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Certain words are used with the specific meanings set out on page 6 and in [the General Terms of Our Customer Terms](#).

1 About the Telstra Family Calls section

Our Customer Terms

- 1.1 This is the Telstra Family Calls section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Telstra Family Calls section, then the Telstra Family Calls section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of the Telstra Family Calls section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

2 Telstra Family Calls discount

Availability

- 2.1 You can only apply for the Telstra Family Calls discount on your eligible services if we have invited you to apply for the discount and you:
 - (a) are a home customer for all the eligible services; and
 - (b) satisfy our standard credit requirements; and
 - (c) are our direct retail customer; and
 - (d) preselect us for long distance calls and calls to mobile numbers; and
 - (e) agree to have all the charges for your nominated services consolidated into one account and billed on a Single Bill.
- 2.2 Telstra Family Calls is available until 31 December 2004, unless we decide to withdraw it earlier with advance notice to you.

Eligible services

- 2.3 You have to nominate at least one eligible fixed telephone service and one eligible

mobile service to receive the Telstra Family Calls discount.

2.4 There is no charge for requesting, receiving or cancelling Telstra Family Calls.

2.5 You cannot nominate more than 9 eligible fixed telephone services or 5 eligible mobile services for inclusion in Telstra Family Calls.

2.6 You can apply to include more of your eligible services in Telstra Family Calls at any time, as long as you do not exceed the maximum number of eligible services above.

What fixed telephone services are eligible?

2.7 First, you must acquire (and keep acquiring) one of the following services:

- (a) a Basic Telephone Service under the Basic Telephone Service section of Our Customer Terms connected to either the HomeLine Plus or HomeLine Advanced plans; or
- (b) an ISDN 2 Enhanced service on the BusinessLine Complete plan (if you are a consumer customer) under the ISDN Section of Our Customer Terms.

If you do, it is an “**eligible fixed telephone service**” that you can nominate for Telstra Family Calls if for that service you:

- (c) acquire (and keep acquiring) network access and local calls directly from us; and
- (d) preselect us (and stay preselected to us) for long distance and calls to mobile numbers.

What mobile services are eligible?

2.8 If you have a post-paid mobile service that you acquire (and keep acquiring) directly from us (whether on our Telstra Mobile Network or WAP networks), it is an “**eligible mobile service**” that you can nominate for Telstra Family Calls.

2.9 However, pre-paid mobile services and any business, government or corporate mobile services are never “eligible mobile services”.

Discounts

2.10 If we accept your application to receive Telstra Family Calls, you receive a 100% discount off eligible charges for voice calls made between your eligible services.

2.11 You start receiving the discounts as soon as reasonably practicable after we approve your application for Telstra Family Calls.

- 2.12 If you add an additional eligible service to an existing Telstra Family Calls package, you start receiving discounts for eligible charges on that extra service as soon as reasonably practicable after we approve your application and the extra service is added to your Single Bill.

Eligible charges

- 2.13 The eligible charges that the discount applies to are the charges for voice calls (including call forward charges) made within Australia:
- (a) between one of your eligible fixed services and one of your eligible mobile services; and
 - (b) between two of your eligible mobile services.
- 2.14 The following are never eligible charges:
- (a) calls made between two of your eligible fixed services;
 - (b) any call charges that already receive a discount under another Telstra offer, including Telstra Rewards, My Call bonus, Telstra Family Phones Bonus, Telstra staff plans, Telstra Official Services, National Australia Bank staff mobile plans, or concessions or plans under which there is a customer negotiated rate;
 - (c) Telecard calls;
 - (d) messaging services, such as MessageBank, Mobile MessageBank, Virtual MessageBank and SMS;
 - (e) calls made using pre-paid services such as communic8, pre-paid mobile or pre-paid phonecards;
 - (f) calls that use satellite phone services (including Iterra);
 - (g) calls that are subject to our Long Distance 4 Flexi-Plan, MobileSaver Flexi-Plan, TenPlus Flexi-Plans, ISDN Xpress Plan and Old Association Flexi-Plans (GASSEI, STDSH6, AMAPLN);
 - (h) international call charges, international mobile roaming call costs and global roaming call costs;
 - (i) all other access, rental, installation, connection and related charges for our services;
 - (j) number reservation charges, call diversion number only charges, changed number information services charges;

- (k) any charges appearing on your bill under the “Other Charges and Credits” heading;
- (l) Faxstream calls; and
- (m) costs in relation to Priority One3, Priority 1300, Freecall 1800 and InfoCall 190 services.

Area codes

- 2.15 When you call an eligible fixed telephone service from an eligible mobile service, you have to include the area code for the number you are calling. Otherwise, you do not receive the discount off the charge for that call.

Fair Use Policy

- 2.16 To receive and continue receiving the Telstra Family Calls discount, you have to comply with our Fair Use Policy. This means that on average during your monthly billing cycle, 90% of your calls that month that receive the Telstra Family Calls discount must be no longer than 60 minutes.
- 2.17 We can check whether you are complying with our Fair Use Policy from time to time, and if you are not, we can stop giving you the Telstra Family Calls discount on eligible charges.

Telstra Rewards packages and Telstra Family Calls

- 2.18 Your eligible services for Family Calls may be taken into account when determining eligibility for Telstra Rewards. However, Telstra Rewards discount will apply only to eligible charges that have not been discounted by Family Calls. This means that the Family Calls discount will be applied first to eligible charges.

For example, calls between your eligible fixed service and your eligible mobile service will receive a 100% discount with Family Calls. Calls made between your eligible fixed services will receive the Rewards discount only.

Cancelling Telstra Family Calls

- 2.19 If you stop being eligible for Telstra Family Calls, or you ask us to cancel Telstra Family Calls, you no longer receive the discount on the eligible charges.

Third party equipment

- 2.20 You are responsible for the operation of any equipment or applications connected to your nominated service that you or someone other than us supplies, so you should make sure that any such use is compatible.

Other terms

- 2.21 Except where we clearly say so, nothing in this section is intended to change your existing obligations relating to any handsets, equipment or other services relating to your eligible services.

3 Special meanings

- 3.1 This section needs to be read in conjunction with those parts of Our Customer Terms that relate to your eligible services. Various names for particular kinds of services, call types, pricing packages and discount offers are defined in those sections and have the same meaning here. Words defined in [the General Terms](#), [the Basic Telephone Service section](#), [the Telstra Mobile section](#) or [the ISDN section](#) of Our Customer Terms have the same meaning in this section, unless it is clear that that is not what is intended.