Our Customer Terms
Basic Telephone Service Section

Part F – Other Call Types

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Our Customer Terms
Basic Telephone Service Section

Part F – Other Call Types

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 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**

5 Calls to InfoCall numbers

What is InfoCall?

5.1 InfoCall allows callers to a 190 number to access information and content services provided by an InfoCall service provider either as a live or recorded voice call, a video call, a fax-back service or a data transmission service.

5.2 We only supply the telephone call to the 190 number. The InfoCall service provider supplies the content. We are not responsible for the content contained in an InfoCall service where that content has not been provided by us and accept no liability for such content.

Barring

5.3 You can ask us to bar access to InfoCall services from your phone at any time.

5.4 We may prevent you from accessing InfoCall services if you ask us to or if you have not paid your Telstra account. We will try to tell you if this happens.

Charges

5.5 The InfoCall service provider sets the charge for the call, either as a fixed charge, a timed charge or a combination of the two. We set the mobile surcharge and the call connection fee for voice calls and video calls to InfoCall services.

5.6 We will pay the InfoCall service provider for InfoCall services supplied by the InfoCall service provider to you in accordance with our agreement with the InfoCall service provider. For this reason, you owe us the amount of the charges charged by the InfoCall service provider for InfoCall services supplied, but we will not charge you for the provision of credit.

5.7 We will debit your Telstra account with the amount of the charges charged by the InfoCall service provider for the InfoCall services supplied to you and our charges if applicable. These amounts will appear on your Telstra bill.

5.8 You must let us know of any errors or disputed InfoCall service charge amounts that appear on your Telstra account. We may agree not to charge you any InfoCall service charge amounts. If we do, we may adjust your Telstra account to reflect this.

5.9 Where the InfoCall service provider specifies a timed charge for calls to an InfoCall number, we charge you the following call connection fee plus the selected timed rate (charged per second) for each second of the call after the first 24 seconds:

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InfoCall timed charges	**For customers with a 10-digit Telstra account number**		**For customers with a 13-digit Telstra account number**	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee (per call)	25¢	**27.5¢**	25.45¢	**28¢**
Connection fee (per call) for calls to a mass calling service	12¢	**13.2¢**	11.82¢	**13¢**
Minimum charge (per minute)	35¢	**38.5¢**	35.45¢	**39¢**
Maximum charge (per minute)	$5.00	**$5.50**	$5.00	**$5.50**

5.10 Where the InfoCall service provider specifies a fixed charge for calls to an InfoCall number, we charge you the following

InfoCall fixed charges	**For customers with a 10-digit Telstra account number**		**For customers with a 13-digit Telstra account number**	
	GST excl.	GST incl.	GST excl.	GST incl.
Minimum charge (per call)	35¢	**38.5¢**	35.45¢	**39¢**
Maximum charge (per call)	$35.00	**$38.50**	$35.00	**$38.50**

5.11 InfoCall service providers are able to offer InfoCall services where the charges change during the call based on the caller's selections. In these cases, we charge you the combination of the fixed or timed charges (or both) selected for the call. You are warned during the call before the charges change.

5.12 We charge you a surcharge for making voice calls and video calls to InfoCall services from a mobile service. The surcharge is set out in Part D – Other Call Types of the Telstra Mobile Section of Our Customer Terms.

Spend limits

5.13 Your spend limit is the total amount of charges for calls from a fixed or mobile service to InfoCall services each calendar month. On and from 1 October 2005, a default spend limit of $550 (incl. GST) per month will apply to each fixed or mobile service. We may decide to place a different spend limit on your use of InfoCall services per month per fixed or mobile service or for a certain period of time not place a spend limit on your use at all. We will notify you individually if this is the case.

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5.14 The following charges will not contribute to your per service monthly spend limit:

(a) charges for making calls to InfoCall services with a prefix 19025 (i.e. mass calling services such as 'voting' services, which are often used for television and radio competitions); and

(b) surcharges for making voice calls and video calls to InfoCall services from a mobile service.

5.15 When your per service monthly spend limit is reached on a particular fixed or mobile service, access to all 190 services (including mass calling services) from that service will be restricted for the rest of that month. It is possible for you to be charged more than your per service monthly spend limit in a limited number of circumstances (e.g. if you exceed your monthly spend limit for a service during a call, you will be able to complete the call). In these circumstances, you will still be responsible for all call charges incurred.

5.16 We may increase or decrease your per service monthly spend limit at any time. If we increase your per service monthly spend limit, we will tell you at least 30 days before the change takes effect. If we tell you about an increase in your per service monthly spend limit, you need to tell us not to go ahead with the increase within 30 days - otherwise the increase applies to you. If we decrease your per service monthly spend limit, we will tell you before the change takes effect in accordance with the General Terms of the Telstra Mobile Section of Our Customer Terms.

Video Calls to InfoCall Services

5.17 You must have a compatible 3G Mobile Phone handset in order to access the InfoCall video call service.

5.18 The InfoCall video call service is not available from fixed access types (eg ISDN).

Telstra Pre-Paid Plus Customers

5.19 You cannot call an InfoCall service from a Telstra Pre-Paid Plus Service.

InfoCall service providers - Premium Rate Service Numbers

5.20 An InfoCall 190 number is issued to you at the point at which you contract with us.

5.21 We keep a register of the InfoCall service providers to whom an InfoCall 190 number is issued and the point at which the InfoCall 190 number is recovered from that InfoCall service provider. The register where this information is kept is located in our InfoList system. If you have a query in relation to this information, you can call 1800 035 055.

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

6.1 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.

7 Calls to Optus MobileSat numbers

7.1 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**

8 Calls to Iterra services

8.1 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).

9 Calls to Radio paging services

9.1 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¢**

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

10 Calls from Norfolk Island

10.1 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**

10.2 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**

11 Calls from Antarctica

11.1 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¢**

12 Telstra mobile service (automatic)

12.1 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.

13 Telstra Dial-Up Access Manager platform

What is the Telstra Dial-Up Access Manager platform?

13.1 The Telstra Dial-Up Access Manager platform provides dial-up access to a SMS service to allow automated sending of text messages.

13.2 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.

13.3 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

13.4 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

13.5 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.

13.6 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

13.7 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.

13.8 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)

13.9 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

13.10 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;

(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.

13.11 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

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

13.13 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.

13.14 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).

13.15 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.

13.16 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

(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.

13.17 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.

13.18 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.

14 Reverse charge calls

14.1 From 31 August 2018 the Telstra National Reverse Charge call service is no longer available.

14.2 From 28 February 2019 the Australia Direct (International) Reverse Charge service is no longer available.