

Part D – Other Call Types

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Certain words are used with the specific meanings set in [Part A - General of the Telstra Mobile section of Our Customer Terms](#), or in the General Terms of Our Customer Terms.

1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

See clause 1 of Part A – General of the Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 Customer Service enquiries

- 2.1 We charge you the following for customer service enquiries made from a mobile service to 125 numbers (unless we specify otherwise):

Customer Service enquiries	GST excl.	GST incl.
Charge for each call to 125 numbers within Australia	22.73¢	25¢
Subject to clause 2.2 below, charge for each call within Australia to 125 111, 125 8880, 125 8887, 125 8888	No charge	No charge
Charge for each call made outside Australia to the following 125 numbers: + 61 439 125 109, + 61 439 125 111 and + 61 439 125 117 (a GST free call).	22.73¢	N/A

- 2.2 If you are on a Telstra post-paid plan which provides a number of included call minutes, the duration of your calls from that Telstra post-paid mobile service to 125 111, 125 8880, 125 8887 and 125 8888 will be deducted from your included call minutes.

3 Mobile Tutorials

- 3.1 You can make a video call from your Next G service to 125 131 to access Mobile Tutorials and you will not be charged for this call.

4 International calls

- 4.1 We charge you the following for making international voice calls. Charges for international voice calls may be varied by us at any time in accordance with the General Terms of Our Customer Terms. You should contact us to check the most recent



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international voice call charges before making international calls. The call connection fee set out below also applies to each international voice call. All voice call rates charged per 60 second block (or part).

- 4.2 The charges for making international voice calls and voice calls to global and satellite services from a Telstra Pre-Paid Plus service are set out in Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

Destination	Voice Calls to Fixed Line (non-roaming) Number Per minute rate		Voice Calls to an International Mobile (non-roaming) Number Per minute rate	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee per call	\$ 0.36	\$ 0.40	\$ 0.36	\$ 0.40
Afghanistan	\$ 2.57	\$ 2.83	\$ 2.57	\$ 2.83
Alaska	\$ 0.40	\$ 0.44	\$ 0.40	\$ 0.44
Albania	\$ 2.29	\$ 2.52	\$ 2.29	\$ 2.52
Algeria	\$ 2.57	\$ 2.83	\$ 2.57	\$ 2.83
American Samoa	\$ 1.00	\$ 1.10	\$ 1.00	\$ 1.10
Andorra	\$ 0.82	\$ 0.90	\$ 0.82	\$ 0.90
Angola	\$ 2.20	\$ 2.42	\$ 2.20	\$ 2.42
Anguilla	\$ 2.57	\$ 2.83	\$ 2.57	\$ 2.83
Antarctica	\$ 0.74	\$ 0.81	\$ 0.74	\$ 0.81
Antigua	\$ 1.51	\$ 1.66	\$ 1.51	\$ 1.66
Argentina	\$ 1.19	\$ 1.31	\$ 1.44	\$ 1.58
Armenia	\$ 1.74	\$ 1.91	\$ 1.74	\$ 1.91
Aruba	\$ 1.51	\$ 1.66	\$ 1.51	\$ 1.66
Ascension Island	\$ 2.29	\$ 2.52	\$ 2.29	\$ 2.52
Austria	\$ 0.68	\$ 0.75	\$ 1.07	\$ 1.18
Azerbaijan	\$ 1.74	\$ 1.91	\$ 1.74	\$ 1.91
Bahamas	\$ 0.96	\$ 1.06	\$ 0.96	\$ 1.06
Bahrain	\$ 1.45	\$ 1.59	\$ 1.45	\$ 1.59
Bangladesh	\$ 1.78	\$ 1.96	\$ 2.05	\$ 2.26
Barbados	\$ 1.78	\$ 1.96	\$ 1.78	\$ 1.96
Belarus	\$ 1.74	\$ 1.91	\$ 1.74	\$ 1.91
Belgium	\$ 1.19	\$ 1.31	\$ 1.70	\$ 1.87
Belize	\$ 1.78	\$ 1.96	\$ 1.78	\$ 1.96
Benin Republic	\$ 2.29	\$ 2.52	\$ 2.29	\$ 2.52
Bermuda	\$ 1.48	\$ 1.63	\$ 1.48	\$ 1.63
Bhutan	\$ 1.78	\$ 1.96	\$ 1.78	\$ 1.96
Bolivia	\$ 1.78	\$ 1.96	\$ 1.78	\$ 1.96



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Bosnia	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Botswana	\$	1.78	\$	1.96	\$	1.78	\$	1.96
BR. Virgin Islands	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Brazil	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Brunei	\$	0.99	\$	1.09	\$	0.99	\$	1.09
Bulgaria	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Burkina Faso	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Burundi	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Cambodia	\$	1.74	\$	1.91	\$	1.98	\$	2.18
Cameroon	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Canada	\$	0.58	\$	0.64	\$	0.58	\$	0.64
Cabo Verde	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Cayman Island	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Central African Republic	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Chad	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Chile	\$	0.96	\$	1.06	\$	1.35	\$	1.49
China	\$	1.25	\$	1.37	\$	1.56	\$	1.72
Colombia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Comoro Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Congo Rep	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Congo, Dem. Republic Of	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Cook Is	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Costa Rica	\$	1.91	\$	2.10	\$	1.91	\$	2.10
Croatia	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Cuba	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Cyprus	\$	0.72	\$	0.79	\$	0.93	\$	1.02
Czech Republic	\$	0.96	\$	1.06	\$	1.21	\$	1.33
Denmark	\$	0.83	\$	0.91	\$	1.34	\$	1.47
Diego Garcia	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Djibouti	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Dominica	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Dominican Republic	\$	0.96	\$	1.06	\$	0.96	\$	1.06
East Timor	\$	2.95	\$	3.24	\$	2.95	\$	3.24
Ecuador	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Egypt	\$	1.30	\$	1.43	\$	1.55	\$	1.70
El Salvador	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Equatorial Guinea	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Eritrea	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Estonia	\$	1.55	\$	1.70	\$	1.55	\$	1.70
Ethiopia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Falkland Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96



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Faroe Islands	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Fiji	\$	1.19	\$	1.31	\$	1.51	\$	1.66
Finland	\$	0.68	\$	0.75	\$	0.93	\$	1.02
France	\$	0.68	\$	0.75	\$	1.19	\$	1.31
French Guiana	\$	1.74	\$	1.91	\$	1.74	\$	1.91
French Polynesia	\$	1.10	\$	1.21	\$	1.10	\$	1.21
Gabon	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Gambia	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Georgia	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Germany	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Ghana	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Gibraltar	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Greece	\$	0.68	\$	0.75	\$	1.01	\$	1.11
Greenland	\$	1.37	\$	1.51	\$	1.37	\$	1.51
Grenada	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guadeloupe	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Guam	\$	0.82	\$	0.90	\$	0.82	\$	0.90
Guantanamo	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guatemala	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Guinea Republic	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Guinea-Bissau	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Guyana	\$	1.65	\$	1.82	\$	1.65	\$	1.82
Haiti	\$	2.66	\$	2.93	\$	2.66	\$	2.93
Hawaii	\$	0.40	\$	0.44	\$	0.40	\$	0.44
Honduras	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Hong Kong	\$	0.48	\$	0.53	\$	0.75	\$	0.82
Hungary	\$	0.96	\$	1.06	\$	1.21	\$	1.33
Iceland	\$	1.19	\$	1.31	\$	1.19	\$	1.31
India	\$	1.65	\$	1.82	\$	1.98	\$	2.18
Indonesia	\$	1.27	\$	1.40	\$	1.61	\$	1.77
Iran	\$	1.26	\$	1.39	\$	1.46	\$	1.61
Iraq	\$	2.11	\$	2.32	\$	2.11	\$	2.32
Ireland	\$	0.60	\$	0.66	\$	1.13	\$	1.24
Israel	\$	0.77	\$	0.85	\$	1.09	\$	1.20
Italy	\$	0.63	\$	0.69	\$	1.15	\$	1.26
Ivory Coast	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Jamaica	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Japan	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Jordan	\$	1.40	\$	1.54	\$	1.65	\$	1.81
Kazakstan	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Kenya	\$	1.65	\$	1.82	\$	1.90	\$	2.09
Kiribati	\$	1.00	\$	1.10	\$	1.00	\$	1.10



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Kuwait	\$	1.56	\$	1.72	\$	1.56	\$	1.72
Kyrgyzstan	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Laos	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Latvia	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Lebanon	\$	1.55	\$	1.70	\$	1.86	\$	2.05
Lesotho	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Liberia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Libya	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Liechtenstein	\$	0.68	\$	0.75	\$	0.68	\$	0.75
Lithuania	\$	1.74	\$	1.91	\$	1.74	\$	1.91
Luxembourg	\$	0.96	\$	1.06	\$	0.96	\$	1.06
Macao	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Macedonia	\$	1.19	\$	1.31	\$	1.44	\$	1.58
Madagascar	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Malawi	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Malaysia	\$	0.72	\$	0.79	\$	0.99	\$	1.09
Maldive Isles	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Mali	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Malta	\$	1.00	\$	1.10	\$	1.25	\$	1.37
Mariana Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Marshall Islands	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Martinique	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Mauritania	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Mauritius	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Mayotte	\$	1.55	\$	1.71	\$	1.55	\$	1.71
Mexico	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Micronesia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Moldova	\$	1.96	\$	2.16	\$	1.96	\$	2.16
Monaco	\$	1.18	\$	1.30	\$	1.18	\$	1.30
Mongolia	\$	2.15	\$	2.36	\$	2.15	\$	2.36
Montenegro	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Montserrat	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Morocco	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Mozambique	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Myanmar	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Namibia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Nauru	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Nepal	\$	1.65	\$	1.82	\$	1.65	\$	1.82
Netherlands	\$	0.83	\$	0.91	\$	1.34	\$	1.47
Netherlands Antilles	\$	1.65	\$	1.81	\$	1.65	\$	1.81
New Caledonia	\$	1.10	\$	1.21	\$	1.10	\$	1.21
New Zealand	\$	0.40	\$	0.44	\$	0.94	\$	1.03



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Nicaragua	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Niger	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Nigeria	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Niue Is	\$	1.18	\$	1.30	\$	1.18	\$	1.30
Norfolk Is	\$	1.10	\$	1.21	\$	1.10	\$	1.21
North Korea	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Norway	\$	0.68	\$	0.75	\$	1.07	\$	1.18
Oman	\$	1.47	\$	1.62	\$	1.47	\$	1.62
Pakistan	\$	1.45	\$	1.59	\$	1.65	\$	1.82
Palau	\$	2.20	\$	2.42	\$	2.20	\$	2.42
Palestine, (State of)	\$	0.59	\$	0.65	\$	0.59	\$	0.65
Panama	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Papua New Guinea	\$	2.81	\$	3.09	\$	2.81	\$	3.09
Paraguay	\$	1.48	\$	1.63	\$	1.48	\$	1.63
Peru	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Philippines	\$	1.02	\$	1.12	\$	1.35	\$	1.48
Poland	\$	0.96	\$	1.06	\$	1.35	\$	1.49
Portugal	\$	1.19	\$	1.31	\$	1.58	\$	1.74
Puerto Rico	\$	0.68	\$	0.75	\$	0.68	\$	0.75
Qatar	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Reunion Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Romania	\$	1.51	\$	1.66	\$	1.75	\$	1.93
Russia	\$	1.27	\$	1.40	\$	1.48	\$	1.63
Rwanda	\$	1.78	\$	1.96	\$	1.78	\$	1.96
San Marino	\$	1.67	\$	1.84	\$	1.67	\$	1.84
Sao Tome	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Saudi Arabia	\$	1.67	\$	1.84	\$	1.92	\$	2.11
Senegal	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Serbia	\$	1.15	\$	1.26	\$	1.39	\$	1.53
Seychelles	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Sierra Leone	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Singapore	\$	0.63	\$	0.69	\$	0.95	\$	1.04
Slovak Republic	\$	0.82	\$	0.90	\$	0.82	\$	0.90
Slovenia	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Solomons	\$	1.45	\$	1.60	\$	1.70	\$	1.87
Somalia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
South Africa	\$	1.01	\$	1.11	\$	1.34	\$	1.47
South Sudan	\$	1.78	\$	1.96	\$	1.78	\$	1.96
South Korea	\$	0.92	\$	1.01	\$	1.19	\$	1.31
Spain	\$	0.99	\$	1.09	\$	1.51	\$	1.66
Sri Lanka	\$	1.19	\$	1.31	\$	1.51	\$	1.66
St Helena	\$	1.78	\$	1.96	\$	1.78	\$	1.96



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St Kitts	\$	1.78	\$	1.96	\$	1.78	\$	1.96
St Lucia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
St Pierre	\$	1.51	\$	1.66	\$	1.51	\$	1.66
St Vincent	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Sudan	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Surinam	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Swaziland	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Sweden	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Switzerland	\$	0.68	\$	0.75	\$	1.19	\$	1.31
Syria	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Taiwan	\$	1.25	\$	1.37	\$	1.56	\$	1.72
Tajikistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Tanzania	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Thailand	\$	1.27	\$	1.40	\$	1.27	\$	1.40
Togo Rep	\$	2.37	\$	2.61	\$	2.37	\$	2.61
Tokelau Is	\$	1.43	\$	1.57	\$	1.43	\$	1.57
Tonga	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Trinidad	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Tunisia	\$	2.57	\$	2.83	\$	2.57	\$	2.83
Turkey	\$	1.13	\$	1.24	\$	1.45	\$	1.59
Turkmenistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Turks Is	\$	2.29	\$	2.52	\$	2.29	\$	2.52
Tuvalu	\$	1.23	\$	1.35	\$	1.23	\$	1.35
U.S. Virgin Islands	\$	0.68	\$	0.75	\$	0.68	\$	0.75
U.S.A.	\$	0.40	\$	0.44	\$	0.40	\$	0.44
Uganda	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Ukraine	\$	1.19	\$	1.31	\$	1.19	\$	1.31
United Arab Emirates	\$	1.62	\$	1.78	\$	1.94	\$	2.13
United Kingdom	\$	0.50	\$	0.55	\$	1.03	\$	1.13
Uruguay	\$	1.51	\$	1.66	\$	1.75	\$	1.93
Uzbekistan	\$	1.51	\$	1.66	\$	1.51	\$	1.66
Vanuatu	\$	1.30	\$	1.43	\$	1.30	\$	1.43
Vatican City	\$	0.74	\$	0.81	\$	0.88	\$	0.97
Venezuela	\$	1.19	\$	1.31	\$	1.19	\$	1.31
Vietnam	\$	1.55	\$	1.70	\$	1.81	\$	1.99
Wallis Is	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Western Samoa	\$	1.00	\$	1.10	\$	1.00	\$	1.10
Yemen Arab Republic	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Zambia	\$	1.78	\$	1.96	\$	1.78	\$	1.96
Zimbabwe	\$	1.96	\$	2.16	\$	2.28	\$	2.51



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- 4.3 We charge you the following for calls to the specified global and satellite services. We charge you in blocks of 30 seconds, except for calls to International Network (BT Geoverse). For calls to International Network (BT Geoverse) we charge you the call connection fee plus the per minute rate (calculated per second).

Calls to global and satellite services	GST excl	GST-incl.
	Per minute	
Calls to Inmarsat B numbers beginning with 8703	\$5.445	\$5.99
Calls to Inmarsat Aero numbers beginning with 8705	\$9.990	\$10.99
Calls to Inmarsat B HSD numbers beginning with 87039 or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	\$18.173	\$19.99
Calls to Inmarsat M numbers beginning with 8706	\$3.627	\$3.99
Calls to Inmarsat Mini M numbers beginning with 87076	\$3.173	\$3.49
Calls to Inmarsat GAN ISDN numbers beginning with 87060	\$13.627	\$14.99
Calls to: <ul style="list-style-type: none"> • International Network Shared Code (Thuraya) numbers beginning with 88216 ; or • Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299. 	\$5.1364	\$5.65
Calls to Iridium numbers beginning with 8816 or 8817	\$4.409	\$4.85

- 4.4 We charge you the following for making international video calls to the countries listed in clause 4.6 below. Charges for international video calls may be varied by us at any time in accordance with the General Terms of Our Customer Terms. You should contact us to check the most recent international video call charges before making international video calls. The call connection fee set out below also applies to each international video call. All call rates are per-minute rates and charged per second except if you have a Freedom Connect Plan, Freedom Connect BYO Plan, Every Day Connect Plan or Every Day Connect BYO Plan, Mobile Accelerate, Mobile Accelerate Casual, Mobile Accelerate BYO, Mobile Accelerate Data Share, Mobile Accelerate Data Share BYO, Go Mobile Plans, and Go Mobile BYO Plans, and Go Mobile Casual Plans in which case the rates will be charged per 60 second block (or part) at the following rates:



Part D – Other Call Types

Destination	Video Calls to Fixed Line (non-roaming) Number Per second rate		Video Calls to an International Mobile (non-roaming) Number Per second rate	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee per call	\$0.40	\$0.44	\$0.40	\$0.44
Video calls	\$0.0225	\$0.025	\$0.0025	\$0.025

- 4.5 The charges for making international video calls and video calls to global and satellite services from a Telstra Pre-Paid Plus service are set out in Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

Destination	Video Calls to Fixed Line (non-roaming) Number Per minute rate		Video Calls to an International Mobile (non-roaming) Number Per minute rate	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee per call	\$0.40	\$0.44	\$0.40	\$0.44
Video calls	\$1.36	\$1.50	\$1.36	\$1.50

- 4.6 The charges for making international video calls in clause 4.4 and 4.5 above apply to international video calls made to the following countries: Albania, Algeria, Andorra, Angola, Anguilla, Antartica, Antigua, Argentina, Armenia, Aruba, Ascension Island, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, Brunei, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cabo Verde, Caymand Is, Central African Rep, Chad, Chile, China, Colombia, Comoros, Congo (formerly Zaire), Congo Rep, Cook Is, Costa Rica, Croatia, Cuba, Cyprus, Czech Republic, Denmark, Diego-Garcia, Djibouti, Dominica, Dominican Rep, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Faeroe Island, Falkland Island, Fiji, Finland, France, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guantanamo, Guatemala, Guinea Bissau, Guinea Rep, Guyana, Haiti, Hawaii, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Iraq,



Part D – Other Call Types

Ireland, Israel, Italy, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Korea PDR, Korea Republic of, Kuwait, Krygyzstan, Laos, Latvia, Lebanon, Lesotho, Liberia, Libya, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Mariana Is, Marshall Is, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia (FS), Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue Is, Norfolk Island, Norway, Oman, Pakistan, Palau, Palestine (State of), Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, Rwanda, Samoa (West), Samon (US), San Marino, Sao Tome & Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Slovak Republic, Slovenia, Solomon Islands, Somalia, South Africa, Spain, Sri Lanka, St Helena, St Kitts & Nevis, St Lucia, St Pierre/Miquelon, St Vincent & The Grenadines, Sudan, Surinam, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks & Caicos Is, Tuvalu, Uganda, Ukraine, United Arab Emirates, United Kingdom, Uruguay, USA, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Virgin Is (British), Virgin Is (USA), Wallis & Futuna Is, Yemen AR, Zambia, Zimbabwe

5 InfoCall calls

- 5.1 The charges for making InfoCall calls from a mobile service are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- 5.2 We charge you the following surcharge for each InfoCall voice call and each InfoCall video call made from a mobile service.
- 5.3 It is not possible to call some higher charge InfoCall services from mobile services connected to our networks.

InfoCall calls	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Surcharge for an InfoCall voice call from a mobile service (per 30 seconds or part thereof)	15¢	16.5¢	15.45	17¢
Surcharge for an InfoCall video call from a mobile service (per 30 seconds or part thereof)	30¢	33¢	30¢	33¢



Part D – Other Call Types

- 5.4 InfoCall video call services can only be accessed by compatible 3G mobile phone handsets.
- 5.5 The InfoCall video call service is not available from fixed access types (eg ISDN).

6 Calls to Optus 1900 services

- 6.1 We charge you the following for making calls to an Optus 1900 service from a mobile service. The surcharge set out below also applies to each call to an Optus 1900 service.
- 6.2 It is not possible to call some higher charge Optus 1900 services from the mobile services connected to our networks.

Optus 1900 calls	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
Charges (per 30 seconds or part thereof)	\$2.00	\$2.20	\$2.00	\$2.20
Surcharge for an InfoCall call from a mobile service	15¢	16.5¢	15.45	17¢

7 016, 13 and 1300 calls

- 7.1 Subject to 8.2, we charge you calls from a mobile service to a 016, 13 or 1300 service as if they were calls to a fixed number under your applicable pricing plan.
- 7.2 We charge you the following for calls from a post-paid mobile service to 131114, 131191, 131282, 132000, 132200, 132203, 132253, 132255, 132674, 132999 and 133933.

Calls to:	GST excl.	GST incl.
131191, 131282, 132253, 132255, and 132674	22.73¢	25¢
132000, 132200, 132203, 132999, 133933 and 137663, subject to clause 8.3 below	No charge	No charge
131114 (Lifeline)	No charge	No charge



Part D – Other Call Types

- 7.3 If you are on a Telstra post-paid plan which provides a number of included call minutes the duration of your calls from that Telstra post-paid mobile service to 132000, 132200, 132203, 132999, 133933, 137633 will be deducted from your included call minutes.

8 Calls to a Telstra Mobile Satellite service (Iridium National Footprint)

- 8.1 We charge you the following for a call from a mobile service to a Telstra Mobile Satellite service in Australia with 014710, 014711, 0141712, 014714, 014715, 014716 or 014718 prefix. The Telstra Mobile Satellite service can be up to 200 nautical miles out to sea or in all Australian external territories except Antarctica.

Call to Telstra Mobile Satellite number in Australia	GST excl.	GST incl.
Connection fee	36.36¢	40¢
Call charge (per 30-seconds or part thereof)	72.72¢	80¢

Charges may be subject to bonus option or other discount, as determined by the caller's mobile service plan.

- 8.2 Notwithstanding the above, if you have a Go Mobile, Go Mobile Casual and Go Mobile BYO Plan, you will be charged \$1 per 60-seconds or part thereof for Telstra Mobile Satellite numbers in Australia. No call connection fee applies.

9 Calls to an Optus MobileSat service (01451, 01452 or 01453 Calls)

- 9.1 We charge you for a call from a mobile service to an Optus MobileSat service at the same rate as a call from a Basic Telephone Service to an Optus MobileSat service. The charges are set out in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms.

To see these charges – home and family customers [click here](#); business and government customers [click here](#).

- 9.2 Notwithstanding the above, if you have a Go Mobile, Go Mobile Casual and Go Mobile BYO Plan, you will be charged \$1 per 60-seconds or part thereof for Optus MobileSat service. No call connection fee applies.



Part D – Other Call Types

10 Directory Assistance on 1223

What is Directory Assistance on 1223?

- 10.1 You can call Directory Assistance on 1223 to search for a White Pages or Yellow Pages directory listing. Your call will be responded to in the first instance by an automated speech recognition system. If your call cannot continue to be automated, then an operator will assist you with your request.
- 10.2 You can use Directory Assistance to search for the number of a known name in the residential or business and government sections of the White Pages directory or to search for a type of business (i.e. a plumber, hairdresser) in the Yellow Pages directory.
- 10.3 If you are searching for a type of business (as opposed to a known business, government or residential name) you can receive up to three Yellow Pages listings from the operator.
- 10.4 Call connection to a requested number is available on 1223 to post-paid and pre-paid customers connected to the Telstra mobile network.

Charges – Directory Assistance

- 10.5 In addition to any applicable charges under your pricing plan, we charge you the following fee for calls to Directory Assistance on 1223. We charge you the service fee regardless of whether or not the operator can find the requested number. We charge you the attempted connection charge for successful and attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

Directory Assistance	GST incl.
Service fee for each call to Directory Assistance	95¢
Attempted connection charge (for successful and attempted connection to requested number)	\$1.50

- 10.6 We do not charge you a service fee if you are a disabled customer who uses the Telstra Disability Hotline or calls 12551.
- 10.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney, NSW local time regardless of the location from where the call to Directory Assistance was made. All other times specified for calls to Directory Assistance will be in the local time of the area from where the call to Directory Assistance was made.

Excluded searches

- 10.8 You cannot use Directory Assistance to search for a service with a Silent Name.



Part D – Other Call Types

What is International Directory Assistance?

- 10.9 International Directory Assistance is an operator assisted service. You call us on 1225 to ask us to search for an International telephone number you wish to call.

Charges – International Directory Assistance

- 10.10 We charge you the following service fee for calling International Directory Assistance (regardless of whether we can find the number or not):

International Directory Assistance charges	GST excl.	GST incl.
Service fee for each call to International Directory Assistance	\$1.50	\$1.65

Text message to Directory Assistance callers

- 10.11 When you call Directory Assistance on 1223, we will send you a text message with the contact details for the person or business you have requested, including the listing name and telephone number (provided your mobile phone is capable of receiving SMS).
- 10.12 In addition to information and content set out in clause 10.11, we may include other information about the person or business you have requested, including information about the goods and services the requested business provides (including general information, such as opening times or information about offers) and access to other content relevant to the requested person or business (such as maps and links to the requested business' website) , a survey to obtain your feedback, and marketing or community-focused messages. Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps and surveys). If you do not wish to receive this marketing information in future text messages from Directory Assistance, you can opt-out by sending an SMS containing the word “no” to 0429 000 920. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 10.11 in future text messages from Directory Assistance.

11 Call Connect

What is Call Connect

- 11.1 You call us on Call Connect to speak with an operator to search for and connect you to a White Pages or Yellow Pages directory listing.
- 11.2 You can access the Call Connect service from eligible pre-paid and post-paid mobile services by dialling 12456 and for a limited time, 12455. If you dial 12455 to access Call Connect, the call will be represented on your bill as a call to 12456.
- 11.3 The operator will only make one connection attempt to the requested number.

Charges



Part D – Other Call Types

- 11.4 We charge you the following charges when you call Call Connect. We charge you the Call Connect fee even if we cannot find a number. We charge you the attempted connection charge for successful connection and attempted connection to the requested number, even if the number does not answer or is busy or the attempted connection is otherwise unsuccessful.

Call Connect	GST incl.
Fee for each call to Call Connect (or Call Connect fee)	\$2.30
Attempted connection charge (for successful and attempted connection to requested number)	\$1.50

- 11.5 If you are a Telstra post-paid mobile customer, in addition to the Call Connect fee and attempted connection charge set out in clause 11.4, we also charge you:

- (a) the call charges and connection fees applicable under your pricing plan to connect to the Call Connect operator; and
- (b) the call charges and connection fee applicable under your pricing plan for the call connected to the requested telephone number.

- 11.6 If you are a Telstra Pre-Paid mobile customer, in addition to the Call Connect fee and attempted connection charge set out in clause 11.4 above, we also charge you:

- (a) the standard call connection fee on connection to the operator and airtime charges applicable under your pricing offer (charged per second spent with the operator); and
- (b) the call charges and connection fee applicable under your pricing offer for the call connected to the requested telephone number.

- 11.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney, NSW local time regardless of the location from where the call to Call Connect was made. All other times specified for calls to Call Connect will be in the local time of the area from where the call to Call Connect was made.

Service provided on Call Connect

- 11.8 If you are searching for a known business name or a White Pages listing, connection by the operator to the requested number is mandatory. If you are searching for a type of business (i.e. plumber, hairdresser) or a Yellow Pages listing, connection by the operator to the requested number is optional.

- 11.9 If you are searching for a type of business (as opposed to a business name or residential listing) you can receive up to three Yellow Pages referrals from the operator.



Part D – Other Call Types

Text message to Call Connect callers

- 11.10 When you call Call Connect, we will send you a text message with information about the person or business you have requested (provided your mobile phone is capable of receiving SMS). This information may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers) , other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).
- 11.11 In addition to information and content set out in clause 11.10, we may include a survey to obtain your feedback and marketing or community-focussed information about us or other businesses, government agencies or community organisations in the text message we send to you. If you do not wish to receive this marketing information from us in future text messages from Call Connect, you can opt-out by replying “no” to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 11.10 in future text messages from Call Connect.

Excluded searches

- 11.12 You cannot use Call Connect to connect to:
- (a) a Silent Line;
 - (b) a service that is not listed in our White Page or Yellow Pages directory database; or
 - (c) some enhanced services like 0500, InfoCall 190 services, directory assistance calls, calls to pagers and ships at sea.

Goods or Services you buy from service providers you locate through Call Connect

- 11.13 Where you use Call Connect to connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant goods and services are provided by that service provider and not by us. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty for those goods or services, and accept no liability for them.

Acceptable use of Call Connect

- 11.14 You must not use Call Connect or allow your officers, employees, contractors, agents or anyone else to use Call Connect in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.



Part D – Other Call Types

- 11.15 If you use Call Connect or allow another person to use Call Connect in the manner described in clause 11.14, we may terminate your access to Call Connect without notice to you.
- 11.16 We may, in our discretion, suspend access to Call Connect from any telephone service which has been used in the manner described in clause 11.14.

12 Call Connect SMS service

What is the Call Connect SMS service?

- 12.1 You can send an SMS to 1-2-4-5-6 or 1-2-4-5-5 to request information listed in the White Pages and Yellow Pages directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses. If you SMS 1-2-4-5-5 to access Call Connect, the SMS may be represented on your bill as an SMS to 1-2-4-5-6.
- 12.2 You can access the Call Connect SMS service from eligible pre-paid and post-paid mobile services by sending an SMS to 1-2-4-5-6 or 1-2-4-5-5.
- 12.3 Each Call Connect SMS service comprises:
- (a) an SMS sent by you to Call Connect containing your request for information (“**Listing Request**”); and
 - (b) an SMS sent by us to you containing:
 - (i) the results of your Listing Request;
 - (ii) notification that no results are available for your Listing Request; or
 - (iii) a request for you to SMS Call Connect with further information in order for us to complete your Listing Request and either send you the results of your Listing Request or send you notification that no results are available for your Listing Request,
- (collectively, the “**SMS Response**”).

Request for further information

- 12.4 If we send you an SMS with a request for further information in order for us to complete your Listing Request, you must SMS the further information requested to Call Connect if you want us to send you the results of your Listing Request. Your SMS providing further information and our SMS to you with the results of your Listing Request will be considered part of the original Listing Request, and you will only be charged one Call Connect SMS service fee.



Part D – Other Call Types

Charges

- 12.5 The charges that apply each time you use the Call Connect SMS service are set out below.

Call Connect SMS service fee	GST incl.
Fee for SMS to Call Connect (or Call Connect fee)	\$2.30

- 12.6 You will be charged the Call Connect SMS service fee even if:
- (a) we cannot find information that corresponds to your search criteria;
 - (b) you cancel the Listing Request before it has been processed; or
 - (c) you do not receive the SMS Response from us because of a fault or problem outside our reasonable control.
- 12.7 You will be charged the Call Connect SMS service fee each time you send an SMS to Call Connect that we reasonably consider to be abusive, a nuisance or otherwise inappropriate, or where you have accidentally sent a text message to the Call Connect SMS service. We may send you an SMS to let you know that we consider your SMS to be abusive, a nuisance or otherwise inappropriate.
- 12.8 You will not be charged for using the Call Connect SMS service if you send an SMS to Call Connect that is blank.

Service delivery

- 12.9 Once we have sufficient information from you to process your Listing Request, we will search our databases for information which matches the search criteria listed in the Listing Request. We will send you an SMS with the result.
- 12.10 If your Listing Request returns multiple results, we will provide you with a SMS Response containing up to 3 of the most relevant results, as determined by us, depending on the nature of the query, an analysis of the information returned and the type of information requested. The SMS Response may include the contact details of the requested person or business (including the name, and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers), other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business' website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).



Part D – Other Call Types

- 12.11 If we do not find any results that match your Listing Request, we will send you a SMS Response to tell you this.
- 12.12 If the information you are looking for is not listed in the SMS Response that we send to you, you will need to send us a new Listing Request containing more precise search criteria. This will constitute a new Call Connect SMS service.
- 12.13 All SMS that we send (including the SMS Response) will be sent to the mobile number from which the initial Listing Request was sent and may also contain a survey to obtain your feedback and marketing or community-focussed information. If you do not wish to receive this marketing information, you can opt-out by replying “no” to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 12.10 in future text messages from Call Connect.
- 12.14 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty that the information you request is correct or current and accept no liability for any inaccuracies.

Excluded services

- 12.15 Listing Requests cannot be initiated or sent from a mobile service which is not connected to Telstra’s mobile network.

Goods or services you buy from services providers located through Call Connect

- 12.16 Where you use the Call Connect SMS service to request a number, and you subsequently acquire goods or services from a service provider at that number, the relevant goods or services are provided by that service provider and not by us. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty for those goods or services, and accept no liability for them.

Fair and reasonable use of the Call Connect SMS Service

- 12.17 Your use of the Call Connect SMS service must be fair and reasonable. This means that you must not use the Call Connect SMS service for the purposes of data mining or other forms of commercial exploitation.
- 12.18 You must also not use the Call Connect SMS service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. We may, at our reasonable discretion, refuse your Listing Request on these grounds.

Acceptable use of Call Connect

- 12.19 You must not use Call Connect or allow your officers, employees, contractors, agents or anyone else to use Call Connect in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.



Part D – Other Call Types

- 12.20 If you use Call Connect or allow another person to use Call Connect in the manner described in clause 12.19, we may terminate your access to Call Connect without notice to you.
- 12.21 We may, in our discretion, suspend access to Call Connect from any telephone service which has been used in the manner described in clause 12.19.

13 1234

What is the 1234 service?

- 13.1 The 1234 service is a premium operator call connection and information service. By dialling the numbers 1-2-3-4 you will be able to:
- (a) request information from the White Pages, and Yellow Pages directories about most residential customers and businesses listed in those directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses; and/or
 - (b) request factual information, such as opening hours, timetables, information about events, product queries, movie information, world times, dialling codes, weather forecasts and other factual information
- 13.2 In relation to directory information requested under 13.1(a), you can also be connected to your requested residential or business number. In relation to information requested under 13.1(b), you may also be able to be connected to a relevant phone number. For example, if you request movie information, you may be connected to the relevant cinema.
- 13.3 In relation to information you request through the 1234 service, while we use care and skill in providing the service, subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty that this information is correct or current and accept no liability for any inaccuracies.

Charges

- 13.4 We will charge you the 1234 fee even if we cannot find the information requested. We will charge you the attempted connection charge for successful connection and attempted connection to the requested or relevant number, even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.



Part D – Other Call Types

1234 charges	GST incl.
Fee for each call to 1234 (or 1234 fee)	\$2.30
Attempted connection charge (for successful and attempted connection to requested or relevant number)	\$1.50

- 13.5 If you are a Telstra post-paid mobile customer in addition to the 1234 fee and attempted connection charge set out in clause 13.4, we also charge you:
- (a) the call charges and connection fees applicable under your pricing plan to connect to the 1234 operator; and
 - (b) the call charges and connection fee applicable under your pricing plan for the call connected to the requested telephone number.
- 13.6 If you are a Telstra Pre-Paid customer, in addition to the 1234 fee and attempted connection charge set out in clause 13.4, we also charge you:
- (a) the standard call connection fee on connection to the operator and airtime charges applicable under your pricing offer (charged per second spent with the operator); and
 - (b) the call charges and connection fee applicable under your pricing offer for the call connected to the requested telephone number.
- 13.7 If you ask to be connected to your requested number, the time specified on your bill as the time that connection was attempted will be in Sydney local time regardless of the location from where the call to 1234 was made. All other times specified for calls to 1234 will be in the local time of the area from where the call to 1234 was made.

Excluded connections

- 13.8 You cannot use the 1234 service to connect to:
- (a) a service with a Silent Line; or
 - (b) a service that is not listed in our directory assistance database; or
 - (c) some enhanced services like 0500, directory assistance calls, calls to pagers and ships at sea.

Excluded services

- 13.9 You cannot call the 1234 service by dialling the numbers 1-2-3-4 from a mobile service which is not connected to Telstra's mobile network.

Text message to 1234 callers



Part D – Other Call Types

- 13.11 When you call 1234, we will send you a text message responding to your request (provided your mobile phone is capable of receiving SMS). The SMS will contain information which may include the contact details of the requested person or business (including the name and number), information about the goods and services the requested business provides (including general information, such as opening times, or information about offers) and/or the relevant ‘fact’ requested, other material about the requested business, information about specific Telstra products relevant to your request or the requested business, and access to other content relevant to the requested person or business (such as maps and links to the requested business’ website). Standard charges (if any) will apply to accessing content provided to you in that text message (such as maps).
- 13.12 In addition to information and content set out in clause 13.11, we may include a survey to obtain your feedback and marketing or community-focussed information about us or other businesses, government agencies or community organisations in the text message we send to you. If you do not wish to receive this marketing information from us in future text messages from 1234, you can opt-out by replying “no” to the text message. If you opt-out of receiving this marketing information, you will continue to receive the types of information outlined in clause 13.11 in future text messages from 1234.

Goods or services you buy from services providers located through 1234

- 13.13 If you use 1234 to request and/or connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant good and services are provided by that service provider and not by us. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty for those goods or services, and accept no liability for them.
- 13.14 Any purchase by you of goods or services from us directly through the 1234 service will be subject to specific terms and conditions, as notified by us from time to time.

What are Operator assisted calls on 1234

- 13.15 National and international operator assisted calls including particular person calls and station calls are also available via the 1234 service.
- 13.16 For operator assisted calls, we charge you the 1234 fee set out above from when you connect to the 1234 operator until the call is transferred to the operator who will assist with the operator assisted call. The call charges for operator assisted calls then apply.
- 13.17 We charge you a surcharge for each operator assisted call made from a mobile service as applicable under your pricing plan. The surcharge is payable from the time you are connected to Operator Assistance from 1234
- 13.18 Operator Assisted calls are not available to Telstra Pre-Paid Plus customers.

Fair and reasonable use of 1234



Part D – Other Call Types

- 13.19 Your use of the 1234 service must be fair and reasonable. This means that you must not use the 1234 service for the purposes of data mining or other forms of commercial exploitation. The operator will therefore limit your referral requests to a maximum of three White Pages and Yellow referrals.
- 13.20 You must also not use the 1234 service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. The operator may, at its reasonable discretion, refuse your information or referral request on these grounds.

Requests for factual information

- 13.21 Fair and reasonable requests for factual information pursuant to 13.1(b) will always receive a response. We will, if possible, provide a single precise answer to a request. If the request has a number of answers, Telstra will choose the most appropriate answer that responds to your request.
- 13.22 The 1234 service allows you to request factual information. Requests that are not of a strictly factual nature may receive a response that contains factual information. However, Telstra will not provide a response that comprises an opinion. For example, we will not provide a response to a question that requires a medical opinion but instead may provide the contact details for a hospital.

Acceptable use of 1234

- 13.23 You must not use the 1234 service or allow your officers, employees, contractors, agents or anyone else to use the service in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.
- 13.24 If you use the 1234 service or allow another person to use the service in the manner described in clause 13.23, we may terminate your access to the 1234 service without notice to you.
- 13.25 We may, in our discretion, suspend access to the 1234 service from any telephone service which has been used in the manner described in clause 13.23.

Information sourced from the Internet

- 13.26 We may source information from the internet when responding to your request through the 1234 service.

14 Push to Talk (PTT)

Eligibility

- 14.1 To be able to receive and use the Telstra PTT solution you must be an eligible Telstra customer and have and maintain an Eligible Mobile Plan for the period that you receive the Telstra PTT solution.



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Description

14.2 The Telstra Push to Talk solution is a near real-time voice communication service over Telstra’s cellular network, which allows your End Users to have rapid one touch voice communications with individuals or groups on Telstra’s cellular networks and otherwise any Wi-Fi network connected to the Internet (“**Telstra PTT**”).

Inclusions and optional features

14.3 The Telstra PTT solution includes:

- (a) access to the **PTT Client App**, which is a mobile application that allows your End Users to access and use the Telstra PTT solution;
- (b) access to the Corporate Administration Tool or ‘**CAT**’, which is a web browser-based portal that allows you to manage contacts and talk groups for your Telstra PTT solution; and
- (c) access to **Business Demand Data** or **BDD**, which is Telstra’s mobile broadband data solution that aims to provide enhanced data treatment on Telstra’s 4G mobile network during times of high traffic demand.

14.4 The further inclusions and optional features available with your Telstra PTT solution are described in the table below.

Telstra PTT solution	Inclusions	Optional Features
Telstra Push-to-Talk	<ul style="list-style-type: none"> • PTT Client App • CAT • Level 1 Help Desk support during Business Hours • BDD 	<ul style="list-style-type: none"> • Dispatcher application, which is web browser based portal that provides certain Telstra PTT End users who are authorised to carry out ‘dispatcher’ type roles with additional functionality to manage daily dispatch operations (“Dispatcher Application”) • Training (face to face or online) • Accessories that you may purchase from us that we make available from time to time • Implementation phase professional services that we agree with you in an Application Form and accompanied by a Statement of Work (SOW)



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14.5 The optional features you are ordering with your Telstra PTT solution (including any additional fees for those optional features) are set out in your application form or separate agreement with us.

Applicable terms

14.6 The following terms apply to your (and your End Users') receipt and use of the Telstra PTT solution:

- (a) the terms set out in this clause 14;
- (b) in relation to training and other implementation phase professional services that form part of your Telstra PTT solution, the terms set out in the [Professional Services section of Our Customer Terms](#);
- (c) any terms set out in your Application Form(s) for your Telstra PTT solution; and
- (d) the Telstra PTT Client App end user licence agreement, as amended from time to time, available via the Telstra PTT Client App and on request from us (**PTT EULA**).

14.7 If there is any inconsistency between the terms set out in a document listed in clause 14.6, the terms set out in the document listed higher in clause 14.6 will prevail to the extent of that inconsistency.

Compatibility

14.8 For optimum performance of Telstra PTT, we recommend that you use Telstra PTT with devices that have been certified by us and our Third Party Supplier as compatible with our mobile network and Telstra PTT ("**Certified Devices**").

14.9 You may be able to use your Telstra PTT solution with devices that have been certified by us as compatible with our mobile network and have also been certified by our Third Party Supplier as compatible with the Motorola Solutions Kodiak Platform in either Australia or other markets globally where the Kodiak platform operates ("**Partially Certified Devices**").

14.10 You must not use Telstra PTT with devices that are not Certified Devices or Partially Certified Devices.

14.11 A list of Certified Devices and Partially Certified Devices is available on request.

14.12 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not guarantee that Telstra PTT or any part of it will work as intended, or be compatible, with Partially Certified Devices.

14.13 We only provide support (as described in clauses 14.26 and 14.27) for Certified Devices and Partially Certified Devices.



Part D – Other Call Types

PTT Client App

- 14.14 To use Telstra PTT on a mobile device you will need to have the PTT Client App installed on that mobile device. The PTT Client App is available to download from the Google Play or Apple App stores, or in some cases the PTT Client App may be pre-loaded onto a device.
- 14.15 You must accept and comply with, and must ensure that each of your End Users accepts and complies with, the PTT EULA before accessing and using the PTT Client App. Use of location tracking features will be enabled on the PTT Client App if an End User is logged into Telstra PTT regardless of whether they have the Client App open or their mobile device locked.

Accessories

- 14.16 We may from time to time make certain accessories available for you to purchase and use with your Telstra PTT solution.

Dispatcher Application

- 14.17 The Dispatcher Application is compatible with the following browsers:

- (a) Microsoft Edge;
- (b) Firefox;and
- (c) Google Chrome

We will notify you at the time your service is activated which browser version is supported. Telstra PTT also requires installation of a browser plugin, which you will be prompted to install when you first access the Dispatcher Application.

Telstra Fair Play Policy

- 14.18 Our FairPlay Policy (set out in [Part A - General of the Telstra Mobile section of Our Customer Terms](#)) applies to you and your End Users' use of the Telstra PTT solution.
- 14.19 In addition to our FairPlay Policy, you must not use or allow others to use your Telstra PTT solution outside of Australia.

Acknowledgements

- 14.20 You acknowledge and agree that:
- (a) Telstra PTT does not include any reporting or similar feature;
 - (b) to the extent permitted by applicable law and subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not make any representation or provide any warranty or guarantee:



Part D – Other Call Types

- (i) that you will be able to access and use Telstra PTT at any given time or that your Telstra PTT Service will be fault free; and
 - (ii) in connection with the PTT Client App, the Dispatcher Application or the CAT other than that they will perform substantially in accordance with the applicable specifications;
- (c) the PTT Client App, Dispatcher Application, CAT web portals and your Telstra PTT solution will only work if the relevant compatible mobile device that an End User uses it with has sufficient Internet connectivity, whether through a compatible cellular network or a Wi-Fi connection;
- (d) real-time push-to-talk content (PTT voice, media traffic and related signalling) you transmit through your Telstra PTT solution will be zero-metered, but you will be charged for additional data services (including, for example, Google Map tiles) required to support the PTT Client App as part of your applicable Required Service;
- (e) the PTT Client App may not be downloadable if Mobile Device Management (“MDM”) is installed on the End User’s device. If an End User has MDM on their device, you or the End User may need to enable administrative rights for MDM enrolled End Users to download the PTT Client App or use the MDM software to push the application down to a device; and
- (f) your Telstra PTT solution:
- (i) is designed to assist you and your End Users in normal day-to-day operations and otherwise in relation to business incidents, but it is not designed for, and you **must not** use it for emergencies (for example, medical emergencies or any situation where a person’s life, health or safety is or may be at risk); and
 - (ii) should be used in conjunction with, but not instead of, normal mobile telephone calls and communications.

Compliance with laws

- 14.21 Telstra PTT has the potential to be used by you and your End Users in a manner which could breach Federal, State and Territory privacy, surveillance and workplace surveillance laws. You must not use PTT to determine or track the location of a person or an object in that person’s possession without their express consent.
- 14.22 You must comply, and must ensure that your End Users comply, with all applicable laws in connection with you and your End Users’ use of the Telstra PTT solution, including all applicable privacy, surveillance and workplace surveillance laws.
- 14.23 You must make all necessary disclosures to, and obtain all necessary consents from, your End Users in connection with:



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- (a) our receipt, collection, handling, use or storage of your End Users' Personal Information; and
- (b) the recording of calls made using the Telstra PTT solution,

so that you are able lawfully to receive, and we are lawfully able to provide, the Telstra PTT solution in accordance with our agreement with you and all applicable privacy, telecommunications, surveillance and workplace surveillance laws.

- 14.24 You indemnify us from and against any loss, liability or damage (**Loss**) that we suffer or incur and that arises naturally (that is, according to the usual course of things) as a result of any claim against us in connection with your breach or failure to comply with clauses 14.22 and 14.23 of this section of Our Customer Terms, except to the extent your breach or failure to comply with clauses 14.22 or 14.23 is caused or contributed to by us. We will also take reasonable steps to mitigate our Loss suffered or incurred in connection with any such claim.
- 14.25 We may suspend or cancel your Telstra PTT solution without liability to you if you breach clauses 14.22 and 14.23 of this section of Our Customer Terms.

Help desk support

- 14.26 We or our third party provider will operate a helpdesk that you may contact by telephone (1300 477 872) for support in relation to your use of Telstra PTT ("**Helpdesk**"). The Helpdesk will operate during Business Hours.
- 14.27 When you contact us for support, you must cooperate fully with us in the diagnosis of the potential issue and provide us with any information we or our third party provider reasonably require to provide support to you in relation to your Telstra PTT solution.

Charges

- 14.28 The charges for your Telstra PTT solution are set out in your application form or separate agreement with us and are payable as identified in that Application Form or separate agreement with us.

Term and termination and third-party services

- 14.29 Your Telstra PTT solution is provided on a month-to-month basis until terminated in accordance with the terms of your agreement with us for your Telstra PTT solution.
- 14.30 Either party may terminate your Telstra PTT solution on 30 days written notice to the other party.
- 14.31 We use services provided by our third-party service providers ("**Third-Party Suppliers**") in order to provide Telstra PTT to you. If those Third-Party Suppliers terminate a service that we rely on to provide Telstra PTT to you, we may suspend or terminate your Telstra PTT solution or the affected part of your Telstra PTT solution (as relevant) or transfer you to a reasonably comparable alternative service after giving you as much notice as



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reasonably possible in the circumstances. If we transfer you to a reasonably comparable alternative service and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

Definitions

14.32 In this clause 14:

Business Demand Data or BDD has the meaning given to it in clause 14.3(c).

Business Hours means 8.30am to 5pm AEST Monday to Friday, excluding any Australian national public holidays and any public holidays in any State or Territory in Australia.

CAT has the meaning given to it in clause 14.3(b).

Certified Devices has the meaning given to it in clause 14.8.

Dispatcher Application has the meaning given to it in clause 14.4.

Eligible Mobile Plan means an eligible mobile plan as notified to you from time to time.

End User means any of person that uses your Telstra PTT solution.

Helpdesk has the meaning given to it in clause 14.26.

Partially Certified Devices has the meaning given to it in clause 14.9.

PTT Client App has the meaning given to it in clause 14.9.

Telstra PTT has the meaning given to it in clause 14.2.

Third-Party Suppliers has the meaning given to it in clause 14.31.

15 Reverse charge calls

15.1 It is not possible to make reverse charge calls to a mobile service.

16 Reminder calls

16.1 Other service providers may provide a reminder service to you at rates agreed between you and them.

17 International credit card calls

17.1 The relevant international phone company will apply the call charges directly to your nominated credit card.

17.2 The surcharge for international calls set out above also applies to these calls.



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18 Auto-Calling Card Service

- 18.1 This service allows charges for calls you make to be charged to your credit card at pre-determined rates. We do not charge you for calls using this service from a mobile service.

19 Telstra Wi-Fi Calling

What is Telstra Wi-Fi Calling?

- 19.1 With Telstra Wi-Fi Calling you can make voice calls on your compatible mobile, when connected to a supported Wi-Fi network and there is no Telstra Mobile Network coverage.

Availability

- 19.2 To use Telstra Wi-Fi calling you must:
- (a) have a compatible handset. To see a list of compatible handsets visit Telstra.com. Telstra may amend this list from time to time;
 - (b) connect your mobile using Wi-Fi to a supported Fixed Broadband service. This means most consumer fixed broadband connections; and
 - (c) be in an area in Australia where there is no Telstra Mobile Network coverage.
- 19.3 Telstra Wi-Fi Calling is not available with Mobile Wi-Fi Hotspots or for use while overseas.

Telstra Wi-Fi Calling – charges

- 19.4 If you make a Telstra Wi-Fi call while connected to a Telstra consumer fixed broadband service, the following charges apply:
- (a) Voice component: you will be charged voice charges in accordance with your current mobile voice rates. If you have a Go Mobile Plus Plan see Telstra Mobile Section, Part B – Our current consumer pricing plans. For any other plan, see Telstra Mobile Section, Part B – Plans no longer available for new connections; and
 - (b) Data component: no data charges apply
- 19.5 If you make a Telstra Wi-Fi call while connected to a non-Telstra fixed broadband service, the following charges apply:
- (a) Voice component: you will be charged voice charges in accordance with your current mobile voice rates. If you have a Go Mobile Plus Plan see Telstra Mobile Section, Part B – Our current consumer pricing plans. For any other plan, see



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Telstra Mobile Section, Part B – Plans no longer available for new connections;
and

- (b) Data component: data charges may apply in accordance with the broadband provider's normal rates.

