

Part F – Other Call Types

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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. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

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2 Customer service enquiries

- 2.1 We charge you the following for customer service enquiries made from your Basic Telephone Service to 125 numbers, unless we specify otherwise or if calls to customer service enquiries (125 numbers) are specifically included in your plan:

Customer service enquiries	GST excl.	GST incl.
125 111, 125 8880, 125 8887 and 125 8888	No charge	No charge
Charge for each call to 125 numbers	22.73¢	25¢

3 1800 calls

- 3.1 Calls to 1800 numbers from your Basic Telephone Service are free.

4 13 calls

- 4.1 Except for the 13 numbers set out in the table below, we charge you to make calls from your Basic Telephone Service to a 13 number (including 1300 and 1345 numbers), unless calls to 13 numbers are specifically included in your plan. The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.

Calls to these 13 numbers	GST excl.	GST incl.
132000, 132200, 132203, 132999, 133933 and 137 663	No charge	No charge



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5 Calls to Telstra Mobile Satellite numbers - (Iridium National Footprint)

- 5.1 We charge you the following for calls to Telstra Mobile Satellite numbers in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718, unless calls to Telstra Mobile Satellite numbers are specifically included in your plan:

Calls to Telstra Mobile Satellite numbers in Australia	GST excl.	GST incl.
Connection fee	36.36¢	40¢
Call charge (per 30-second block or part thereof)	72.72¢	80¢

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

6 Calls to Optus MobileSat numbers

- 6.1 We charge you the following for calls to Optus MobileSat numbers beginning with 01451, 01452 or 01453, unless calls to Optus MobileSat numbers are specifically included in your plan:

Calls to Optus MobileSat numbers	GST excl.	GST incl.
Connection fee	36.36¢	40¢
Call charge (per 30-second block or part thereof)	\$1.00	\$1.10

7 Calls to Iterra services

- 7.1 We charge you the following for a call to an Iterra service (beginning with 014713, 014717 or 141719). The STD rate for non-intercapital calls greater than 745km or the maximum STD rate under your pricing plan (as the case may be).

8 Calls to Radio paging services

- 8.1 We charge you the following for calls to a radio paging service with an 016 number:

Calls to a radio paging service	GST excl.	GST incl.
Per call	20¢	22¢

- 8.2 Otherwise, we charge for the call as a local or STD call.



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9 Calls from Norfolk Island

- 9.1 If your Basic Telephone Service is in Norfolk Island, we charge you the GST-exclusive international call connection charge plus the following GST-exclusive rates for calls to the rest of Australia (charged per second). The call is treated as an international call.

Calls from Norfolk Island	GST excl.
Calls between 7am – 10pm Monday to Friday (per minute)	\$1.50
Calls at all other times (per minute)	\$1.30

- 9.2 We charge you the following if you make an operator assisted call from Norfolk Island. We charge a minimum of three minutes per call. We also charge you the operator assisted call charge in Part G – Operator Assisted Calls of the Basic Telephone Service section of Our Customer Terms. To see this charge terms – home and family customers [click here](#); business and government customers [click here](#).

Operator assisted calls from Norfolk Island	GST excl.
Operator assisted calls (per minute)	\$2.20

10 Calls from Antarctica

- 10.1 If your Basic Telephone Service is at an Australian base in Antarctica, we charge you the GST-exclusive international call connection charge plus the following GST-exclusive rates for calls to the rest of Australia (charged per second). The call is treated as an international call.

Calls from Australian Antarctic bases	GST excl.
Calls between 9am – 6pm Monday to Friday (per minute)	90¢
Calls at all other times, Monday to Friday (per minute)	85¢
Calls at any time, Saturday or Sunday (per minute)	83¢



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11 Telstra mobile service (automatic)

- 11.1 We charge for calls to a Telstra mobile service (automatic) as if it were an STD call, except that we charge you at least the rate for non-intercapital calls between 165 and 745km.

12 Telstra Dial-Up Access Manager platform

What is the Telstra Dial-Up Access Manager platform?

- 12.1 The Telstra Dial-Up Access Manager platform provides dial-up access to a SMS service to allow automated sending of text messages.
- 12.2 There are two ways to access the Telstra Dial-Up Access Manager platform:
- (a) through the SMS Access Manager service on the terms set out in Part J - Enhanced Business Services of the Telstra Mobile section of Our Customer Terms; and
 - (b) through a non-account based public access method on the terms set out below.
- 12.3 The Telstra Dial-Up Access Manager platform is not compatible with and will not operate over all access types, including but not limited to, ISDN services and Corporate VPN.

Availability

- 12.4 On and from 13 December 2011, unless you have been notified otherwise, you can only access the Telstra Dial-Up Access Manager platform if your access service is connected to the Telstra network.

Access numbers

- 12.5 You can access the Telstra Dial-Up Access Manager platform on the access number(s) we specify from time-to-time.

On and from 16 November 2011, if your access service is connected to the Telstra network, the Telstra Dial-Up Access Manager platform will only be able to be accessed through the 125107 access number. The 018018767 and 0418707767 access numbers will no longer be able to be used.

- 12.6 You are solely responsible for ensuring that any devices configured to access the Telstra Dial-Up Access Manager platform are configured to use the current access number that we specify from time-to-time.

Charges

- 12.7 We charge you the following charges for your use of the Telstra Dial-Up Access Manager platform:



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Telstra Dial-Up Access Manager platform	Charges
Connection fee (per call)	25 cents (including GST)
For each SMS	The relevant charge for sending text messages from a fixed phone service set out in Part H - Managing Calls of the Basic Telephone section of Our Customer Terms.

- 12.8 If you have a private meter service connected to your access service, you will receive a meter pulse for each connection to the Telstra Dial-Up Access Manager platform but you will not receive meter pulses for per SMS message charges.

Calling line identification (CLI)

- 12.9 On and from 16 November 2011, if your access service is connected to the Telstra network, all messages sent through the Telstra Dial-Up Access Manager platform will display the telephone number of the sender, even where you have activated a CLI Line Block.

Usage obligations

- 12.10 You must not (and you must ensure that your employees, agents and officers do not):
- (a) use the Telstra Dial-Up Access Manager platform in a way that breaks the law, including applicable industry standards and codes;
 - (b) do anything reasonably likely to impair, interfere with or damage our facilities (including the Telstra Dial-Up Access Manager platform) or their operation;
 - (c) interfere with, hinder or change the Telstra Dial-Up Access Manager platform;
 - (d) delete another customer's data from the Telstra Dial-Up Access Manager platform;
 - (e) use the Telstra Dial-Up Access Manager platform to menace or harass any person or cause damage or injury to any person or property;
 - (f) use the Telstra Dial-Up Access Manager platform to publish, transmit or store any communication, information or data that is defamatory, obscene, sexually explicit, abusive or offensive;
 - (g) represent (by act or omission) that we created, endorsed, have reviewed, or are in any way involved in the production of content sent by you using the Telstra Dial-Up Access Manager platform;



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- (h) use the Telstra Dial-Up Access Manager platform to impersonate another person or entity;
- (i) use the Telstra Dial-Up Access Manager platform to interfere with any third party rights, including intellectual property rights;
- (j) use the Telstra Dial-Up Access Manager platform in a way that results in the misuse of a third party's confidential information;
- (k) affect the availability of the Telstra Dial-Up Access Manager platform to other Telstra customers;
- (l) use the Telstra Dial-Up Access Manager platform in a way that results in a "virus", "worm", "trojan" or similar program being sent through the Telstra Dial-Up Access Manager platform; or
- (m) use, or enable the use of, the Telstra Dial-Up Access Manager platform in any way for the purpose of providing any warning or notification about a serious risk to the safety of persons or property.

12.11 We will not monitor or be responsible for the content of SMS messages you send using through the Telstra Dial-Up Access Manager platform, but, subject to applicable laws, we reserve the right to monitor the content of such messages.

Limitations

12.12 We do not promise that your access to the Telstra Dial-Up Access Manager platform will be continuous or fault-free.

12.13 You will only be able to send SMS messages to non-Telstra customers where we and the other phone company have agreed and fully implemented the necessary signalling protocol technology.

12.14 Your SMS may not be successfully delivered, or delivered in a timely manner to a person's mobile service (for example, the person's phone may be switched off, out of mobile service range, not operating properly, the message storage space may be full or the person may be overseas and the overseas phone company has blocked the SMS).

12.15 We will try to deliver your SMS for up to 7 days. If your SMS is not delivered within this time, we will delete the SMS.

12.16 We do not promise that the Telstra Dial-Up Access Manager platform is able to successfully send, receive and/or deliver your SMS messages at, or within, any particular time. You must not:

- (a) rely on the Telstra Dial-Up Access Manager platform to send time-sensitive SMS; or



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- (b) use the Telstra Dial-Up Access Manager platform for any purpose which results in large volumes of SMS messages being sent through the platform in a limited time period.
- 12.17 On and from 16 November 2011, if your access service is connect to the Telstra network, terminal access is not available to the Telstra Dial-Up Access Manager platform.
- 12.18 You must not advertise or promote the Telstra Dial-Up Access Manager platform without our prior approval. We may require you to comply with any terms and conditions we consider appropriate before giving our approval.

