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Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

1 About the Telstra Reward Options section

Our Customer Terms

- 1.1 This is the Telstra Reward Options section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Telstra Reward Options section, then the Telstra Reward Options section applies instead of the General Terms to the extent of the inconsistency.

2 Telstra Reward Options

Not available on and from 30 June 2011

Availability

- 2.1 You can nominate to receive the Telstra Reward Options on your services if you:
- (a) are our direct retail customer for those services; and
 - (b) satisfy our standard credit requirements; and
 - (c) choose to have all the charges for your nominated services consolidated into one account and appear on a Single Bill.
- 2.2 Unless we specify otherwise, Telstra Reward Options are not available with:
- (a) any other Telstra offer (except Association Plans) that applies when you have a number of different service types with us, including a fixed telephone service and one or more mobile, internet or pay-TV service types (eg Telstra Rewards Packages; Telstra Phone and Internet Package; and Family Calls are not compatible);
 - (b) Telstra's Pensioner Discount; or
 - (c) the Big Broadband offer (Campaign Code 3288); or

- (d) the Big Wireless Broadband offer (Campaign Code 5468)

Eligible services

- 2.3 You have to nominate at least one eligible fixed telephone service and one of the following to qualify to receive the Telstra Reward Options:
- (a) an eligible mobile service; or
 - (b) an eligible internet service; or
 - (c) an eligible pay-TV service.
- 2.4 There is no charge for requesting or having a Telstra Reward Option.
- 2.5 You cannot nominate more than four fixed telephone services, five mobile services, five internet services or five pay-TV services on your Single Bill to remain eligible for Telstra Reward Options.

What fixed telephone services are eligible?

- 2.6 First, you must have one of the following services:
- (a) HomeLine Plus;
 - (b) HomeLine Advanced;
 - (c) HomeLine Ultimate;
 - (d) HomeLine Together;
 - (e) HomeLine Reach; or
 - (f) ISDN Home2 Enhanced on the BusinessLine Complete Plan (if you are a consumer customer).

If you do, it is an “**eligible fixed telephone service**” that you can nominate for Telstra Reward Options, if for that service, you:

- (a) acquire (and keep acquiring) network access and local calls directly from us; and
 - (b) preselect us (and stay preselected to us) for long distance and international calls and calls to mobile numbers.
- 2.7 The following fixed telephone services are not “eligible fixed telephone services”;
- (a) an ISDN Xpress services;

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- (b) a fixed telephone service connected under the Big Broadband offer (Campaign Code 3288); and
- (c) a fixed telephone service connected under the Big Wireless Broadband offer (Campaign Code 5468).

What mobile services are eligible?

2.8 If you have a post-paid mobile service that you acquire directly from us, with a minimum monthly access charge of \$20 or more it is an “**eligible mobile service**” that you can nominate for Telstra Reward Options, unless it is:

- (a) a mobile satellite service;
- (b) a corporate staff plan;
- (c) a corporate plan; or
- (d) a service connected to Telstra Talk Plan \$99.

2.9 A mobile service connected under the Big Broadband offer (Campaign Code 3288) is not an “eligible mobile service.”

What internet services are eligible?

2.10 If you have BigPond Dial-Up Internet or Broadband Satellite with a monthly access charge of \$20 or more or you have BigPond Broadband Wireless, Cable or ADSL service with a monthly access charge of \$39.95 or more and you acquire the service directly from us, it is an “**eligible internet service**” that you can nominate for Telstra Reward Options.

2.11 The following internet services are not “eligible internet services”;

- (a) BigPond Pre-Paid, BigPond Internet Direct, and BigPond Business Group plans;
- (b) an internet service connected under the Big Broadband offer (Campaign Code 3288); and
- (c) an internet service connected under the Big Wireless Broadband offer (Campaign Code 5468).

What pay-TV services are eligible?

2.12 If you have any of the subscription television and related services we supply or Telstra Pay TV Pty Ltd supplies (other than the FOXTEL by Mobile service), it is an “**eligible pay-TV service**”.

What are the Telstra Reward Options?

- 2.13 If we accept your application for Telstra Reward Options, you choose one of the available rewards that will apply each month. Any unused monthly reward is lost at the end of each billing period. The Telstra Reward Option only applies after any included calls, monthly call credits and bonus options have been applied to your mobile service(s).
- 2.14 Where relevant, once you have qualified for Telstra Reward Options your chosen Reward Option may be applied to the following services on your Single Bill:
- (a) eligible fixed telephone and eligible mobile services;
 - (b) HomeLine Complete fixed telephone services;
 - (c) BusinessLine full service fixed telephone services; and
 - (d) post-paid mobile services (excluding corporate plans, corporate staff plans, satellite services or services connected to Telstra Talk Plan \$99).
- 2.15 The Telstra Reward Options are:
- (a) **“Local Calls”**: you will receive a total number of free local calls (excluding calls to numbers beginning with 13 and 1300 and timed data calls that have been made by an ISDN service) from all specified fixed telephone services on your Single Bill. The number of free local calls is based on a HomeLine Plus local call GST inclusive price of 17.5 cents;
 - (b) **“SMS”**: you will receive a total number of free SMS (excluding SMS sent to international numbers, premium services or online SMS) made from all specified mobile services or specified fixed telephone services on your Single Bill. The number of free SMS calls is based on a GST inclusive SMS price of 25c;
 - (c) **“Family Calls”**: you will receive a total credit for the following voice calls made in Australia between all of the following specified services on your Single Bill (excluding diverted calls and international roaming):
 - (i) from fixed telephone to mobile services;
 - (ii) from mobile services to fixed telephone services, and
 - (iii) between mobile services.
 - (d) **“Other Reward Options”** offered from time to time on a promotional and limited basis, with specific terms and conditions applying for those Reward Options. If you apply for one of these Other Reward Options we will tell you the relevant terms when you apply. This section will also apply to the Other

Reward Options.

- 2.16 The value of the Telstra Reward Option that you are eligible for each month depends on the number of eligible services that you have on your Single Bill, as shown below:
- (a) one eligible fixed telephone service plus one eligible service = up to 50 local calls, 50 SMS, \$15 of Family Calls;
 - (b) one eligible fixed telephone service plus two or more eligible service = up to 125 local calls, 125 SMS, \$25 of Family Calls;

except that if you do not have an eligible mobile service, you will be unable to receive the Family Calls Reward Options.

- 2.17 Once we have received your application, we will check the information provided. If your application is then accepted, you will start to receive your chosen (or changed) Reward Option about 48 hours after we accept your application and all your eligible services are on a Single Bill on a pro-rata basis during the same billing period. You can call us on 132200 to find out whether your application has been accepted.

Cancelling or Changing your Telstra Reward Options

- 2.18 You can change your Telstra Reward Option at any time.
- 2.19 If you ask us to cancel your Telstra Reward Option, you will no longer receive it.
- 2.20 If you stop being eligible for a particular Telstra Reward Option we will, where possible, transfer you to an alternative Telstra Reward Option that you are eligible for, being either:
- (a) a lower Telstra Reward Option of the same type; or
 - (b) if you are not eligible for a Telstra Reward Option of the same type, the lower or applicable Local Calls Reward Option.

Example (a): if you choose a Local Calls Reward Option with eligible fixed, mobile and internet services you get up to 125 Local Calls. If you cancel your internet, we will transfer you to a Local Calls Reward Option with up to 50 Local Calls.

Example (b): if you choose a Family Calls Reward Option with eligible fixed, mobile and internet services you get \$25 worth of Family Calls. If you cancel your mobile, we will transfer you to a Local Calls Reward Option with up to 50 Local Calls.

- 2.21 If you stop being eligible for all Telstra Reward Options, you will stop receiving your chosen (or changed) Telstra Reward Option on a pro-rata basis during the same billing period.

- 2.22 If you become eligible for a better Telstra Reward Option because you add more eligible services, you will need to contact us in order to receive the Telstra Reward Option of your choice.

For example, if you have chosen Family Calls with eligible fixed and mobile services you get \$15 worth of Family Calls. If you add an eligible internet service, you can contact us to choose a Telstra Reward Option. If you don't contact us, you will continue to receive \$15 worth of Family Calls.

- 2.23 You cannot nominate eligible services for Telstra Reward Options on and from 30 June 2011

3 Big Broadband offer and Big Wireless Broadband Offer

- 3.1 Any new service you take up under the Big Broadband offer (Campaign Code 3288) will not be an eligible fixed telephone service, eligible mobile service and/or eligible internet service for the purposes of Telstra Reward Options unless:

- (a) you have an existing \$20 or above dial-up internet service; and
- (b) you currently receive Telstra Reward Options; and
- (c) you upgrade to a BigPond Broadband plan \$39.95 or above when you take up the Big Broadband offer

in which case your fixed, internet and mobile service (if applicable) will be an eligible service for the purposes of Telstra Reward Options.

- 3.2 If you already receive Telstra Rewards Options for an existing fixed telephone service and an existing mobile service prior to taking up the Big Broadband offer (Campaign Code 3288), or the Big Wireless Broadband offer (Campaign Code 5468), you will continue to receive Telstra Rewards Options for these services, but you will not be eligible for additional Telstra Reward Options in relation to the new internet broadband service.