

Part I – Other Service Options

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Part I – Other Service Options

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.

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. 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 Basic Telephone Service section for more detail on how the various parts of the Basic Telephone Service section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 Itemised local calls

Important Note: We are upgrading our systems. Sections 2.1 – 2.2 only apply if you have a 10 digit Telstra account number.

Availability

- 2.1 You can ask us to itemise local calls on your bills if you are connected to an exchange converted to total call record charging. We can provide itemised local calls on paper bills and the Enhanced Billing Service/Online Billing Service. You can ask for itemised local calls on either an ongoing or once off basis. The Enhanced Billing Service and the Online Billing Service are not available to wholesale customers after 30 June 2007.

Charges

- 2.2 We may charge you the following for itemised local calls:

| Itemised local calls | GST excl. | GST incl. |
|---|-----------|---------------|
| For each paper bill – ongoing (for customers on monthly, bi-monthly or quarterly billing with up to 20 services on each bill) | \$3.00 | \$3.30 |
| For each call record via the Enhanced Billing Service - ongoing | 1¢ | 1.1¢ |
| For each call record via the Online Billing Service - ongoing | 0¢ | 0¢ |
| Once off local calls details statement (per statement) | \$5.00 | \$5.50 |

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Important Note: We are upgrading our systems. Sections 2.3 – 2.4 only apply if you have been allocated a 13 digit Telstra account number.

- 2.3 We can provide itemised local calls on the Enhanced Billing Service/Online Billing Service. You can also ask for itemised local calls on a once off basis.

Charges

- 2.4 We may charge you the following for itemised local calls:

| Itemised local calls | GST excl. | GST incl. |
|---|-----------|-----------|
| For each call record via the Enhanced Billing Service - ongoing | 1¢ | 1.1¢ |
| For each call record via the Online Billing Service - ongoing | 0¢ | 0¢ |
| Once off local calls details statement (per statement) | \$5.00 | \$5.50 |

3 Instant Hotline

What is Instant Hotline?

- 3.1 Instant Hotline is an option available on most Basic Telephone Services. It provides for your service to dial a preset number automatically whenever the handset is lifted. The service cannot make calls to any other number.

Charges

- 3.2 We charge you the following for the Instant Hotline option (in addition to the standard charges for the Basic Telephone Service):

| Instant hotline | GST excl. | GST incl. |
|-----------------|-----------|-----------|
| Monthly fee | \$4.00 | \$4.40 |

4 Indial

We are not providing new Indial services anymore. These terms only apply to customers who already have an Indial service.

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What is Indial?

- 4.1 When you have the appropriate equipment, Indial lets people call a particular extension, paging service, automatic call distributor or voice messaging service connected to your PABX or similar call switching system, without being switched by the system's switchboard operator.
- 4.2 The underlying telephone service for each of your lines is a Basic Telephone Service, but does not have its own individual number. Indial has blocks of 100 telephone numbers and the number of lines you need.
- 4.3 Our network connects calls made to a number in your Indial number range to your equipment using special Indial circuits. Our network communicates information to your equipment (using defined signalling techniques) needed for further switching to the particular number.
- 4.4 To have Indial, you need to have a carriage service with sufficient capacity, like Sitaline or a business service. We supply Indial for business purposes and you must use Indial predominantly for business purposes.

Features

- 4.5 Indial offers you the following features to handle incoming calls:
 - (a) Conditional overflow – calls overflow to an alternative destination when the intended destination is busy;
 - (b) Circular overflow – calls overflow from one route into your PABX to another one if all lines to the route are busy (assuming you have two independent Indial routes into your PABX);
 - (c) Priority overflow – allows you to provide different levels of customer service depending on the number called (assuming you have two independent Indial routes into your PABX);
 - (d) Malicious call trace – you can ask the network to record the telephone number of a calling party if your equipment supports this feature (we only disclose the number of the calling party to you in accordance with our privacy policy).
- 4.6 You cannot associate more than one of fixed diversion, conditional overflow, circular overflow or priority overflow with any block of 100 Indial numbers at the same time.

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Charges

- 4.7 We charge you the following connection charges for Indial (in addition to the normal connection fees for each Basic Telephone Service needed for each Indial line):

| Indial connection charges | GST excl. | GST incl. |
|--|------------|-------------------|
| For each 100-number block | \$1,620.00 | \$1,782.00 |
| For additional lines connected to an Indial service: | | |
| - Connection fee | \$162.00 | \$178.00 |
| - plus, for each additional line | \$54.00 | \$59.40 |
| For each feature connected to an Indial service (fixed diversion, conditional overflow, circular overflow or priority overflow): | | |
| - if connected when connecting a new Indial service | Nil | Nil |
| - if connected to an existing Indial service, for each 100-number block | \$432.00 | \$475.20 |

- 4.8 We charge you the following ongoing monthly charges for Indial (in addition to the normal monthly charges for each Basic Telephone Service needed for each Indial line):

| Indial monthly charges | GST excl. | GST incl. |
|--|-----------|----------------|
| For each 100-number block | \$60.73 | \$66.80 |
| For each Indial line | \$18.09 | \$19.90 |
| For each feature connected to an Indial service (fixed diversion, conditional overflow, circular overflow or priority overflow), for each 100-number block | \$41.76 | \$45.94 |
| For Malicious Call Trade, for each Indial line | \$5.00 | \$5.50 |

- 4.9 We charge you the following charges for any changes to the features:

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| Charges for Indial changes | GST excl. | GST incl. |
|--|------------------|------------------|
| Changing diversion structure (software change) for each 100-number block | \$432.00 | \$475.20 |
| Changing destination number for diversion, for each 100-number block | \$108.00 | \$118.80 |
| Activating a feature, for each number | \$108.00 | \$118.80 |
| Deactivating a feature, for each number | \$108.00 | \$118.80 |

4.10 We charge you normal call charges for forwarding calls using fixed diversion and overflow features. We do not charge you for calls forwarded within the same site using circular overflow or priority overflow.

4.11 We charge you the following ongoing monthly charges for the Indial features, Call forwarding, Number Only and Call Forward – Immediate:

| Indial monthly charges – Call forwarding, Number Only | GST excl. | GST incl. |
|--|------------------|------------------|
| Call forwarding, Number Only for each 100-number block | \$12.50 | \$13.75 |
| Call Forward – Immediate | Nil | Nil |

4.12 Call forwarding, Number Only and Call Forward – Immediate, will be replaced by conditional overflow, circular overflow or priority overflow feature. We do not make any new connections of these features. You should migrate to the appropriate replacement feature as soon as possible to avoid any disruption of service when these features are withdrawn.

5 Number Redirection

Application of terms

5.1 These terms for Number Redirection apply to our Basic Telephone Service.

What is Number Redirection?

5.2 Number Redirection is for customers who have to receive new numbers because of technology changes in our network or because they have moved to premises connected to a different telephone exchange. Number Redirection lets you redirect calls made to your old number/s to your new number/s.

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From 1st December 2019 the announcement only and announcement plus redirection types will no longer be available for sale

- 5.3 These are the service options that may be available for your Number Redirection service:
- (a) announcement plus redirection (a recorded announcement tells the caller the new number and then the call is automatically diverted from the old number to the new number); or
 - (b) redirection only (calls are automatically diverted from the old number to the new number); or
 - (c) announcement only (a recorded announcement tells the caller the new number).
- 5.4 Where you are requesting Number Redirection for a block of 10 or 100 numbers, you have to choose the same service option for numbers within the block.

Availability

- 5.5 You should apply for Number Redirection at the same time that you request to cancel or change your old number. We cannot guarantee that Number Redirection can be provided if you apply after your old service has been cancelled.
- 5.6 You can request Number Redirection on a pre-existing paid reserved “geographic” number or number range under the Telecommunications Number Plan 1997 on our network where the selected service option is announcement only. You can locate the [Telecommunications Numbering Plan 1997](#).
- 5.7 You can request the destination of Number Redirection to the following “non-geographic numbers” on our network, where the selected service option is announcement only:
- 13nnnn
 - 1345nnnn
 - 1300nnnnnn
 - 1800nnnnnn
 - 1802nnn
- 5.8 You can request Number Redirection if you have a Basic Telephone Service (including an Indial service) provided on our public switched telephone network and you:
- (a) are moving premises to a different telephone exchange; or

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- (b) have to receive new numbers because we are making a technology change in the platform we use to provide your service:

The following are technology changes that make you eligible for Number Redirection:

- our System 12 platform to our AXE platform or TIPT platform;
 - our AXE platform to our System 12 platform or TIPT platform;
 - changing from an individual geographic number to Indial and remaining on the same AXE platform or System 12 platform.
- (c) are porting your old number to us and have to receive a new number in accordance with the Telecommunications Numbering Plan 1997 because your old number is in the wrong telephone exchange or standard zone unit but remains within the charging zone; or
 - (d) have to receive new numbers because we have to connect you to a different exchange or technology within the charging zone (most commonly as a result of an exchange service area re-alignment resulting in a number block reallocation under the ACA Numbering Plan).

5.9 You can only request Number Redirection for an old number if you are our customer for the Basic Telephone Service associated with that number.

5.10 Also, either:

- (a) you have to be (or become) our customer for the new number that is to be the new number when you make the request; or
- (b) the customer for the Basic Telephone Services associated with the new number must be our customer and must consent to them being the new number at the time you ask for Number Redirection; and

Where you are requesting Number Redirection for a service that has a main number and a block of 10 or 100 old numbers, you must be our customer for the whole block of 10 or 100 old numbers and be (or have the consent of) the customer for the whole block of 10 or 100 new numbers (respectively).

- (c) you can request an entire block of numbers to be pointed to an individual geographic number or a mobile number.

Limitations

5.11 The old numbers must:

- (a) be a 10-digit “geographic number” under the Telecommunications Number Plan 1997; and

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For example, 02 9999 9999. The following examples are “non-geographic numbers”: numbers beginning with 0500, 101, 1251, 125888, 13, 1300, 18,1800, 0011, or 12, International Direct Dial numbers and mobile telephone numbers.

- (b) have been issued in association with a Basic Telephone Service operating on our network (when we activate Number Redirection).

5.12 The new number must:

- (a) be a 10-digit “geographic number” under the Telecommunications Number Plan 1997, it must have been issued in association with a Basic Telephone Service operating on our network (when we activate Number Redirection); or

For example, 02 9999 9999. The following examples are “non-geographic numbers”: numbers beginning with 0500, 101, 1251, 125888, 13, 1300, 18,1800, 0011, or 12 and International Direct Dial numbers.

- (b) be one of the following “non-geographic numbers” under the Telecommunications Number Plan 1997 where the selected service option is announcement only:

13nnnn

1345nnnn

1300nnnnnn

1800nnnnnn (except 180090nnnn and 180091nnnn)

1802nnn

- (c) be a mobile telephone number under the Telecommunications Number Plan 1997, it may have been issued in association with a mobile service operating on our network (when we activate Number Redirection).

5.13 Where you are requesting Number Redirection for individual old numbers (that are not part of a block of numbers), you must request a new number. Each old number must have a corresponding new number.

5.14 Where your old numbers are in a block of 100 numbers, you can only request Number Redirection for the entire block of 100 numbers.

5.15 Where your old numbers are part of a block of numbers, either:

- (a) each old number in the block of numbers must directly translate to its corresponding number in the new number block (all to all); or
- (b) all blocks of old numbers associated with the Number Redirection service must be pointed to an individual new number (all to one).

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- 5.16 All old numbers within the Number Redirection service must be within the 10,000 number block.
- 5.17 We cannot provide Number Redirection for an old number that:
- (a) is a secure access code range; or
 - (b) is itself on an Indial exchange based diversion service.
- 5.18 We cannot provide Number Redirection to a new number that:
- (a) is itself an old number that we are providing Number Redirection for;
 - (b) is itself a CDNO service;
 - (c) is a number that we are providing another diversion service outside the charging zone;
 - (d) is a reserved number; or
 - (e) is not an active service on our network.
- 5.19 If the service associated with a new number does not have enough capacity to handle the call volumes to the old number, callers will hear a busy tone.
- 5.20 We apply restrictions on simultaneous calls where you move outside the standard zone unit or you redirect to a mobile number. Calls to each old number of an individual number are set at a maximum limit of 5 simultaneous calls and to an Indial range are set at a maximum limit of 60 simultaneous calls. This does not apply where the selected service option is announcement only.
- 5.21 If a new number is part of a TIPT Dial Plan, the benefits or discounts offered for calls to the new number only apply when the caller dials the new number, not when the caller dials the old number and we redirect the call to the new number.
- 5.22 Number Redirection does not support Dual Node.
- 5.23 NOT USED.
- 5.24 Where the old or the new geographic number is ported to another telephone company, the Number Redirection service will be disconnected. If your service has a prepaid Number Redirection, and wish to port your number to another provider, you must cancel or change your Number Redirection before requesting the porting of your number.

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Impact on other features

- 5.25 The recorded announcement that may be provided as part of Number Redirection tells the caller the new number. This is the case even where the old or the new number is a silent line.
- 5.26 Callers from some countries may not be able to hear recorded announcement. This depends on how the telephone company in that country handles international calls.
- 5.27 Features such as call return do not work if they are set using the old number. They work if set using the new number.
- 5.28 Where a call is directed to an old number by features such as call forward or call diversion, no recorded announcement is played. The calls are redirected to the new numbers if you selected either the ‘announcement plus redirection’ or ‘redirection only’ service options or disconnected if you selected the ‘announcement only’ service option.
- 5.29 The Calling Line Identification (CLI) presented to someone answering a redirected call at the new number is the caller’s CLI, not the old number’s CLI (unless the caller has blocked CLI).

What happens to the old numbers after activation?

- 5.30 Once we activate Number Redirection:
- (a) you cannot change the old numbers;
 - (b) we cancel the services associated with the old numbers; and
 - (c) we remove any directory listings for the old numbers (unless you reapply for them).

Requesting changes

- 5.31 After we activate Number Redirection, you can ask us to change the service option or the designated new numbers for your old numbers (subject to the requirements and limitations set out above for new numbers). However, if you have selected a pre-paid fixed term, to change the service option or the designated new numbers you need to cancel your current Number Redirection service (with no refund) . You need to do so before the term ends and apply for a new Number Redirection service with another service option or to the different new numbers.

Charges and minimum terms

- 5.32 We charge you the following for Number Redirection:

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| Number Redirection charges | | | GST excl. | GST incl. |
|--|--|--|-----------|-----------------|
| Standard service charges (per number per month) – excluding number blocks | | | \$27.27 | \$30.00 |
| Standard service charges, for each 10 or 100-number block (per month) – minimum charging period of 3 months will apply | | | \$99.95 | \$109.95 |
| Pre-paid service charges (pre-paid for fixed term of 3 months) | | | \$30.00 | \$33.00 |
| Pre-paid service charges (pre-paid for fixed term of 6 months) | | | \$60.00 | \$66.00 |
| Pre-paid service charges (pre-paid for fixed term of 12 months) | | | \$118.18 | \$130.00 |

For the purposes of charging, we treat 3 months as 90 calendar days, 6 months as 180 calendar days and 12 months as 365 calendar days.

Usage charges are applicable for calls redirected from an old number to a new number where the new number is in a different charging zone or is a mobile number. This does not apply where the service option selected is 'announcement only'. The applicable charges are as follows:

| Number Redirection – Usage (redirected call) Charges | |
|--|---|
| Residential Service | Call Charge |
| Redirected local, preferential and community calls | As per Telstra Voice Complete rates |
| Redirected timed STD calls and calls to mobiles | As per Telstra Voice Advanced rates |
| Business Service | Call Charge |
| All redirected calls | As per BusinessLine Complete rates |

5.33 If you are requesting Number Redirection and:

- (a) you are a home or a business customer — you can select any service option and choose to pay the standard monthly service charges (for at least one month) or choose one of the pre-paid fixed terms; or

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- (b) you are a business customer with one or more 10-number blocks or 100-number blocks associated with your Indial service — you can select any service option and pay the standard monthly service charges only for each 10-number block or 100-number block (for at least three months); or
- (c) you are home or a business customer with a pre-existing paid reserved geographic number or a non-geographic number set out in section 6.6 – you must select announcement only and choose to pay the standard monthly service charges (for at least one month) or choose one of the pre-paid fixed terms.

5.34 We do not charge you for Number Redirection service for up to 18 months if you:

- (a) have to receive new numbers because we are changing your service from an Indial service or a Basic Telephone Service provided on our public switched telephone network to a TIPT service because of a change from our
 - System 12 platform or AXE platform to our TIPT platform;
 - and
- (b) are not a wholesale customer; and
- (c) do not move the services to a different exchange.

5.35 We do not charge you for Number Redirection for up to 12 months if:

- (a) you have ported your old number to us; and
- (b) must receive new numbers in accordance with the ACA Number Plan because your old number is in the wrong telephone exchange provided that the new number is not outside the correct standard zone unit (and is not a mobile number).

We will tell you how many months we have determined you will not be charged for Number Redirection before we activate Number Redirection. However, we will revoke the no charge and we will charge you our standard Number Redirection charges and any usage charges from the time you request any changes to the service option or destination service during the predetermined term. After the expiry of the predetermined term (which can be up to a maximum of 12 months), Number Redirection will be terminated automatically.

5.36 We do not charge you for Number Redirection up to 12 months if you have to receive new numbers because we have to connect you to a different exchange or technology within the charging zone (provided the new number is not outside the charging zone or is not a mobile number). We will tell you how many months we have determined you will not be charged for Number Redirection before we activate

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Number Redirection. However, we will revoke the no charge and we will charge you our standard Number Redirection charges and any usage charges from the time you request any changes to the service option or destination service during the predetermined term. After the expiry of the predetermined term (which can be up to a maximum of 12 months), Number Redirection will be terminated automatically.

- 5.37 If you select a pre-paid fixed term and the new number is in a different charging zone or is a mobile number then you must preselect us.
- 5.38 If you ask us to provision Number Redirection outside of our standard business hours, we can charge you a reasonable charge for our time and materials. We tell you the charges before we take any action.
- 5.39 We charge customers who call the old number the same charges as if the call was answered at the old number rather than redirected. We do not charge if the call is not answered.

Renewing the service

- 5.40 If you are paying the standard monthly service charges, we keep providing Number Redirection until it is cancelled.
- 5.41 If you have paid the pre-paid fixed term charges, you have to re-apply for Number Redirection before the end of the pre-paid fixed term if you want to keep the service.
- 5.42 If you have paid the pre-paid fixed term charges and subsequently wish to preselect to a telephone company other than us then:
 - (a) you must re-apply for Number Redirection before the end of the pre-paid fixed term if you want to keep the service;
 - (b) we do not refund any of the prepaid amount and
 - (c) you can only choose to pay using the standard service charge.

Cancelling the service

- 5.43 You can tell us at any time that you no longer need Number Redirection for the old numbers. We then cancel the service. Where your old numbers are part of a block of 10 or 100 numbers, we treat a request to cancel Number Redirection for some of your old numbers as a request to cancel Number Redirection for all of your old numbers in that 10 or 100-number block.
- 5.44 If we charge you for a pre-paid fixed term and you cancel your service before the pre-paid fixed term ends, we do not refund any of the pre-paid amount. If we

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charge you standard charges on a monthly basis and you cancel before the end of any the month, we charge you for the entire month.

- 5.45 We can cancel Number Redirection for your old numbers:
- (a) after 18 months of providing the service to you; or
 - (b) if you cancel all the new numbers; or
 - (c) if you port any of the old or the new numbers to a phone company who does not terminate calls to that number on our network; or
 - (d) if the new numbers are issued or transferred to someone other than you; or
 - (e) if either the new number or old number is in the wrong standard zone unit; or
 - (f) if the standard zone unit for either the new number or old number changes; or
 - (g) we believe you are using the service for a purpose or in a way that is not specified in these terms; or
 - (h) if you selected a pre-paid fixed term and it ends without you re-applying for Number Redirection; or
 - (i) if the customer of the new number withdraws consent to have the number redirected or cancels their service; or
 - (j) if you do not pay all outstanding monies on your old number as and when they fall due
- 5.46 We can withdraw the Number Redirection service or change it at any time, but we will do so in accordance with the General Terms of Our Customer Terms.
- 5.47 We can restrict, suspend or cancel your Number Redirection service at any time if you do not pay any outstanding monies on your old number as and when they fall due. If we cancel your Number Redirection service for this reason, we may apply any unused portion of your pre-paid fee to reduce any amounts outstanding on your old number. You remain liable for the balance of any amounts outstanding on your old number.

Re-applying for old numbers

- 5.48 After your Number Redirection service has been cancelled or a pre-paid service term has ended, we may re-allocate the old number to another service or transfer the

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old number to another telephone company, in accordance with the Telecommunications Numbering Plan 1997.

For example, most numbers can be reallocated to another service 6 months after Number Redirection has ended or been cancelled, and a number originally issued to another telephone company will usually be transferred back to them within 2 days after Number Redirection has ended or been cancelled.

- 5.49 You have to ask us to re-issue the old numbers to you if you want to use them and:
- (a) you or we have cancelled the Number Redirection or a pre-paid fixed term has ended, or we have withdrawn Number Redirection; or
 - (b) your application for Number Redirection is withdrawn before it is provisioned but after we have cancelled the services associated with the old numbers.
- 5.50 We do not promise that the old numbers will still be available for re-issue to you or if you re-apply for Number Redirection for those numbers after Number Redirection has been cancelled or a pre-paid fixed term has ended.

Liability

- 5.51 We will use due care and skill in providing Number Redirection to you. There may also be other non-excludable statutory guarantees and implied conditions or warranties under competition and protection laws which may apply. Subject to these rights and the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not promise to provide Number Redirection without faults or interruptions, nor that it will not cause any disruption to your other services.

Standard zone unit

- 5.52 For Number Redirection, “**standard zone unit**” has the meaning given in the Telecommunications Numbering Plan 1997 made by the ACA.