
Contents

1	About the Public Payphones section	2
	Our Customer Terms	2
	Inconsistencies	2
	Private payphones	2
2	Public Payphone services	2
	Calls	2
	SMS	2
3	Charges	3
	Call types	3
	Rates table	3
	SMS	3
	International calls	4
4	Telstra Phonecards	7
	Using Telstra Phonecards	7
	When Telstra Phonecards end	7
	Replacing Telstra Phonecards	7
5	Changing Our Customer Terms	8



Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

1 About the Public Payphones section

Our Customer Terms

- 1.1 This is the Public Payphones section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply ([terms for home and family customers](#) or [terms for business and government customers](#)).

Inconsistencies

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

Private payphones

- 1.4 This Public Payphones section of Our Customers Terms is not applicable to private payphones. We no longer lease private payphones to our business customers. The terms and rates on which you can use those private payphones are set by the business customer not by us.

2 Public Payphone services

Calls

- 2.1 We provide and maintain public payphones which allow you to make a call using coins, a Telstra Phonecard or another calling card (depending on the type of payphone).
- 2.2 You cannot call 1234, use the Directory Assistance (1223) or call fixed tariff or mid-call service variation services from a payphone. You also cannot call 190x numbers from payphones.
- 2.3 Some international calls may not be available from time to time. We can withdraw services to any destination or to particular numbers in a destination without notice.
- 2.4 Some payphones allow incoming calls. There is no charge for answering an incoming call. Some sites may also allow Telstra Home Messages 101. Telstra reserves the right to enable or disable these service types to all or any location.

SMS

- 2.5 Some public payphones also allow you to send an SMS (Short Message Service) of up to 136 characters to a compatible mobile or fixed phone service, connected to an Australian network using coins or a Telstra Phonecard (depending on the type of payphone).
- 2.6 You cannot send an SMS to a 13x, 13xx, 180x or an International services from a payphone. A public payphone cannot receive or reply to an SMS.
- 2.7 SMS from a public payphone is not suitable for emergencies.



Our Customer Terms

Public Payphones Section

- 2.8 We will try to deliver an SMS you send from a public payphone for up to 7 days. If it still cannot be delivered after 7 days, the SMS will not be delivered.
- 2.9 You will be charged the SMS fee (according to clause 3.5) regardless of whether your message has been delivered or not.

3 Charges

Call types

- 3.1 Where a call type has the same name as in the Basic Telephone Service section of Our Customer Terms, it is the same call type in this section except that it is made from a public payphone instead of a Basic Telephone Service. ([terms for home and family customers](#) and [terms for business and government customers](#)).

Rates table

- 3.2 All prices are GST inclusive.
- 3.3 We charge you the following rates in advance for calls from a public payphone. The rates may be lower for Telstra Phonecard users – see section 4.
- 3.4

Call type	Rate
Local call	50c (per call)
13x numbers (Note: Some 13x HelpLine numbers are free)	
019 numbers (dial-up Internet services)	
Untimed STD calls	
Standard Australian mobiles	50c per 10 minutes
Inmarsat numbers beginning with 870	50c per 15 seconds
Iridium numbers beginning with 8816 or 8817	
International Network Shared Code (Thuraya) numbers beginning with 88216	
International Networks numbers beginning with 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299	50c per 12.5 seconds
Telstra Mobile Satellite service in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718	
Optus MobileSat services beginning with 0145	
Iterra service numbers beginning with 014713, 014717 or 014719	50c per 45 seconds

- 3.5 Authorised representatives of Custodial Institutions (e.g prisons and psychiatric hospitals) may apply for revised tariffs for national fixed and mobile call rates by contacting Payphone Solutions on 1800 011 433 option 2.

SMS

- 3.6 We charge you 20¢ in advance for an SMS sent from a public payphone.



Our Customer Terms

Public Payphones Section

International calls

3.7 We charge you the following rates in advance for international calls from a public payphone.

Destination	Seconds per 50c	Destination	Seconds per 50c
Afghanistan	15	Libya	15
Alaska	600	Liechtenstein	15
Albania	15	Lithuania	60
Algeria	15	Luxembourg	15
American Samoa	15	Macau	15
Andorra	15	Macedonia FYR	60
Angola	15	Madagascar	15
Anguilla	15	Malawi	15
Antarctica	15	Malaysia	600
Antigua & Barbuda	15	Maldives	15
Argentina	60	Mali	15
Armenia	15	Malta	60
Aruba	15	Marshall Islands	15
Ascension Island	15	Martinique	15
Austria	60	Mauritania	15
Azerbaijan	15	Mauritius	120
Bahamas	15	Mayotte	15
Bahrain	15	Mexico	15
Bangladesh	600	Micronesia Federated States	15
Barbados	15	Moldova Republic	15
Belarus	15	Monaco	15
Belgium	60	Mongolia	15
Belize	15	Montenegro	60
Benin	15	Montserrat	15
Bermuda	15	Morocco	15
Bhutan	15	Mozambique	15
Bolivia	15	Myanmar	15
Bosnia & Herzegovina	60	Namibia	15
Botswana	15	Nauru	15
Brazil	60	Nepal	15
Brunei Darussalam	15	Netherlands	60
Bulgaria	15	Netherlands Antilles	15
Burkina Faso	15	New Caledonia	15
Burundi	15	New Zealand	60
Cambodia	120	Nicaragua	15



Our Customer Terms

Public Payphones Section

Destination	Seconds per 50c	Destination	Seconds per 50c
Cameroon	15	Niger	15
Canada	600	Nigeria	60
Cabo Verde	15	Niue	15
Cayman Is	15	Norfolk Island	15
Central African Rep	15	Northern Mariana Islands	15
Chad	15	Norway	60
Chile	60	Oman	15
China	600	Pakistan	120
Colombia	15	Palau	15
Comoros	15	Palestine, (State of)	60
Congo Democratic Republic	15	Panama	15
Congo	15	Papua New Guinea	15
Cook Islands	15	Paraguay	120
Costa Rica	15	Peru	60
Croatia	15	Philippines	120
Cuba	15	Poland	120
Cyprus	120	Portugal	15
Czech Republic	60	Puerto Rico	15
Denmark	60	Qatar	15
Diego-Garcia	15	Reunion	15
Djibouti	15	Romania	60
Dominica	15	Russian Federation	15
Dominican Rep	15	Rwanda	15
East Timor	15	Saint Helena	15
Ecuador	15	Saint Kitts & Nevis	15
Egypt	120	Saint Lucia	15
El Salvador	15	Saint Pierre & Miquelon	15
Equatorial Guinea	15	Saint Vincent & The Grenadines	15
Eritrea	15	Samoa	15
Estonia	15	San Marino	15
Ethiopia	15	Sao Tome & Principe	15
Falkland Islands	15	Saudi Arabia	15
Faroe Islands	15	Senegal	15
Fiji	60	Serbia	60
Finland	15	Seychelles	15
France	120	Sierra Leone	15
French Guiana	15	Singapore	600
French Polynesia	15	Slovakia	60



Our Customer Terms

Public Payphones Section

Destination	Seconds per 50c	Destination	Seconds per 50c
Gabon	15	Slovenia	60
Gambia	15	Solomon Islands	15
Georgia	15	Somalia	15
Germany	60	South Africa	60
Ghana	60	South Sudan	15
Gibraltar	15	Spain	60
Greece	120	Sri Lanka	120
Greenland	15	Sudan	15
Grenada	15	Suriname	15
Guadeloupe	15	Swaziland	15
Guam	15	Sweden	120
Guantanamo	15	Switzerland	15
Guatemala	15	Syria	60
Guinea	15	Taiwan	120
Guinea-Bissau	15	Tajikistan	15
Guyana	15	Tanzania United Republic	15
Haiti	15	Thailand	600
Honduras	15	Togo	15
Hong Kong	600	Tokelau	15
Hungary	60	Tonga	15
Iceland	15	Trinidad & Tobago	15
India	600	Tunisia	15
Indonesia	120	Turkey	120
Iran	120	Turkmenistan	15
Iraq	120	Turks & Caicos Islands	15
Ireland	60	Tuvalu	15
Israel	120	Uganda	15
Italy	60	Ukraine	60
Ivory Coast	15	United Arab Emirates	120
Jamaica	15	United Kingdom	120
Japan	120	United States	600
Jordan	120	Uruguay	60
Kazakhstan	15	Uzbekistan	15
Kenya	60	Vanuatu	15
Kiribati	15	Vatican City	60
Korea DPR (North)	15	Venezuela	15
Korea Republic (South)	600	Vietnam	600
Kuwait	15	Virgin Islands (British)	15
Kyrgyzstan	15	Virgin Islands (US)	15



Destination	Seconds per 50c	Destination	Seconds per 50c
Lao PDR	60	Wallis & Futuna	15
Latvia	15	Yemen	15
Lebanon	60	Zambia	15
Lesotho	15	Zimbabwe	15
Liberia	15		

4 Telstra Phonecards

Using Telstra Phonecards

- 4.1 Telstra Phonecard is a pre-paid calling card. You can make calls or send an SMS from our compatible public payphones using one of our Telstra Phonecards.
- 4.2 Telstra Phonecards have stored value that cannot be increased. The charges for using our public payphones are deducted from the stored value of the inserted Telstra Phonecard.
- 4.3 When you insert your Telstra Phonecard in our public payphones, the remaining stored value will be displayed.

When Telstra Phonecards end

- 4.4 Telstra Phonecards end on the date shown on the back of the card (expiry date) or when the stored value reaches zero. After the expiry date of your Phonecard you will not be able to use, transfer, redeem or refund any outstanding value remaining on that card.

Replacing Telstra Phonecards

- 4.5 Subject to the below, and non-excludable rights under consumer law, Telstra Phonecards are non-refundable. We do not replace or refund stolen or lost Telstra Phonecards or Telstra Phonecards that have expired, zero value or if the remaining value is less than the cost of a call or SMS.
- 4.6 Your Telstra Phonecard may stop working if you damage it. We will not replace your Telstra Phonecard because you have intentionally or recklessly damaged it.
- 4.7 If you believe your Telstra Phonecard has become faulty you should first try your Phonecard in another payphone. If your Telstra Phonecard is faulty or has been incorrectly deducted, send us your card and a completed Telstra Phonecard Replacement Form and we will give you a Replacement Phonecard for the unused stored value on your card. The Phonecard Replacement Form is available on our [website](#). Alternatively you can call us on 1800 676 638 to discuss other options.
- 4.8 If your Telstra Phonecard is marked “complimentary”, “with compliments”, “not for resale”, “Not for Retail Sale” or “On expiry your Phonecard will have no further value”. Any unused value at the time of expiry is not refundable” or words to a similar effect or was issued under the [Telstra Calling Card Program](#), and is faulty, you should contact the community agency where you got the card to request a replacement card.
- 4.9 When we replace a Telstra Phonecard, we determine the unused stored value when we receive it. The original card sent in for replacement will not be returned.



5 Changing Our Customer Terms

- 5.1 Telstra maintains in its sole discretion, the right to update, modify and/or remove payphone features and services listed within this “Our Customer Terms” at any time.
- 5.2 For Telstra Phonecard users reasonable methods we can use to tell you about changes to Our Customer Terms may include messages on our payphones, messages on or in our phone booths and recorded voice messages.

