

# Our Customer Terms

## Basic Telephone Service Section

### Part C – Home Telephone Discounts

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### Part C – Home Telephone Discounts

Certain words are used with the specific meanings set out in Part A – General of the Basic Telephone Service section, or in the General Terms of Our Customer Terms.

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#### 1 About this Part

- 1.1 This is part of the Basic Telephone Service section of Our Customer Terms. Provisions in other parts of the Basic Telephone Service 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.

See clause 1 of Part A – General of the Basic Telephone Service section for more detail on how the various parts of the Basic Telephone Service section should be read together.

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#### 2 Telstra Rewards

- 2.1 You may be eligible for discounts or other special benefits for your service under:

- (a) Telstra Family Phones Bonus; or
- (b) Telstra Family Calls.

See the Telstra Family Calls sections of Our Customer Terms for more details.

- 2.2 You may also be eligible for Instant Rewards.

See the Instant Rewards section of Our Customer Terms for more details.

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#### 3 Pensioner Discount

##### Eligibility

- 3.1 We offer a discount on certain charges to eligible pensioners for one of their Basic Telephone Services. If you have more than one Basic Telephone Service, no discount applies for the other services.

- 3.2 An eligible pensioner is a home customer who:

- (a) is billed directly by us for monthly access and local calls; and
- (b) who holds an eligible pensioner concession card that is valid and was issued for a full year.

Here is a full list of eligible pensioner concession cards:

A pensioner concession card issued by the Australian Department of Veterans Affairs.
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A Centrelink pensioner concession card and being any one of the following payment types:

- Age Pension, card code AGE, AGE BLIND
- Carer Payment recipient, card code CAR
- Disability support pension, card code DSP, DSP BLIND
- Mature age allowance, card code MAA
- Mature age partner allowance, card code MPA
- Newstart allowance, (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer) card code NSA
- Newstart mature age allowance, card code NMA
- Parenting Payment (Partnered), card code PPP
- Parenting Payment (Single), card code PPS (PCC version only, not HCC)
- Partner Allowance, card code PTA
- Sickness Allowance, card code SAL
- Special Benefit (over 60), card code SPL
- Widow Allowance, card code WDA
- Widow B Pension, card code WID
- Wife Pension, card code WFA, WFD, WFW
- Youth Allowance (with either a partial capacity to work between 15-29 hours per week or who are a single principal carer), card code YAL

3.3 Wholesale customers are not entitled to receive our pensioner discount (even if they resupply services to a person who would be an eligible pensioner if they were our customer).

3.4 We can remove your Pensioner Discount if you are not, or if you stop being, eligible to receive it.

#### **Applying for the discount**

3.5 If you are an eligible pensioner, you may apply for our Pensioner Discount. As part of the application process, you have to give us:

- (a) your name, date of birth and postcode; and
- (b) your customer reference number for Centrelink or the Department of Veterans' Affairs.

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- 3.6 By applying, you consent to us disclosing those details to Centrelink from time to time to determine whether you have a valid pensioner concession card. If you revoke this consent, you are not eligible to receive our Pensioner Discount.
- 3.7 If you have been receiving our Pensioner Discount since before 1 January 2003, we may write to you and ask you to provide the above details to allow us to confirm with Centrelink that you have a valid pensioner concession card. If you do not provide the details within a reasonable time, you are no longer eligible to receive our Pensioner Discount.

#### Tell us if things change

- 3.8 You must tell us if your circumstances change. You may no longer be eligible for our Pensioner Discount.

#### Connection charges

- 3.9 The discounted connection charges for one Basic Telephone Service at your residence are as follows:

Connection charges for Telstra Pension Concession Discount holders (for one connection only)	GST incl.
Existing connection	\$59
Moving home	The above fees are not applicable. Instead see the Telstra Platinum section of Our Customer Terms

You are not eligible for the Pensioner Discount off the connection charges if the connection of your Basic Telephone Service is a reconnection following cancellation for non-payment of charges. In the case of reconnection following disconnection, the standard connection charges will apply without any Pensioner discount.

#### Monthly access charges

- 3.10 We give eligible pensioners a \$10/month discount off monthly access charges for one Basic Telephone Service with Telstra Ultimate Voice.
- 3.11 We give the following discount off monthly access charges for one Basic Telephone Service with Telstra Voice Plus, Telstra Voice Complete or Telstra Voice Advanced, Telstra Voice Reach, Telstra Voice Together and Telstra Voice Ultimate. In addition to the minimum discount, we give an additional discount based on your spend on eligible calls, up to the total maximum discount as set out in the table below. The eligible calls are:
- (a) local calls and calls to 019 services (dial-up Internet services and Austpac);
  - (b) National (STD) and calls to 13 numbers;
  - (c) calls to standard Australian mobile numbers; and

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(d) international calls.

<b>Pensioner Discount off monthly access charges</b>	<b>10 digit Telstra Account Number GST incl.</b>	<b>13 digit Telstra Account Number GST incl.</b>
Minimum discount	<b>\$3.00</b>	<b>\$4.00</b>
Calculation of additional discount	<b>\$1.00 for every \$1.00 or part thereof spent on eligible calls</b>	<b>\$1.00 for every \$1.00 or part thereof spent on eligible calls over \$1.00</b>
Total Maximum discount	<b>\$12.25</b>	<b>\$12.25</b>

For example, if you spend between \$4.01 and \$5.00 on eligible calls, you get a discount off your monthly access charge of \$8.00. If you spend \$9.01 or more on eligible calls, you get a discount off your monthly access charge of \$12.25 (the maximum).

Note: The discount can not be credited if the service does not remain connected for the entire bill period.

#### Call charges

3.12 We give the following discount for eligible calls made from one Basic Telephone Service with Telstra Ultimate Voice, Telstra Home Phone Casual, Telstra Home Phone Local, Telstra Home Phone National, Telstra Home Phone Mobile, Telstra Home Phone Pinnacle or Home Phone Australia Ultimate. The eligible calls are local calls, Standard National calls, calls to standard Australian mobile numbers, international calls, 13 calls and calls to 019 services.

<b>Pensioner Discount off call charges</b>	<b>GST incl.</b>
Maximum monthly discount	<b>\$15.00</b>

3.13 The Pensioner Discount in clause 3.12 does not apply to calls included in your Telstra Home Phone plan monthly charge.

3.14 We give the following discount off call charges for eligible calls made from one Basic Telephone Service with Telstra Home Phone Basic (previously Telstra Voice and Home Phone Budget). The eligible calls are local calls, calls to 019 services, National (STD) calls, calls to standard Australian mobile numbers, calls to 13 numbers & International calls

<b>Pensioner Discount off call charges</b>	<b>GST incl.</b>
Maximum monthly discount	<b>\$3.50</b>

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#### **Other services**

- 3.15 We do not offer any Pensioner Discount for monthly access charges or for call charges for Basic Telephone Services with Telstra Voice

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#### **4 Other concessions**

- 4.1 We can decide to waive or reduce any charges applying to your Basic Telephone Service or offer other favourable terms if you are:
- (a) a “concessionary beneficiary” under Part VII of the National Health Act 1953; or
  - (b) entitled to a pension under Part II of the Veterans’ Entitlements Act 1986; or
  - (c) someone we believe is disadvantaged financially or by your health.