

Part B – Plans

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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 Home Phone and Telstra Voice (previously HomeLine) services (for home customers)

Choosing your Telstra Home Phone plan or Telstra Voice plan

- 2.1 You can choose a Telstra Home Phone plan for each of your Basic Telephone Services. You can choose a different Telstra Home Phone plan for each service, even if they are on the same account.
- 2.2 On and from 2 April 2014 Telstra Voice Plans will no longer be available to be applied to your Basic Telephone Services if you are a new customer or an existing customer seeking to move to other Telstra Voice Plans. This excludes Telstra Voice Part which remains available to you if you meet the eligibility criteria set out in clause 6 below. If you are moving your existing Basic Telephone Services to other premises, you may continue to subscribe to any Telstra Voice plans currently applied to those services. We may invite you to take up particular Telstra Voice plans from time to time.
- 2.3 If we are unable to discuss pricing options with you, we will put you on the Telstra Home Phone Local plan or the Telstra Voice Part plan (if you do not preselect us for your long distance calls, international calls and calls to mobile numbers).
- 2.4 If your Basic Telephone Service has the Multiple Number Service or the Duet – Phone and Fax Multiple Number option, the Telstra Home Phone plan or Telstra Voice plan you choose applies to calls made from either of your numbers.

Changing or cancelling your Telstra Home Phone plan or Telstra Voice plan

- 2.5 If you choose a Telstra Home Phone plan or Telstra Voice plan, or change your Telstra Home Phone Plan or Telstra Voice plan or cancel it, this does not take effect until we process your request. We will tell you of the likely timeframe when we receive your request or tell you when your request has been actioned.



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Availability

- 2.6 You can apply a Telstra Home Phone plan or Telstra Voice plan to your Basic Telephone Service if it is a home service.
- 2.7 You can choose a Telstra Home Phone plan or an available Telstra Voice plan for services using our public switched network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network).
- 2.8 Each time you acquire a home service, you:
- (a) are promising us that you are not a business customer; and
 - (b) are repeating this promise every month and every time a call is made from your service; and
 - (c) agree to tell us immediately if you become a business customer.
- 2.9 If we are providing your service to you mainly for your personal use and we reasonably believe that you are using the service mainly for business purposes, we can tell you of this and ask you to move to a suitable business service within 30 days. If you do not agree to move to a business service, or do not change your usage to a level we reasonably consider to be consistent with using your service for personal use within 30 days of our notice, we can then cancel your service and charge you any applicable early termination fee.

Wholesale customers

- 2.10 Telstra Voice plans and Telstra Home Phone plans are not available to wholesale customers.

Calls from Norfolk Island

- 2.11 If your Basic Telephone Service is in Norfolk Island, see [Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#).

1411 override code

- 2.12 On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

3 Telstra International Saver, Telstra International Ultimate and International Plus Rates

Availability

- 3.1 You may be eligible to receive our Telstra International Saver or Telstra International Ultimate calling rates depending on the type of Telstra Voice Plan you have. We will tell you which rates are applicable to your plan.



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3.2 Unless we specify otherwise, Telstra International Saver is not available with any special offer or discount, or the products:

- (a) Faxstream;
- (b) Multi-Number; and
- (c) Incontact services.

Eligible services

3.3 [Moved below] You can't have Telstra International Saver and Telstra International Ultimate at the same time unless you have a Telstra Voice Ultimate, Telstra Home Phone Pinnacle, Telstra Home Phone Local, Telstra Home Phone National or Telstra Home Phone Australia Ultimate plan.

3.4 You can't have the Telstra International Plus Rates and the Telstra International Saver rates at the same time.

3.5 You must have one of the fixed telephone services with a 13 digit account number, detailed in the table below to qualify to receive Telstra International Saver, Telstra International Ultimate or Telstra International Plus Rates.



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	Eligible services to receive International Saver	Eligible services to receive International Ultimate	Eligible services to receive International Plus Rates
Ultimate Voice	×	✓	✓
Telstra Home Phone Basic (previously Telstra Voice and Home Phone Budget);	✓	✓	×
Telstra Home Phone Essential	✓	✓	×
Telstra Home Phone Casual	✓	✓	×
Telstra Home Phone Local	Included	✓	×
Telstra Home Phone National	Included	✓	×
Telstra Home Phone Australia Ultimate	Included	✓	×
Telstra Home Phone Pinnacle	Included	✓	×
Telstra Voice Part	×	×	×
Telstra Voice Complete	✓	✓	×
Telstra Voice Plus	✓	✓	×
Telstra Voice Reach	✓	✓	×
Telstra Voice Together	✓	✓	×
Telstra Voice Advanced	✓	✓	×
Telstra Voice Ultimate	Included	✓	×



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4 What is Telstra International Saver?

- 4.1 Telstra International Saver is available for either \$5 per month or \$10 per month and allows you to make international calls from eligible services to fixed line and mobile numbers in selected countries as set out in the International Rates Table set out in these terms and conditions.
- 4.2 The \$10 per month Telstra International Saver includes \$10 credit each month for international calls from eligible services to fixed line and mobile numbers in all available international destinations. Calls made to international destinations in excess of the \$10 credit are charged at the rates set out in the table. Any unused credit each month expires.

What is Telstra International Ultimate?

- 4.3 Telstra International Ultimate allows you to make international calls from eligible services to fixed line and mobile numbers in selected countries at a reduced rate, set out in the International Rates Table set out in these terms and conditions.
- 4.4 From 30 October 2012 until 30 April 2013 Telstra International Ultimate is available for a \$10 monthly subscription fee and will continue to be charged at that \$10 per month for customers who have subscribed during this period and continue to subscribe on an uninterrupted basis.
- 4.5 From 1 May 2013, Telstra International Ultimate is available for a \$15 monthly subscription fee for new customers and for those customers who subscribed between 30 October 2012 and 30 April 2013 but then did not continue to subscribe on an uninterrupted basis.

General Terms for International Saver, International Ultimate and International Plus Rates

- 4.6 Calls to all other international destinations are charged at the standard international direct dial rates or International Plus Rates according to the terms of your eligible Telstra Home Phone plan or eligible Telstra Voice plan.
- 4.7 A call connection fee applies per call, at the rates set out in the International Rates Table set out in these terms and conditions or on telstra.com/international-rates if your plan includes International Plus Rates.

Cancelling your Telstra International Saver or Telstra International Ultimate

- 4.8 You may cancel your Telstra International Saver or Telstra International Ultimate at any time by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rata basis. You will not receive any credit or rebate or refund in respect of any unused amount of included credit.
- 4.9 If you stop being eligible for Telstra International Saver or Telstra International Ultimate, you will stop receiving the reduced rates to selected countries and the monthly subscription fee will be rebated on a pro-rata basis during the same billing period.



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5 Telstra Voice (previously HomeLine) Mobile Value Pack

Eligible services

- 5.1 You must have one of the following Telstra Voice plans, and must have a 13 digit account number to qualify to purchase a Telstra Voice Mobile Value Pack:
- (a) Telstra Voice Complete;
 - (b) Telstra Voice Plus;
 - (c) Telstra Voice Advanced;
 - (d) Telstra Voice Reach;
 - (e) Telstra Voice Together; or
 - (f) Telstra Voice Ultimate

What are the Telstra Voice Mobile Value Packs?

- 5.2 For a monthly subscription fee, Telstra Voice Mobile Value Packs provide you with monthly included value to make calls to standard Australian mobiles from your eligible fixed service as follows:

Monthly subscription fee	Monthly Included Value
\$10	Up to \$20 worth of calls to standard Australian mobiles
\$20	Up to \$50 worth of calls to standard Australian mobiles
\$30	Up to \$100 worth of calls to standard Australian mobiles

- 5.3 Calls made using the monthly included value are charged at your Telstra Voice plan's standard rates for calls to mobiles, including capped rates where available. Any calls to standard Australian mobiles made in excess of the monthly included value are also charged at your Telstra Voice plan's standard rates. Calls to satellite phones are not included.
- 5.4 Any unused monthly included value expires each month.
- 5.5 There is a limit of only one Telstra Voice Mobile Value Pack per eligible fixed service.

labelling your Telstra Voice Mobile Value Pack

- 5.6 You may cancel your Telstra Voice Mobile Value Pack at any time by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rated basis. You will not receive any credit or rebate or refund in respect of any unused amount of included value.



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- 5.7 If you stop being eligible for the Telstra Voice Mobile Value Pack, you will stop being able to access the monthly included value to make calls to Australian mobiles and the monthly subscription fee will be rebated on a pro-rata basis during the same billing period.

6 In Market Plans

The plans referred to in this section are in market.

Telstra Home Phone Local	You can choose Telstra Home Phone Local for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.
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<p>Telstra Home Phone Essential</p>	<p>You can choose Telstra Home Phone Essential for your Basic Telephone Service if you:</p> <ul style="list-style-type: none"> (a) preselect us for long distance calls, international calls and calls to mobile numbers; (b) have only one Basic Telephone Service; and (c) hold an eligible Health Care Card issued by Department of Human Services (Centrelink) or an eligible Pension Concession Card, issued either by Department of Human Services (Centrelink) or the Department of Veterans' Affairs, and which is valid for a 12 month period. <p>To apply for this plan, you must give us your name, date of birth and postcode; and your customer reference number for Centrelink or the Department of Veterans' Affairs.</p> <p>By applying, you consent to us disclosing those details to Centrelink or the Department of Veterans' Affairs from time to time to determine whether you have a valid health care card or pensioner concession card. If you revoke this consent, you are not eligible to receive this plan.</p> <p>You must tell us if circumstances change. We may remove this plan, or change it to a home phone plan with the lowest monthly charge of our plans generally available to the public, if you do not meet the eligibility requirements for this plan or if you do not comply with these terms. We will tell you beforehand if this happens.</p> <p>Telstra Home Phone Essential customers are not eligible for the Pensioner Discount (set out in Part C – Home Telephone Discounts of Our Customer Terms).</p>
<p>Telstra Voice Part</p>	<p>If you are a home customer and you do not preselect us for long distance calls, international calls and calls to mobile numbers, we apply the Telstra Voice Part pricing plan to your Basic Telephone Service.</p>
<p>Ultimate Voice</p>	<p>You can choose Ultimate Voice for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.</p>



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7 No longer In Market Plans

The plans referred to in this section are no longer in market.

<p>Telstra Home Phone Casual</p> <p>Telstra Home Phone National</p> <p>Telstra Home Phone Australia Ultimate</p>	<p>You can choose Telstra Home Phone Casual/National/Australia Ultimate for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.</p>
<p>Telstra Home Phone Basic (previously Telstra Voice, HomeLine and Home Phone Budget)</p>	<p>You can choose Telstra Home Phone Basic for your Basic Telephone Service if:</p> <ul style="list-style-type: none"> (a) you preselect us for long distance calls, international calls and calls to mobile numbers; (b) you only have one Basic Telephone Service; and (c) where you choose a Telstra Home Phone Basic plan on or after 1 March 2007, you do not have or acquire a broadband service from another service provider which uses 'line sharing'. <p>'Line sharing' (also known as 'spectrum sharing') involves Telstra providing a voice service to a customer over a copper pair line, while also providing a service provider with access to the same line so the service provider can simultaneously provide other services to the customer over the high frequency portion of that line.</p> <p>By choosing the Telstra Home Phone Basic plan, you:</p> <ul style="list-style-type: none"> (d) agree not to make calls using another service provider's override code; (e) agree not to obtain a broadband service from another service provider which uses 'line sharing' (where you have chosen the Telstra Home Phone Basic plan on or after 1 March 2007); and (f) consent to us collecting and using information about your broadband service that we may obtain from you or another person including your broadband service provider in order to confirm your compliance with clauses (c) and (e) of this Telstra Home Phone Basic section. <p>We can change your plan to Telstra Home Phone Local or Telstra Voice Part if you do not meet these eligibility requirements or if you do not comply with these terms. We will tell you beforehand if this</p>



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	happens.
Telstra Home Phone Pinnacle	You can choose Telstra Home Phone Pinnacle for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.
Telstra Voice (Previously HomeLine) Complete	You can choose Telstra Voice Complete for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.
Telstra Voice (Previously HomeLine) Plus	<p>You can choose Telstra Voice Plus for your Basic Telephone Service if:</p> <p>(a) you preselect us for long distance calls, international calls and calls to mobile numbers; and</p> <p>(b) are billed directly by us for monthly access and local calls.</p> <p>We can change your plan to Telstra Voice Complete or Telstra Voice Part if you do not meet these eligibility requirements.</p> <p>Long Distance options</p> <p>When you choose Telstra Voice Plus for your Basic Telephone Service, you can also choose one of the following standard national (STD) call options to receive different rates for certain standard national (STD) calls and calls to mobiles:</p> <p>(a) the Wide Area Call option; or</p> <p>(b) the Regional Call option.</p> <p>You can only choose one of these options for each Telstra Voice Plus service.</p>
Telstra Voice (Previously HomeLine) Advanced	<p>You can choose Telstra Voice Advanced for your Basic Telephone Service if you preselect us for long distance calls, international calls and calls to mobile numbers.</p> <p>We can change your plan to Telstra Voice Plus, Telstra Voice Complete or Telstra Voice Part or to a business service (at our choice) if you do not meet these eligibility requirements. We will tell you beforehand if this happens.</p>



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<p>Telstra Voice (Previously HomeLine) Reach</p> <p>Telstra Voice (Previously HomeLine) Together</p> <p>Telstra Voice (previously HomeLine) Ultimate</p>	<p>You can choose Telstra Voice Reach/Together/Ultimate for your Basic Telephone Service if:</p> <p>(a) you preselect us for long distance calls, international calls and calls to mobile numbers; and</p> <p>(b) are billed directly by us for monthly access and local calls.</p> <p>We can change your plan to another Telstra Voice Plan or to a business service (at our choice) if you do not meet these eligibility requirements.</p>
<p>Telstra Voice Local</p> <p>Telstra Voice Anytime</p> <p>Telstra Voice Freedom</p>	

Telstra Voice (Previously HomeLine) Value availability and additional terms

- 7.2 The terms and conditions on which Telstra Voice Value is offered comprise:
- (a) these Terms and Conditions;
 - (b) Part A – General of the Basic Telephone Service section, as amended from time to time; and
 - (c) the General Terms of Our Customer Terms, as amended from time to time.
- 7.3 If these Terms and Conditions are inconsistent with Our Customer Terms, then these Terms and Conditions apply instead of Our Customer Terms to the extent of the inconsistency.
- 7.4 If a provision of these Terms and Conditions gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the Part A – General of the Basic Telephone Service section or the General Terms of Our Customer Terms.
- 7.5 Telstra Voice Value involves special package pricing for certain of our fixed telephone services. Where you take Telstra Voice Value, the terms and conditions that apply to those other services (whether under another section of Our Customer Terms or otherwise agreed with you) continue to apply, except where different terms are set out in these Terms and Conditions.
- 7.6 Except where we clearly say so, nothing in these Terms and Conditions is intended to affect any contract you have for any equipment or other services from Telstra.



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- 7.7 This offer is available until 31 December 2007 ("offer period") to the first 3000 customers who meet the availability criteria set out below.
- 7.8 Telstra Voice Value will be available from 1 January 2006 until 30 June 2008 ("service period"), but we may extend the service period on the existing terms and conditions (including pricing) or on any amended terms and conditions.
- 7.9 We may withdraw Telstra Voice Value and terminate these terms and conditions. If we do, we will tell you beforehand in writing of our intention to do so.
- 7.10 To be and remain eligible for Telstra Voice Value for your Basic Telephone Service:
- (a) you must not be acquiring Telstra Network Access for your premises;
 - (b) during the offer period, you must successfully transfer your home telephone service to us and connect to our public switched telephone network;
 - (c) you must be a home customer;
 - (d) you must preselect us for long distance calls, international calls and calls to mobile numbers;
 - (e) you must be billed directly by us for monthly access and local calls;
 - (f) you must meet our credit requirements;
 - (g) you must reside and your premises must be located in one of the suburbs of the Australian Capital Territory listed in Table A in Schedule 1;
 - (h) you must be directly approached by us or one of our contractors or agents and offered Telstra Voice Value.

For the purposes of these Telstra Voice Value Terms and Conditions, "Telstra Network Access" means, in regard to your premises, Basic Telephone Services or any other telephone service directly connected to Telstra's public switched telephone network supplied to those premises by any person (including Telstra and any reseller of Telstra services). To avoid of doubt, you are directly connected to Telstra's public switched telephone network where your connection occurs at a network boundary point associated with your premises, including via a main distribution frame.

- 7.11 Your Telstra Voice Value service will only be activated if you meet the eligibility requirements set out above.
- 7.12 You can choose Telstra Voice Value for up to four home service access lines at your premises simultaneously, provided that the eligibility requirements set out in clause 7.2 are met.
- 7.13 You must be legally entitled to terminate your service or services which you have with your current service provider before transferring your home service access line or lines to us.



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If you are no longer eligible for the Telstra Voice Value service

- 7.14 If you no longer meet the eligibility requirements for Telstra Voice Value, we will cancel your Telstra Voice Value service and tell you in writing that this has happened.
- 7.15 You may cancel your Telstra Voice Value service at any time by giving us notice. We may require you to provide us with written confirmation of your request to cancel your Telstra Voice Value service.
- 7.16 Subject to clause 7.17 below:
- (a) if you or we cancel your Telstra Voice Value service, you will not be required to pay an early termination fee; and
 - (b) those services that are provided by us under Our Customer Terms and which continue to be acquired by you following either cancellation of your Telstra Voice Value service or expiration of the service period will be supplied on the terms and conditions (including price) of Our Customer Terms.
- 7.17 If we cancel your Telstra Voice Value Service because you are a business customer and you wish to continue acquiring your services from us, we may charge you as if you are a business customer acquiring a business service.
- 7.18 You can choose Telstra Voice Value for your Basic Telephone Service together with any of the following products or services supplied by Telstra or Telstra Pay TV Pty Limited:
- (a) mobile plans;
 - (b) FOXTEL Digital from Telstra;
 - (c) BigPond Internet plans; or
 - (d) other public switched telephone network or ISDN plans.
- 7.19 During the service period the following calls and charges incur additional fees:
- (a) any call charges that already receive a discount under another Telstra offer, including Telstra Rewards Options, Telstra staff plans, Telstra Official Services, National Australia Bank staff mobile plans, or concessions or plans under which there is a customer negotiated rate;
 - (b) messaging services such as MessageBank, Mobile MessageBank, Virtual MessageBank and SMS;
 - (c) calls made using pre-paid services such as communic8, pre-paid mobile or pre-paid phonecards;
 - (d) calls that use satellite phone services (including Iterra);
 - (e) calls that are subject to our Long Distance 4 Flexi-Plan, MobileSaver Flexi-Plan, TenPlus Flexi-Plans, ISDN (OnRamp) XPress Flexi-Plan and Old Association Flexi-Plans (GASSEI, STDSH6, AMAPLN);



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- (f) international call charges, international mobile roaming call costs and global roaming call costs;
- (g) all other access, rental, installation, connection and related charges for our services;
- (h) number reservation charges, call diversion number only charges, changed number information services charges;
- (i) any charges appearing on your bill under the “Other Charges and Credits” heading;
- (j) Faxstream calls; or
- (k) costs in relation to Priority One3, Priority 1300, Freecall 1800 and InfoCall services.

Discounts or special pricing excluded

7.20 During the service period you are not eligible for any further discounts or special pricing on your Telstra Voice Value service, including:

- (a) Telstra Rewards Options;
- (b) Any applicable Telstra Pensioner Discount;
- (c) Telstra association plans;
- (d) Telstra staff plans;
- (e) Telstra Official Services;
- (f) Telstra / National Australia Bank staff mobile plans; and
- (g) other Telstra concessions or plans under which there is a customer-negotiated rates.

8 Charges

[Note to Telstra: As requested we have now moved this information from Part A to this plans specific section]

8.1 If you are an existing Telstra customer moving premises the relevant moving home services for your Telstra consumer service is set out in the Telstra Platinum section of Our Customer Terms.

8.2

8.3 The following charges may apply to you:

Charge	Technology	Amount	Criteria for charging
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	this charge is relevant to		
Connection charge	All	\$99	If you are a new Telstra customer
Standard Professional Installation (customer requested PIK)	All	\$240	If you choose Standard Professional Installation
Standard Professional Telstra Installation (mandatory PIK)	All	\$0	For eligible customers who require a mandatory PIK
Non-standard installations	NBN	Separate charges apply for non-standard installations such as complex or remote areas, Foxtel from Telstra installations and additional connection points. For more detail on non-standard NBN installations, see the Services on the NBN Section)	
NBN New Development Charge*	NBN	\$300	NBN Co may charge us to connect your premises to the NBN where NBN Co identifies your premises to be in a new development. If applicable, we will bill the New Development Charge to you (for more detail see the Services on the NBN Section)
NBN Subsequent Installation Charge*	NBN	\$297	If you want an additional connection to the NBN network requiring installation of additional NBN equipment, NBN Co will charge a Subsequent Installation Charge, and we will bill that charge to you (for more detail see the Services on the NBN Section)
Delivery Fee for devices	All	\$9.95	A delivery fee may apply for recontracting customers taking up additional hardware such as a Telstra Wi-Fi Modem or Telstra TV

*If any of these additional NBN charges apply, we will let you know and include them on your first bill.

Connection type	Connection charges		Criteria for charging
	GST excl.	GST incl.	
New connection	\$218.18	\$240	A telephone service has not previously been connected at your premises or if you need an additional line.
Existing	\$90	\$99	A working telephone socket exists from a



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connection			previous connection.
Existing connection with a requested technician visit	\$308.18	\$339	A working telephone socket exists from a previous connection and our technician is not required to visit your premises, but you have requested a visit.
Temporary connection	\$90.91	\$100	If your service ends three months or less after its connection. Not applicable to wholesale customers and their end users. Only applies if you took up a home broadband plan on or before 31 January 2019 and you cancel the Telstra Voice service in your Plan within 3 months of the date you take up the Plan.
Additional connection	\$68.64	\$75.50	The additional connection is requested when connecting an existing connection where our technician is required or requested to visit your premises.
Additional connection	\$162.73	\$179	The additional connection is requested when connecting a new connection.

Basic Telephone Service conversion

- 8.4 If you have an existing ISDN Home, ISDN 2 or ISDN 2 Enhanced service, and you ask us to connect a Broadband ADSL service instead, you will need to connect a new Basic Telephone Service. We will tell you if a network extension charge is payable and obtain your approval before we start work.
- 8.5 We will not charge you the connection charge above to connect the new Basic Telephone Service if:
- (a) you get your ISDN service directly from us; and
 - (b) we professionally install your Broadband ADSL service.
- 8.6 When you connected your ISDN service you may have chosen to take advantage of a discounted connection price and committed to a fixed term for the ISDN connection. As you will be cancelling your ISDN service when you connect to the Broadband ADSL service, you must pay an early termination charge if you are within an existing ISDN fixed term contract. The amount of this early termination charge is disclosed to you when you entered into that contract. You can also find out the amount of this early termination charge by calling us on 132 000.
- 8.7 We charge you installation charges for the Broadband ADSL service as set out in the Home Broadband Plans section of Our Customer Terms.

Additional charges

- 8.8 We can charge you a network extension charge if the Basic Telephone Service will be supplied by cable and the property entry point to be used to connect your service is more than 500 metres from the nearest part of our existing network. The network extension charge will cover all work necessary to extend our existing network to the property entry point. We will tell you if such a network extension charge is payable and obtain your approval before any work is started.



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Where we are supplying the Basic Telephone Service in fulfilment of our Universal Service Obligation, we will cap the network extension charge as set out below

Capped Network Extension Charge (cable) (applied where service supplied in fulfilment of Universal Service Obligation)	GST excl.	GST incl.
For each 500 metres of cable (or part thereof) beyond the first 500 metres	\$26.00	\$28.60
Capped Network Extension Charge	\$1,400.00	\$1,540.00

8.9 We can charge you a network extension charge where your new Basic Telephone Service will be supplied by radio and we have to install:

- (a) a new network radio tower;
- (b) new network radio equipment on an existing network structure;
- (c) a repeater section; or
- (d) a non-standard supporting structure on your premises

The network extension charge will cover all work necessary to install the network radio tower, network radio equipment, repeater section or non-standard supporting structure. We will tell you if such a network extension charge is payable and obtain your approval before any work is started.

Where we are supplying the Basic Telephone Service in fulfilment of our Universal Service Obligation, we will cap the network extension charge as set out below.

Capped Network Extension Charge (radio) (applied where service supplied in fulfilment of Universal Service Obligation)	GST excl.	GST incl.
Capped Network Extension Charge	\$1,400.00	\$1,540.00

8.10 Where your Basic Telephone Service will be supplied to your building by a cable that enters the building, you have to:

- (a) arrange and pay for suitable trenching to house underground cabling between your Property Entry Point and your building entry point; or
- (b) pay for the erection of our poles including clearing, digging and reinstatement of land and pole holes at your property if we reasonably decide it is not feasible to have underground cables. We will supply the pole(s) and cable.

Where our plant (eg mast, antenna or dish) exists on your property, the property entry point is located at the base of our plant.



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8.11 If the network boundary point at your premises is more than 20 metres (radial distance) from the building entry point, we can charge you our fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms - for home and family customers [click here](#); business and government customers [click here](#), for installing extra cabling beyond this distance. We will tell you if such a cable extension charge is payable and obtain your approval before we start work.

MDF buildings

8.12 Where you occupy premises in which our network boundary point is a main distribution frame, or in which a main distribution frame is required, your cabling (including the main distribution frame and the building cabling) is usually provided by the building owner and remains a building asset.

8.13 Where you request that we install cabling between the main distribution frame and the point where you have requested that we supply the Basic Telephone Service we will charge you the fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms - for home and family customers [click here](#); business and government customers [click here](#), for any work undertaken beyond the main distribution frame.

8.14 We may charge you our fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms - for home and family customers [click here](#); business and government customers [click here](#), for installing alternative cabling where you occupy premises for which the network boundary point is a main distribution frame and your new Basic Telephone Service will be:

- (a) a business service and there is no suitable spare capacity in the cabling system at the premises to extend cabling from the main distribution frame to the location you request; or
- (b) a business or home service and you do not want your Basic Telephone Service to be connected through the main distribution frame.

What is not included

8.15 We do not have to supply any of the following when we connect your new Basic Telephone Service:

- (a) cable from a fixed termination point to a moveable structure (such as a mobile home, a caravan, a vessel or a lift);
- (b) cabling across, through or under a body of water or tidal land to an isolated mooring structure, a buoy, a bollard or a vessel;
- (c) clearing, digging and reinstatement of land required to install or repair the lead-in cable along the chosen or existing route on your property; or
- (d) any additional cabling or equipment required to reduce, eliminate or avoid a site hazard (such as a high-voltage substation, a hazardous area or explosive atmosphere).



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

Reconnecting your Basic Telephone Service

- 8.16 Where your Basic Telephone Service is disconnected other than due to our error, you must pay us the appropriate connection charge to reconnect it.
- 8.17 You must pay a reconnection charge where you ask us to reconnect any Basic Telephone Service (including Basic Telephone Services that are on a Single Bill) that we have suspended because you did not pay what you owe us in full by its due date (and where you are not in genuine dispute with Telstra over that owed amount). The amount of the reconnection charge is set out in the table below.

Reconnection Charge	GST excl.	GST incl.
Reconnection fee following final disconnection for non-payment (for all customers)	\$53.64	\$59.00

Relocating your Basic Telephone Service

- 8.18 If you ask us to relocate the network boundary point for your Basic Telephone Service to another location at your premises, we will charge you our fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms - for home and family customers [click here](#); business and government customers [click here](#), or we may arrange for a contractor to charge you directly to do this work.
- 8.19 If you ask us to relocate your Basic Telephone Service to other premises, we treat this as a disconnection and reconnection. We charge you a connection charge and other connection-related charges as appropriate to your premises.

9 Plans Rates Table

We charge the following rates for your Basic Telephone Service on one of our plans (as listed in clauses 6 and 7 above). All prices in the table below are GST inclusive.

	In Market Telstra Voice and Telstra Home Phone plans			
	Part	Essential	Local	Ultimate Voice
Monthly access charge For ACT customers: for all services, except those with Telstra Voice Part, at an address within the ACT Government area	\$45.95	\$25 Includes: <ul style="list-style-type: none"> reduced connection charges as per the Pensioner Discount, see clauses 3.9 and 3.10 in Part C – Home Telephone Discounts of Our Customer Terms; on request, call control is provided for no additional fee. See Part H – Managing Calls of the Basic Telephone Service section of Our 	\$40 Includes: Notional access charge of \$35 Notional subscription charge of \$5	\$55 MessageBank and Calling Number Display



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

In Market Telstra Voice and Telstra Home Phone plans				
	Part	Essential	Local	Ultimate Voice
including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the General Terms of Our Customer Terms for further details.		Customer Terms; <ul style="list-style-type: none"> no paper bill fee and credit card payment processing fees apply; and Directory Assistance 1223 calls from your home phone service are included for no additional fee. 		
Local Calls (dial-up Internet services and Austpac), per call	22c	22c	Inclusive in monthly charge	Local Calls – Inclusive in monthly charge Calls to 019 numbers (dial-up Internet services and Austpac) – not included
Calls to 13 Numbers	Part A - General of the Inbound Services section of Our Customer Terms			Allowance to make 500 calls per month included – calls made over this allowance will be charged at 40c per call (except for free calls to 13 2200, 13 2000, 13 2203, 13 2999, 13 3933 and 13 7663) Part A - General of the Inbound Services section of Our Customer Terms
Standard National (STD) calls – Untimed calls				
Preferential calls, per call	N/A	22c	Inclusive in monthly charge	Inclusive in monthly charge (excludes certain premium numbers including 19xx numbers)
Extended zone calls, per call	N/A	22c	Inclusive in monthly charge	Inclusive in monthly charge (excludes certain premium



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

In Market Telstra Voice and Telstra Home Phone plans				
	Part	Essential	Local	Ultimate Voice
				numbers including 19xx numbers)
Standard National (STD) calls – Timed calls We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached.				
Call connection fee, per call	N/A	55c	55c	Inclusive in monthly charge (excludes certain premium numbers including 19xx numbers)
All timed National (STD) calls, per minute block	N/A	25c	30c	Inclusive in monthly charge (excludes certain premium numbers including 19xx numbers)
National (STD) capped call	N/A	\$3.00 For first 3 hours Anytime	\$2.00	N/A
Calls to standard Australian mobiles We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached. If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the below rates. If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.				
Call connection fee, per call	N/A	55c	55c	Inclusive in monthly charge
Calls to standard Australian mobiles, per minute block	N/A	30c	30c	Inclusive in monthly charge
Calls to standard Australian mobiles, capped call	N/A	\$3.00 For first 20 minutes, Anytime	\$2.00	N/A
Home Messages, SMS and international calls				
Telstra Home Messages 101	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	N/A
Fixed SMS Per message, per recipient	1c	1c	1c	N/A
International calls	Rates detailed in the International Rates Table located in Clause 10 below			International Plus Rates apply



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

The Ultimate Voice Plan also includes:

- Unlimited free calls to Directory Assistance (1223), 1234 service and Call Connect (12456). The attempted connection charge is \$1.50
- \$0.00 call connection fee and \$0.00 per minute block charge for calls to customer service enquiries (125 numbers), Time (1194) and Weather (1196), Telstra Mobile Satellite and Optus MobileSat numbers



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

No Longer In Market Telstra Voice plans (previously HomeLine)									
	Complete	Plus	Plus with Wide Area Call	Plus with Regional Call	Advanced	Value	Reach	Together	Ultimate
Monthly access charge For ACT customers: for all services, except those with Telstra Voice Part, at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the General Terms of Our Customer Terms for further details.	\$42.95	\$44.95	\$44.95	\$44.95	\$53.95	\$64.95	\$49.90 Includes: Notional access charge of \$39.95 Notional subscription charge of \$9.95 Message Bank	\$76.90 Includes: Notional access charge of \$39.95 Notional subscription charge of \$36.95 Message Bank	\$89.90 Includes: Notional access charge of \$39.95 Notional subscription charge of \$49.95 Message Bank and Calling Number Display
Local Calls (dial-up Internet services and Austpac), per call	22c	22c	22c	22c	22c	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge
Calls to 13 numbers	Part A - General of the Inbound Services section of Our Customer Terms								
No Longer In Market Telstra Voice plans (previously HomeLine)									
	Complete	Plus	Plus with Wide Area Call	Plus with Regional Call	Advanced	Value	Reach	Together	Ultimate
Standard National (STD) calls – Untimed calls									
Standard national Preferential	22c	22c	22c	22c	22c	Inclusive in monthly	Inclusive in monthly	Inclusive in monthly	Inclusive in monthly charge



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Part B – Plans

	No Longer In Market Telstra Voice plans (previously HomeLine)								
	Complete	Plus	Plus with Wide Area Call	Plus with Regional Call	Advanced	Value	Reach	Together	Ultimate
calls, per call						charge	charge	charge	
Standard national Extended Zone calls, per call	20c	18c	18c	18c	15c	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge
Standard national Community calls and calls up to 50km, per call	N/A	N/A	25c	N/A	N/A	Inclusive in Monthly charge	\$1.00	50c	Inclusive in Monthly charge
Other standard national (STD) untimed calls, per call	N/A	N/A	N/A	N/A	N/A	Inclusive in monthly charge	\$1.00	50c	Inclusive in monthly charge
Standard National (STD) calls – Timed calls									
We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached.									
Call connection fee, per call	55c	55c	55c	55c	55c	Inclusive in monthly charge	N/A	N/A	Inclusive in monthly charge
All timed standard National (STD) calls, per minute block	25c	25c	25c	25c	25c	Inclusive in monthly charge	N/A	N/A	Inclusive in monthly charge
Standard National (STD) capped call	\$2.00 For first 3 hours, 7pm to midnight	\$2.00 For first 3 hours, 7pm to 7am For first 20 mins, 7am to 7pm	Calls > 50km \$2.00 for first 3 hours 7pm to 7am \$2.00 for first 20 mins, 7am to 7pm	Community , concessional A Rate or calls up to 85km \$0.99 for the first 3 hours, anytime All STD calls > 85km \$2.00 for the first 3 hours 7pm to 7am and \$2.00 for the first	\$1.50 For first 3 hours, anytime	Inclusive in monthly charge	N/A	N/A	Inclusive in monthly charge



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

No Longer In Market Telstra Voice plans (previously HomeLine)									
	Complete	Plus	Plus with Wide Area Call	Plus with Regional Call	Advanced	Value	Reach	Together	Ultimate
				20 minutes 7am to 7pm					
Calls to standard Australian mobiles We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached. If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the below rates. If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.									
Call connection fee, per call	55c	55c	55c	55c	55c	Inclusive in monthly charge	55c	55c	55c
Calls to standard Australian mobiles, per minute block	36c	36c	36c	36c	36c	Inclusive in monthly charge	36c	36c	36c
Calls to standard Australian mobiles, capped call	\$2.00 (to Telstra mobiles only) For first 20 minutes, 7pm to midnight	\$2.00 (to Telstra mobiles only) For first 20 mins, Anytime	\$2.00 (to Telstra mobiles only) For first 20 minutes, Anytime	\$2.00 (to Telstra mobiles only) For first 20 minutes, Anytime	\$2.00 For first 20 minutes, Anytime	N/A	\$1.00 (to Telstra mobiles only) For first 20 minutes, Anytime \$2.00 (to non-Telstra mobiles) For first 20 minutes, Anytime	75c (to Telstra mobiles only) For first 20 minutes, Anytime \$1.75 (to non-Telstra mobiles) For first 20 minutes, Anytime	50c (to Telstra mobiles only) For first 20 minutes, Anytime \$1.50 (to non-Telstra mobiles) For first 20 minutes, Anytime
Home Messages, SMS and international calls									
Telstra Home Messages 101	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	Inclusive in monthly charge	N/A	N/A	N/A	N/A
Fixed SMS Per message, per recipient	1c	1c	1c	1c	1c	1c	1c	1c	1c
International calls	Rates detailed in the International Rates Table located in Clause 10 below								

No Longer In Market Telstra Home Phone Plans



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Part B – Plans

	Casual	Pinnacle	Basic	National	Australia Ultimate
Monthly access charge For ACT customers: for all services, except those with Telstra Voice Part, at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. See the General Terms of Our Customer Terms for further details.	\$41	\$85 Includes: Notional access charge of \$35 Notional subscription charge of \$50 MessageBank and Calling Number Display	\$29.95	\$50 Includes: Notional access charge of \$35 Notional subscription charge of \$15	\$59 Includes: Notional access charge of \$35 Notional subscription charge of \$24 MessageBank and Calling Number Display
Local Calls numbers (dial-up Internet services and Austpac), per call	22c	Inclusive in monthly charge	30c	Inclusive in monthly charge	Inclusive in monthly charge
Calls to 13 Numbers	Part A - General of the Inbound Services section of Our Customer Terms				
Standard National (STD) calls – Untimed calls					
Preferential calls, per call	22c	Inclusive in monthly charge	22c	Inclusive in monthly charge	Inclusive in monthly charge
Extended zone calls, per call	22c	Inclusive in monthly charge	30c	Inclusive in monthly charge	Inclusive in monthly charge



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Part B – Plans

No Longer In Market Telstra Home Phone Plans					
	Casual	Pinnacle	Basic	National	Australia Ultimate
Standard National (STD) calls – Timed calls					
We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached.					
Call connection fee, per call	55c	Inclusive in monthly charge	55c	Inclusive in monthly charge	Inclusive in monthly charge
All timed National (STD) calls, per minute block	30c	Inclusive in monthly charge	25c	Inclusive in monthly charge	Inclusive in monthly charge
National (STD) capped call	\$2.00 For first 3 hours, Anytime	N/A	\$3.00 For first 3 hours, 7pm to midnight	N/A	N/A
Calls to standard Australian mobiles					
We charge the call connection fee for each call plus the timed rate per minute block up to the capped call amount (where it applies). Per minute block rates apply after the capped time limit is reached. If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the below rates. If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.					
Call connection fee, per call	55c	Inclusive in monthly charge	55c	55c	Inclusive in monthly charge
Calls to standard Australian mobiles, per minute block	30c	Inclusive in monthly charge	36c	30c	Inclusive in monthly charge
Calls to standard Australian mobiles, capped call	\$2.00 For first 20 minutes, Anytime	N/A	\$3.00 (to Telstra mobiles only) For first 20 minutes, 7pm to midnight	\$2.00	N/A
Home Messages, SMS and international calls					
Telstra Home Messages 101	Inclusive in monthly charge	N/A	Inclusive in monthly charge	Inclusive in monthly charge	N/A
Fixed SMS Per message, per recipient	1c	1c	1c	1c	1c
International calls	Rates detailed in the International Rates Table located in Clause 10 below				



Part B – Plans

On plans that have unlimited local, preferential or extended zone calls, if you make only a small number of these calls in a particular period, the average price which you pay for these calls may exceed 22 cents per call.

10 International calls from Telstra Home Phone services and Telstra Voice (previously HomeLine) services

10.1 For 0011, we charge you the connection fee plus the per-minute rate (calculated per 60 second block) set out in the International Rates Table set out in these terms and conditions or on telstra.com/international-rates for plans that include International Plus Rates.

10.2 International Rates Table

- (a) You may not be able to call every number in a particular destination. We can withdraw services to particular numbers in any destination, but will try to tell you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.
- (b) The Standard International Rates apply to the following services:



Part B – Plans

- (i) Telstra Voice Complete
 - (ii) Telstra Voice Plus
 - (iii) Telstra Voice Advanced
 - (iv) Telstra Voice Reach
 - (v) Telstra Voice Together
 - (vi) Telstra Home Phone Essential
 - (vii) Telstra Home Phone Basic (previously Telstra Voice and Home Phone Budget)
 - (viii) Telstra Home Phone Casual
- (c) International Saver rates apply to Telstra Home Phone Pinnacle, Telstra Voice Ultimate, Telstra Home Phone Local, Telstra Home Phone National and Telstra Home Phone Australia Ultimate services. If a country is not listed as having an International Saver Rate, Standard International Rates will apply to calls made to that country.
- (d) International Plus Rates apply to the Ultimate Voice Plan. Please visit telstra.com/international-rates to see our International Plus Rates. The call rates included in the International Plus Rates are lower than or the same as the call rates for some countries included in the International Ultimate. If your plan includes International Plus Rates and you add International Ultimate, International Plus Rates will apply if you make calls to countries that are cheaper in the International Plus Rates.



Our Customer Terms

Basic Telephone Service Section

Part B – Plans

Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Afghanistan	\$1.95		-	-	-	-
Albania	\$1.20		-	-	-	-
Algeria	\$1.95		-	-	-	-
American Samoa	\$1.95		-	-	-	-
Andorra	\$0.80		-	-	-	-
Angola	\$1.80		-	-	-	-
Anguilla	\$1.95		-	-	-	-
Antarctica	\$0.65		-	-	-	-
Antarctica – Aurora & Wilkins	\$1.40		-	-	-	-
Antigua & Barbuda	\$1.35		-	-	-	-
Argentina	\$1.05	\$1.30	\$0.03	\$0.30	\$0.00	\$0.20
Armenia	\$1.55		-	-	-	-
Aruba	\$1.35		-	-	-	-
Ascension Island	\$1.60		-	-	-	-
Austria	\$0.55	\$0.95	\$0.30	\$0.45	\$0.30	\$0.45
Azerbaijan	\$1.55		-	-	-	-
Bahamas	\$0.85		-	-	-	-
Bahrain	\$1.50		-	-	-	-
Bangladesh	\$1.30	\$1.55	\$0.05	\$0.05	\$0.00	\$0.00

¹ Telstra Bundle Collection, Telstra Premier Bundle Collection, Telstra Broadband Collection and Telstra Home Bundle – Global Plans.



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Basic Telephone Service Section

Part B – Plans

Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Barbados	\$1.40		-	-	-	-
Belarus	\$1.20		-	-	-	-
Belgium	\$0.55	\$0.95	\$0.05	\$0.30	\$0.00	\$0.30
Belize	\$1.40		-	-	-	-
Benin	\$1.90		-	-	-	-
Bermuda	\$1.20		-	-	-	-
Bhutan	\$1.70		-	-	-	-
Bolivia	\$1.40		-	-	-	-
Bosnia & Herzegovina	\$0.95	\$1.20	\$0.20	\$0.35	\$0.20	\$0.35
Botswana	\$1.60		-	-	-	-
Brazil	\$1.05	\$1.30	\$0.05	\$0.30	\$0.05	\$0.30
Brunei Darussalam	\$1.05		-	-	-	-
Bulgaria	\$1.35		-	-	-	-
Burkina Faso	\$1.90		-	-	-	-
Burundi	\$1.90		-	-	-	-
Cambodia	\$1.60	\$1.85	\$0.20	\$0.20	\$0.20	\$0.20
Cameroon	\$1.95		-	-	-	-
Canada	\$0.21		\$0.01	\$0.01	\$0.00	\$0.00
Cabo Verde	\$1.90		-	-	-	-
Cayman Is	\$1.35		-	-	-	-
Central African Rep	\$1.90		-	-	-	-



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Part B – Plans

Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Chad	\$1.95		-	-	-	-
Chile	\$0.85	\$1.25	\$0.05	\$0.30	\$0.00	\$0.30
China	\$0.75	\$1.00	\$0.02	\$0.02	\$0.00	\$0.00
Colombia	\$1.40		-	-	-	-
Comoros	\$1.50		-	-	-	-
Congo Democratic Republic	\$1.95		-	-	-	-
Congo	\$1.90		-	-	-	-
Cook Islands	\$1.35		-	-	-	-
Costa Rica	\$1.60		-	-	-	-
Croatia	\$0.85	\$1.10	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15		-	-	-	-
Cyprus	\$0.75	\$1.00	\$0.05	\$0.10	\$0.00	\$0.00
Czech Republic	\$0.85	\$1.10	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.55	\$0.95	\$0.05	\$0.30	\$0.00	\$0.30
Diego-Garcia	\$1.90		-	-	-	-
Djibouti	\$1.95		-	-	-	-
Dominica	\$1.15		-	-	-	-
Dominican Rep	\$0.85		-	-	-	-
East Timor	\$2.85		-	-	-	-
Ecuador	\$1.40		-	-	-	-
Egypt	\$1.22	\$1.47	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35		-	-	-	-



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Part B – Plans

Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Equatorial Guinea	\$1.95		-	-	-	-
Eritrea	\$1.95		-	-	-	-
Estonia	\$1.05		-	-	-	-
Ethiopia	\$1.95		-	-	-	-
Faroe Islands	\$1.25		-	-	-	-
Falkland Islands	\$1.40		-	-	-	-
Fiji	\$0.90	\$1.15	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	-	-	-	-
France	\$0.40	\$0.80	\$0.03	\$0.20	\$0.00	\$0.00
French Guiana	\$1.40		-	-	-	-
French Polynesia	\$1.00		-	-	-	-
Gabon	\$1.90		-	-	-	-
Gambia	\$1.90		-	-	-	-
Georgia	\$1.55		-	-	-	-
Germany	\$0.40	\$0.80	\$0.05	\$0.25	\$0.00	\$0.15
Ghana	\$1.60		\$0.30	\$0.30	\$0.30	\$0.30
Gibraltar	\$1.20		-	-	-	-
Greece	\$0.45	\$0.70	\$0.03	\$0.20	\$0.00	\$0.00
Greenland	\$1.25		-	-	-	-
Grenada	\$1.40		-	-	-	-
Guadeloupe	\$1.25		-	-	-	-
Guam	\$0.75		-	-	-	-



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Part B – Plans

Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Guantanamo	\$1.60		-	-	-	-
Guatemala	\$1.40		-	-	-	-
Guinea-Bissau	\$1.95		-	-	-	-
Guinea	\$1.90		-	-	-	-
Guyana	\$1.50		-	-	-	-
Haiti	\$2.60		-	-	-	-
Honduras	\$1.40		-	-	-	-
Hong Kong	\$0.35	\$0.60	\$0.02	\$0.02	\$0.00	\$0.00
Hungary	\$0.60	\$0.85	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00		-	-	-	-
India	\$1.10	\$1.35	\$0.03	\$0.03	\$0.00	\$0.00
Indonesia	\$0.90	\$1.15	\$0.10	\$0.10	\$0.00	\$0.10
Iran	\$1.35	\$1.60	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$2.10		\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.21	\$0.61	\$0.05	\$0.25	\$0.00	\$0.20
Israel	\$0.45	\$0.70	\$0.03	\$0.15	\$0.00	\$0.10
Italy	\$0.40	\$0.80	\$0.03	\$0.25	\$0.00	\$0.20
Ivory Coast	\$1.90		-	-	-	-
Jamaica	\$1.35		-	-	-	-
Japan	\$0.40	\$0.80	\$0.03	\$0.15	\$0.00	\$0.10
Jordan	\$1.25	\$1.50	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55		-	-	-	-
Kenya	\$1.50	\$1.75	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$1.95		-	-	-	-



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Korea DPR (North)	\$1.60		-	-	-	-
Korea Republic (South)	\$0.80	\$1.05	\$0.03	\$0.05	\$0.00	\$0.00
Kuwait	\$1.40		-	-	-	-
Kyrgyzstan	\$1.55		-	-	-	-
Lao PDR	\$1.55		\$0.30	\$0.30	\$0.30	\$0.30
Latvia	\$1.15		-	-	-	-
Lebanon	\$1.09	\$1.34	\$0.10	\$0.35	\$0.10	\$0.35
Lesotho	\$1.35		-	-	-	-
Liberia	\$1.95		-	-	-	-
Libya	\$1.60		-	-	-	-
Liechtenstein	\$0.60		-	-	-	-
Lithuania	\$1.55		\$0.30	\$0.30	\$0.30	\$0.30
Luxembourg	\$0.75		-	-	-	-
Macau	\$1.35		-	-	-	-
Macedonia FYR	\$0.95	\$1.20	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar	\$1.90		-	-	-	-
Malawi	\$1.60		-	-	-	-
Malaysia	\$0.60	\$0.85	\$0.03	\$0.03	\$0.00	\$0.00
Maldives	\$1.90		-	-	-	-
Mali	\$1.90		-	-	-	-
Malta	\$0.95	\$1.20	\$0.20	\$0.30	\$0.20	\$0.30
Northern Mariana Islands	\$1.40		-	-	-	-
Marshall Islands	\$1.70		-	-	-	-



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Martinique	\$1.35		-	-	-	-
Mauritania	\$1.90		-	-	-	-
Mauritius	\$1.35		\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40		-	-	-	-
Mexico	\$1.10		-	-	-	-
Micronesia Federated States	\$1.70		-	-	-	-
Moldova Republic	\$1.90		-	-	-	-
Monaco	\$1.15		-	-	-	-
Mongolia	\$1.95		-	-	-	-
Montenegro	\$1.05		\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60		-	-	-	-
Morocco	\$1.95		-	-	-	-
Mozambique	\$1.95		-	-	-	-
Myanmar	\$1.70		-	-	-	-
Namibia	\$1.60		-	-	-	-
Nauru	\$1.95		-	-	-	-
Nepal	\$1.60		-	-	-	-
Netherlands	\$0.45	\$0.85	\$0.03	\$0.25	\$0.00	\$0.20
Netherlands Antilles	\$1.60		-	-	-	-
New Caledonia	\$1.00		-	-	-	-
New Zealand	\$0.21	\$0.61			\$0.00	\$0.00



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
			\$0.05	\$0.30		
Nicaragua	\$1.50		-	-	-	-
Niger	\$1.90		-	-	-	-
Nigeria	\$1.35		\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95		-	-	-	-
Norfolk Island	\$1.95		-	-	-	-
Norway	\$0.60	\$1.00	\$0.30	\$0.30	\$0.00	\$0.30
Oman	\$1.30		-	-	-	-
Pakistan	\$1.65	\$1.90	\$0.10	\$0.15	\$0.00	\$0.10
Palau	\$1.80		-	-		-
Palestine, (State of)	\$0.45		-	-		-
Panama	\$1.35		-	-		-
Papua New Guinea	\$1.98		-	-		-
Paraguay	\$1.50		\$0.20	\$0.20	\$0.20	\$0.20
Peru	\$1.35		\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.70	\$0.95	\$0.15	\$0.15	\$0.15	\$0.15
Poland*	\$0.85	\$1.25	\$0.05	\$0.20	\$0.00	\$0.20
Portugal	\$1.05	\$1.45	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75		-	-	-	-
Qatar	\$1.90		-	-	-	-
Reunion	\$1.60		-	-	-	-
Romania	\$1.30	\$1.55	\$0.10	\$0.25	\$0.10	\$0.25



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Russian Federation	\$1.50		-	-	-	-
Rwanda	\$1.60		-	-	-	-
Samoa	\$0.90		-	-	-	-
San Marino	\$1.59		-	-	-	-
Sao Tome & Principe	\$1.60		-	-	-	-
Saudi Arabia	\$1.58	\$1.83	-	-	-	-
Senegal	\$1.95		-	-	-	-
Serbia	\$1.05	\$1.30	\$0.25	\$0.25	\$0.25	\$0.25
Seychelles	\$1.90		-	-	-	-
Sierra Leone	\$1.90		-	-	-	-
Singapore	\$0.45	\$0.70	\$0.02	\$0.02	\$0.00	\$0.00
Slovakia	\$0.75		\$0.30	\$0.30	\$0.30	\$0.30
Slovenia	\$0.95		\$0.45	\$0.45	\$0.45	\$0.45
Solomon Islands	\$1.34	\$1.59	-	-	-	-
Somalia	\$1.95		-	-	-	-
South Africa	\$0.65	\$0.90	\$0.05	\$0.25	\$0.00	\$0.20
South Sudan	\$1.60		-	-	-	-
Spain	\$0.60	\$1.00	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.90	\$1.15	\$0.10	\$0.15	\$0.10	\$0.15
Saint Helena	\$1.40		-	-	-	-
Saint Kitts & Nevis	\$1.40		-	-	-	-



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Saint Lucia	\$1.40		-	-	-	-
Saint Pierre & Miquelon	\$1.35		-	-	-	-
Saint Vincent & The Grenadines	\$1.40		-	-	-	-
Sudan	\$1.60		-	-	-	-
Suriname	\$1.35		-	-	-	-
Swaziland	\$1.90		-	-	-	-
Sweden	\$0.50	\$0.90	\$0.05	\$0.20	\$0.00	\$0.20
Switzerland	\$0.50	\$1.12	\$0.05	\$1.12	\$0.00	\$1.12
Syria	\$1.90		\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.80	\$1.05	\$0.03	\$0.15	\$0.00	\$0.00
Tajikistan	\$1.35		-	-	-	-
Tanzania United Republic	\$1.60		-	-	-	-
Thailand	\$0.85		\$0.03	\$0.03	\$0.00	\$0.00
Togo	\$1.90		-	-	-	-
Tokelau	\$1.95		-	-	-	-
Tonga	\$0.90		-	-	-	-
Trinidad & Tobago	\$1.15		-	-	-	-
Tunisia	\$1.20		-	-	-	-
Turkey	\$0.75	\$1.00	\$0.05	\$0.15	\$0.00	\$0.10
Turkmenistan	\$1.35		-	-	-	-
Turks & Caicos Islands	\$1.60		-	-	-	-
Tuvalu	\$1.76		-	-	-	-



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Calls to	STANDARD INTERNATIONAL DIRECT DIAL RATES		INTERNATIONAL SAVER RATES		INTERNATIONAL ULTIMATE RATES	
	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles	Calls to fixed lines	Calls to mobiles
Connection fee (per call) GST incl.	55c		55c		55c (where there is a per minute charge)*	
Connection Fee (per call) for select Bundles activated between 30th June 2015 and 22nd August 2016¹	52c		52c		52c (where there is a per minute charge)*	
					*If a country is listed as having \$0.00 rate, no connection fee applies.	
			If a country does not have a rate listed, Standard International Direct Dial Rates will apply for that country.			
All calls charged 60 second block (GST incl.)						
Uganda	\$1.60		-	-	-	-
Ukraine	\$1.05		\$0.30	\$0.30	\$0.30	\$0.30
United Arab Emirates	\$1.14	\$1.39	\$0.25	\$0.20	\$0.25	\$0.20
United Kingdom	\$0.21	\$0.61	\$0.02	\$0.20	\$0.00	\$0.00
Uruguay	\$1.30	\$1.55	\$0.15	\$0.40	\$0.15	\$0.40
United States	\$0.21		\$0.02	\$0.02	\$0.00	\$0.00
Uzbekistan	\$1.35		-	-	-	-
Vanuatu	\$1.95		-	-	-	-
Vatican City	\$0.40		-	-	-	-
Venezuela	\$1.00		-	-	-	-
Vietnam	\$1.38	\$1.63	\$0.05	\$0.05	\$0.00	\$0.00
Virgin Islands (British)	\$1.60		-	-	-	-
Virgin Islands (US)	\$0.75		-	-	-	-
Wallis & Futuna	\$1.40		-	-	-	-
Yemen	\$1.60		-	-	-	-
Zambia	\$1.60		-	-	-	-
Zimbabwe	\$0.90	\$1.15	\$0.20	\$0.55	\$0.20	\$0.55



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10.3 We charge you the following for calls to the specified global and satellite services. We charge you in minute blocks.

Calls to global and satellite services	GST incl (per minute)
Calls to Inmarsat B numbers beginning with 8703	\$5.99
Calls to Inmarsat Aero numbers beginning with 8705	\$10.99
Calls to Inmarsat B HSD numbers beginning with 87039 or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	\$19.99
Calls to Inmarsat M numbers beginning with 8706	\$3.99
Calls to Inmarsat Mini M numbers beginning with 87076	\$3.49
Calls to Inmarsat GAN ISDN numbers beginning with 87060	\$14.99
Calls to: International Network Shared Code (Thuraya) numbers beginning with 88216 ; or Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299	\$5.65
Calls to Iridium numbers beginning with 8816 or 8817	\$4.85

11 Unlisted service

11.1 You can ask us for an unlisted service.

11.2 With an unlisted service, we will not list your name, address or telephone number in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service and we will not disclose your telephone number through directory assistance. We will also block your home phone number so that when you call others, they won't be able to see your number [on their Calling Number Display](#).

12 Suppressed Address Listing

12.1 You can ask us for a Suppressed Address Listing.

12.2 With Suppressed Address Listing, we will list your name and telephone number but not your address in the White Pages telephone directory, White Pages Online



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directory, White Pages directory on CD and Electronic White Pages service. We will disclose your telephone number through directory assistance.

- 12.3 The charges for Suppressed Address listing will be advised to you when you apply for this service.

13 Telstra T-Hub

What is the T-Hub?

- 13.1 Any reference to 'T-Hub' in these terms applies to both the T-Hub 1 and the T-Hub 2.
- 13.2 T-Hub is no longer available for sale as of September 2014.
- 13.3 The T-Hub is comprised of a cordless, touch-screen device ("**Tablet**") and a cordless handset ("**Handset**") that is only available to Telstra customers who have:
- (a) a Basic Telephone Service on a T-Voice plan, Telstra Voice plan (excluding Telstra Voice Part), Telstra Home Phone Plan or a BusinessLine plan (excluding BusinessLine Part) (for customers with an eligible BusinessLine plan, please see Basic Telephone Service Section Part D – Business Phone Services of Our Customer Terms) ("**Eligible Fixed Service**");
 - (b) a Telstra or BigPond broadband service ("**Eligible Broadband Service**"); and
 - (c) a compatible wireless access point (such as a Home Network Gateway wireless modem) at their premises.
- 13.4 To access the full functionality of voicemail via the voicemail icon on your T-Hub Tablet, you will need to activate Telstra Home Messages 101 or MessageBank, and Flashing Message Indicator.
- 13.5 To make the most out of your T-Hub, we strongly recommend you subscribe to Calling Number Display.
- 13.6 The installation procedure for your T-Hub must be completed by:
- (a) the legal lessee/account holder or authorised representative of the Eligible Fixed Service and Eligible Broadband Service (and together if they are different); or
 - (b) any person with the express consent of legal lessee/account holder of the Eligible Fixed Service and Eligible Broadband Service,
- and after that person has read the T-Hub terms and conditions and the "Quick Reference Guide" provided with the T-Hub.
- 13.7 As the T-Hub requires electricity to function, you cannot use the device during a power outage (including to make '000' emergency service calls).



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- 13.8 If you have a T-Hub 2, you will not be able to access or download any applications from the Google Play Store that require Global Positioning System hardware. Many popular sites will be available to access on your T-Hub 2 through other methods (including as a bookmark), although we do not guarantee that this will always be the case.
- 13.9 We may add, change or withdraw any Telstra or third party applications, bookmarks or icons, without notice to you. This includes any application that is preloaded on the T-Hub or is installed after purchase.
- 13.10 In addition to your obligations under the BigPond General Terms in relation to our supply of software to you, if you access, download or use any applications or software (“**Software**”) on the T-Hub, whether created or licensed by Telstra or by a third party (“**Licensor**”), you must not:
- (a) “crawl”, “spider”, index or in any non-transitory manner store or cache information obtained from the Software or related sites or services; or
 - (b) engage in any action or practice that reflects poorly on the Licensor or otherwise disparages or devalues the Licensor’s reputation or goodwill.

14 MyInbox

(for customers who signed up to their Eligible Broadband Service prior to 10 February 2012)

- 14.1 If you do not have an active MyInbox account, we will automatically create one for you during the installation process for the T-Hub and link it to your Eligible Fixed Service. This MyInbox account will be in the name of the account holder of the Eligible Broadband Service. No subscription charges apply to MyInbox, however charges may apply to send SMS and use other enhanced features online. These charges will be applied to the bill for the Eligible Fixed Service or, if you have a mobile linked to MyInbox, charges will be applied to the mobile bill. Usage of mobile video voicemail functionality and other online features may also count towards your monthly data allowance for your Eligible Broadband Service.
- 14.2 For important information about MyInbox and terms and conditions that apply to MyInbox (including size and time limits, deletion of messages and current charging), see [Part E - SMS Messages and Email](#) of Our Customer Terms.

15 BigPond Email with Windows Live

(for customers who signed up to their Eligible Broadband Service from 10 February 2012 and purchased the T-Hub before 17 July 2012)

- 15.1 If you signed up to your Eligible Broadband Service from 10 February 2012, and purchased the T-Hub before 17 July 2012, you will not be able to view or synchronise your contacts and calendar information created on the T-Hub in your BigPond Email account with Windows Live online (and vice versa). Your contacts and calendar information will continue to be backed up on the Telstra network.



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For important information about your BigPond Email account with Windows Live and terms and conditions that apply (including size and time limits, deletion of messages and current charging), see [Part A – General Terms for BigPond services](#).

16 Charges

16.1 In addition to the cost of the T-Hub device, calls and other usage of the T-Hub and associated services will be charged. We charge you in accordance with the relevant prices specified in Our Customer Terms for those services, including:

- (a) the Eligible Fixed Service; and
- (b) the Eligible Broadband Service

Where you use the T-Hub for purposes similar to a standard fixed phone (such as making calls or sending messages), the relevant charges will be applied to the bill for the Eligible Fixed Service. Where you use the T-Hub to access and browse a wide range of internet sites, the relevant charges (including any excess usage charges) will be applied to the bill for the Eligible Broadband Service.

17 Home Phone Calls Safety Net

17.1 The Home Phone Calls Safety net is automatically applied to eligible Telstra Voice and Telstra Home Phone Plans, including:

- (a) Telstra Home Phone Casual;
- (b) Telstra Home Phone Basic (previously Telstra Voice and Home Phone Budget);
- (c) Telstra Home Phone Local;
- (d) Telstra Home Phone National;
- (e) Telstra home Phone Pinnacle;
- (f) Telstra Home Phone Australia Ultimate
- (g) Telstra Home Phone Essential;
- (h) Ultimate Voice; or
- (i) any other plan we determine.

17.2 Where the Home Phone Calls Safety Net is applied to your Telstra Home Phone plan you will pay no more than \$130 for eligible Telstra Home Phone plan charges in a single billing month, except for Ultimate Voice, where you will pay no more than \$150. Eligible charges include the monthly access charge for your Telstra Home Phone plan and charges for the following call types:

- (a) local calls;
- (b) STD calls;
- (c) calls to standard Australian mobiles; and
- (d) calls to 13 numbers;

The Home Phone Calls Safety Net applies to eligible charges after any other discounts have been applied.



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