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Certain words are used with the specific meanings set out on page 12 and in the General Terms of Our Customer Terms.

1 About the Calling Cards section

Our Customer Terms

- 1.1 This is the Calling Cards section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

Inconsistencies

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

2 General

Telstra calling cards

- 2.1 We offer certain calling cards that allow you to make calls from a payphone or most telephone services and have the charges for the call charged according to the card's terms (eg, deducted from stored value on the card, or billed to an account attached to the card). This section sets out the terms for using our calling cards, including any charges and surcharges that apply.

Other calling cards

- 2.2 Other companies also offer calling cards that allow you to make calls from payphones and other telephones. Where that is the case, we charge the company offering the calling card the charges set out in this section. The company may charge you a different charge. We do not set their prices.

3 Changing Our Customer Terms - pre-paid calling card customers

This clause 3 applies to you if you are a pre-paid calling card customer. You will be a pre-paid calling card customer if you acquire the PhoneAway pre-paid calling card service.



Our right to change all terms

3.1 We can change any term of Our Customer Terms by:

- (a) getting your consent; or
- (b) complying with this clause.

The steps we have to take depend on the type of change.

Changes that benefit you or have neutral impact on you

3.2 If we reasonably consider that a change to any term of Our Customer Terms is likely to:

- (a) benefit you; or
- (b) have a neutral impact on you,

we can make the change immediately and do not need to tell you.

Some examples of changes that will benefit you are:

- a reduction in long distance call rates;
- offering additional features or free services; or
- changes that increase our obligations or introduce new rights for you.

An example of a change that will have a neutral impact on you is if we change the access number for message retrieval and keep the applicable charge rate for that access number the same.

Changes that have minor detrimental impact on you

3.3 If we reasonably consider that a change to any term of Our Customer Terms is likely to have a minor detrimental impact on you, we do not need to tell you individually beforehand. However, if we do not give you individual prior notice, we will publish a notice in a national newspaper at least 3 business days before the change takes place.

Some examples of changes that we consider have minor detrimental impact on you:

- a small increase in the price of an STD call; or
- withdrawing a minor feature of the service.

Urgent changes

3.4 We consider changes that are:

- (a) required by law; or



- (b) necessary for security reasons, to prevent fraud or for technical reasons, to be urgent changes.

We will try to tell affected customers three days before an urgent change to Our Customer Terms by any method we consider reasonable in the circumstances, including recorded voice announcements, website notification on telstra.com or public notice. Sometimes, due to the nature of the change, we may not be able to tell affected customers three days beforehand but we will give as much warning as we reasonably can.

Changing or imposing tax-based charges

- 3.5 We can change any term of Our Customer Terms that applies to your service to increase an existing charge or to introduce a new charge where that charge is a tax imposed by law. If you are an affected customer, we will notify you of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

Changing charges for international services or international roaming services

- 3.6 We can change the charges for international services and international roaming services and do not need to tell you individually beforehand. The current charges for international calls, international SMS and international roaming services can be found at http://www.telstra.com.au/phones/homeservices/distance_international.htm, <http://www.telstra.com.au/mobile/mobiles/prices/plans.htm#5> and <http://www.telstra.com.au/mobile/products/overseas/roamingoutbound.cfm> respectively. If you are an affected customer in relation to an increase in our charges for international calls or international SMS, we will notify you of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

Changing or imposing charges for ancillary services

- 3.7 If we increase or introduce charges for an ancillary service, and it is a type of ancillary service for which we do not offer a reasonable alternative at the same or reduced cost, we will notify affected customers of the change by publishing a notice in a national newspaper at least 3 business days before the change takes place.

All other changes

- 3.8 If we make a change to Our Customer Terms and the change is not of a type described in clauses 3.2 to 3.7 above:
- (a) we will tell all affected customers a reasonable period (but at least 30 days) before the change; and



- (b) affected customers who still have value on their card will have a reasonable opportunity to use up any value on their card before the change.

Who we consider to be affected customers

- 3.9 For the purpose of this clause 3, we consider a customer to be affected by a change of a term in Our Customer Terms if that customer still has value on a card affected by the change and we reasonably consider that the change will have more than a minor detrimental impact on the customer.

How we can tell you about the changes

- 3.10 We can tell you about changes to Our Customer Terms in relation to a pre-paid calling card service, unless specified otherwise in this clause, by:
- (a) providing a recorded voice announcement at the number you use to access that service; or
 - (b) otherwise in writing, directing you to further information about the changes, such as on telstra.com or at Telstra shops.

In addition to this notice, we may also publish a notice in a national newspaper.

4 PhoneAway

What is PhoneAway?

- 4.1 PhoneAway is a prepaid calling card that comes in a physical card format, paper voucher or online format. You can make calls using your PhoneAway card from most telephone services (including ISDN and mobile services) in Australia and in many overseas destinations. You can use your PhoneAway card while overseas to call most other overseas destinations. Some overseas payphones may require you to use a coin so that you can use your PhoneAway card.

Value of cards

- 4.2 Usually, we offer \$10, \$20, \$50 and \$100 PhoneAway cards. They are widely available at retail outlets. We also offer \$10, \$20 and \$50 PhoneAway cards online.
- 4.3 We also offer a special \$5 PhoneAway card for hospital patients. These are only available in hospitals.
- 4.4 Sometimes, we offer promotional PhoneAway cards with different values. These cards may also have special terms (such as earlier end dates or special discounts during the promotion period). These are made clear at point of sale or on the card. We also offer the opportunity for your business to run a joint promotion with us using promotional PhoneAway cards.



- 4.5 We also offer promotional PhoneAway cards whose value is based on a number of minutes of a particular kind of call rather than a dollar value.

Period of cards

- 4.6 You can use your PhoneAway card until midnight (Australian Eastern Standard Time) on the end date printed on the back of the card. Any unused credit on the card at that time is not refundable or transferable.

Refreshing and recharging your PhoneAway card

- 4.7 With the credit card refresh option, you can use your credit card to add extra value to your PhoneAway card. You can add value in amounts of \$10, \$15, \$20, \$25, \$30 or \$50. With credit card refresh you can only use one chosen credit card for each PhoneAway card.
- 4.8 With the transfer value recharge option, you can transfer the value left on one PhoneAway card to another. Follow the instructions provided online or provided when you call the PhoneAway access number. As a security measure, the recharge option is limited to three recharges to a card per day and five recharges to a card per week.
- 4.9 With the BPAY option, you can use your financial institution's BPAY service to add value from your savings or cheque account to PhoneAway physical cards that have the BPAY symbol printed on the back of them, all vouchers and all cards purchased online. BPAY payments cannot be made from a credit card. You can add value in any denomination between the amounts of \$15 and \$100. The credit should be applied within one business day of Telstra's receipt of the recharge payment. There may be a delay if you miss your financial institution's daily deadline for BPAY transactions and on weekends and public holidays.
- 4.10 With reference to 4.7, 4.8 & 4.9 as a security measure, you can only add up to \$200 credit to your PhoneAway card in any one day, have no more than \$400 value on your card at any time, and no more than \$5,000 over the life of the card.

Viewing your card details and transaction history online

- 4.11 You can view your PhoneAway card details and transaction history online by registering and signing in at www.telstra.com.au/callingcardshop.
- 4.12 Once you have registered and signed in, you can view the last 100 transactions made on your PhoneAway card since the date of registration.
- 4.13 Transactions such as calls, top ups and transfers of value from one card to another generally appear in your transaction history within one hour of the transaction. BPAY transactions generally appear in your transaction history within one banking day of Telstra's receipt of your BPAY payment.



- 4.14 You cannot view your card details or transaction history after your card expires

Making PhoneAway calls

- 4.15 You cannot use your PhoneAway card to call 1900 numbers or make operator-assisted calls. You cannot make calls to 13 or 1800 numbers using your card from a mobile phone.

If you need to call 000, you should do so directly from your telephone without using your PhoneAway card. The PhoneAway service has certain limitations which mean that it will take longer to connect using the card, there is a risk that the call could drop out. You should always call emergency services on 000 directly from your fixed telephone so the emergency service can respond quickly. All Telstra customers can dial triple zero directly from their fixed telephone service.

Local calls

- 4.16 We charge you the following to make a local call from a Basic Telephone Service, ISDN service or public payphone using your PhoneAway card:

PhoneAway local calls	GST incl.
Local call (per call)	49¢

019 Calls

- 4.17 We charge you the following to make calls to 019 numbers from a Basic Telephone Service or a public payphone using your PhoneAway card:

PhoneAway 019 calls	GST incl.
019 call (per call)	49¢

13 calls

- 4.18 We charge you to make calls to 13 numbers from a Basic Telephone Service or a public payphone using your PhoneAway card. The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.

You cannot make PhoneAway calls to 13 numbers using a mobile phone.

STD and Iterra calls

- 4.19 We charge you the following to make untimed STD calls from a Basic Telephone Service, ISDN service or public payphone using your PhoneAway card:



PhoneAway untimed STD calls	GST incl.
Extended zone call (per call)	49¢

- 4.20 We charge you the following to make timed STD calls from a Basic Telephone Service, ISDN service or public payphone using your PhoneAway card. We charge you the call connection charge plus the timed rate (calculated per second) for the duration of the call.

PhoneAway timed STD calls	GST incl.
Call connection charge (per call)	49¢
Any timed STD call any time (per minute)	21¢

GST is payable on STD calls to Christmas Island and Cocos Island. GST is not payable on STD calls from Christmas Island and Cocos Island.

Calls to Iterra and Telstra Mobile Satellite services

- 4.21 We charge you the following to make calls to Iterra and Telstra Mobile Satellite services from a Basic Telephone Service, ISDN service or public payphone using your PhoneAway card. We charge you the call connection charge plus the timed rate (calculated per second) for the duration of the call.

PhoneAway calls to Iterra and Telstra Mobile Satellite services	GST incl.
Call connection charge (per call)	49¢
Any call to Iterra and Telstra Mobile Satellite services any time (per minute)	21¢

Optus MobileSat calls

- 4.22 We charge you the following for making calls to or from an Optus MobileSat service using your PhoneAway card. We charge you the call connection charge plus the per-minute rate (calculated per second) for the duration of the call.

PhoneAway calls to/from an Optus MobileSat phone	GST incl.
Call connection charge (per call)	49¢
From one Optus MobileSat service in Australia to another in Australia (per minute)	\$3.52



PhoneAway calls to/from an Optus MobileSat phone	GST incl.
From any fixed or mobile number within Australia to an Optus MobileSat service in Australia (per minute)	\$2.75
From an Optus MobileSat service in Australia to any fixed or mobile number in Australia (per minute)	\$2.75

Calls to mobile numbers

- 4.23 We charge you the following to make a call to a mobile number from a Basic Telephone Service, ISDN service or public payphone using your PhoneAway card. We charge you the call connection charge plus the timed rate (calculated per second) for the duration of the call.

PhoneAway calls to mobile numbers	GST incl.
Call connection charge (per call)	49¢
Any timed call to a mobile any time (per minute)	44¢

International calls

- 4.24 When you make an international call (including to an international satellite service) using your PhoneAway card, we charge you the following surcharge plus the HomeLine Plus per-minute rates for that destination, calculated per second (see [Part B- HomeLine Plans of the Basic Telephone Service section of Our Customer Terms](#)).

PhoneAway international call surcharge	GST incl.
Surcharge (per call)	49¢

Calls from mobile numbers, Iterra and Telstra Mobile Satellite services

- 4.25 Where you use either a mobile phone, Iterra service or Telstra Mobile Satellite service to make a call using your PhoneAway card, we charge you the same for the call as if you were calling from a Basic Telephone Service.

Calls to a Basic Telephone Service in Australia are charged at the rate for timed STD calls from a Basic Telephone Service.



- 4.26 Where you use a 1800 PhoneAway access number, we charge the charge for making 1800 calls to the mobile service you are using in addition to the charges we deduct from your Phone Away Card for the call.

Calls to Australia from overseas

- 4.27 We charge you the following to make a call to Australia from an international destination using your PhoneAway card. We charge you the call connection charge plus the per-minute rate (calculated per second) for the duration of the call. (GST does not apply.) When you use a mobile phone while roaming overseas to call using your PhoneAway Card, you will also be charged your standard mobile international roaming rates.

PhoneAway calls to Australia from overseas	GST excl.		GST excl.
Call connection charge (per call)	44.55¢	Call connection charge (per call)	44.55¢
Per minute		Per minute	
Argentina	\$1.40	Malaysia	80¢
Austria	80¢	Malta*	\$1.15
Bahrain*	\$2.10	Mauritius*	\$1.50
Belgium	\$1.05	Netherlands	80¢
Brazil	\$1.40	New Zealand	40¢
Canada	55¢	Norway	80¢
Chile	\$1.15	Philippines	90¢
China*	\$1.15	Poland*	\$1.15
Czech Republic	\$1.15	Portugal*	\$1.40
Denmark	80¢	San Marino	60¢
Fiji*	\$1.15	Singapore*	60¢
Finland	80¢	South Africa	90¢
France	65¢	South Korea	\$1.05
Germany	65¢	Spain*	90¢
Greece*	65¢	Sweden	65¢
Hong Kong	55¢	Switzerland	65¢
Hungary	\$1.15	Taiwan	\$1.15
Indonesia	\$1.15	Thailand*	\$1.15
Ireland	55¢	Turkey*	\$1.05
Israel (Barak)	65¢	United Kingdom	45¢
Israel (Bezeq)*	65¢	USA (including Hawaii)	40¢
Italy	60¢	Vatican City	60¢
Japan	65¢		
Macau*	\$1.50		

PhoneAway World Calling

- 4.28 You can also make a call from one of the destinations listed above to another international destination. (PhoneAway World Calling is not available from destinations marked with an **asterisk** in the above table. You cannot use PhoneAway World Calling to call North Korea from South Korea.)



- 4.29 The call is delivered from your location to Sydney and then on to the international number you are calling. We charge you the following call connection charge, plus the charge for an international PhoneAway call to Australia from that destination (including any mobile international roaming charges if you use your mobile) plus the charge for a PhoneAway call to the other international destination. GST does not apply to PhoneAway World Calling calls.

PhoneAway World Calling surcharge	GST excl.
Surcharge (per call)	44.55¢

- 4.30 We charge you the following for making an international call using PhoneAway from an Optus MobileSat service or making a call using PhoneAway from overseas to an Optus MobileSat service. We charge you:

- (a) the call connection charge, plus
- (b) the surcharge, plus
- (c) for a call to an Optus MobileSat service – the PhoneAway per-minute rate for calls from the relevant international destination; or
- (d) for a call from an Optus MobileSat service – the Phone Away per minute rate for calls to the relevant international destination.

GST does not apply when you make a call from overseas.

PhoneAway Optus MobileSat international calls	GST excl.	GST incl.
Call connection charge (per call)	44.55¢	49¢
Call surcharge (per minute)	\$1.40	\$1.54

Voicemail

- 4.31 Most PhoneAway cards have a mailbox feature that allows you to receive voicemail messages.
- 4.32 We charge you the following charge to retrieve your messages from within Australia:

PhoneAway message retrieval within Australia	GST incl.
Per message	49¢



- 4.33 We charge you the following charge per message to retrieve your voicemail messages from overseas plus the per-minute rate for a PhoneAway call from your location to Australia, plus mobile international roaming charges if you use your mobile:

PhoneAway voice message retrieval from overseas	GST excl.
Per message	44¢

Non-Telstra surcharges

- 4.34 You may not be able to make calls using your PhoneAway card from some telephone services in some places, or you may be charged a separate charge by someone else for using the telephone service (eg, by your hotel or the local telephone company in another country or another telephone company in Australia).

Limitations

- 4.35 You cannot redeem your PhoneAway card for cash or other goods.
- 4.36 We are not responsible for any equipment or applications connected to the PhoneAway service that we did not supply.
- 4.37 You must not deface, modify, tamper with or print anything on a PhoneAway card.
- 4.38 We are not liable for lost or stolen PhoneAway cards (including any unused value left on them).
- 4.39 You may not be able to call every number in a particular destination. We can withdraw services to or from any destination without personally notifying you. Where reasonably practicable, we will publish a notice in a national daily newspaper to let the public know 30 days before we withdraw any destination. If you have purchased a PhoneAway card for the purposes of making calls to or from the withdrawn destination, you can contact us and we will refund the remaining credit on your PhoneAway card.
- 4.40 Other than as set out above, we do not refund or replace PhoneAway cards unless they are faulty or do not otherwise comply with any non-excludable rights under consumer protection laws.

5 Special meanings

- 5.1 When we refer to calls of a particular type (eg, local calls or STD calls), these are the same as the call types in the Basic Telephone Service section.



- 5.2 When we refer to particular kinds of access service (such as the Basic Telephone Service, ISDN service, public payphone or mobile service), these are the same access services as set out in the Basic Telephone Service section, the ISDN section and the Telstra Mobile section. To see these sections – home and family customers [click here](#); business and government customers [click here](#).

