

Part I – Other Service Options

Contents

Click on the section that you are interested in.

1	About this Part	2
2	Itemised local calls	2
	Availability	2
	Charges	2
	Charges	3
3	Metering options	3
	What metering options are available?	3
	Charges for metering options	4
	Meter pulses for customer loop metered systems	4
4	Instant Hotline	9
	What is Instant Hotline?	9
	Charges	9
5	Indial	9
	What is Indial?	10
	Features	10
	Charges	11
6	Number Redirection	12
	Application of terms	12
	What is Number Redirection?	12
	Service options	13
	Availability	13
	Limitations	15
	Impact on other features	17
	What happens to the old numbers after activation?	18
	Requesting changes	18
	Charges and minimum terms	18
	Renewing the service	21
	Cancelling the service	21
	Re-applying for old numbers	22
	Liability	23
	Standard zone unit	23

Part I – Other Service Options

Certain words are used with the specific meanings set out in Part A – General of the Basic Telephone Service section, or in the General Terms of Our Customer Terms.

1 About this Part

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

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

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

2 Itemised local calls

Important Note: We are upgrading our systems. Sections 2.1 – 2.2 only apply if you have a 10 digit Telstra account number.

Availability

- 2.1 You can ask us to itemise local calls on your bills if you are connected to an exchange converted to total call record charging. We can provide itemised local calls on paper bills and the Enhanced Billing Service/Online Billing Service. You can ask for itemised local calls on either an ongoing or once off basis. The Enhanced Billing Service and the Online Billing Service are not available to wholesale customers after 30 June 2007.

Charges

- 2.2 We may charge you the following for itemised local calls:

Itemised local calls	GST excl.	GST incl.
For each paper bill – ongoing (for customers on monthly, bi-monthly or quarterly billing with up to 20 services on each bill)	\$3.00	\$3.30
For each call record via the Enhanced Billing Service - ongoing	1¢	1.1¢
For each call record via the Online Billing Service - ongoing	0¢	0¢

Part I – Other Service Options

Itemised local calls	GST excl.	GST incl.
Once off local calls details statement (per statement)	\$5.00	\$5.50

Important Note: We are upgrading our systems. Sections 2.3 – 2.4 only apply if you have been allocated a 13 digit Telstra account number.

- 2.3 We can provide itemised local calls on the Enhanced Billing Service/Online Billing Service. You can also ask for itemised local calls on a once off basis.

Charges

- 2.4 We may charge you the following for itemised local calls:

Itemised local calls	GST excl.	GST incl.
For each call record via the Enhanced Billing Service - ongoing	1¢	1.1¢
For each call record via the Online Billing Service - ongoing	0¢	0¢
Once off local calls details statement (per statement)	\$5.00	\$5.50

3 Metering options

This feature is not available for new sales on and from 2 September 2018

What metering options are available?

- 3.1 If you need real-time information on the status of outgoing calls made from your Basic Telephone Service, you can choose one of the following telephone service metering options:
- (a) customer loop metering – which sends meter pulse signals on your Basic Telephone Service to give you real-time data on service usage so you can on-charge your service users (eg, hotel guests); and
 - (b) reversal on answer – which sends a signal to metering equipment connected to your Basic Telephone Service to signal that an outgoing call has been answered, so you can record the duration of the call when it is made.

Part I – Other Service Options

- 3.2 These services are only available where it is technically feasible.
- 3.3 Customer loop metering providing 50Hz meter pulses will no longer be available to:

- (a) new Telstra retail customers or for new connections for existing Telstra retail customers from 21 December 2007; or
- (b) new Telstra wholesale customers or end-users of a Telstra wholesale customer or for new connections for existing Telstra wholesale customers or end users of Telstra wholesale customers from 21 January 2008.

Customer loop metering providing 12kHz meter pulses will continue to be available after this date.

- 3.4 On and from 30 May 2009, Customer loop metering providing 50Hz meter pulses will be withdrawn from the market and no longer be provided to all customers.

Charges for metering options

- 3.5 We charge you the following for these metering options:

Telephone service metering options	GST excl.	GST incl.
Connection of customer loop metering (for each Basic Telephone Service)	\$42.00	\$46.20
Connection of reversal on answer (for each Basic Telephone Service)	\$34.00	\$37.40
Monthly charge for customer loop metering (for each Basic Telephone Service)	\$4.136	\$4.55
Monthly charge for reversal on answer (for each Basic Telephone Service)	\$3.363	\$3.70

- 3.6 Calls made from a service that has a metering option are charged at the applicable Telstra Voice or BusinessLine rates.

Meter pulses for customer loop metered systems

- 3.7 The first meter pulse is sent on answer for any local, preferential, extended zone, community, 13, STD and direct-dialled international call.
- 3.8 There is no meter pulse for calls to 013, 1223 and 1225 (and no call charges for calling those services from a Basic Telephone Service with customer loop

Part I – Other Service Options

metering).

3.9 We provide meter pulses based on the following chargeable periods for STD calls.

STD calls	Day 7am-1pm Mon-Fri	Afternoon 1pm – 7pm Mon-Fri	Economy All other times
Chargeable period for community calls, concessional A rate calls and calls up to 50 km	136 secs	152 secs	272 secs
Chargeable period for calls between 50 km and 85 km	68.2 secs	75.7 secs	136 secs
Chargeable period for calls between 85 km and 165 km and Intercapital calls between 165 km and 745 km	47 secs	52.2 secs	94 secs
Chargeable period for non-intercapital calls between 165 km and 745 km	42 secs	46.6 secs	83.9 secs
Chargeable period for calls over 745 kms	39 secs	43.3 secs	77.9 secs

3.10 We provide meter pulses based on the following chargeable periods for calls to mobiles:

Calls to mobiles	Peak 7am-7pm Mon-Fri	Off-Peak All other times
Chargeable period for calls to a Telstra mobile number	39.6 secs	69.1 secs
Chargeable period for calls to a non-Telstra mobile number	32.3 secs	50.1 secs

3.11 We provide meter pulses based on the following chargeable periods for international calls:

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, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

International calls		International calls	
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Our Customer Terms

Basic Telephone Service Section

Part I – Other Service Options

Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun	Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun
Afghanistan	4.7	4.87	Liberia	4.7	4.87
Alaska	15	28.4	Libya	4.7	6.99
Albania	5.2	5.45	Liechtenstein	8.12	18.2
Algeria	4.7	4.87	Lithuania	6.85	7.18
American Samoa	11.5	12.4	Luxembourg	7.21	13
Andorra	11.5	15.2	Macau	7.21	8.26
Angola	4.7	5.68	Macedonia FYR	8.02	10.5
Anguilla	4.7	4.87	Madagascar	5.2	5.26
Antarctica	16	17	Malawi	5.2	6.99
Antarctica – Aurora & Wilkins	6.06	6.99	Malaysia	12.5	15.2
Antigua & Barbuda	6.06	8.26	Maldives	5.2	5.45
Argentina	7.84	10.5	Mali	5.2	5.45
Armenia	6.85	7.18	Malta	11.5	12.4
Aruba	7.21	8.26	Northern Mariana Islands	6.06	6.99
Ascension Island	5.2	5.45	Marshall Islands	6.06	6.99
Austria	8.12	18.2	Martinique	6.85	8.26
Azerbaijan	6.85	7.18	Mauritania	5.2	5.45
Bahamas	6.06	13	Mauritius	7.21	8.26
Bahrain	6.85	7.18	Mayotte	7.79	8.02
Bangladesh	7.21	7.58	Mexico	7.21	10.5
Barbados	5.2	6.99	Micronesia Federated States	6.06	6.99
Belarus	6.85	7.18	Moldova Republic	6.85	7.18
Belgium	10.6	13.6	Monaco	11.5	15.2
Belize	6.06	6.99	Mongolia	4.7	4.87
Benin	5.2	5.45	Montenegro	8.26	10.9
Bermuda	6.06	6.99	Montserrat	5.2	5.45
Bhutan	6.06	6.99	Morocco	4.7	4.87
Bolivia	5.2	6.99	Mozambique	4.7	4.87
Bosnia & Herzegovina	8.02	10.5	Myanmar	6.06	6.99
Botswana	6.06	6.99	Namibia	6.06	6.99
Brazil	7.84	10.5	Nauru	11.5	12.4
Brunei Darussalam	9.15	10.5	Nepal	7.21	7.58
Bulgaria	4.7	5.68	Netherlands	11.8	18.2
Burkina Faso	5.2	5.45	Netherlands Antilles	6.85	10.5
Burundi	5.2	5.45	New Caledonia	10.6	11.4
Cambodia	6.85	7.18	New Zealand	18.9	30.3
Cameroon	4.7	4.87	Nicaragua	6.06	6.99
Canada	15	28.4	Niger	5.2	5.26
Cabo Verde	5.2	5.45	Nigeria	6.85	8.26
Cayman Is	6.06	8.26	Niue	12.5	13.6
Central African Rep	5.2	5.26	Norfolk Island	16	17
Chad	4.7	4.87	Norway	11.5	18.2
Chile	7.21	13	Oman	8.12	8.52
China	8.97	10.4	Pakistan	5.93	7.18
Colombia	5.2	6.99	Palau	4.7	5.68
Comoros	6.06	6.99	Palestine (State of)	9.34	13.6
Congo Democratic Republic	4.7	4.87	Panama	6.85	8.26
Congo	5.2	5.26	Papua New Guinea	12.7	15.2



Our Customer Terms

Basic Telephone Service Section

Part I – Other Service Options

International calls			International calls		
Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun	Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun
Cook Islands	8.58	9.09	Paraguay	6.06	6.99
Costa Rica	5.2	5.45	Peru	6.85	8.26
Croatia	8.02	10.9	Philippines	12.1	15.5
Cuba	5.2	10.5	Poland	8.02	13
Cyprus	7.21	10.5	Portugal	8.02	10.5
Czech Republic	7.21	13	Puerto Rico	9.81	15.2
Denmark	11.5	18.2	Qatar	5.2	5.45
Diego-Garcia	5.2	5.45	Reunion	6.06	6.99
Djibouti	4.7	4.87	Romania	6.06	8.26
Dominica	5.2	10.5	Russian Federation	6.85	10.5
Dominican Rep	6.06	13	Rwanda	6.06	6.99
East Timor	7.88	10.3	Samoa	11.5	12.4
Ecuador	5.2	6.99	San Marino	15.2	17
Egypt	7.21	8.8	Sao Tome & Principe	5.2	5.45
El Salvador	5.2	5.45	Saudi Arabia	6.06	6.99
Equatorial Guinea	4.7	4.87	Senegal	4.7	4.87
Eritrea	4.7	4.87	Serbia	8.26	10.9
Estonia	6.85	10.5	Seychelles	5.2	5.45
Ethiopia	4.7	4.87	Sierra Leone	5.2	5.45
Faroe Islands	8.58	9.09	Singapore	16	18.2
Falkland Islands	6.06	6.99	Slovakia	7.21	15.2
Fiji	10.6	13.6	Slovenia	8.02	10.5
Finland	11.5	18.2	Solomon Islands	11.9	12.4
France	11.5	17.9	Somalia	4.7	4.87
French Guiana	6.85	7.18	South Africa	10.6	13.6
French Polynesia	10.6	11.4	South Sudan	6.06	6.99
Gabon	5.2	5.45	Spain	9.21	16.2
Gambia	5.2	5.45	Sri Lanka	10.6	13.6
Georgia	6.85	7.18	Saint Helena	6.06	6.99
Germany	12.5	18.2	Saint Kitts & Nevis	6.06	6.99
Ghana	5.2	5.45	Saint Lucia	6.06	6.99
Gibraltar	4.7	5.68	Saint Pierre & Miquelon	6.85	8.26
Greece	13.6	23.5	Saint Vincent & The Grenadines	6.06	6.99
Greenland	8.58	9.09	Sudan	6.06	6.99
Grenada	6.06	6.99	Suriname	6.85	8.26
Guadeloupe	6.85	8.26	Swaziland	5.2	5.45
Guam	11.5	15.2	Sweden	11.5	18.2
Guantanamo	4.7	6.99	Switzerland	8.26	18.2
Guatemala	5.2	6.99	Syria	5.2	5.45
Guinea-Bissau	5.2	5.45	Taiwan	9.88	12.4
Guinea	4.7	4.87	Tajikistan	6.85	8.26
Guyana	7.21	7.58	Tanzania United Republic	6.06	6.99
Haiti	4.7	5.68	Thailand	7.93	11.7
Hawaii	15	28.4	Togo	5.2	5.26
Honduras	4.7	4.87	Tokelau	11.5	12.4
Hong Kong	17	24.8	Tonga	11.5	12.4
Hungary	8.02	13	Trinidad & Tobago	5.2	10.5
Iceland	5.2	10.5	Tunisia	4.7	4.87



Our Customer Terms

Basic Telephone Service Section

Part I – Other Service Options

International calls			International calls		
Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun	Chargeable period (seconds)	Weekday Mon–Fri	Weekend Sat–Sun
India	7.88	10.1	Turkey	9.6	13
Indonesia	7.88	10.3	Turkmenistan	6.85	8.26
Iran	6.85	7.18	Turks & Caicos Islands	5.2	5.45
Iraq	6.06	6.99	Tuvalu	9.15	10.5
Ireland	15.2	27.8	Uganda	5.2	6.99
Israel	9.34	13.6	Ukraine	6.85	10.5
Italy	15.5	23.5	United Arab Emirates	8.58	9.09
Ivory Coast	5.2	5.45	United Kingdom	15	27.8
Jamaica	6.06	8.26	Uruguay	15	28.4
Japan	10.8	20.1	United States	7.21	8.26
Jordan	7.21	8.26	Uzbekistan	6.85	8.26
Kazakhstan	6.85	7.18	Vanuatu	11.5	12.4
Kenya	7.21	7.58	Vatican City	15.2	17
Kiribati	11.5	12.4	Venezuela	9.15	10.5
Korea DPR (North)	5.2	5.45	Viet Nam	8.02	9.09
Korea Republic (South)	11.9	13.6	Virgin Islands (British)	5.2	5.45
Kuwait	7.21	7.58	Virgin Islands (US)	9.81	15.2
Kyrgyzstan	6.85	7.18	Wallis & Futuna	6.06	6.99
Lao PDR	6.85	7.18	Yemen	6.06	6.99
Latvia	6.85	8.26	Zambia	6.06	6.99
Lebanon	6.52	9.21	Zimbabwe	6.85	8.26
Lesotho	6.06	8.26			

3.12 We provide meter pulses based on the following chargeable periods for calls to global and satellite services:

We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

Calls to global and satellite services	Chargeable period (seconds)
Calls to Inmarsat B numbers beginning with 8703	2.5
Calls to Inmarsat Aero numbers beginning with 8705	1.36
Calls to Inmarsat B HSD numbers beginning with 87039 or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	0.75
Calls to Inmarsat M numbers beginning with 8706	3.76



Part I – Other Service Options

Calls to global and satellite services	Chargeable period (seconds)
Calls to Inmarsat Mini M numbers beginning with 87076	4.3
Calls to Inmarsat GAN ISDN numbers beginning with 87060	1.0
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 	2.41
Calls to Iridium numbers beginning with 8816 or 8817	3.74

3.13 Meter pulses for calls to InfoCall 190 services vary depending on the service provider and can actually change during a call.

4 Instant Hotline

What is Instant Hotline?

4.1 Instant Hotline is an option available on most Basic Telephone Services. It provides for your service to dial a preset number automatically whenever the handset is lifted. The service cannot make calls to any other number.

Charges

4.2 We charge you the following for the Instant Hotline option (in addition to the standard charges for the Basic Telephone Service):

Instant hotline	GST excl.	GST incl.
Monthly fee	\$4.00	\$4.40

5 Indial

We are not providing new Indial services anymore. These terms only apply to customers who already have an Indial service.

Part I – Other Service Options

What is Indial?

- 5.1 When you have the appropriate equipment, Indial lets people call a particular extension, paging service, automatic call distributor or voice messaging service connected to your PABX or similar call switching system, without being switched by the system's switchboard operator.
- 5.2 The underlying telephone service for each of your lines is a Basic Telephone Service, but does not have its own individual number. Indial has blocks of 100 telephone numbers and the number of lines you need.
- 5.3 Our network connects calls made to a number in your Indial number range to your equipment using special Indial circuits. Our network communicates information to your equipment (using defined signalling techniques) needed for further switching to the particular number.
- 5.4 To have Indial, you need to have a carriage service with sufficient capacity, like Sitaline or a business service. We supply Indial for business purposes and you must use Indial predominantly for business purposes.

Features

- 5.5 Indial offers you the following features to handle incoming calls:
 - (a) Conditional overflow – calls overflow to an alternative destination when the intended destination is busy;
 - (b) Circular overflow – calls overflow from one route into your PABX to another one if all lines to the route are busy (assuming you have two independent Indial routes into your PABX);
 - (c) Priority overflow – allows you to provide different levels of customer service depending on the number called (assuming you have two independent Indial routes into your PABX);
 - (d) Malicious call trace – you can ask the network to record the telephone number of a calling party if your equipment supports this feature (we only disclose the number of the calling party to you in accordance with our privacy policy).
- 5.6 You cannot associate more than one of fixed diversion, conditional overflow, circular overflow or priority overflow with any block of 100 Indial numbers at the same time.

Part I – Other Service Options

Charges

- 5.7 We charge you the following connection charges for Indial (in addition to the normal connection fees for each Basic Telephone Service needed for each Indial line):

Indial connection charges	GST excl.	GST incl.
For each 100-number block	\$1,620.00	\$1,782.00
For additional lines connected to an Indial service:		
- Connection fee	\$162.00	\$178.00
- plus, for each additional line	\$54.00	\$59.40
For each feature connected to an Indial service (fixed diversion, conditional overflow, circular overflow or priority overflow):		
- if connected when connecting a new Indial service	Nil	Nil
- if connected to an existing Indial service, for each 100-number block	\$432.00	\$475.20

- 5.8 We charge you the following ongoing monthly charges for Indial (in addition to the normal monthly charges for each Basic Telephone Service needed for each Indial line):

Indial monthly charges	GST excl.	GST incl.
For each 100-number block	\$60.73	\$66.80
For each Indial line	\$18.09	\$19.90
For each feature connected to an Indial service (fixed diversion, conditional overflow, circular overflow or priority overflow), for each 100-number block	\$41.76	\$45.94
For Malicious Call Trade, for each Indial line	\$5.00	\$5.50

- 5.9 We charge you the following charges for any changes to the features:

Part I – Other Service Options

Charges for Indial changes	GST excl.	GST incl.
Changing diversion structure (software change) for each 100-number block	\$432.00	\$475.20
Changing destination number for diversion, for each 100-number block	\$108.00	\$118.80
Activating a feature, for each number	\$108.00	\$118.80
Deactivating a feature, for each number	\$108.00	\$118.80

5.10 We charge you normal call charges for forwarding calls using fixed diversion and overflow features. We do not charge you for calls forwarded within the same site using circular overflow or priority overflow.

5.11 We charge you the following ongoing monthly charges for the Indial features, Call forwarding, Number Only and Call Forward – Immediate:

Indial monthly charges – Call forwarding, Number Only	GST excl.	GST incl.
Call forwarding, Number Only for each 100-number block	\$12.50	\$13.75
Call Forward – Immediate	Nil	Nil

5.12 Call forwarding, Number Only and Call Forward – Immediate, will be replaced by conditional overflow, circular overflow or priority overflow feature. We do not make any new connections of these features. You should migrate to the appropriate replacement feature as soon as possible to avoid any disruption of service when these features are withdrawn.

6 Number Redirection

Application of terms

6.1 These terms for Number Redirection apply to our Basic Telephone Service as well as ISDN, CustomNet and SiteLine.

What is Number Redirection?

6.2 Number Redirection is for customers who have to receive new numbers because of technology changes in our network or because they have moved to premises

Part I – Other Service Options

connected to a different telephone exchange. Number Redirection lets you redirect calls made to your old number/s to your new number/s and/or have a recorded announcement played to callers to the old numbers (either instead of redirecting the call or before it is redirected).

Service options

- 6.3 These are the service options that may be available for your Number Redirection service:
- (a) announcement plus redirection (a recorded announcement tells the caller the new number and then the call is automatically diverted from the old number to the new number); or
 - (b) redirection only (calls are automatically diverted from the old number to the new number); or
 - (c) announcement only (a recorded announcement tells the caller the new number).
- 6.4 Where you are requesting Number Redirection for a block of 10 or 100 numbers, you have to choose the same service option for numbers within the block.

Availability

- 6.5 You should apply for Number Redirection at the same time that you request to cancel or change your old number. We cannot guarantee that Number Redirection can be provided if you apply after your old service has been cancelled.
- 6.6 You can request Number Redirection on a pre-existing paid reserved “geographic” number or number range under the Telecommunications Number Plan 1997 on our network where the selected service option is announcement only. You can locate the [Telecommunications Numbering Plan 1997](#).
- 6.7 You can request the destination of Number Redirection to the following “non-geographic numbers” on our network, where the selected service option is announcement only:

13nnnn

1345nnnn

1300nnnnnn

1800nnnnnn

1802nnn

Part I – Other Service Options

019nnnnnnnn

6.8 You can request Number Redirection if you have a Basic Telephone Service (including an Indial service) provided on our public switched telephone network and you:

- (a) are moving premises to a different telephone exchange; or
- (b) have to receive new numbers because we are making a technology change in the platform we use to provide your service:

The following are technology changes that make you eligible for Number Redirection:

- our System 12 platform to our DMS platform or AXE platform or TIPT platform;
- our AXE platform to our DMS platform or System 12 platform or TIPT platform;
- DMS platform to AXE platform or System 12 platform or TIPT platform; and
- changing from an individual geographic number to Indial and remaining on the same AXE platform or System 12 platform.

- (c) are porting your old number to us and have to receive a new number in accordance with the Telecommunications Numbering Plan 1997 because your old number is in the wrong telephone exchange or standard zone unit but remains within the charging zone; or
- (d) have to receive new numbers because we have to connect you to a different exchange or technology within the charging zone (most commonly as a result of an exchange service area re-alignment resulting in a number block reallocation under the ACA Numbering Plan).

6.9 You can only request Number Redirection for an old number if you are our customer for the Basic Telephone Service associated with that number.

6.10 Also, either:

- (a) you have to be (or become) our customer for the new number that is to be the new number when you make the request; or
- (b) the customer for the Basic Telephone Services associated with the new number must be our customer and must consent to them being the new number at the time you ask for Number Redirection; and

Where you are requesting Number Redirection for a service that has a main number and a block of 10 or 100 old numbers, you must be our customer for the whole block of 10 or 100 old numbers and be (or have the consent of) the customer for the whole block

Part I – Other Service Options

of 10 or 100 new numbers (respectively).

- (c) you can request an entire block of numbers to be pointed to an individual geographic number or a mobile number.

6.11 Number re-direction from a CustomNet service will cease on 15th April 2019

Limitations

6.12 The old numbers must:

- (a) be a 10-digit “geographic number” under the Telecommunications Number Plan 1997; and

For example, 02 9999 9999. The following examples are “non-geographic numbers”: numbers beginning with 0500, 101, 1251, 125888, 13, 1300, 18,1800, 0011, 190 or 12, International Direct Dial numbers and mobile telephone numbers.

- (b) have been issued in association with a Basic Telephone Service operating on our network (when we activate Number Redirection).

6.13 The new number must:

- (a) be a 10-digit “geographic number” under the Telecommunications Number Plan 1997, it must have been issued in association with a Basic Telephone Service operating on our network (when we activate Number Redirection); or

For example, 02 9999 9999. The following examples are “non-geographic numbers”: numbers beginning with 0500, 101, 1251, 125888, 13, 1300, 18,1800, 0011, 190 or 12 and International Direct Dial numbers.

- (b) be one of the following “non-geographic numbers” under the Telecommunications Number Plan 1997 where the selected service option is announcement only:

12nnnnnnnn

13nnnn

1345nnnn

1300nnnnnn

1800nnnnnn (except 180090nnnn and 180091nnnn)

1802nnn

- (c) be a mobile telephone number under the Telecommunications Number Plan 1997, it may have been issued in association with a mobile service

Part I – Other Service Options

operating on our network (when we activate Number Redirection).

- 6.14 Where you are requesting Number Redirection for individual old numbers (that are not part of a block of numbers), you must request a new number. Each old number must have a corresponding new number.
- 6.15 Where your old numbers are in a block of 100 numbers, you can only request Number Redirection for the entire block of 100 numbers.
- 6.16 Where you are undergoing a technology change from DMS Platform to AXE platform or System 12 platform or TIPT Platform and your old numbers are part of block of 10 numbers, you can only request Number Redirection for an entire block of 10 old numbers.
- 6.17 Where you are undergoing a technology change from TIPT Platform to DMS Platform or AXE platform or System 12 platform, we cannot provide Number Redirection.
- 6.18 Where your old numbers are part of a block of numbers, either:
- (a) each old number in the block of numbers must directly translate to its corresponding number in the new number block (all to all); or
 - (b) all blocks of old numbers associated with the Number Redirection service must be pointed to an individual new number (all to one).
- 6.19 All old numbers within the Number Redirection service must be within the 10,000 number block.
- 6.20 We cannot provide Number Redirection for an old number that:
- (a) is a secure access code range; or
 - (b) is itself on an Indian exchange based diversion service.
- 6.21 We cannot provide Number Redirection to a new number that:
- (a) is itself an old number that we are providing Number Redirection for;
 - (b) is itself a CDNO service;
 - (c) is a number that we are providing another diversion service outside the charging zone;

Part I – Other Service Options

- (d) is a reserved number; or
 - (e) is not an active service on our network.
- 6.22 If the service associated with a new number does not have enough capacity to handle the call volumes to the old number, callers will hear a busy tone.
- 6.23 We apply restrictions on simultaneous calls where you move outside the standard zone unit or you redirect to a mobile number. Calls to each old number of an individual number are set at a maximum limit of 5 simultaneous calls and to an Indian range are set at a maximum limit of 60 simultaneous calls. This does not apply where the selected service option is announcement only.
- 6.24 If a new number is part of a CustomNet Dial Plan, a CityWide discount plan or TIPT Dial Plan, the benefits or discounts offered for calls to the new number only apply when the caller dials the new number, not when the caller dials the old number and we redirect the call to the new number.
- 6.25 Number Redirection does not support Dual Node.
- 6.26 Number Redirection supports ISDN data calls, but any recorded announcements do not play.
- 6.27 Where the old or the new geographic number is ported to another telephone company, the Number Redirection service will be disconnected.

Impact on other features

- 6.28 The recorded announcement that may be provided as part of Number Redirection tells the caller the new number. This is the case even where the old or the new number is a silent line.
- 6.29 Callers from some countries may not be able to hear recorded announcement.. This depends on how the telephone company in that country handles international calls.
- 6.30 Features such as call return do not work if they are set using the old number. They work if set using the new number.
- 6.31 Where a call is directed to an old number by features such as call forward or call diversion, no recorded announcement is played. The calls are redirected to the new numbers if you selected either the ‘announcement plus redirection’ or ‘redirection only’ service options or disconnected if you selected the ‘announcement only’ service option.
- 6.32 The Calling Line Identification (CLI) presented to someone answering a redirected

Part I – Other Service Options

call at the new number is the caller's CLI, not the old number's CLI (unless the caller has blocked CLI).

What happens to the old numbers after activation?

- 6.33 Once we activate Number Redirection:
- (a) you cannot change the old numbers;
 - (b) we cancel the services associated with the old numbers; and
 - (c) we remove any directory listings for the old numbers (unless you reapply for them).

Requesting changes

- 6.34 After we activate Number Redirection, you can ask us to change the service option or the designated new numbers for your old numbers (subject to the requirements and limitations set out above for new numbers). However, if you have selected a pre-paid fixed term, to change the service option or the designated new numbers you need to cancel your current Number Redirection service (with no refund) . You need to do so before the term ends and apply for a new Number Redirection service with another service option or to the different new numbers.

Charges and minimum terms

- 6.35 We charge you the following for Number Redirection:

Number Redirection charges			GST excl.	GST incl.
Standard service charges (per number per month) – excluding number blocks			\$27.27	\$30.00
Standard service charges, for each 10 or 100-number block (per month) – minimum charging period of 3 months will apply			\$99.95	\$109.95
Pre-paid service charges (pre-paid for fixed term of 3 months)			\$30.00	\$33.00
Pre-paid service charges (pre-paid for fixed term of 6 months)			\$60.00	\$66.00

Part I – Other Service Options

Number Redirection charges			GST excl.	GST incl.
Pre-paid service charges (pre-paid for fixed term of 12 months)			\$118.18	\$130.00

For the purposes of charging, we treat 3 months as 90 calendar days, 6 months as 180 calendar days and 12 months as 365 calendar days.

Usage charges are applicable for calls redirected from an old number to a new number where the new number is in a different charging zone or is a mobile number. This does not apply where the service option selected is 'announcement only'. The applicable charges are as follows:

Number Redirection – Usage (redirected call) Charges	
Residential Service	Call Charge
Redirected local, preferential and community calls	As per Telstra Voice Complete rates
Redirected timed STD calls and calls to mobiles	As per Telstra Voice Advanced rates
Business Service	Call Charge
All redirected calls	As per BusinessLine Complete rates

6.36 If you are requesting Number Redirection and:

- (a) you are a home or a business customer — you can select any service option and choose to pay the standard monthly service charges (for at least one month) or choose one of the pre-paid fixed terms; or
- (b) you are a business customer with one or more 10-number blocks or 100-number blocks associated with your Indial service — you can select any service option and pay the standard monthly service charges only for each 10-number block or 100-number block (for at least three months); or
- (c) you are home or a business customer with a pre-existing paid reserved geographic number or a non-geographic number set out in section 6.6 – you must select announcement only and choose to pay the standard monthly service charges (for at least one month) or choose one of the pre-paid fixed terms.

Part I – Other Service Options

- 6.37 We do not charge you for Number Redirection service for up to 18 months if you:
- (a) have to receive new numbers because we are changing your service from an Indial service or a Basic Telephone Service provided on our public switched telephone network to a CustomNet or TIPT service because of a change from our
 - System 12 platform or AXE platform to our DMS platform or TIPT platform;
 - DMS to TIPT platform; and
 - (b) are not a wholesale customer; and
 - (c) do not move the services to a different exchange.
- 6.38 We do not charge you for Number Redirection for up to 12 months if:
- (a) you have ported your old number to us; and
 - (b) must receive new numbers in accordance with the ACA Number Plan because your old number is in the wrong telephone exchange provided that the new number is not outside the correct standard zone unit (and is not a mobile number).

We will tell you how many months we have determined you will not be charged for Number Redirection before we activate Number Redirection. However, we will revoke the no charge and we will charge you our standard Number Redirection charges and any usage charges from the time you request any changes to the service option or destination service during the predetermined term. After the expiry of the predetermined term (which can be up to a maximum of 12 months), Number Redirection will be terminated automatically.

- 6.39 We do not charge you for Number Redirection up to 12 months if you have to receive new numbers because we have to connect you to a different exchange or technology within the charging zone (provided the new number is not outside the charging zone or is not a mobile number). We will tell you how many months we have determined you will not be charged for Number Redirection before we activate Number Redirection. However, we will revoke the no charge and we will charge you our standard Number Redirection charges and any usage charges from the time you request any changes to the service option or destination service during the predetermined term. After the expiry of the predetermined term (which can be up to a maximum of 12 months), Number Redirection will be terminated automatically.
- 6.40 If you select a pre-paid fixed term and the new number is in a different charging

Part I – Other Service Options

zone or is a mobile number then you must preselect us.

- 6.41 If you ask us to provision Number Redirection outside of our standard business hours, we can charge you a reasonable charge for our time and materials. We tell you the charges before we take any action.
- 6.42 We charge customers who call the old number the same charges as if the call was answered at the old number rather than redirected. We do not charge if the call is not answered.

Renewing the service

- 6.43 If you are paying the standard monthly service charges, we keep providing Number Redirection until it is cancelled.
- 6.44 If you have paid the pre-paid fixed term charges, you have to re-apply for Number Redirection before the end of the pre-paid fixed term if you want to keep the service.
- 6.45 If you have paid the pre-paid fixed term charges and subsequently wish to preselect to a telephone company other than us then:
- (a) you must re-apply for Number Redirection before the end of the pre-paid fixed term if you want to keep the service;
 - (b) we do not refund any of the prepaid amount and
 - (c) you can only choose to pay using the standard service charge.

Cancelling the service

- 6.46 You can tell us at any time that you no longer need Number Redirection for the old numbers. We then cancel the service. Where your old numbers are part of a block of 10 or 100 numbers, we treat a request to cancel Number Redirection for some of your old numbers as a request to cancel Number Redirection for all of your old numbers in that 10 or 100-number block.
- 6.47 If we charge you for a pre-paid fixed term and you cancel your service before the pre-paid fixed term ends, we do not refund any of the pre-paid amount. If we charge you standard charges on a monthly basis and you cancel before the end of any the month, we charge you for the entire month.
- 6.48 We can cancel Number Redirection for your old numbers:

Part I – Other Service Options

- (a) after 18 months of providing the service to you; or
- (b) if you cancel all the new numbers; or
- (c) if you port any of the old or the new numbers to a phone company who does not terminate calls to that number on our network; or
- (d) if the new numbers are issued or transferred to someone other than you; or
- (e) if either the new number or old number is in the wrong standard zone unit;
or
- (f) if the standard zone unit for either the new number or old number changes;
or
- (g) we believe you are using the service for a purpose or in a way that is not specified in these terms; or
- (h) if you selected a pre-paid fixed term and it ends without you re-applying for Number Redirection; or
- (i) if the customer of the new number withdraws consent to have the number redirected or cancels their service; or
- (j) if you do not pay all outstanding monies on your old number as and when they fall due

6.49 We can withdraw the Number Redirection service or change it at any time, but we will do so in accordance with the General Terms of Our Customer Terms.

6.50 We can restrict, suspend or cancel your Number Redirection service at any time if you do not pay any outstanding monies on your old number as and when they fall due. If we cancel your Number Redirection service for this reason, we may apply any unused portion of your pre-paid fee to reduce any amounts outstanding on your old number. You remain liable for the balance of any amounts outstanding on your old number.

Re-applying for old numbers

6.51 After your Number Redirection service has been cancelled or a pre-paid service term has ended, we may re-allocate the old number to another service or transfer the old number to another telephone company, in accordance with the Telecommunications Numbering Plan 1997.

For example, most numbers can be reallocated to another service 6 months after Number Redirection has ended or been cancelled, and a number originally issued to another telephone

Part I – Other Service Options

company will usually be transferred back to them within 2 days after Number Redirection has ended or been cancelled.

- 6.52 You have to ask us to re-issue the old numbers to you if you want to use them and:
- (a) you or we have cancelled the Number Redirection or a pre-paid fixed term has ended, or we have withdrawn Number Redirection; or
 - (b) your application for Number Redirection is withdrawn before it is provisioned but after we have cancelled the services associated with the old numbers.
- 6.53 We do not promise that the old numbers will still be available for re-issue to you or if you re-apply for Number Redirection for those numbers after Number Redirection has been cancelled or a pre-paid fixed term has ended.

Liability

- 6.54 We will use due care and skill in providing Number Redirection to you. There may also be other non-excludable statutory guarantees and implied conditions or warranties under competition and protection laws which may apply. Subject to these rights, we do not promise to provide Number Redirection without faults or interruptions, nor that it will not cause any disruption to your other services.

Standard zone unit

- 6.55 For Number Redirection, “**standard zone unit**” has the meaning given in the Telecommunications Numbering Plan 1997 made by the ACA.