

Part H – Managing Calls

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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



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- (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.

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).



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3 MessageBank

What is MessageBank?

- 3.1 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

- 3.2 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.
- 3.3 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

- 3.4 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

- 3.5 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.
- 3.6 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

- 3.7 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.
- 3.8 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.



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MessageBank Virtual

3.9 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.

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

3.11 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.

3.12 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 3.14. Message Waiting Indicator is not available to new customers from 11 May 2018 and will be removed on 1 September 2018.

3.13 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

3.14 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.

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

3.16 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).



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- 3.17 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

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

MessageBank Away

- 3.19 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.
- 3.20 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.
- 3.21 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

- 3.22 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.

- 3.23 Callers to your service pay for the call as if you had answered it.
- 3.24 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).
- 3.25 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

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



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- (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.
- 3.28 Applicable call charges apply for the call made from your mailbox to the person who left the message.

4 Telstra Home Messages 101

What is Telstra Home Messages 101?

- 4.1 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.
- 4.2 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

- 4.3 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.
- 4.4 Callers to your service pay for the call as if you had answered it.

Availability

- 4.5 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.
- 4.6 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.
- 4.7 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.
- 4.8 You cannot get Telstra Home Messages 101 if you are a wholesale customer or the end-user of a wholesale customer.



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Call Back Feature

- 4.9 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.
- 4.10 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.
- 4.11 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.

5 Call barring

Call barring options

- 5.1 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) International and Operator Assisted Barring: we bar international direct calls (0011, and 0018) and operator assisted calls (reverse charge calls are still available); or
 - (h) International Barring: we bar international direct calls (0011 and 0018)
- 5.2 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



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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

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

6 Call Diversion (Number Only)

What is Call Diversion (Number Only)?

- 6.1 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.
- 6.2 Call Diversion (Number Only) can provide up to five simultaneous diversions.

Availability

- 6.3 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

- 6.4 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.

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

Charges

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

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



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Call Forward (Number Only)	GST excl.	GST incl.
Monthly fee	\$22.68182	\$24.95

- 6.7 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.
- 6.8 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.

7 BusinessLine Fax

What is BusinessLine Fax?

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

BusinessLine Fax Assist

- 7.3 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.

- 7.4 There is no charge for BusinessLine Fax Assist.

8 Line Hunt

What is Line Hunt?

- 8.1 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

- 8.2 We charge you the following for Line Hunt:



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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

8.3 Line Hunt is only available on business services.

