

**TELSTRA**

**ACCESS FOR EVERYONE**

D030 Jan 10

## **ACCESS FOR EVERYONE**

### **AFFORDABLE OPTIONS TO KEEP YOU CONNECTED**

The guide is set out in an A to Z format using key words, so you can easily find the products and services that will suit your needs.

To find out more about these products and services or to view this guide online, go to **[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)**

This site is updated as new products become available, or existing products are changed.

## **HOW WE CAN HELP YOU**

### **SOLUTIONS TO HELP KEEP YOU CONNECTED**

- BigPond®
- Bill Payment
- Call Barring
- Call Control
- Centrepay
- Extension of Time to Pay
- Hardship
- HomeLine® Budget
- InContact®
- Pensioner Discount

### **When setting up a house for the first time or moving in to shared accommodation**

- Authorised Representatives
- Bill Itemisation
- Call Barring

- Call Control
- Change of Legal Lessee
- Connection and Reconnection Charges
- Credit Reference
- Joint Names
- Legal Lessee
- Moving Home
- Multiple Number
- Our Customer Terms
- Pricing Plans
- Universal Service Obligation

#### **Helping you budget for your telephone service**

- Bill Itemisation
- Bill Payment
- Call Control
- Centrepay
- Extension of Time to Pay
- Telstra Bill Assistance Program

#### **Pensioner and Disability Services**

- BigPond
- Disability Services
- Government Telephone Allowance
- Telstra Pensioner Discount
- Priority Assistance® Program

### **When privacy is paramount**

- Calling Number Display – Blocking
- Silent Line
- Suppressed Address
- Unwelcome Calls

### **What are your rights as a customer?**

- Complaints
- Consumer Consultation
- Credit Reference
- Customer Service Charter
- Customer Service Guarantee
- Our Customer Terms
- Privacy
- Telecommunications Industry Ombudsman
- Universal Service Obligation

### **Frequently moving from place to place**

- MessageBox
- PhoneAway® Card
- Public Payphones
- Sponsored Access
- Telstra Phonecard™/ PhoneAway Assistance Program
- Telstra Pre-Paid Mobile

### **Unemployed**

- InContact

- MessageBox
- Phonecards
- Public Payphones
- Telstra Bill Assistance Program
- Telstra Phonecard/PhoneAway Assistance Program
- Telstra Pre-Paid Mobile

### **From a non-English speaking background**

- Call Charges
- HomeLine Budget
- Indigenous Communities Hotline
- Multicultural Service Centre
- PhoneAway Card
- Phonecards
- Pricing Plans
- Public Payphones

### **Living in a remote community**

- Dial-up Internet Access
- Indigenous Communities Hotline
- Phonecards
- Pricing Plans
- Public Payphones
- Rural and Remote Zones
- Telstra Phonecard/PhoneAway Assistance Program

**On a low income**

- Bill Itemisation
- Bill Payment
- Call Barring
- Call Control
- Centrepay
- InContact
- Pricing Plans
- Public Payphones
- Telstra Bill Assistance Program
- Telstra Phonecard/PhoneAway Assistance Program

## **AFFORDABLE WAYS TO STAY IN TOUCH**

### **A**

#### **AUTHORISED REPRESENTATIVE**

The Legal Lessee is responsible for their Telstra phone service, however they can name others to help manage the service. The Legal Lessee must advise us if they would like to appoint others to act on their behalf, including what actions they may perform on behalf of the Legal Lessee. Liability for the service remains with the Legal Lessee.

Call **13 2200** for Telstra home phone.

Call **125 111** for Telstra mobile phone.

### **B**

#### **BIGPOND**

BigPond offers a range of internet access options from pre-paid dial-up services through to super-fast broadband and wireless internet services.

##### **BigPond Broadband**

Broadband gives you fast, reliable internet that is always 'on', so you don't have to dial up each time you want to access the internet<sup>^</sup>. Broadband also offers the convenience of being able to be on the phone and the internet at the same time.

<sup>^</sup> Subject to network outages and routine maintenance.

##### **BigPond Wireless**

BigPond Wireless Broadband covers 99% of the Australian population. The Next G™ network now gives you wireless broadband at faster speeds, in more places than ever before.

There's no need for a phone line, cable connection, power cord or batteries. The easy to use mobile card plugs straight into your laptop, keeping you connected as you roam. Or, access wireless broadband wherever there's a power point in a coverage area with one of our wireless modems.

Just like any other wireless technology, Next G™ network coverage can be affected by where you are and the device used.

### Dial-up

BigPond Dial-Up offers affordable internet access and a range of plans catering for your level of usage and budget. All you need is a home phone line to connect with BigPond Dial-Up for the cost of a local call. BigPond Dial-Up is best suited to infrequent users of the internet and is available to most Australians.

### Dial-up casual

The BigPond Dial-Up casual plan is great if you only need to check emails or occasionally surf the internet. There is an up-front annual service fee, and charges for each hour you use.

## **BILL ITEMISATION**

Most timed calls are itemised on our Detailed Paper Bill, which is available upon request. With a Detailed Paper Bill you can track call costs and help with budgeting, which is great if you live in a shared household. If you would like local call itemisation or are disputing the number of local calls on a bill you can view your itemised local calls with Online Bill\*. You can also ask for an itemised statement to be sent to you.

Call **13 2200** for Telstra home phone or go to **[telstra.com/billchoices](http://telstra.com/billchoices)**

\* Dial-up and Internet Service Provider charges may apply.

## **BILLING OPTIONS**

There are plenty of ways to receive and pay your bills, but some are a lot easier and more convenient than others.

- Choose an electronic payment option such as Direct Debit or BPAY® from a cheque or savings account to pay your bill and avoid the credit card payment processing fee†.
- Choose paperless billing to view your bills online. You'll also save time and paper.



Go to [Billing Choices](#) or call **13 2200** for Telstra home phones.

Customers that are blind or vision impaired can request Braille or large print bills by calling the Telstra Disability Enquiry Hotline on **1800 068 424** (voice) or **1800 808 981** (TTY).

† Exemptions from the fee apply for eligible pensioner concession card holders, and disability equipment program customers. To find out more, visit [telstra.com.au/bpfees](http://telstra.com.au/bpfees).

## **BILL PAYMENT**

We provide a variety of bill payment options:

**Direct Debit Automatic:** The amount of your bill is simply deducted from your cheque, savings or credit card† account on the day that payment is due.

**Direct Debit Flexible Payments:** You can pay any amount from your cheque or savings account over the phone or via the internet any time you choose before the due date. Then just pay the outstanding amount of the bill by the due date to avoid incurring any late fees. Simply call 1300 369 666 anytime or go to [telstra.com/paymybill](http://telstra.com/paymybill) for more details.

**Direct Debit Fixed Payment:** A fixed amount (minimum of \$20) is deducted each fortnight or month from your cheque, savings or credit card† account and paid towards your bill. Then just pay the outstanding amount of the bill by the due date to avoid incurring any late fees

**BPAY®:** a phone or internet payment service through your bank, building society or credit union.

**Phone:** with a credit card† (make sure you note the date, time and receipt number).

**Internet:** at [telstra.com/paymybill](http://telstra.com/paymybill) using your credit card†.

**Centrepay:** make regular payments through Centrelink. See under Centrepay for more information.

**In person:** at your local Telstra Shop or Australia Post (you need to bring your bill)†.

Go to **telstra.com/myaccount** to manage and pay your bills online or call **13 2200** for Telstra home phone or **125 111** for Telstra mobile enquiries.

Go to **bigpond.com** or call **13 POND (13 7663)** for Telstra BigPond.

Contact your financial institution to inquire about BPAY.

Call **13 2200** or register online at **telstra.com/myaccount** for Direct Debit

† A payment processing fee applies to payments by credit card. The applicable rates are shown in the payment options section of your phone bill. Exemptions may apply, including for eligible pensioner concession card holders. To find out more, visit **telstra.com.au/bpfees**

® Registered to BPAY Pty Ltd ABN 69 079 137 518

## **BUDGETING**

To budget for your telephone bill you can use Telstra Direct Debit Fixed Payments, Centrepay, and/or check your account balance through **13 2200** self-serve.

## **C**

### **CALL BARRING**

You can request call barring to certain types of calls being made from your Telstra fixed home and/or mobile phone, eg 190 premium rate calls, or International Direct® calls on your internet line, etc.

See also Call Control.

Call **13 2200** for Telstra home phone.

Call **125 111** for Telstra mobile phone.

### **CALL CHARGES**

Call charges can vary depending on things like pricing packages, distance, call types and time of day.

If you would like to find out the approximate cost of a call before you make it, call **1300 362 162** or go to **telstra.com/callcharges**

Call **125 111** for Telstra mobile phones.

## CALL CONTROL

Call Control lets you restrict certain call types being made from your Telstra home phone by a customer controlled PIN. It is available from tone phones in most areas for a monthly fee (or free with Pensioner Discount). Great if you have a number of people living in a shared household with some people needing to call overseas.

See also Call Barring.

For more information go to **telstra.com/callcontrol** or call **13 2200**.

## CALLING NUMBER DISPLAY

See the number of the person calling before answering the phone. This requires a Calling Number Display compatible display unit or display phone. Available in most areas for a monthly fee. The caller's number will not be displayed if the caller has used CLI Blocking. (See Calling Number Display – Blocking.)

For more information go to **telstra.com/cnd** or call **13 2200**.

## CALLING NUMBER DISPLAY – BLOCKING

When you make a call, the telephone number of the service you are calling from may be shown on the phone of the person you are calling, unless you use CLI Blocking. You can block the presentation of your number either on a call by call basis (per call block) or for all calls from your service (per call send).

For per call block dial **1831** (Telstra home phone) or **#31#** (Telstra mobile phone) before you dial the telephone number to block your CLI for an individual call.

For per call send, once CLI Blocking has been arranged, dial **1832** (Telstra home phone) or **\*31#** (Telstra mobile phone) before you dial the telephone number to present your CLI for an individual call (in most cases).

Go to **telstra.com/cndblocking** for more information.

To arrange or cancel Line Blocking call **13 2200** for Telstra home phones or **125 111** for Telstra mobile phones. We do not charge for displaying or blocking your CLI.

To check if your number is currently made available to the person you are calling dial **12 7220** for Telstra home phones or **\*#31#** for Telstra mobile phones.

## **CENTREPAY**

With Centrepay, you can reduce the risk of incurring late payment fees, and can save time and money on queuing, postage, phone calls and bank fees.

If you are a Telstra home phone customer and a Centrelink customer you can nominate an amount to be regularly deducted from your Centrelink payment (minimum \$20 a fortnight) to your Telstra account. Centrepay is a voluntary advance payment option and is provided at no cost.

This helps you budget for telephone costs, and is important for remote, disabled or elderly customers who may find it difficult to pay bills on a regular basis.

To apply for Centrepay through Centrelink visit a Centrelink Customer Service Centre, or go to **<http://centrelink.findnearest.com.au>**

You can download the Centrepay Deductions form from **[centrelink.gov.au](http://centrelink.gov.au)** or call Centrelink on **13 2300**.

Agreeing to a payment plan and sticking to this can help prevent disconnection of your phone service. Disconnection of your service is only used as a last resort, and we will work with you to ensure this does not happen.

## **CHANGE OF LEGAL LESSEE**

The Legal Lessee is liable for all charges incurred on their Telstra phone service. To change the Legal Lessee, the existing account must be cancelled and a new account created for the relevant connection fee. Where two people have lived in the same residence and the Legal Lessee moves out (or becomes deceased), the remaining person can have the service transferred to their name without cost if they keep the same number, take over any existing liability on the account, and the connection and disconnection occur at the same time. Otherwise a new service will be connected for the relevant connection fee.

Where a Telstra telephone service is in the name of a partner who has died, it can be transferred to the surviving partner without cost. Otherwise, a new service can be started for the relevant connection fee.

Call **13 2200** for Telstra home phone.

### **CHARITY ORGANISATION CONCESSION**

We offer a discounted monthly access charge for eligible registered charities.

For more information, call the number at the top of your bill or call **13 2000**.

### **COMMUNITY GRANT PROGRAM – TELSTRA CONNECTED SENIORS**

This nation wide program has been created to help older people learn about new technologies and remain socially active.

Telstra Connected Seniors provides grants to eligible community organisations with a membership base comprising primarily of seniors to run training courses for their members, introducing them to new technology in ways which are fun and interactive. This could be as simple as arranging a bridge game via SMS messaging, or emailing family photos.

Grants are comprised of cash, equipment and space, and training materials are also made available to assist organisers and trainers to run successful courses on mobile and internet topics.

For more information visit **telstraseniors.com**

### **COMPLAINTS**

We aim to resolve all your concerns when first contacted. If you are dissatisfied with a Telstra product or service please contact us to discuss this issue.

Go to **telstra.com.au/contact/complaints.htm**

Call **13 2200** for Telstra home phone.

Call **13 2203** for Telstra home phone faults.

Call **125 111** for Telstra mobile phone.

Call **13 POND (13 7663)** for Telstra BigPond internet services.

For TTY users call **1800 808 981** (TTY)

By Mail: Locked Bag 20026 Melbourne VIC 3001.

If you lodge a complaint Telstra will advise you of the complaint reference number.

See also under Telecommunications Industry Ombudsman.

## **CONNECTION AND RECONNECTION CHARGES**

Usually, installing a new Telstra telephone service or connecting an existing service incurs a connection fee. We offer a Pensioner Discount on the connection fee to eligible customers on eligible home phone plans. A reconnection fee will be charged for connecting a service when the phone has been disconnected due to non-payment of a Telstra account. The Pensioner Discount does not apply if disconnection has occurred for non-payment.

Call **13 2200** for Telstra home phones.

## **CREDIT REFERENCE**

When applying for a new telephone service, an external credit check may be undertaken by us through an external credit reporting agency. If your application for a telephone service is unsuccessful because of information supplied by the credit agency, you are entitled to ask the agency for a copy of the credit information it holds about you.

We also list debts that are in default with an external credit reference agency.

For Telstra enquiries call **13 2200**.

For Veda Advantage Group enquiries call **(02) 9464 6000**.

## **CUSTOMER SERVICE CHARTER**

Our Customer Service Charter outlines our commitment to customers, including meeting the individual needs of customers on low incomes, customers with a disability or customers who speak a language other than English.

For a copy of Telstra's Customer Service Charter go to **[telstra.com.au/charter](http://telstra.com.au/charter)**

## **CUSTOMER SERVICE GUARANTEE**

The legislated Telecommunications Customer Service Guarantee Standard commits us to providing phone services and to repairing faulty phone services within certain time frames. If we do not meet these time frames you may be eligible for a Customer Service Guarantee payment.

For more information go to **telstra.com.au/csg** or refer to the White Pages® directory.

To make a service guarantee enquiry about the connection of your home phone service call **13 2200**.

TTY users can contact **1800 808 981** (TTY) to make a customer service guarantee enquiry.

## **D**

### **DISABILITY SERVICES**

If you are unable to access the standard telephone service due to a disability, Telstra's Disability Equipment Program may be able to help. The Program offers specialised telephone equipment to eligible customers that can be rented for the same cost as a standard telephone handset.

We publish brochures of our products and services that might assist older people and people with a disability. This information is also available online or in alternative formats like large print, CD or Braille.

For more information, call the Disability Enquiry Hotline **1800 068 424** (Voice) or **1800 808 981** (TTY) or **1800 814 777** (Fax) or email **disability@online.telstra.com.au**

Or go to **telstra.com.au/disability/catalogue**

### **DISCONNECTION**

If your bill is not paid by the due date, you will receive either a reminder notice and/or a disconnection notice. A late payment fee may also apply. We may also

contact you to discuss payment or request you contact us. If payment is still not received, your service(s) may be disconnected.

To discuss your account call **13 2200** for Telstra home phones or **125 111** for Telstra mobile phones.

## **E**

### **EMERGENCY NUMBER**

For life threatening emergencies call **000**. Tell the operator what you need – fire, police or ambulance – and you will be connected. When reporting an emergency by calling **000**, the telephone number and address you are calling from may be given to the emergency service so that they can respond quickly. All calls to **000** are recorded. People who use a teletypewriter (TTY) or a computer with modem to access the telephone network can contact emergency services (police, fire and ambulance) via the National Relay Service on **106**. This service is not available to people who do not use text-based communication.

For other 24 hour emergency numbers check inside the front cover of your White Pages® directory.

### **EMERGENCY NUMBER – MOBILES**

Varying factors such as weather, terrain and network coverage can all affect the ability to make a mobile call. Therefore, you should not rely on a mobile phone as the only way to communicate in an emergency. If possible you should call emergency services on **000** from a standard phone, so the address you are calling from is made available, and the emergency service can respond quickly. If there is no standard phone, a mobile phone may be the best option. To make an emergency call from a GSM mobile phone call **112** or **000**. If calling from a mobile, you must be very clear in giving your location as, unlike standard phones, your mobile will not make your address available to the emergency service.

Sending a text message (SMS) in an emergency situation is not recommended as mobile carriers cannot guarantee delivery and the emergency services do not have a number to which an SMS can be sent.



## **EXTENSION OF TIME TO PAY**

If you need an extension of time to pay, please contact us as soon as possible after you receive your Telstra bill or reminder notification. We may be able to arrange a payment plan where you can pay by installments. If payment of your bill is not received by the due date, you may be charged a late payment fee.

More information can be found under Budgeting, Late Payment Fee, Centrepay or by calling **13 2200** for Telstra home phones or **125 111** for Telstra mobile phones.

## **F**

### **FAULT REPORTING**

We have dedicated fault reporting call centres where you can report a faulty phone line 24 hours a day, seven days a week.

Call **13 2203** for Telstra home phones or **125 111** for Telstra mobile phones. TTY users can call **1300 139 404** (TTY) to report a faulty line or TTY equipment.

## **G**

### **GOING AWAY**

If you will be away from your home for an extended period of time, you should consider bill payment arrangements and securing your Telstra phone service during that time in case of possible misuse.

Refer to Bill Payment, Call Barring, Late Payment Fee, or call **13 2200** for Telstra home phones or **125 111** for Telstra mobile phones.

Also see under Telstra PhoneAway, which is a great option to help you keep in touch while travelling.

### **GOVERNMENT TELEPHONE ALLOWANCE**

Separate from the Telstra Pensioner Discount, some pensioners may be eligible to receive a quarterly Government Telephone Allowance from the Department of Veterans Affairs or Centrelink, paid directly into their bank accounts. This allowance may be increased for eligible pensioners with a home internet

connection. A Pensioner Concession Card Holder does not have to be a Telstra customer in order to qualify for the Government Telephone allowance.

For details of this allowance and its eligibility requirements, contact Centrelink on **13 2300**, or visit Centrelink at **centrelink.gov.au**

## **H**

### **HARDSHIP**

Telstra has a Financial Hardship Assistance Policy to help when unforeseen circumstances impact on your financial commitments. We will work with you to set up a solution so that you can stay connected now and in the future.

For more information go to **telstra.com.au/accessforeveryone** or call us on **1800 816 025**.

### **HOMELINE BUDGET**

This plan is great for people on a budget who don't make many calls but still want an affordable phone service. It has a lower monthly line rental than the standard phone service, but call charges are slightly higher. Customers must be directly billed by us for line rental and local calls and preselected to us for long distance calls to get this service. This plan is not available with broadband provided by line sharing services.

For more information go to **telstra.com/homelinebudget** or call us on **13 2200** to order this plan.

## **I**

### **INCONTACT®**

This service is ideal for people who are experiencing difficulty making ends meet, and need to be able to stay in touch with support services, family and friends.

This is a limited home phone service free of monthly line rental charges that can be used to receive incoming calls (except reverse charge calls), and to make calls to some emergency service numbers, our customer service, faults and

service numbers, Reverse Charge calls and calls to most free-to-call numbers listed in the 'Health and Help, 24-Hour services' section of the White Pages®.

Other outgoing calls can be made by using a PhoneAway card. To have InContact you must be an eligible pensioner or Health Care Card holder. Or, if you owe us money for a previous phone service, you can apply for InContact for up to 12 months while you pay off your debt.

All you need is an existing phone line and to supply a telephone handset or other equipment. If you don't have an existing phone line, a connection fee will apply (eligible pensioners may receive a discounted connection fee). Trenching charges may also apply.

Go to **[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)** or call **1800 353 652**.

### **INDIGENOUS COMMUNITIES HOTLINE**

A Telstra service centre for Aboriginal and Islander people to assist with connecting or maintaining their telephone services.

Call **1800 444 403**.

### **INTERNET ACCESS**

Refer to BigPond.

### **INTERNET CONNECTION DROP-OUTS**

There are many factors that may cause a drop-out while you are connected to the internet, including Call Waiting pips, modem incompatibility etc. for which there may be straightforward solutions.

For internet connection or drop-out information go to **[bigpond.com/internet/help](http://bigpond.com/internet/help)** or call **131 POND (13 7663)** for Telstra BigPond enquiries.

### **INTERNET 'DUMPING'**

Certain internet sites charge for access by using an internet dialler. When downloaded, the internet dialler disconnects you from your local internet service provider and redials and connects you to a site via an overseas or premium rate number. This is sometimes referred to as 'dumping' or as 'blind dialling'. It is

important you read the terms and conditions before entering a site. Suggestions to minimize 'dumping' are:

- Use filtering software such as 'netnanny' or 'surfwatch' to prevent access to adult sites.
- Have Call Barring on your internet line for international and 190 numbers, or use Call Control.
- Supervise children's access to the internet and position the computer to allow direct supervision.
- Advise all users of your internet line to be wary of downloading software or viewing programs from unfamiliar sites.

Go to **bigpond.com** or call **13 POND (13 7663)** for Telstra BigPond enquiries. For billing enquiries call **13 2200**.

## **L**

### **LATE PAYMENT FEE**

If your bill is not paid by the due date you may be charged a late payment fee.

Call **13 2200** for Telstra home phone or **125 111** for Telstra mobile phone.

### **LEGAL LESSEE**

The Legal Lessee is the individual legal entity responsible for the Telstra telephone account, usually the person who requests connection of the service.

A Telstra telephone service may only have one Legal Lessee who is responsible for all charges on that service. You can request that the bill be sent to joint names, and you may appoint others on your account to act on your behalf.

However, the legal liability remains with the Legal Lessee.

See under Authorised Representatives.

## **M**

### **MESSAGEBOX**

Telstra MessageBox is a messaging service that helps people such as jobseekers, the homeless, itinerate customers, or those in a crisis situation, who don't have a working or secure phone, to keep in touch with their families, friends and carers. You can set up your own personal MessageBox so that you can receive voice messages throughout Australia. Messages can be retrieved for free from most Telstra fixed home, business or public payphone services. Those leaving a message will be charged at the applicable call charges to call a mobile number.

This service is especially useful for:

- People without a fixed address who want to receive messages from friends, family, and support services.
- Job seekers who are travelling around the country looking for work and need to stay in contact with employment agencies.
- Welfare agencies that need to be able to contact their clients to let them know about appointments for accommodation, employment or medical services.

You can apply for a MessageBox card through community agencies like Jobs Australia Network, Supported Accommodation Assistance Program (SAAP) agencies, Domestic Violence agencies and other agencies that provide services to people who are homeless and involved in other crisis situations.

Go to **[telstra.com.au/accessforeveryone](https://telstra.com.au/accessforeveryone)**

## **MOBILE CUSTOMER SERVICE COMMITMENT**

We are committed to achieving customer service excellence. If we do not meet voluntary timeframes regarding connection, billing enquiries or network problems in relation to your mobile service, you may be able to claim a Customer Service Commitment payment.

Go to **[telstra.com.au/csg](https://telstra.com.au/csg)** or call **125 111**. Claims must be made within one

month of the incident for which claims are being made.

## **MOBILE PHONE**

When buying a mobile phone there are a number of things to consider, including the cost of the handset, benefits of Post-Paid and a Pre-Paid mobile service (also see under Telstra Pre-Paid Mobile), connection fees, call costs, and contract duration (applicable for Post-Paid). Telstra offers a range of mobile plans to suit your budget and lifestyle. The Telstra Next G™ mobile network covers 99% of the Australian population.

It is important to read your Post-Paid mobile contract in full, and understand all the terms and conditions. If you wish to break a mobile phone contract before it ends, it is important to check whether cancellation fees apply. A cancellation fee may also apply if you transfer your number to another carrier. If your mobile phone is lost or stolen you are still bound by the contract. Insurance may be sought to cover this situation. Go to **telstra.com/mobile** or call **125 111**.

## **MOVING HOUSE**

If you are moving home, call us and we'll arrange to relocate all of your services in the one phone call. If you are connecting or moving multiple services such as your home phone, Broadband Cable internet and FOXTEL from Telstra Cable, we can arrange for one technician appointment to connect these services at the same time.

For more information call **13 2200** or go to **telstra.com.au/movinghome**

## **MULTICULTURAL SERVICE CENTRE**

If you would prefer to speak to a Telstra Customer Service Representative in a language other than English, call the following numbers:

**1800 726 001** for Arabic

**1800 677 008** for Cantonese

**1800 189 129** for Greek

**1800 429 432** for Indonesian

**1800 649 013** for Italian

**1800 773 421** for Korean

**1800 678 876** for Mandarin

**1800 726 002** for Spanish

**1800 644 500** for Vietnamese

The Department of Immigration and Multicultural Affairs provides a Translating and Interpreting Service (TIS) for non-English speakers.

If another language is required you can call TIS on **13 1450** and request to be connected to Telstra on **1800 199 458**.

## **MULTIPLE NUMBER**

Designed for households where multiple users share a single phone service. Multiple Number provides an additional telephone number on your existing line. Calls can be made on the second number by dialling a coded prefix and these calls will be itemised separately on the phone bill. Call Control can be used on both numbers, meaning that certain types of calls cannot be made unless a PIN number is entered. A low monthly fee applies.

This service is also available under our HomeLine Features package. Eligible customers can choose two of the following features within the package to receive a discount on monthly charges on the features:

- Multiple Number
- MessageBank® (only one MessageBank option can be included in a HomeLine Features package).
- Calling Number Display (CND)
- T1000C SMS CND Rental Phone

- Call Return, Call Back and 3-Way Chat

To find out more go to **telstra.com/multiplenumbers** or call **13 2200**.

## **N**

### **NON-ENGLISH SPEAKING BACKGROUND**

Please refer to Multicultural Service Centre.

### **NON-PROFIT COMMUNITY ORGANISATION CONCESSION**

Telstra offers a discounted monthly access charge for eligible non-profit community organisations.

Call the number on the top of your bill, or call **13 2000**.

### **NUISANCE CALL**

Refer to Unwelcome Calls.

## **O**

### **OUR CUSTOMER TERMS (FORMERLY STANDARD FORM OF AGREEMENT)**

Our Customer Terms can be viewed on our website. This document sets out the terms and conditions on which we will provide products and services to our customers. We provide new customers with a summary of the relevant part of Our Customer Terms. It can also be requested from us at any time.

To obtain a copy call **13 2200** for Telstra home phone or go to **telstra.com.au/customerterms**



## **P**

### **PAYPHONES**

Currently, we operate over 23,000 payphones across Australia. More than 98% of payphones accept both coins and Telstra Pre-Paid Phonecard. Text messages (SMS) can be sent from over 99% of public payphones.

We have approximately 200 Teletypewriter (TTY) payphones around Australia.

For a full list of locations of these payphones go to

**[telstra.com/disability/ttypayphones](http://telstra.com/disability/ttypayphones)**

We recognise the integral role of public payphones in remote Aboriginal and Islander communities. A payphone may be the primary telecommunications link a community has with other communities in Australia.

For more information go to **[telstra.com.au/payphoneservices](http://telstra.com.au/payphoneservices)**

### **PENSIONER DISCOUNT**

The Telstra Pensioner Discount<sup>^</sup> provides eligible pensioner customers with a monthly call discount on HomeLine Plus, HomeLine Complete, HomeLine Advanced, HomeLine Reach, HomeLine Together, HomeLine Budget or HomeLine Ultimate service; free access to Call Control and a discount on connection charges for a new home telephone service.

Call Control allows you to restrict the type of calls made on your phone using a Personal Identification Number (PIN) and can assist with budgeting.

To find out more about receiving the Pensioner Discount on your Telstra home phone, call **13 2200** or go to **[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)**. Please have your Pensioner Concession Card ready when you call.

See also Centrepay, Government Telephone Allowance.

<sup>^</sup> The Telstra Pensioner Discount is available for one residential service per eligible pensioner customer. Not available to business customers. An eligible pensioner may apply to receive the Telstra Pensioner Discount on either one new service connection, or one inplace connection, at their principal place of

residence only. Customers must contact us and request the Telstra Pensioner Discount to be applied to their service; it is not automatically applied. The customer must re-apply for the concession if they are new or returning to Telstra.

### **PHONEAWAY CARD**

The PhoneAway card is a pre-paid calling card that can be used to make most calls from almost all phones in Australia and from over 45 overseas locations. This is a great option for travellers helping to avoid expensive hotel call charges. PhoneAway cards are available in denominations to suit your budget, can be topped up, and provide a voicemail service on which people can leave messages (charges may apply). They can also be used in some cases to make calls from a fixed home phone service that is otherwise call barred. Available at Telstra Shops and other selected retail outlets. Telstra PhoneAway cards have an expiry date at which time any unused value will be lost.

For more information go to **telstra.com/phoneaway** For assistance with PhoneAway call **1800 616 606**.

### **PHONECARD**

A Pre-Paid card that can be used instead of coins in most Telstra public payphones. Available at Telstra Shops and other selected retail outlets like newsagents. Telstra Phonecards have an expiry date at which time any unused value will be lost.

For more information about Phonecard call **1800 676 638** or go to **telstra.com/phonecard**

### **PREMIUM RATE SERVICES**

Premium Rate Services are content and advice services that can be accessed by making a phone call, sending a text message, or requesting them via the internet or data connection from your mobile phone.

Examples of some fun, useful and informative Premium Rate Services provided by third parties include:

- Psychic and horoscope lines
- Weather services
- Voting lines for television shows or competition lines
- Dating and chat services
- Ringtones and fax back services
- Exam result hotlines and other corporate applications.

Premium Rate Services provided by third parties other than Telstra are offered via numbers usually starting with '190' (InfoCall) and '191 to 199' (Premium SMS). Premium services attract premium charges which are set by the service provider and can be charged by the minute (InfoCall voice/video) or as a flat fee (InfoCall voice/video and Premium SMS); costs vary from service to service.

#### InfoCall

Call **1800 035 055** to enquire about InfoCall voice and video Services, or **1900 909 000** to check if you have access to InfoCall Services. You can call **13 2200** to arrange barring. The Telephone Information Services Standards Council (TISSC) is responsible for issues of content on InfoCall services. You can contact TISSC on **1300 139 955** or go to **tissc.com.au** for further information.

#### Premium SMS

You can request barring to these numbers from your mobile service if you wish to control your phone bill. If you have subscribed to a Premium SMS content service you can unsubscribe by texting "stop" to the relevant service provider number.

Call **125 111** (Post-Paid) or **125 8880** (Pre-Paid) to inquire about Premium Services or to arrange barring.

#### PRE-PAID MOBILE

A pre-paid mobile phone service that offers a mobile service without credit checks, contracts to sign or monthly fees. You can choose from a wide range of handsets and services, while keeping control of your call costs. Recharging is on your terms – what you pay is what you use.

When you connect to Telstra Pre-Paid mobile you can choose to buy a Starter pack, which includes call credits, and bring your own handset or you can choose from a wide range of Handset Packs that include a mobile phone and call credits. Whether you like to talk, text or both, you can choose from a range of great value pre-paid offers to suit your needs. Telstra Pre-Paid is available on the Next G™ network which covers 99% of the Australian population.

We will let you know when your account balance is getting low. If your account balance is at or below \$10 you'll hear a reminder message whenever you make a call. You can check your account balance at any time by calling **125 8888**. When you need to recharge, you can do this over the phone with a credit card, at a participating ATM (if you are also a customer of that bank), or at over 20,000 outlets including Telstra Shops. If your credit runs out, you have a recharge period where you can still receive calls and make calls to the recharge line on **125 8888**, as well as to free numbers and emergency services. As soon as you recharge, your service returns to normal. If you do not recharge your service in the recharge period you will lose your mobile number and your service will be deactivated.

Go to **[telstra.com.au/prepaidplus](http://telstra.com.au/prepaidplus)** for further information or call **125 8880**.

## **PRE-SELECTION**

You can check which service provider you have selected for your long distance and fixed to mobile calls by calling **12 711** from your phone service.

## **PRICING INFORMATION**

We provide information on our long distance direct dialled call rates via a Long Distance Information Line. You can check approximately how much a call will cost before you make it, and the cheapest time of day to make the call.

For direct dialled call pricing information call **1300 362 162**. For Operator Assisted call pricing information, including Reverse Charge calls, ask the operator for pricing information. Or go to **telstra.com/callcharges**

## **PRICING PLANS**

We have a range of pricing plans and packages for your home line and Telstra Mobile service. The one that suits you depends on your calling patterns and circumstances.

Call **13 2200** for Telstra home phone pricing plans or go to **telstra.com.au/homephoneservices** Call **125 111** for Telstra mobile phone pricing plans or go to **telstra.com/mobile**

## **PRIORITY ASSISTANCE PROGRAM**

If you have (or someone living in your home has) a diagnosed life-threatening medical condition that may be at risk without access to a fully-operational phone service, you may apply to be listed as a Priority Assistance customer for your home telephone line. If there is ever a fault on the nominated line, and your residence does not have another working standard telephone service (whether supplied by Telstra or another provider), or you need to connect your first standard telephone service, it will be attended to with the highest level of service practicably available at that time.

Only the lessee of the standard telephone service or their authorised representatives can apply for Priority Assistance. Priority Assistance does not apply to mobile phones.

For more information call **13 2200** or go to **telstra.com/priorityassist**

## **PRIVACY**

Telstra has a Privacy Policy encompassing principles that comply with the Privacy Act and the National Privacy Principles.

For more information on Telstra's Privacy Policy go to **telstra.com.au/privacy**

Also refer to Unlisted Number, Suppressed Address and Calling Number Display.

## **R**

### **REMINDER NOTICE**

We will send a reminder notice and/or a disconnection notice if payment of an account is overdue.

Refer to Late Payment Fee and Extension of Time to Pay.

Call **13 2200** for Telstra home phone or **125 111** for Telstra mobile phone.

### **RENTAL TELEPHONES**

If required, we can provide you with a T1000S standard rental telephone, a T1000C SMS capable Calling Number Display rental telephone or a CR2000 Cordless Rental Telephone for use with Telstra's Standard Telephone Service.

For more information on Telstra rental telephones go to

**telstra.com/rentalphones** or call **13 2200**.

If you have a disability and are unable to use a standard telephone handset Telstra provides a range of disability equipment at no extra cost to the standard rental telephone.

Call **1800 068 424** for the Disability Enquiry Hotline.

### **RURAL AND REMOTE**

If you are in a remote area of Australia, you may have access to STD® Preferential Rate calls. Preferential Rate calls are untimed and charged at a low rate, and apply to calls between an extended zone and its Community Service Town (or Partial Community Service Town), and between the Community Service Town (or Partial Community Service Town) of any adjacent extended zone.

For customers in rural areas, there are options such as the Wide Area Call and Regional Call for short-distance STD and Community calls.

Go to **telstra.com/stdcalls** or call **13 2200**.

## **S**

### **SILENT LINE**

You can request that your name, home telephone number and address are not listed in the White Pages® directory or available from directory assistance services. A monthly fee applies. If you have a Silent Line, we will activate CLI Blocking (per call send) for your service at no additional charge.

Call **13 2200** for Telstra home phone.

See also Suppressed Address, Calling Number Display – Blocking.

### **SLAMMING**

Slamming refers to switching a telephone account from one company to another without the account holder's permission. We have a Sales Watch Hotline to deal with enquiries about unethical sales practices involving other service providers.

Call **1800 260 270**.

### **SPONSORED ACCESS**

The Sponsored Access program aims to provide a phone service for people who seek shelter within emergency accommodation.

Owners of properties which are funded by the Crisis Accommodation Program (CAP) can apply to us for an InContact service to be provided to their crisis accommodation property (one service only per property). If eligible, the InContact service will be connected in the legal name of the person or organisation responsible for the property, not in the names of individual clients. Connection charges may apply. As part of the Sponsored Access program a silent line number will also be available on this service, free of charge, upon request.

Please note, if a Telstra Reverse Charge Call is made from a Sponsored Access InContact service (including one with a silent line) the person who receives the call will have the Sponsored Access phone number displayed on their bill.

Supported Access Accommodation Program (SAAP) services provide supported accommodation to women and children escaping domestic violence, young people, single parents, families, older Australian men and women, Aboriginal and Torres Strait Islanders, people from non-English speaking backgrounds, people

with high and complex needs, people with mental health problems, people with drug and alcohol problems, and people impaired by a disability.

To take part in Telstra's Sponsored Access program, organisations that manage eligible CAP properties should use the web enquiry form at

**[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)**

To verify eligibility it will be necessary for them to quote their Telstra Verification Number (issued by SAAP).

See also InContact.

### **SUPPRESSED ADDRESS**

You can request that your name, phone number and suburb/town be made available in the White Pages® directory and other directory services, but not your street name and unit/house number. This may be a suitable alternative to a Silent Line. A monthly fee applies. You can choose to have CLI Blocking implemented at no additional cost.

Call **13 2200** for Telstra home phone.

### **T**

### **TELECOMMUNICATIONS INDUSTRY OMBUDSMAN (TIO)**

The TIO is an office of last resort for complaints and provides a free service for customers who have been unable to resolve a complaint directly with their telephone company or internet Service Provider.

Go to **[tio.com.au](http://tio.com.au)**

Call **1800 062 058** (Voice) or **1800 675 692** (TTY).

### **TELSTRA BILL ASSISTANCE PROGRAM (TBAP)**

The Telstra Bill Assistance Program is aimed at assisting people who are experiencing financial difficulty and are having a problem paying their Telstra home phone bill.

If you are experiencing a financial crisis and are unable to pay your Telstra fixed home telephone bill, you may access a community agency for advice and help.



After assessment you may receive Telstra Bill Assistance Certificates to help you pay your account.

Telstra does not issue the certificates. Participating Community Agencies include The Salvation Army, The Smith Family, Anglicare and St Vincent de Paul Society and others.

### **TELSTRA HOME MESSAGES 101®**

Telstra Home Messages 101 is a simple to use, free home messaging service. There is no charge to activate the service or to retrieve messages. This service is available to our local call customers on most home phones and lets you receive messages when you are away from your home, on another call or dialled up to the internet. Where available, Telstra Home Messages 101 is ready to use on your Telstra home phone with a pre-recorded message – just call 101 to retrieve your messages. For more information call **13 2200** or go to **[telstra.com/homemessages101](http://telstra.com/homemessages101)**

### **TELSTRA.COM**

**telstra.com** is our internet site which has information about our range of products and services as well as a section dedicated to affordable solutions at **[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)**. You may also register for an email account free of subscription charges# and other Telstra services.

Go to **telstra.com**

# Standard charges apply when accessing the internet.

### **TELSTRA PHONECARD/PHONEAWAY ASSISTANCE PROGRAM**

The Telstra Phonocard/PhoneAway Assistance Program provides assistance to people experiencing financial difficulty who use our public payphones for their communications. If you are in a financial crisis you may access a community agency for advice and help. After assessment you may receive a Telstra Phonocard/PhoneAway card for you to use in a Telstra public payphone. Telstra does not issue these Phonecards. Participating Community Agencies include

Anglicare, St Vincent de Paul Society, The Salvation Army and The Smith Family and others.

For more information go to **[telstra.com.au/accessforeveryone](http://telstra.com.au/accessforeveryone)**

### **TELSTRA SHOPS**

We have retail outlet sites located around Australia, which offer a range of product and service information.

Go to **[telstra.com](http://telstra.com)** or call **131 800** for your nearest Telstra Shop location.

### **TELETYPEWRITER (TTY) ENQUIRY LINE**

We have a TTY Enquiry Line for people who use text to communicate.

Call **1800 808 981** (TTY).

See also under Disability Services and Payphones.

## **U**

### **UNANSWERED CALLS**

If you miss a call, you can dial **\*10#** for information regarding the calling number (if the calling number is available) for a fee. **\*10#** is available from tone phones in most areas. Not available for blocked calls.

Call **13 2200** for Telstra home phone.

### **UNIVERSAL SERVICE OBLIGATION (USO)**

We must ensure that all people in Australia have reasonable access to standard telephone services, payphones and digital data services. Our Standard Marketing Plan and Digital Data Service Plans set out how we will fulfil this obligation.

Go to **[telstra.com.au/universalservice](http://telstra.com.au/universalservice)**

### **UNLISTED NUMBER**

Refer to Silent Line.

### **UNWELCOME CALLS**

We have a designated centre that may assist you to deal with managing unwelcome calls. If life or property is threatened you should immediately hang up, dial **000** and request the Police.

Go to **telstra.com.au/unwelcomecalls** or call **1800 805 996**, 8am to 5pm Monday to Friday.

Our Silent Line, Suppressed Address and CLI Blocking may assist you in safeguarding your privacy.

## **V**

### **VERIFICATION OF IDENTITY**

If you contact us to discuss details regarding your phone service, verification of your identity may be required to ensure you are the Legal Lessee or an Authorised Representative. We may also request verification of identity if you are connecting a new telephone service in your name.

## **W**

### **WANT TO KNOW MORE?**

There are a range of ways to find out about Telstra:

- Go to **telstra.com** which has information regarding the company and its products and services.
- Visit a Telstra Shop.

Call **13 2200** for Telstra home phone.

Call **125 111** for Telstra mobile phone.

Call **13 POND (13 7663)** for Telstra BigPond internet or go to **bigpond.com**

## **Y**

### **YOUNG PEOPLE**

We have a range of pre-paid products and solutions that may assist young people with affordability and/or cost control needs. If a person under the age of

18 years applies for a telephone service, we will consider the application if the person is the lead tenant and supplies a copy of the rental agreement.

Go to **telstra.com.au/telstraprepaidplus**

Call **13 2200** for Telstra home phone.

Call **125 111** for Telstra mobile phone.

Call **13 POND (13 7663)** for Telstra BigPond internet or go to **bigpond.com**

## **Z**

### **ZONES – UNTIMED CALLS**

Every basic telephone service is in a charging zone. All customers have access to untimed calls at the local call rate within their zone and to adjacent standard zones (if they are in a standard zone); or adjacent extended zones (if they are in an extended zone).

For more information call **13 2200**.

Call **13 2200**

Click **telstra.com.au/accessforeveryone**

If you would like this brochure in large print please go to **telstra.com/largeprint**

Information correct as at January 2010.

™ Trade mark of Telstra Corporation Limited ABN 33 051 775 556

® Registered trade mark of Telstra Corporation Limited

® Registered to BPAY Pty Ltd ABN 69 079 137 518

FOXTEL marks are used under licence by FOXTEL Management Pty Limited.

D030LP NOV 08

A.46009218.P2