not using international roaming in a participating country; or the person is overseas and the overseas phone company has blocked SMS from us.
- 2.10 You will be charged when you send the SMS even if it is not delivered or is unable to be received.

Use and Content of SMS from public payphones

- 2.11 You are responsible for the content of an SMS you send from a public payphone.
- 2.12 You must not send an SMS from a public payphone that:
- (a) breaches any laws;
 - (b) infringes a third party's rights;
 - (c) interferes with another person's use of SMS from public payphones;
 - (d) is indecent, obscene, defamatory, harassing, threatening, misleading as to your identity or otherwise offensive; or
 - (e) advertises products or services or send messages that are primarily for a commercial purpose.

Liability

- 2.13 Despite our reasonable care, we do not promise that every one of our public payphones will accept both pre-paid Telstra Phonecards and coins or will always be available to use. We also do not promise that every one of our public payphones will be able to send SMS, or that the SMS will be delivered.
- 2.14 We have exercised reasonable care in implementing security measures on our payphones and Telstra Phonecards to prevent fraud. As such, we cannot be

responsible for any fraud by a third party relating to one of our payphones or a Telstra Phonecard if it occurs.

Private payphones

- 2.15 We also rent private payphones to our business customers to offer at their premises. The terms and charges on which members of the public can use those private payphones to make calls are set by the business customer not by us. The terms for leasing a private payphone are found in the [Private Payphones section of Our Customer Terms](#).

3 Call charges

Call types

- 3.1 Where a call type has the same name as in the Basic Telephone Service section of Our Customer Terms, it is the same call type in this section except that it is made from a public payphone instead of a Basic Telephone Service. (To see the Basic Telephone Service - home and family customers [click here](#); business and government customers [click here](#)).

Local calls

- 3.2 We charge you in advance the following for local calls from a public payphone:

Public payphone local calls	GST incl.
Local call (per call)	50¢

Calls to 019 numbers

- 3.3 We charge you in advance the following for calls to 019 numbers from a public payphone:

Public payphone 019 calls	GST incl.
Calls to 019 numbers (dial-up Internet services) (per call)	50¢

Long distance (STD) call charges

- 3.4 We charge you in advance the following for untimed STD calls from a public payphone:

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Public payphone untimed STD calls	GST incl.
Preferential calls (per call)	50¢
Extended zone calls (per call)	50¢

- 3.5 We charge you the following for timed STD calls from a public payphone. We charge you in advance the charge for each chargeable period (or part of a period).

Public payphone timed STD calls	GST incl.
Charge per chargeable period	50¢
Chargeable period for community calls and calls up to 85 km.	60 secs
Chargeable period for calls over 85 km.	45 secs

Calls to mobiles

- 3.6 We charge you the following for calls to mobile numbers from a public payphone. We charge you in advance the charge for each chargeable period (or part of a period).

Public payphone timed calls to mobiles	GST incl.
Charge per chargeable period	50¢
Chargeable period for calls to a Mobile number	35 secs

SMS to mobiles

- 3.7 We charge you in advance the following for SMS sent from a public payphone.

Public payphone SMS	GST incl.
SMS (per message up to 136 characters)	20¢

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International calls

3.8 We charge you the following for international calls from a public payphone. We charge you in advance the charge for each chargeable period (or part of a period).

You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, without notice.

Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Afghanistan	15	Libya	15
Alaska	120	Liechtenstein	15
Albania	15	Lithuania	15
Algeria	15	Luxembourg	15
American Samoa	15	Macau	15
Andorra	15	Macedonia FYR	15
Angola	15	Madagascar	15
Anguilla	15	Malawi	15
Antarctica	15	Malaysia	60
Antigua & Barbuda	15	Maldives	15
Argentina	15	Mali	15
Armenia	15	Malta	15
Aruba	15	Marshall Islands	15
Ascension Island	15	Martinique	15
Austria	15	Mauritania	15
Azerbaijan	15	Mauritius	15
Bahamas	15	Mayotte	15
Bahrain	15	Mexico	15
Bangladesh	15	Micronesia Federated States	15
Barbados	15	Moldova Republic	15
Belarus	15	Monaco	15
Belgium	60	Mongolia	15
Belize	15	Montenegro	15
Benin	15	Montserrat	15
Bermuda	15	Morocco	15
Bhutan	15	Mozambique	15
Bolivia	15	Myanmar	15
Bosnia & Herzegovina	15	Namibia	15
Botswana	15	Nauru	15
Brazil	15	Nepal	15
Brunei Darussalam	15	Netherlands	60
Bulgaria	15	Netherlands Antilles	15
Burkina Faso	15	New Caledonia	15

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Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Burundi	15	New Zealand	60
Cambodia	15	Nicaragua	15
Cameroon	15	Niger	15
Canada	120	Nigeria	15
Cabo Verde	15	Niue	15
Cayman Is	15	Norfolk Island	15
Central African Rep	15	Northern Mariana Islands	15
Chad	15	Norway	15
Chile	15	Oman	15
China	120	Pakistan	60
Colombia	15	Palau	15
Comoros	15	Palestine, (State of)	15
Congo Democratic Republic	15	Panama	15
Congo	15	Papua New Guinea	15
Cook Islands	15	Paraguay	15
Costa Rica	15	Peru	15
Croatia	60	Philippines	60
Cuba	15	Poland	15
Cyprus	15	Portugal	15
Czech Republic	15	Puerto Rico	15
Denmark	15	Qatar	15
Diego-Garcia	15	Reunion	15
Djibouti	15	Romania	15
Dominica	15	Russian Federation	15
Dominican Rep	15	Rwanda	15
East Timor	120	Saint Helena	15
Ecuador	15	Saint Kitts & Nevis	15
Egypt	120	Saint Lucia	15
El Salvador	15	Saint Pierre & Miquelon	15
Equatorial Guinea	15	Saint Vincent & The Grenadines	15
Eritrea	15	Samoa	15
Estonia	15	San Marino	15
Ethiopia	15	Sao Tome & Principe	15
Falkland Islands	15	Saudi Arabia	15
Faroe Islands	15	Senegal	15
Fiji	15	Serbia	15
Finland	15	Seychelles	15
France	60	Sierra Leone	15

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Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
French Guiana	15	Singapore	120
French Polynesia	15	Slovakia	15
Gabon	15	Slovenia	15
Gambia	15	Solomon Islands	15
Georgia	15	Somalia	15
Germany	60	South Africa	120
Ghana	15	South Sudan	15
Gibraltar	15	Spain	120
Greece	15	Sri Lanka	60
Greenland	15	Sudan	15
Grenada	15	Suriname	15
Guadeloupe	15	Swaziland	15
Guam	15	Sweden	120
Guantanamo	15	Switzerland	120
Guatemala	15	Syria	15
Guinea	15	Taiwan	60
Guinea-Bissau	15	Tajikistan	15
Guyana	15	Tanzania United Republic	15
Haiti	15	Thailand	60
Honduras	15	Togo	15
Hong Kong	60	Tokelau	15
Hungary	15	Tonga	15
Iceland	15	Trinidad & Tobago	15
India	120	Tunisia	15
Indonesia	120	Turkey	120
Iran	15	Turkmenistan	15
Iraq	15	Turks & Caicos Islands	15
Ireland	120	Tuvalu	15
Israel	15	Uganda	15
Italy	15	Ukraine	15
Ivory Coast	15	United Arab Emirates	15
Jamaica	15	United Kingdom	60
Japan	120	United States	120
Jordan	15	Uruguay	15
Kazakhstan	15	Uzbekistan	15
Kenya	15	Vanuatu	15
Kiribati	15	Vatican City	15
Korea DPR (North)	15	Venezuela	15
Korea Republic (South)	60	Vietnam	60
Kuwait	15	Virgin Islands (British)	15

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Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Kyrgyzstan	15	Virgin Islands (US)	15
Lao PDR	15	Wallis & Futuna	15
Latvia	15	Yemen	15
Lebanon	120	Zambia	15
Lesotho	15	Zimbabwe	15
Liberia	15		

- 3.9 We charge you the following for calls to the specified global and satellite services from a public payphone. We charge you in advance the charge for each chargeable period (or part of a period).

Calls to global and satellite services	GST incl.
Charge per chargeable period	50¢
Chargeable period	
Calls to Inmarsat numbers beginning with 870	15 secs
Calls to: <ul style="list-style-type: none"> • International Network Shared Code (Thuraya) numbers beginning with 88216 ; or • Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299 	15 secs
Calls to Iridium numbers beginning with 8816 or 8817	15 secs

Directory assistance

- 3.10 We do not charge you for calls to our directory assistance service from a public payphone. However, you cannot call Sensis 1234 (previously known as Telstra Call Connect and Yellow Pages Connect) or use the Directory Assistance Call Connect Option from a public payphone.

13 calls

- 3.11 Subject to clause 3.12, we charge you in advance to make calls to a 13 number (including 1300 and 1345 numbers) from a public payphone. The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.
- 3.12 Calls made from a public payphone to 131114 (Lifeline) will not be charged. In

some instances you may be required to deposit 50c or insert your calling card to initiate the call. The money will be refunded when the call has ended.

Calls to InfoCall services

- 3.13 We charge you in advance the following for calls to InfoCall services from a public payphone. You cannot call fixed tariff or mid-call service variation services from a public payphone

Public payphone InfoCall calls	GST incl.
Per chargeable period (or part thereof), calculated based on 50¢ worth of time at the timed rate nominated by the service provider	50¢

Calls to a Telstra Mobile Satellite service

- 3.14 We charge you the following for calls to a Telstra Mobile Satellite service in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718 from a public payphone:

Public payphone calls to Telstra Mobile Satellite service	GST incl.
Charge per chargeable period	50¢
Chargeable period for calls to a Telstra Mobile Satellite number	12.5 secs

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

Calls to an Optus MobileSat service

- 3.15 We charge you in advance the following for calls to an Optus MobileSat service from a public payphone:

Public payphone calls to Optus MobileSat service	GST incl.
Charge per chargeable period	50¢
Chargeable period for calls to Optus MobileSat	7.5 secs

Iterra calls

- 3.16 We charge you in advance the following for calls to an Iterra service (beginning with 014711, 014712, 014713, 014717, 014718 or 141719) from a public payphone:

Public payphone Iterra calls	GST incl.
Charge per chargeable period	50¢
Chargeable period for calls to an Iterra service	45 secs

4 Telstra Phonecards

Using Telstra Phonecards

- 4.1 Telstra Phonecard is a pre-paid calling card. You can make calls or send an SMS from most of our public payphones using one of our Telstra Phonecards.
- 4.2 Telstra Phonecards are not credit cards or account cards. They have a stored value that cannot be increased. The charges for calls you make, or SMS you send, at one of our public payphones are deducted from the stored value of the Telstra Phonecard you use to make the call or send the SMS.
- 4.3 Each time you insert your Telstra Phonecard in one of our public payphones, you will see the remaining stored value displayed.
- 4.4 You must not bend, overprint, deface or modify our Telstra Phonecards in any way. Also you must not expose them to magnetic or electrical sources, excessive heat or moisture or try to reverse engineer or decompile any microchip or software in it.

When Telstra Phonecards end

- 4.5 Telstra Phonecards end on the date shown on the back of the card or when the stored value reaches zero. We do not promise that the card will work after the end date. The stored value automatically reduces to zero after the end date.

Replacing Telstra Phonecards

Telstra ceased to exchange Telstra Magnetic Strip Phonecards for credit on and from the 3rd of May 2010. Only Telstra Magnetic Stripe Phone Cards are impacted by this change. The Telstra Phonecard credit swap over process will still be available for all other types of Telstra Phonecards.

- 4.6 Telstra Phonecards are non-refundable, which means we do not give cash or credit

refunds for any unused value. However, in some cases (see below) we will replace your Telstra Phonecard with a Replacement Phonecard.

- 4.7 If your Telstra Phonecard is faulty when you buy it, or before it ends, you can send us your card and a completed Telstra Phonecard Replacement Form and we will give you a Replacement Phonecard for the unused stored value on your card. The Phonecard Replacement Form is available on our [website](#).
- 4.8 If value is incorrectly deducted from your Telstra Phonecard because a public payphone or your Telstra Phonecard does not work properly, you can send us your card and a completed Telstra Phonecard Replacement Form and we will give you a Replacement Phonecard with a stored value equal to the amount incorrectly deducted, plus the remaining unused stored value on your card. This does not apply where the malfunction was caused by you.
- 4.9 If your Telstra Phonecard is marked “complimentary”, “with compliments”, “not for resale” or “On expiry your Phonecard will have no further value. Any unused value at the time of expiry is not refundable” (or words to that effect), and ends before you have used all the stored value, we will not replace your card.
- 4.10 However, if your Telstra Phonecard is not marked with any of the words above, and it ends before you have used all the stored value, you can send us your card and a completed Telstra Phonecard Replacement Form and we will give you a Replacement Phonecard for the unused stored value on your card.
- 4.11 When we replace a Telstra Phonecards, we determine the unused stored value of the Telstra Phonecard when we receive it. The original card sent in for replacement (including any collector packaging) will not be returned.
- 4.12 We do not replace or refund stolen or lost Telstra Phonecards.

5 Changing Our Customer Terms - Telstra Phonecard customers

This clause 5 applies to you if you are a Telstra Phonecard customer.

Our right to change all terms

- 5.1 We can change any term of Our Customer Terms by:
- (a) getting your consent; or
 - (b) complying with this clause.

The steps we have to take depend on the type of change.

Changes that benefit you or have neutral impact on you

5.2 If we reasonably consider that a change to any term of Our Customer Terms is likely to:

- (a) benefit you; or
- (b) have a neutral impact on you,

we can make the change immediately and do not need to tell you.

Some examples of changes that will benefit you are:

- a reduction in long distance call rates;
- changes that increase our obligations or introduce new rights for you.

An example of a change that will have a neutral impact on you is if we change the design of the Phonecard.

Changes that have minor detrimental impact on you

5.3 If we reasonably consider that a change to any term of Our Customer Terms is likely to have a minor detrimental impact on you, we do not need to tell you individually beforehand. However, if we do not give you individual prior notice, we will publish a notice in a national newspaper at least 3 business days before the change takes place.

Some examples of changes that we consider have minor detrimental impact on you:

- a small increase in the price of an STD call; or
- withdrawing a minor feature of the service.

Urgent changes

5.4 We consider changes that are:

- (a) required by law; or
- (b) necessary for security reasons, to prevent fraud or for technical reasons,

to be urgent changes.

We will try to tell affected customers three days before an urgent change to Our Customer Terms by any method we consider reasonable in the circumstances, including a scrolling message on Telstra payphone screens, website notification on telstra.com or public notice. Sometimes, due to the nature of the change, we may not be able to tell affected customers three days beforehand but we will give as

much warning as we reasonably can.

Changing or imposing tax-based charges

- 5.5 We can change any term of Our Customer Terms that applies to your service to increase an existing charge or to introduce a new charge where that charge is a tax imposed by law. If you are an affected customer, we will notify you of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

Changing charges for international services or international roaming services

- 5.6 We can change the charges for international services and international roaming services and do not need to tell you individually beforehand. The current charges for international calls, international SMS and international roaming services can be found at http://www.telstra.com.au/phones/homeservices/distance_international.htm, <http://www.telstra.com.au/mobile/mobiles/prices/plans.htm#5> and <http://www.telstra.com.au/mobile/products/overseas/roamingoutbound.cfm> respectively. If you are an affected customer in relation to an increase in our charges for international calls or international SMS, we will notify you of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

Changing or imposing charges for ancillary services

- 5.7 If we increase or introduce charges for an ancillary service, and it is a type of ancillary service for which we do not offer a reasonable alternative at the same or reduced cost, we will notify affected customers of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

All other changes

- 5.8 If we make a change to Our Customer Terms and the change is not of a type described in clauses 5.2 to 5.7 above, we will tell all affected customers a reasonable period (but at least 30 days) before the change, so affected customers who still have value stored on their card will have a reasonable opportunity to use up any stored value before the change.

Who we consider to be affected customers

- 5.9 For the purpose of this clause 5, we consider a customer to be affected by a change of a term in Our Customer Terms if that customer still has stored value on a card affected by the change and we reasonably consider that the change will have more than a minor detrimental impact on the customer.

How we can tell you about the changes

- 5.10 We can tell you about changes to Our Customer Terms in relation to the Telstra Phonecard service, unless specified otherwise in this clause, by:
- (a) putting a scrolling message on Telstra payphone screens; or
 - (b) otherwise in writing, directing you to further information about the changes, such as on telstra.com or in Telstra shops.

In addition to this notice, we may also publish a notice in a national newspaper.