

Part H – Managing Calls

Contents

Click on the section that you are interested in.

Contents	1
1 About this Part	2
2 Telstra Voice (previously HomeLine) & BusinessLine Features	2
3 Telstra Voice (previously HomeLine) and BusinessLine Features Package	5
4 MessageBank	7
5 Telstra Home Messages 101	10
6 Message Notification to Mobile	11
7 Text messaging for fixed phone services (including Talking Text messages)	12
8 Call barring	18
9 Call Diversion (Number Only)	19
10 BusinessLine Fax	20
11 Business Links	22
12 Line Hunt	23



Part H – Managing Calls

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.

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.

2 Telstra Voice (previously HomeLine) & BusinessLine Features

- 2.1 Telstra Voice and BusinessLine Features offer you a range of optional enhanced call handling features for your Basic Telephone Service. They are available in most areas subject to technical feasibility and using suitable equipment.
- 2.2 Using Telstra Voice or BusinessLine Features does not affect the applicable charges for calls unless indicated otherwise below. Where a Telstra Voice or BusinessLine Feature forwards a call from your Basic Telephone Service to another number, you pay call charges for the forwarded call (as if you had made a separate call to the number from your Basic Telephone Service).

Call waiting

- 2.3 While you are using your Basic Telephone Service, if someone tries to call you, you will hear a special tone. You can answer the second call and swap between calls.
- 2.4 If a Talking Text message is being delivered to your Basic Telephone Service and someone tries to call you, you will not hear the special tone or be able to answer the second call.
- 2.5 While you are using your Basic Telephone Service, if a text message or Talking Text message is sent to your Basic Telephone Service, you will not hear the special tone and we hold the message and try to deliver it later.
- 2.6 There is no charge for Telstra Voice or BusinessLine services for this feature.

Call forward

- 2.7 There are five kinds of call forward:
- (a) **call forward immediate** – this forwards all calls to your Basic Telephone Service to another number (either preset or that you set); and
 - (b) **call forward busy** – this forwards calls to your Basic Telephone Service to another number (either preset or that you set) when your Basic Telephone Service is busy; and



Part H – Managing Calls

- (c) **call forward no answer** – this forwards calls to your Basic Telephone Service to another number (either preset or that you set) when your Basic Telephone Service does not answer.
- (d) **Call forward selected callers** - this forwards calls from up to 15 set calling numbers to another Basic Telephone Service.
- (e) **Call forward set the time** - this forwards all calls to your Basic Telephone Service at particular times forwarded to a number you set. This feature is not available to new customers from 11 May 2018 and will be removed on 1 September 2018.

Note: If a call forward feature is activated on the answering point of a 1300, 1800 and One3 number which has an overflow feature, the call forward feature both fixed and variable takes precedence and the overflow feature calls will not divert correctly.

2.8 There is no charge for Telstra Voice or BusinessLine services for this feature.

Call return

- 2.9 Call return allows you to retrieve the number of your last unanswered call and return it, if you choose.
- 2.10 You cannot use call return if you have an ISDN service or line hunt, or if we have limited your service to making local calls only while you pay us outstanding bills.
- 2.11 We charge you the standard call charge if you decide to return the call.

Call back busy

- 2.12 Call back busy redials a busy number for you once it is no longer busy. This feature is not available to new customers from 11 May 2018 and will be removed on 1 September 2018.
- 2.13 We charge you the standard call charges for successful use of call back busy.

3-way chat

- 2.14 3-way chat lets you place a call on hold, make a second call and join the two calls in a three-way conference call.
- 2.15 We charge you standard call charges for each call joined in a three-way conference call.

Calling number display

- 2.16 With appropriate equipment, calling number display lets you see the telephone number of a person calling your Basic Telephone Service (unless they have blocked their details).

Call Control

This feature is not available for new sales on and from 1 April 2019



Our Customer Terms

Basic Telephone Service Section

Part H – Managing Calls

2.17 Call control lets you turn on or off preset call barring options.

2.18 We charge you the following for call control:

Call control	GST excl.	GST incl.
Per month	\$2.73	\$3.00

Multiple number

This feature is not available for new sales on and from 1 April 2019

2.19 Multiple number allows you to have a second (auxiliary) telephone number (**auxiliary number**), in addition to your prime telephone number (**prime number**), attached to your Basic Telephone Service. When the auxiliary number is called, your telephone rings differently.

New or existing multiple number feature on and from 28 May 2010

2.20 On and from 28 May 2010:

- (a) both numbers attached to a Basic Telephone Service with a multiple number feature must be preselected to the same service provider;
- (b) both numbers attached to a Basic Telephone Service with a multiple number feature must be billed by the same service provider and to the same end user;
- (c) for those customers who have a bill with a 13 digit bill reference number, both numbers attached to a Basic Telephone Service with a multiple number feature must be billed on the same bill;
- (d) for those customers who have a bill with a 10 digit bill reference number Telstra may by notice to the customer require that both numbers attached to a Basic Telephone Service with a multiple number feature must be billed on the same bill;
- (e) for those customers who have a bill with a 13 digit bill reference number, Telstra will bill all charges for a multiple number feature (including monthly charges and call charges for the prime number and the auxiliary number) against the prime number and apply the pricing plan of the prime number to the auxiliary number.

2.21 On and from 28 May 2010, Telstra may:

- (a) cancel the auxiliary number and remove the multiple number feature for a Basic Telephone Service if that service does not comply with the requirements set out in clauses 2.20(a), (b) (excluding the requirement that both numbers must be billed to the same end user) or (f); and
- (b) take any other action required to ensure that a service complies with the requirements set out in clause 2.20 including:



Part H – Managing Calls

- (i) moving the auxiliary number onto the same account and/or pricing plan as the prime number;
- (ii) applying any request for change of preselection or service transfer in respect of the prime number to both the prime number and the auxiliary number associated with that prime number;
- (iii) rejecting any request for change of preselection or service transfer which relates only to an auxiliary number; and
- (iv) not allowing an auxiliary number that is attached to a Basic Telephone Service to be held by you unless you also hold the prime number attached to such Basic Telephone Service.

You may need to take positive steps to avoid Telstra taking these actions. For further information, please contact Telstra on 132 200.

2.22 We charge you the following for multiple number:

Multiple number	GST excl.	GST incl.
Per month	\$5.45	\$6.00

3 Telstra Voice (previously HomeLine) and BusinessLine Features Package

This package is not available for new sales on and from 1 April 2019

The Package

3.1 If you are eligible (as set out in this section), you can apply for a Telstra Voice or BusinessLine Features Package for your Basic Telephone Service. If we accept, we provide the package on these terms.

3.2 You select a combination of the following features:

- (a) a MessageBank service or a MessageBank Virtual service; and
- (b) calling number display;
- (c) calling number display rental telephone;
- (d) multiple number;
- (e) Duet – Phone and Fax multiple number;

Charges

3.3 We charge you the following for your Telstra Voice or BusinessLine Features Package (instead of the charges, if any, for the individual features separately). Other call charges are unchanged.



Our Customer Terms

Basic Telephone Service Section

Part H – Managing Calls

Telstra Voice and BusinessLine Features Package	GST excl.	GST incl.
Any 2 features	\$5.45	\$6.00
Any 3 features	\$8.18	\$9.00
Any 4 features	\$10.91	\$12.00
All 5 features	\$13.64	\$15.00

- 3.4 Where you get more than one of the same feature from us, only the first of them counts as part of the package. The second and others are charged individually according to Telstra Voice and BusinessLine Features listed in clause 2 or MessageBank listed in clause 4.
- 3.5 Where you apply for the Telstra Voice or BusinessLine Features Package and you already get one or more of the features from us individually, we charge you the individual feature charges under Telstra Voice and BusinessLine Features listed in clause 2 or MessageBank listed in clause 4 until the start of the next billing period. Otherwise, your package charging starts when we accept your application and register your Basic Telephone Service for the relevant package.
- 3.6 If your Telstra Voice or BusinessLine Features Package includes MessageBank Virtual, we bill the charges for MessageBank Virtual to the same account as your Basic Telephone Service.

Eligibility

- 3.7 You are eligible to apply for a Telstra Voice or BusinessLine Features Package if you:
- (a) are a Telstra direct retail customer; and
 - (b) have preselected (and stay preselected) us for your long distance calls, international calls, and calls to mobile numbers; and
 - (c) acquire (and keep acquiring) access and local calls from us; and
 - (d) do not have any of the following services: ISDN, hybrid fibre coaxial, satellite, InContact or our staff concession program.
- 3.8 If you stop being eligible, or you cancel your Telstra Voice or BusinessLine Features Package, the charges for your Telstra Voice or BusinessLine Features go back to the individual charges under Telstra Voice and BusinessLine Features listed in clause 2 or MessageBank listed in clause 4
- 3.9 You can only get a Telstra Voice or BusinessLine Features Package for one of your Basic Telephone Services.



Part H – Managing Calls

4 MessageBank

What is MessageBank?

- 4.1 MessageBank is Telstra's voice mail service. It provides you with a personalised service for your Basic Telephone Service phone when you are unable to answer a call. There are three different types of MessageBank products available:

MessageBank

- 4.2 MessageBank records messages left by callers to your Basic Telephone Service. The messages are stored in a mailbox so you can retrieve them using your MessageBank number and PIN. You know you have a message waiting when you hear a special dial tone.
- 4.3 You can have one mailbox per line, which stores up to 60 messages of up to 5 minutes each. New messages are kept for 14 days, and retrieved messages are kept for 7 days, unless you delete them.

Charges

- 4.4 We charge you the following for MessageBank, unless it is specifically included in your plan for no additional charge:

MessageBank	GST excl.	GST incl.
Monthly charge	\$5.45	\$6.00

- 4.5 Callers to your service pay for the call as if you had answered it. We do not charge you for forwarding the call to MessageBank.
- 4.6 We do not charge you for calling the MessageBank platform (eg, to retrieve messages or set up your service) from your Basic Telephone Service or from most fixed telephones in Australia (including most payphones). If you call the MessageBank platform from a mobile or from overseas, we charge you what we would charge you for calling your Basic Telephone Service from the mobile or overseas.

Availability

- 4.7 You can get MessageBank if:
- (a) you are connected to an exchange that offers MessageBank; and
 - (b) you have a touchtone telephone; and
 - (c) your Basic Telephone Service is compatible with MessageBank.
- 4.8 You can get MessageBank with all Telstra Voice and BusinessLine Features except fixed number versions of call forward busy and call forward no answer. It cannot be provided on the second (auxiliary) number of a service with multiple number.



Part H – Managing Calls

MessageBank Virtual

4.9 MessageBank Virtual is a virtual MessageBank service. The MessageBank service has an individual telephone number which allows:

- (a) your callers to ring the mailbox directly; or
- (b) you to forward your home or business number to the mailbox.

You do not need an existing Telstra telephone service. The messages are stored in a mailbox so you can retrieve them using your MessageBank number and PIN.

4.10 You can call your mailbox at any time from most touchtone telephones to listen to your messages.

4.11 Your MessageBank Virtual mailbox can store up to 50 messages of up to 5 minutes each. New and retrieved messages are kept for 35 days, unless you delete them.

4.12 When you elect to be notified of new messages, you will hear a special dial tone on your nominated service. Message Waiting Indicator is also available as a visual alert if you have a compatible telephone. It provides a flashing light alert when you have new messages. You cannot elect to receive message notifications to the second (auxiliary) number of a service with multiple number. Charges apply, see clause 4.14. Message Waiting Indicator is not available to new customers from 11 May 2018 and will be removed on 1 September 2018.

4.13 Instead of recording your own personalised greeting, you can ask us to arrange a professional greeting to be recorded for you. A once-off charge applies.

Charges

4.14 We charge you the following for MessageBank Virtual:

MessageBank	GST excl.	GST incl.
Monthly charge	\$5.45	\$6.00
MessageBank Professional Recording	\$48.00	\$52.80
Monthly new message notification charge	\$0.50	\$0.55
Calls forwarded to MessageBank Virtual	Standard call charges	
Calls to retrieve MessageBank Virtual messages	Standard call charges	

Additional charges may apply if MessageBank Virtual is set up with CDNO or Call Forwarding as set out in the CDNO and Call Forwarding sections of Our Customer Terms.

4.15 Callers to your service pay for the call as if you had answered it.

4.16 We charge you for forwarding calls to, and retrieving calls from, MessageBank Virtual. These calls are charged at the standard call rates for the call type (eg local, STD, mobile etc).



Part H – Managing Calls

- 4.17 MessageBank Virtual services are only held in capital cities. If you are outside a capital city, forwarding calls to, and retrieving calls from, MessageBank Virtual may incur long distance call charges.

Availability

- 4.18 You can get MessageBank Virtual with all Telstra Voice and BusinessLine Features.

MessageBank Away

- 4.19 MessageBank Away is a greeting only mailbox. It enables you to record a personalised message to inform callers of changed circumstances (eg to notify of a changed number, temporary office closure or permanent business closure). MessageBank Away cannot record your callers' messages.
- 4.20 The MessageBank Away service has an individual telephone number which allows your callers to ring the mailbox directly to connect to your greeting or you can forward your home or business number to the mailbox. You do not need an existing Telstra telephone service.
- 4.21 Instead of recording your own personalised greeting, you can ask us to arrange a professional greeting to be recorded for you. A once-off charge applies.

Charges

- 4.22 We charge you the following for MessageBank Away:

MessageBank	GST excl.	GST incl.
Connection fee	\$44.00	\$44.00
Monthly charge	\$15.00	\$16.50
MessageBank Professional Greeting Recording	\$48.00	\$52.80
Calls forwarded to MessageBank Away	Standard call charges	

Additional charges may apply if MessageBank Away is set up with CDNO or Call Forwarding as set out in the CDNO and Call Forwarding sections of Our Customer Terms.

- 4.23 Callers to your service pay for the call as if you had answered it.
- 4.24 We charge you for forwarding calls to MessageBank Away. These calls are charged at the standard call rates for the call type (eg. local, STD, mobile etc).
- 4.25 MessageBank Away services are only held in capital cities. If you are outside a capital city, forwarding calls to MessageBank Away may incur long distance call charges.

Call Back Feature

- 4.26 When you receive a message in your MessageBank mailbox, Call Back enables you to call back the person who left the message.
- 4.27 Call Back is not available:
- (a) if the person who left the message has blocked their number;



Part H – Managing Calls

- (b) if you have call barring on your telephone;
 - (c) for calling back international numbers; or
 - (d) if you have Centel Plus, VPN, Multimetering Lines or MessageBank Corporate, MessageBank Virtual, or MessageBank Away.
- 4.28 Applicable call charges apply for the call made from your mailbox to the person who left the message.

5 Telstra Home Messages 101

What is Telstra Home Messages 101?

- 5.1 Telstra Home Messages 101 records messages left by callers to your Basic Telephone Service. The messages are stored in a mailbox so you can retrieve them by dialling 101 from your Basic Telephone Service. You know you have a message waiting when you hear a special dial tone.
- 5.2 You can have one mailbox per line, which stores up to 10 messages of up to 1 minute each. New messages are kept for 7 days, and retrieved messages are kept for 3 days, unless you delete them.

Charges

- 5.3 There is no monthly charge for Telstra Home Messages 101, and we do not charge you for forwarding calls to Telstra Home Messages 101, or calling to retrieve your messages.
- 5.4 Callers to your service pay for the call as if you had answered it.

Availability

- 5.5 You can get Telstra Home Messages 101 if:
- (a) you get access and local services directly from us as a retail customer; and
 - (b) you are connected to an exchange that offers Telstra Home Messages 101; and
 - (c) you have a touchtone telephone; and
 - (d) your Basic Telephone Service is compatible with Telstra Home Messages 101.
- 5.6 You will receive Telstra Home Messages 101 if you are connected to a Telstra Home Phone Basic (previously Telstra Voice and Home Phone Budget), Telstra Voice Part, Telstra Voice Complete, Telstra Voice Plus or Telstra Voice Advanced plan.
- 5.7 You can get Telstra Home Messages 101 with all Telstra Voice and BusinessLine Features except call forward busy and call forward no answer when call forward is used in fixed mode and the auxiliary number of multiple number.
- 5.8 You cannot get Telstra Home Messages 101 if you are a wholesale customer or the end-user of a wholesale customer.



Part H – Managing Calls

Call Back Feature

- 5.9 Your Telstra Home Messages 101 service includes a Call Back feature. When you receive a message in your Telstra Home Messages 101 mailbox, Call Back enables you to call back the person who left the message.
- 5.10 Call Back is not available:
- (a) if the person who left the message has blocked their number;
 - (b) if you have call barring on your telephone; or
 - (c) for calling back international numbers.
- 5.11 Applicable call charges apply for the call made from your mailbox to the person who left the message. If you are connected to a Telstra Voice Part plan, Call Back charges for a long distance call or call to a mobile number will be the same as those of your chosen service provider.

6 Message Notification to Mobile

What is Message Notification to Mobile?

- 6.1 Fixed MessageBank and Telstra Home Messages 101 customers now have the option of using Message Notification to Mobile. This feature sends a text message to your nominated Telstra mobile when a message is received in your fixed phone voice mailbox.

Availability

- 6.2 This feature is available on most fixed services that have any of the following messaging products activated:
- (a) Messagebank;
 - (b) Messagebank Corporate;
 - (c) MessageBank Virtual; and
 - (d) Telstra Home Messages 101.
- 6.3 You activate Message Notification to Mobile via your fixed phone service and enter the Telstra mobile number you want to receive the message notification. A message will be automatically sent to the mobile phone so the user can verify that they want to accept messages.
- 6.4 Telstra Home Messages 101 customers who select Message Notification to Mobile will be given a limited remote access to enable them to retrieve messages using the nominated mobile service.

Charges

- 6.5 There is no charge to:
- (a) activate the service;



Part H – Managing Calls

- (b) have text messages sent to your nominated mobile; and
 - (c) retrieve your messages from your home phone or if you call 12 51 02 to retrieve your messages from another fixed phone.
- 6.6 If you choose to access set up functions and/or retrieve your messages from a Mobile phone:
- (a) standard mobile message retrieval rates apply. The cost of the call may vary depending on the length of your messages; and
 - (b) if you are a Messagebank Virtual customer, you will be charged at the applicable fixed or mobile calling rate when you retrieve your messages,

For more information on Mobile Message retrieval charges see Part F – Managing Calls of the Telstra Mobile Section of Our Customer Terms.

Changing your settings

- 6.7 You can change the notification text destination mobile number as often as you like, for no charge from your fixed phone.

7 Text messaging for fixed phone services (including Talking Text messages)

What is the text messaging service for fixed phone services?

- 7.1 The text messaging service for fixed phone services lets you send a short text message from, or receive a short text message on, your Basic Telephone Service.
- 7.2 Text messages to a fixed phone service are delivered in one of 3 ways:
- (a) if sent to a Telstra retail customer, or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network, with SMS compatible equipment, the message is delivered in text similar to a mobile phone display;
 - (b) if sent to a Telstra retail customer, or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network, who is using a fax machine that is set up to receive faxes at the time the message is delivered, the message is delivered by fax; or
 - (c) otherwise, the message is delivered by converting text-to-speech which we call a “Talking Text” message.

The references to SMS and other Mobile Services in clauses about the text messaging service for fixed phone services have the meanings given in the SMS and Messaging section of Telstra Mobile Section of Our Customer Terms.

Availability

- 7.3 You can automatically use the text messaging service on your Basic Telephone Service if your Basic Telephone Service is compatible with the text messaging service. You can find out whether your Basic Telephone Service is compatible with text messaging by asking us.



Part H – Managing Calls

Receiving a text message on your Basic Telephone Service

- 7.4 You can receive a text message on your Basic Telephone Service from:
- (a) another Basic Telephone Service that is compatible with the text messaging service; or
 - (b) a mobile service,
- where the sender is a Telstra retail customer or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network.
- 7.5 If you use SMS compatible equipment with your Basic Telephone Service:
- (a) text messages will be delivered in text similar to a mobile phone display; and
 - (b) you can send or reply to text messages.
- 7.6 If you do not use SMS compatible equipment or a fax machine with your Basic Telephone Service:
- (a) text messages will be delivered as Talking Text messages;
 - (b) Talking Text messages are delivered by a phone call and the message will be read aloud using text-to-speech technology;
 - (c) you can reply up to three times to Talking Text messages you receive using one of a menu of pre-set responses; and
 - (d) you cannot send a text message from a Basic Telephone Service, except to reply to a Talking Text message.
- 7.7 You can only receive, send or reply to a text message if you have a full national number that starts with an area code.

Sending or replying to a text message on your Basic Telephone Service

- 7.8 You can send a text message from your Basic Telephone Service to:
- (a) a fixed phone service that is compatible with the text messaging service; or
 - (b) a Telstra mobile service where the mobile customer is a Telstra retail customer or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network.
- 7.9 You cannot send a text message from your Basic Telephone Service to:
- (a) a Premium SMS service; or
 - (b) a 13x, 1300x or 180x service.
- 7.10 Some fixed phone services are not able to send a text message, or a reply, to your Basic Telephone Service, including the following types of service:



Part H – Managing Calls

- (a) an InContact Telephone Service (as described in the InContact Telephone Service section of Our Customer Terms);
- (b) a prepaid service;
- (c) a service that has been suspended for non-payment of a bill; or
- (d) any other service that cannot incur charges; or
- (e) a service connected to the network of another carrier.

You can find out whether your service (or another fixed phone service) is able to send or reply to text messages by asking us.

- 7.11 We will provide the text messaging service to you in accordance with this section. However, subject to your non-excludable rights under consumer protection laws, given the nature of telecommunications systems we cannot promise that the text messaging service will be continuous or fault free and cannot promise that you will be able to receive, send or reply to a text message from your Basic Telephone Service.

Turning the text messaging service on and off

- 7.12 You or your authorised representative can ask us to bar or unbar your Basic Telephone Service from receiving or replying to text messages:
- (a) if you are our home customer, by calling 1800 008 135. Activation or deactivation of the service will take up to 24 hours to take effect; or
 - (b) if you are our business customer, by calling your dedicated Telstra service team. We will discuss the expected timeframe to activate or deactivate the service with you when you call us.

Changing your settings

- 7.13 You or anyone with access to your Basic Telephone Service can use the set-up menu to change the settings for your text messaging service features from time to time.
- 7.14 We try to keep your customised settings the same if we perform service improvements, repairs or upgrades on the text messaging service from time to time, but sometimes we may need to override or reset your settings.

Charges

- 7.15 There are no monthly access charges for the text messaging service. The terms applying to this service, and the charges for sending a text message from your Basic Telephone Service (including a reply) are set out in Part E – SMS Messages and Email of the Telstra Mobile Section of Our Customer Terms.
- 7.16 Text message charges are included in any “included calls” or “included SMS” component under your pricing plan, unless the specific terms for your plan say otherwise.
- 7.17 We do not charge you for calling the text messaging platform (eg, to retrieve messages or configure your service) from your Basic Telephone Service. If you call the text



Part H – Managing Calls

messaging platform from a mobile and the call is connected, you will be charged at the usual rate for a call from the mobile to a fixed phone service.

- 7.18 We do not charge you for sending a text message if we are not able to deliver the message to the recipient because:
- (a) the recipient's fixed phone service is not compatible with the text messaging service;
 - (b) the recipient's fixed phone service is barred from receiving text messages;
 - (c) the recipient is a Premium SMS service; or
 - (d) you are sending a text message to a mobile service and the recipient is not a Telstra retail customer or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network.

Delivery of text messages

- 7.19 We take reasonable steps to deliver text messages. However, we may not be able to deliver a text message or reply message, or it may not be received if:
- (a) the recipient is not able to or does not accept the text message;
 - (b) the recipient's phone, device or messaging service is not working properly or is turned off;
 - (c) the message storage space in the recipient's phone, device or messaging service is full;
 - (d) you are sending a text message to a mobile service and the recipient is not a Telstra retail customer or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network;
 - (e) the recipient's fixed phone service is barred from receiving text messages;
 - (f) it is delivered to the recipient's answering service and the message is deleted before being accessed;
 - (g) the recipient is a mobile customer who is out of mobile service range;
 - (h) the recipient is a mobile customer whose carrier is connected to a network other than Telstra; or
 - (i) the recipient's phone service is provided by an overseas network service provider.
- 7.20 The sender of a text message may not know if the recipient has received the message. The sender of the text message will only receive a notification that the message could not be sent if we are not able to deliver to the recipient because:
- (a) the recipient's fixed phone service is not compatible with the text messaging service;
 - (b) the recipient's fixed phone service is barred from receiving text messages;



Part H – Managing Calls

- (c) the recipient is a Premium SMS service; or
 - (d) you are sending a text message to a mobile service and the recipient is not a Telstra retail customer or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network.
- 7.21 We try to deliver a text message to a fixed phone service at intervals for up to 7 days. If it cannot be delivered during that period, the message is deleted from our system and not delivered.
- 7.22 We do not try to deliver Talking Text messages to a fixed phone service using the text-to-speech translator between midnight and 8:00 am. If a message is scheduled for delivery during this time, we hold it and try to deliver it to you after 8:00 am. You can choose to override this feature through the set-up menu.
- 7.23 We cannot control, and are not responsible for, when or how a Talking Text message is delivered to a fixed phone service provided by another carrier that is not connected to the Telstra network.
- 7.24 If the call to deliver the Talking Text message is answered by a compatible messaging service, we deliver the message to the messaging service.
- 7.25 Some types of MessageBank services are not compatible with the Talking Text service and Talking Text messages cannot be delivered or saved to these MessageBank services. You can find out whether your MessageBank service is compatible by asking us.
- 7.26 If the fixed phone service has Call Forward, diversion or redirection switched on, we do not deliver the text message to the diverted answering point and instead we hold the message and try to deliver it later or if it is a Talking Text message we deliver it to your compatible MessageBank or Telstra Home Messages 101 service if you have one.
- 7.27 Even though a text message is delivered to the intended recipient's phone, there is no guarantee that the intended recipient will view, listen to or understand the delivered message.
- 7.28 We are only responsible for handling a text message up to the boundary of our network. You are responsible for configuring your answering machine, fax machine or any other devices connected to your Basic Telephone Service.

Listening to and saving a text message

- 7.29 Unless a recipient is a Telstra retail customer, or a Telstra wholesale customer or end-user of a Telstra wholesale customer connected to the Telstra network and has SMS compatible equipment that enables sub-addressing, anyone with access to the fixed phone service can listen to or view a text message sent to that service. If the message has been delivered to a messaging service or fax machine, anyone with access to that messaging service or fax machine can listen to or view the message.
- 7.30 Where a text message is delivered as a Talking Text message using text-to-speech translation:
- (a) we consider the Talking Text message to be delivered once the text-to-speech translator starts delivering the content of the message during a delivery call.



Part H – Managing Calls

- (b) we do not promise that the text-to-speech translator correctly translates the text of a Talking Text message; and
- (c) if the text-to-speech translator cannot translate a word, the letters or symbols may be spelt out instead.

7.31 If you want to keep a Talking Text message, you have to save it into a compatible MessageBank or Telstra Home Messages 101 service (if you have one) or it is automatically deleted.

Use and content of text messages

7.32 You are responsible for the content of any text message you send.

7.33 You must not use the text messaging service:

- (a) to breach any laws;
- (b) to infringe a third party's rights;
- (c) to send messages that are indecent, obscene, defamatory, harassing, threatening, misleading as to your identity or otherwise offensive;
- (d) to interfere with another person's use of the text messaging service;
- (e) to send unsolicited commercial messages;
- (f) to send a commercial message with inaccurate information about the sender;
or
- (g) to send a commercial message without a way for the recipient to advise the sender that they no longer wish to receive messages from the sender or without actioning such a request.

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

7.34 We are not responsible for the content of any text messages you receive from another person. We do not censor or review messages that pass through the system and we simply supply a carriage service enabling text messages to be sent.

Display of your telephone number

7.35 When you send a text message (including a reply), the recipient will be able to view or listen to your phone number. **This will happen even if you have an unlisted service or have asked us to block calling line identification.**

Security

7.36 Text messages are not encrypted so it is possible that a third party could intercept a text message during transmission or delivery.



Part H – Managing Calls

Not suitable for emergencies, critical or important messages

- 7.37 Text messages are not suitable for telling or warning people about serious risks, important matters, time critical matters or asking emergency service organisations to come to someone's aid. A message which is sent may not be able to be delivered or may not be received by the recipient (either immediately or at all). Because of this, you should decide (and are responsible for deciding) whether a text message is the most appropriate way for a message to be sent, particularly where it is important that the message be received by the recipient or where the message needs to be received or acted on within a certain time.

Duration

- 7.38 As a minimum, we will use our reasonable endeavours to tell you at least 30 days beforehand if we withdraw the text messaging service or modify it to your detriment.

Wholesale customers

- 7.39 A reference to a wholesale customer in clauses relating to the text messaging service has the meaning given in the Wholesale Services section of Our Customer Terms.

8 Call barring

Call barring options

- 8.1 We offer the following permanent barring options, where it is technically feasible:
- (a) Emergency – we bar all outgoing calls except calls to 000 and to our customer service numbers;
 - (b) Local – we bar all outgoing calls except calls to 000, to our customer service numbers, to local calls, to 1800 numbers, to 13 numbers and to make an operator assisted reverse charge call (if you are in the extended zone, you can also make calls within the extended zone and to your community service town); or
 - (c) Local and Operator Assisted – we bar all outgoing calls except calls to 000, to our customer service numbers, to local calls, to 1800 numbers, to 13 numbers and to operator assisted calls (including reverse charge calls); or
 - (d) 1800 – we bar all outgoing calls except calls to 000, to our customer service numbers, to 1800 numbers or operator assisted reverse charge calls; or
 - (e) International barring – we bar outgoing international direct calls (including 0011 and 0018); or
 - (f) Operator Assisted barring – we bar outgoing operator assisted calls (reverse charge calls remain available); or
 - (g) Premium call barring: we bar outgoing calls to InfoCall numbers; or
 - (h) International and Operator Assisted Barring: we bar international direct calls (0011, and 0018) and operator assisted calls (reverse charge calls are still available); or



Part H – Managing Calls

- (i) International and Premium Barring: we bar international direct calls (0011 and 0018) and outgoing calls to InfoCall numbers.

8.2 We programme these barring options into the exchange. You cannot add, change or remove them yourself. You need to ask us to add, change or remove your preferred barring option. (You can get barring options that you can turn on and off yourself by subscribing to the Call Control Telstra Voice or BusinessLine Feature.)

Charges

8.3 For Telstra direct retail customers there is no charge for these barring options.

9 Call Diversion (Number Only)

What is Call Diversion (Number Only)?

9.1 Call Diversion (Number Only) allows you to use a telephone number that is not connected to a service and have calls to that number forwarded to your Basic Telephone Service on our public switched telephone network.

9.2 Call Diversion (Number Only) can provide up to five simultaneous diversions.

Availability

9.3 On and from 21 June 2010 the Telstra Call Diversion (Number Only) service has been withdrawn from the market for consumer customers and is no longer provided to those customers. This withdrawal does not affect business customers who acquire the Telstra Call Diversion (Number Only) service.

Purpose

9.4 You can use Call Diversion (Number Only) where you:

- (a) will be moving to a new location, so that you can get a telephone number for the new location and divert calls to that new number to your current number until you move;
- (b) have moved to a new location, so that the telephone number at the old location may be diverted to the new location (up until new telephone directories are distributed at the latest); or
- (c) have changed your telephone number without moving premises, so that calls to your old number are diverted to your new number for a transitional period (up until new telephone directories are distributed at the latest).

Note: We do not consider that diverting calls to 0500, 101, 1251xx, 125888x, 13, 1300, 18, 1800, 0011 and 12 numbers falls within these purposes.

9.5 We can cancel your Call Diversion (Number Only) service if you are using it for another purpose.

Charges

9.6 We charge you the following for Call Diversion (Number Only):



Our Customer Terms

Basic Telephone Service Section

Part H – Managing Calls

Call Forward (Number Only)	GST excl.	GST incl.
Connection fee (if no existing PSTN service)	\$71.81818	\$79.00
Monthly fee	\$22.68182	\$24.95

- 9.7 We will not charge you a connection fee if you have an existing public switched telephone network service connected and you are cancelling that service to take up a Call Diversion (Number Only) service.
- 9.8 You pay call charges for the diverted leg of the call. For business customers, we charge you the same charge as for a customer who is on the BusinessLine Complete plan under the Basic Telephone Service section of Our Customer Terms.

10 BusinessLine Fax

What is BusinessLine Fax?

- 10.1 BusinessLine Fax offers a number of fax-specific features for your Basic Telephone Service.
- 10.2 For calls made using BusinessLine Fax, we charge you the call charges for your BusinessLine plan.

BusinessLine Fax Assist

- 10.3 BusinessLine Fax Assist provides the following services:
- (a) TestFax – we check the performance of your fax machine and BusinessLine Fax access; and
 - (b) Service Assurance – we give you priority maintenance and fault repair for your Basic Telephone Service; and
 - (c) Customer Centre – we give you help with using FaxStream Enhanced services.

Faxstream Enhanced is a service that provides you with the following additional features: Broadcast, Retry, Never Busy Fax, Fax Manager, FaxBank, Sending Options and Usage Reports.

- 10.4 There is no charge for BusinessLine Fax Assist.

Duet – Phone and Fax multiple number

This feature is not available for sale from 1 April 2019

- 10.5 Duet – Phone and Fax multiple number gives you a second (auxiliary) telephone number (**auxiliary number**), in addition to your prime telephone number (**prime number**), attached to your Basic Telephone Service. The auxiliary number has a distinctive ring and enables your compatible fax machine to distinguish the receipt of



Part H – Managing Calls

faxes from voice calls. It also provides access for FaxStream Enhanced services from your service.

New or existing Duet – Phone and Fax multiple number feature on and from 28 May 2010

10.6 On and from 28 May 2010:

- (a) both numbers attached to a Basic Telephone Service with a Duet – Phone and Fax multiple number feature must be preselected to the same service provider;
- (b) both numbers attached to a Basic Telephone Service with a Duet – Phone and Fax multiple number feature must be billed by the same service provider to the same end user;
- (c) for those customers who have a bill with a 13 digit bill reference number, both numbers attached to a Basic Telephone Service with a Duet - Phone and Fax multiple number feature must be billed on the same bill;
- (d) for those customers who have a bill with a 10 digit bill reference number , Telstra may require by notice to the customer that both numbers attached to a Basic Telephone Service with a Duet - Phone and Fax multiple number feature must be billed on the same bill;
- (e) for those customers who have a bill with a 13 digit bill reference number, Telstra will bill all charges for a multiple number feature (including monthly charges and call charges for the prime number and the auxiliary number) against the prime number and apply the pricing plan of the prime number to the auxiliary number - that is, the auxiliary number must have the same pricing plan as the prime number.

10.7 On and from 28 May 2010, Telstra may:

- (a) cancel the auxiliary number and remove the Duet - Phone and Fax multiple number feature for a Basic Telephone Service if that service does not comply with the requirements set out in clauses 10.6(a), (b) (excluding the requirement that both numbers must be billed to the same end user) or (f); and
- (b) take any other action required to ensure that a service complies with the requirements set out in clause 10.6 including:
 - (i) moving the auxiliary number onto the same account and/or pricing plan as the prime number;
 - (ii) applying any request for change of preselection or service transfer in respect of the prime number to both the prime number and the auxiliary number associated with that prime number;
 - (iii) rejecting any request for change of preselection or service transfer which relates only to an auxiliary number; and
 - (iv) not allowing an auxiliary number that is attached to a Basic Telephone Service to be held by you unless you also hold the prime number attached to such Basic Telephone Service.

You may need to take positive steps to avoid Telstra taking these actions. For further information, please contact Telstra on 132 200.



Our Customer Terms

Basic Telephone Service Section

Part H – Managing Calls

10.8 We charge you the following for Duet – Phone and Fax multiple number:

Duet – Phone and Fax multiple number	GST excl.	GST incl.
Monthly fee	\$5.45	\$6.00

Availability

10.9 You can get BusinessLine Fax if you have a business service (including a charity business service or a non-profit business service) with either BusinessLine Complete or BusinessLine Plus.

11 Business Links

This feature is not available for sale from 1 April 2019

What is Business Links?

11.1 Business Links lets you access the following call handling features:

- (a) call transfer (within Australia); and
- (b) call forward immediate (within Australia); and
- (c) 3-way chat.

Charges

11.2 We charge you the following for Business Links:

Business Links	GST excl.	GST incl.
Connecting Business Links to your Basic Telephone Service (for each Basic Telephone Service)	\$12.00	\$13.20
Monthly charge for Business Links	\$8.00	\$8.80
For each successful use of 3-way chat	50¢	55¢

11.3 Where a Business Links feature forwards a call from your Basic Telephone Service to another number, you pay call charges for the forwarded call (as if you had made a separate call to the number from your Basic Telephone Service).

Availability

11.4 Business Links is only available in areas where it is technically feasible to supply it.

11.5 To use Business Links you need to use a telephone with tone dialling and a 12-button keypad with *, # and recall buttons.



Part H – Managing Calls

- 11.6 The call forward immediate feature may not work if the call is forwarded to a Basic Telephone Service that also has Business Links.

12 Line Hunt

What is Line Hunt?

- 12.1 Line Hunt lets you add as many lines as you need, yet advertise only one number. As calls come in on your main number, Line Hunt automatically finds the next free line and puts them through. Callers do not have to wait until the main phone line is free.

Charges

- 12.2 We charge you the following for Line Hunt:

Line Hunt	GST excl.	GST incl.
Connection (initial set-up) – Call Circulate	\$42.00	\$46.20
Connection (initial set-up) – Call Share	\$42.00	\$46.20
Monthly charge	\$5.50	\$6.00
Relocating service, whether changing Line Hunt group or not, (each time) (in addition to the in-place or new connection charges for each Basic Telephone service)	\$42.00	\$46.20
Adding or removing a number to a Line Hunt group (each time)	\$42.00	\$46.20
Changing 1 or more numbers in a Line Hunt group (each time)	\$42.00	\$46.20
Changing the order of numbers in a Line Hunt group (each time)	\$42.00	\$46.20
Switching an existing Line Hunt group from Call Share to Call Circulate (or vice versa)	\$42.00	\$46.20

Availability

- 12.3 Line Hunt is only available on business services.

