

# OUR CUSTOMER TERMS INBOUND SERVICES SECTION

## PART D – INTERNATIONAL FREECALL AND GLOBAL 800

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Certain words are used with the specific meanings set out in Part A – General of the Inbound Services section at [http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus\\_inbound.htm](http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm) and in the General Terms of Our Customer Terms at [http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus\\_government.htm](http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm).

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### PART D – INTERNATIONAL FREECALL AND GLOBAL 800

#### 1 ABOUT THIS PART

- 1.1 This is part of the Inbound Services section of Our Customer Terms. Provisions in other parts of the Inbound Services section, as well as in the General Terms of Our Customer Terms, may apply to your International Freecall or Global 800 service.

*See clause 1 of the General Terms of Our Customer Terms at [http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus\\_government.htm](http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm) 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 Inbound Services section at [http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus\\_inbound.htm](http://www.telstra.com.au/customer-terms/business-government/other-voice-services/inbound-services/?red=/customerterms/bus_inbound.htm) for more detail on how the various parts of the Inbound Services section should be read together.*

- 1.2 If there is an inconsistency between this part and the other parts of the Inbound Services section of Our Customer Terms, this part prevails to the extent of the inconsistency.

#### 2 INTERNATIONAL FREECALL AND GLOBAL 800 SERVICES

**Not available for new service connections for Enterprise customers from 25 March 2022. Not available for new service connections or service changes for Wholesale customers from 1 May 2022 and discontinued for Wholesale customers from 24 February 2023.**

##### What are International Freecall and Global 800 services?

- 2.1 The International Freecall service and Global 800 service are automatic reverse charge services for voice or fax calls from outside Australia. This means that a caller does not pay for calls to an International Freecall or Global 800 number from a country where they are available to the caller.

- 2.2 The International Freecall service is available in a number of countries, which may change from time to time. We will provide you with a different telephone number for each of the available countries that you nominate to have your International Freecall service operate from.

*For example, the numbers in New Zealand will be 0800 XXX XXX and the numbers in Brazil will be 123 XXX XXX XXX. Your callers can then use the applicable number for the country they are in to call you for free.*

- 2.3 The Global 800 service is available in a number of countries, which may change from time to time. We will provide you with a unique Global 800 telephone number that can be used by your callers to call you for free from any of the available countries.

##### Limitations

- 2.4 Some countries have specific requirements relating to the allocation of numbers. We cannot control these requirements and they are dependent on the regulations of the country that you are applying to have your service number available in.

*For example, if you require an International Freecall service or Global 800 service where callers can call from China, you will need to get two services - one for North China and one for South China.*

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2.5 The availability of the International Freecall and Global 800 service depends on each applicable country continuing to make the services available in that country. You acknowledge that we cannot guarantee the availability of the International Freecall or Global 800 service in any particular country.

2.6 Your callers may not have access to the International Freecall or Global 800 services in all locations in a country where the services are available or may be required to pay charges that are not related to the International Freecall or Global 800 services in certain locations.

*For example, hotels and other organisations offering telephone services may not allow access to the International Freecall or Global 800 services or may charge your callers for making a call to these numbers.*

2.7 You acknowledge that your callers may be unable to access your International Freecall or Global 800 service if your callers call you through a carriage service provider that is not offering that service.

2.8 We will endeavour to ensure that your International Freecall or Global 800 number remains available to you. You acknowledge that we are not able to control when a number becomes unavailable.

2.9 If your number becomes unavailable and you inform us of this, we will make all reasonable efforts to assist you with making that same number available again. If our efforts are not successful, we will allocate you with a new service number. We will not be responsible for any loss that you suffer as a result of this.

#### Connection charges

2.10 We will charge you the following fees to connect your International Freecall or Global 800 service and to allocate your Global 800 number (if applicable):

	<b>GST EXCL.</b>
<b>International number connection charge</b> (for each International Freecall or Global 800 number connected)	<b>\$60.00</b>
<b>Global 800 number allocation fee</b> (for each Global 800 number allocated to you)	<b>\$250.00</b>

#### Monthly charges

2.11 We will charge you the following monthly charge for your International Freecall service or Global 800 service:

<b>INTERNATIONAL MONTHLY CHARGE</b>	<b>GST EXCL.</b>
For each International Freecall number or Global 800 number, per country	<b>\$25.00</b>

2.12 If your International Freecall service or Global 800 service is cancelled before a particular

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billing cycle ends, you must pay the monthly charge for that billing cycle.

#### Call charges

2.13 We will charge you a call connection fee and an international call charge (which we will charge you per second) set out in the tables below for each call to your International Freecall service or Global 800 service where your nominated answer point is in Australia.

2.14 Where a call to your International Freecall service or Global 800 service is forwarded to an answer point outside Australia, we will charge you:

- (a) the call connection charge and relevant international call charge until the call is forwarded outside Australia:

at which time, in addition to the international charge in (a), we will charge you:

- (b) for an international call at the BusinessLine Complete rates set out in Part D - Business Phone Services section of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/customer-terms/business-government/business-fixed-line/business-phone-services>.

2.15 We will start charging you the international call charge from the time that a call is connected to the nominated answer point. We do not charge you if the call is not answered, or if it is connected to a recorded voice announcement or a voice menu and no further connection is made.

CALL CONNECTION FEE	GST EXCL.
For each call	<b>\$0.22</b>

INTERNATIONAL CALL CHARGES (PER MINUTE)					
COUNTRY	GST EXCL.	COUNTRY	GST EXCL.	COUNTRY	GST EXCL.
Argentina#	<b>\$1.27</b>	Hong Kong	<b>\$0.59</b>	Philippines	<b>\$1.00</b>
Austria	<b>\$0.90</b>	Hungary#	<b>\$1.27</b>	Poland	<b>\$1.27</b>
Bahrain#	<b>\$1.99</b>	India#	<b>\$1.99</b>	Portugal	<b>\$1.57</b>
Belgium	<b>\$1.21</b>	Indonesia#	<b>\$1.26</b>	Saudi Arabia#	<b>\$1.81</b>
Brazil	<b>\$1.57</b>	Ireland	<b>\$0.59</b>	Singapore	<b>\$0.64</b>
Canada	<b>\$0.57</b>	Israel	<b>\$1.13</b>	South Africa	<b>\$0.99</b>
Chile#	<b>\$1.27</b>	Italy	<b>\$0.64</b>	Spain	<b>\$1.01</b>
*China (North)	<b>\$1.26</b>	Japan	<b>\$0.70</b>	Sweden	<b>\$0.70</b>
*China	<b>\$1.26</b>	Korea, Rep. of	<b>\$1.13</b>	Switzerland	<b>\$0.70</b>

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INTERNATIONAL CALL CHARGES (PER MINUTE)					
COUNTRY	GST EXCL.	COUNTRY	GST EXCL.	COUNTRY	GST EXCL.
(South)					
Denmark	<b>\$0.84</b>	Macau	<b>\$1.89</b>	Taiwan	<b>\$1.26</b>
Fiji#	<b>\$1.21</b>	Malaysia	<b>\$0.89</b>	Thailand	<b>\$1.26</b>
France	<b>\$0.70</b>	Mexico#	<b>\$1.99</b>	Turkey#	<b>\$1.27</b>
Germany	<b>\$0.70</b>	Netherlands	<b>\$0.84</b>	United Arab Emirates#	<b>\$1.59</b>
Greece#	<b>\$0.70</b>	New Zealand	<b>\$0.40</b>	United Kingdom	<b>\$0.49</b>
Guam#	<b>\$1.09</b>	Norway	<b>\$0.90</b>	United States (mainland)	<b>\$0.40</b>
Hawaii	<b>\$0.40</b>	Papua New Guinea#	<b>\$1.07</b>		

# Global 800 Services are currently not available from these countries.

\* For services in China, you will require a separate service from North China and/or South China.

### Optional Features

2.16 The following optional features are available for your International Freecall service or Global 800 service for an additional charge:

Service Access Number	A security feature that requires your callers to dial a PIN number in order to complete a voice call. This feature allows you to add an extra layer of security, select different feature settings, allocate your costs among different users or select different answer points for your International Freecall or Global 800 service.
Automatic call forwarding (time of day)	Calls can be automatically forwarded to one or more nominated answer points at specified times of the day and days of the week. Calls can be forwarded to mobiles, or fixed lines within Australia and outside Australia.
Call Overflow (Automatic Call Forwarding - Busy/No Answer)	If an answer point is busy or not answering, the call will be automatically forwarded to an alternate answer point.
Customised Announcement	Callers will hear a personalised announcement pre-recorded by you when connecting to your International Freecall or Global 800 service.

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Extension Dialling	Callers can dial a 3, 4 or 5 digit PABX extension number to be automatically connected to that extension.
Speed Dial	Callers can dial a one or two digit number to be connected to a particular answer point nominated by you.
Customised Menu	Callers have one of nine options to choose from a recorded menu they hear once they are connected to your International Freecall or Global 800 service.
Dial tone	Callers are able to dial another number within Australia (together with a Service Access Number).
Call Splaying	You can select different percentages of your callers to be directed to different answer points.

#### Optional Feature charges

2.17 We will charge you the following charges for the optional features:

<b>OPTIONAL FEATURE CHARGES (PER MONTH)</b>	<b>GST EXCL.</b>
Service Access Number (for each group of up to ten Service Access Numbers)	<b>\$10.00</b>
Automatic call forwarding (time of day)	<b>\$10.00 per nominated answer point</b>
<b>OPTIONAL FEATURE CHARGES (PER CONNECTION)</b>	<b>GST EXCL.</b>
Call Overflow (Automatic Call Forwarding - Busy/No Answer)	<b>\$10.00</b>
Extension Dialling	<b>\$100.00</b>
Speed Dial (for each speed dial number)	<b>\$10.00</b>
Customised menu (options) (for up to nine options)	<b>\$100.00</b>
Dial Tone	<b>\$50.00</b>
To establish a new answer point or change an existing answer point during any six nominated time periods on any day(s) of the week	<b>\$10.00 per answer point</b>
For other recorded voice announcements you already have for your service (changes only – we no longer provide this feature for new connections).	<b>\$100.00</b>

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The most you pay to connect any number of features to a single service if those features are connected in the same application.	<b>\$1,000.00</b>
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#### Suspending your service

- 2.18 You can request that we temporarily suspend your International Freecall service or Global 800 service by giving us 30 days notice in writing. If you have not asked us to resume your suspended International Freecall service or Global 800 service within 12 months, we can cancel your International Freecall service or Global 800 service by giving you 30 days notice in writing before we cancel it.
- 2.19 We can suspend your International Freecall service or Global 800 service or your number without having to notify you if we have reasonable grounds to suspect someone is using the service or number fraudulently or without authorisation. We will notify you about the suspension as soon as we can.
- 2.20 Where you request us to suspend your service, we will charge you the following monthly hold-over charge to reserve your number while your International Freecall service or Global 800 service is suspended. We will not charge you any fees if your service is suspended for any other reason.

<b>INTERNATIONAL SUSPENSION CHARGE (PER SUSPENDED SERVICE)</b>	<b>GST EXCL.</b>
For each month that your service is suspended	<b>\$20.00</b>

#### Cancelling your service

- 2.21 We or you can cancel your International Freecall service or Global 800 service by giving the other party 30 days written notice.

#### Security and your responsibility for charges

- 2.22 You are entirely responsible for the security of your International Freecall service or Global 800 service. We do not guarantee that the Service Access Number feature will prevent unauthorised use of your service.
- 2.23 You must pay for all calls to your International Freecall service or Global 800 service, including unauthorised or fraudulent use, unless the unauthorised or fraudulent use occurs using a Service Access Number or you receive calls after you have asked us to suspend or cancel your International Freecall or Global 800 service.