

A handy guide to home communications.



This brochure is for customers in areas with access to FOXTEL™ services with Telstra.

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Getting the most out of your home services from Telstra.

This brochure is designed to help you get the most out of your home phone services from Telstra. We have included information on the recent changes announced by Telstra as well as a selection of popular **HomeLine™** options for you to consider.

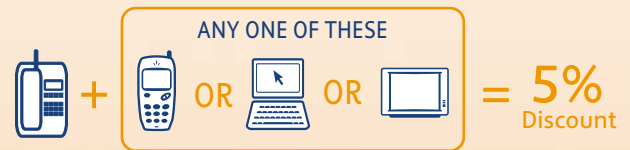
You'll also discover how you could save time and money by taking advantage of a Telstra Rewards Package. For example, a Rewards Package can offer you savings on your standard monthly FOXTEL subscription¹ and the convenience of a Single Bill².

For more information on our other available HomeLine options and the range of home communications and entertainment services from Telstra, visit us at www.telstra.com.au/home or call **1800 052 052**.

Save with a Telstra Rewards Package.

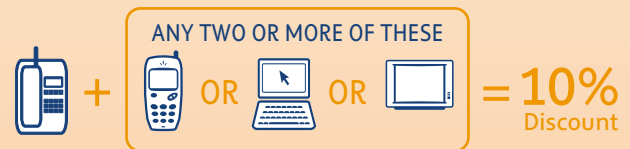
Simply combine your Telstra full service home phone with either a Telstra Mobile, FOXTEL service or **BigPond™** Home Internet on a Single Bill, and receive a 5% discount off the relevant charges³.

5% TELSTRA REWARDS PACKAGE



Add a third Telstra service type to your Telstra Rewards Package and you will get a 10% discount off relevant charges³.

10% TELSTRA REWARDS PACKAGE



You'll also save time and enjoy the convenience of having your Telstra services on a Single Bill.

FOXTEL



Getting the most from your home phone.

Getting started

HomeLine Complete⁴ – If you make occasional **STD**[®], home to mobile or international calls, our standard HomeLine plan could be right for you.

Your Telstra HomeLine service is already loaded with useful features⁵ such as **Call Waiting**, **Call Return**⁶, **Call Forward**⁷, **3-Way Chat**⁸ and **Call Back**⁸. A user guide is included in the front of the White Pages™[®] Directories.

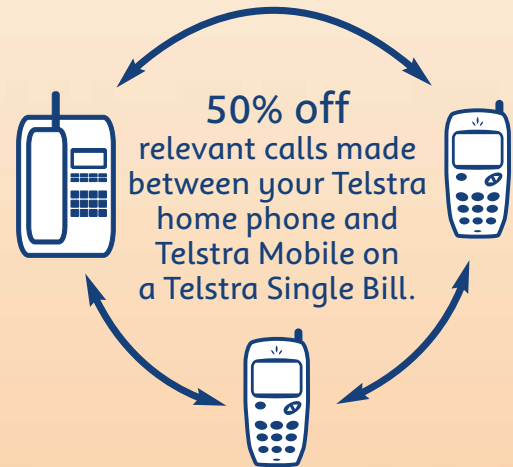
To help manage your calls you can also choose from a range of additional HomeLine Calling Features such as **Calling Number Display**⁹ and **MessageBank**[®].

Getting the most

HomeLine Plus¹⁰ – If you make frequent calls to local, mobile, STD or international numbers from your home phone, you'll appreciate the value of low call rates. You can enjoy local calls for 17.5¢ and evening capped STD calls for as little as \$1.50¹¹ per call.

Stay in touch and **save** with the Telstra Family Phones Bonus.

To help everyone in your household keep in touch, take a look at Telstra's Family Phones Bonus¹². Simply combine one Telstra full service home phone with your Telstra Mobile on a Single Bill and you'll receive a 50% discount on the cost of relevant calls between these services. At least one mobile service must be on an eligible \$30 (or higher) plan.



Changes to HomeLine plans.

Call prices marked “*” are effective from 7 May, 2003. Monthly Line Rental is effective from 1 July, 2003. Please note that call connection charges for STD, 0011, 0015, international and home phone to mobile calls will be 33¢ effective from 7 May, 2003.

HomeLine Plus¹⁰

Service	Current price	New price
Local Calls	18.5¢ per call	17.5¢ per call*
Telstra Neighbourhood Call [®]	15¢ per call	No longer available. Now Local Call price ² .
Capped STD Calls • Standard Option ¹¹ or choose • Everyday STD Option ¹³	\$1.50 per call between 7pm (4pm Sat) and midnight everyday. \$2.50 per call for first 3 hrs (24 hrs, 7 days)	\$1.50 per call between 7pm (4pm Sat) and midnight everyday. \$2.50 per call for first 3 hrs (24 hrs, 7 days)
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
International Direct [®] 0011	\$1.00 for first 10 mins to selected countries ¹⁷ .	\$1.00 for first 10 mins to selected countries ¹⁷ .
Monthly Line Rental	\$24.90	\$26.50

HomeLine Complete⁴

Service	Current price	New price
Local Calls	22¢ per call	20¢ per call*
Telstra Neighbourhood Call [®]	15¢ per call	No longer available. Now Local Call price ² .
Capped STD Calls ¹¹	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.25 per call between 7pm (4pm Sat) and midnight everyday ² .
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.25 per call between 7pm (4pm Sat) and midnight everyday ² .
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
Monthly Line Rental	\$21.90	\$23.50

HomeLine Budget¹⁸

Service	Current price	New price
Local Calls	30¢ per call	30¢ per call
Capped STD Calls ¹¹	\$3.00 per call between 7pm (4pm Sat) and midnight everyday.	\$3.00 per call between 7pm (4pm Sat) and midnight everyday.
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$3.00 per call between 7pm (4pm Sat) and midnight everyday.	\$3.00 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 30¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 48¢/min ¹⁶ Off Peak 36¢/min ¹⁶	42¢/min (24 hrs, 7 days)*
Monthly Line Rental	\$17.50	\$17.50

ISDN Home¹⁹

Service	Current price	New price
Local Calls	18.5¢ per call	17.5¢ per call*
Telstra Neighbourhood Call [®]	15¢ per call	No longer available. Now Local Call price.
Capped National Long Distance Calls (voice only) ¹¹	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Capped Calls to Telstra Mobiles (in Australia) (voice only) ¹⁴	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
International Direct [®] 0011	\$1.00 for first 10 mins to selected countries ¹⁷ .	\$1.00 for first 10 mins to selected countries ¹⁷ .
Monthly Line Rental	\$42.50	\$45.50

HomeLine Net²⁰

Service	Current price	New price
Local Calls	19¢ per call	19¢ per call
Capped STD Calls ¹¹	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.
Capped Calls to Telstra Mobiles (in Australia) (voice only) ¹⁴	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
Monthly Line Rental	\$18.90	\$20.50

HomeLine Part²¹

Service	Current price	New price
Local Calls	22¢ per call	22¢ per call
Monthly Line Rental	\$21.90	\$23.50

Wide Area and Regional Call.

HomeLine Plus Wide Area Call Option²²

Service	Current price	New price
Local Calls	18.5¢ per call	17.5¢ per call*
STD Calls Calls less than 50kms ²³ More than 50kms ²³	25¢ per call (no call connection fee applies) 28¢/min weekday 15¢/min weekend	25¢ per call (no call connection fee applies) 25¢/min weekday* 15¢/min weekend
Capped STD Calls ²¹ Standard Option	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
International Direct [®] 0011	\$1.00 for first 10 mins to selected countries ¹⁷ .	\$1.00 for first 10 mins to selected countries ¹⁷ .
Monthly Line Rental	\$24.90	\$26.50

HomeLine Plus Regional Call Option²⁴

Service	Current price	New price
Local Calls	18.5¢ per call	17.5¢ per call*
Telstra Neighbourhood Call [®]	15¢ per call	No longer available. Now Local Call price*.
STD Calls Less than 85kms ²³	12¢/min Capped at 99¢ per call for first 3 hrs ²⁵ .	12¢/min Capped at 99¢ per call for first 3 hrs ²⁵ .
STD Calls More than 85kms ²³	26¢/min weekday 19¢/min weekend Capped at \$1.50 per call between 7pm (4pm Sat) and midnight everyday.	25¢/min weekday* 18¢/min weekend* Capped at \$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.	\$1.50 per call between 7pm (4pm Sat) and midnight everyday.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
International Direct [®] 0011	\$1.00 for first 10 mins to selected countries ¹⁷ .	\$1.00 for first 10 mins to selected countries ¹⁷ .
Monthly Line Rental	\$24.90	\$26.50

HomeLine Complete Wide Area Call Option²²

Service	Current price	New price
Local Calls	22¢ per call	20¢ per call*
STD Calls Calls less than 50kms ²³	25¢ per call (no call connection fee applies)	25¢ per call (no call connection fee applies)
More than 50kms ²³	26¢/min weekday 13¢/min weekend	25¢/min weekday* 13¢/min weekend
Capped STD Calls ¹¹ Standard Option	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.25 per call between 7pm (4pm Sat) and midnight everyday*.
Capped Calls to Telstra Mobiles (in Australia) ¹⁴	\$2.50 per call between 7pm (4pm Sat) and midnight everyday.	\$2.25 per call between 7pm (4pm Sat) and midnight everyday*.
Calls to Telstra Mobiles (in Australia) ¹⁵	Peak 37¢/min ¹⁶ Off Peak 22¢/min ¹⁶	33¢/min (24 hrs, 7 days)*
Calls to non-Telstra mobiles (in Australia) ¹⁵	Peak 44¢/min ¹⁶ Off Peak 27.5¢/min ¹⁶	37¢/min (24 hrs, 7 days)*
Monthly Line Rental	\$21.90	\$23.50

Pensioner Call Concession²⁶ – effective from 1 July, 2003.

Pensioner Concession	Current price	New price
HomeLine Budget	\$3.50 per month	\$3.50 per month
Other preselected HomeLine services (including HomeLine Complete and HomeLine Plus)	Up to \$9.10 per month ²⁷	Up to \$9.35 per month ²⁷

These changes have been introduced so Telstra continues to comply with its pensioner Consumer Prices Index (CPI) pricing policy guarantee, which states that the bill for fixed line services for an average pensioner will not increase by more than the CPI each year. In other words, pensioners, on average, will continue to be protected as their telephone charges will not rise by more than the increases to the annual cost of living.

International Dialling – mobile to international fixed and mobile phones.

Telstra is changing these call rates due to increases in costs charged to Telstra by international carriers and to align the per minute charging regime for fixed to international mobile and mobile to international mobile (non-roaming) calls. These changes are effective from 7 May, 2003.

Prices are expressed as a per minute rate. A 44¢ call connection fee also applies per call.

DESTINATION	Current price	New price
AUSTRIA	\$0.70	\$1.02
BELGIUM	\$0.94	\$1.34
CROATIA	\$1.17	\$1.51
DENMARK	\$0.65	\$1.03
FINLAND	\$0.70	\$1.11
FRANCE	\$0.54	\$1.00
GERMANY	\$0.54	\$0.91
GREECE	\$0.54	\$0.82
INDONESIA	\$0.97	\$1.08
IRELAND	\$0.46	\$0.84
ISRAEL	\$0.61	\$0.84
ITALY	\$0.50	\$0.96
JAPAN	\$0.54	\$0.88
KOREA SOUTH	\$0.87	\$1.01
NETHERLANDS	\$0.65	\$1.07
NEW ZEALAND	\$0.31	\$0.72
NORWAY	\$0.70	\$1.06
SINGAPORE	\$0.50	\$0.52
SOUTH AFRICA	\$0.76	\$1.08
SPAIN	\$0.79	\$1.23
SWEDEN	\$0.54	\$0.91
SWITZERLAND	\$0.54	\$0.98
TAIWAN	\$0.97	\$1.23
TURKEY	\$0.88	\$0.99
U.A.E.	\$1.27	\$1.43
UK	\$0.38	\$0.74
VATICAN CITY	\$0.75	\$1.03

International Dialling – fixed phones to international mobiles (non-roaming).

Telstra is changing these call rates, from the ID per minute call rate and a flat 30¢ per minute surcharge, to just a per minute rate that more accurately reflects the costs Telstra is charged by international carriers to have these calls

carried for its customers. These changes are effective from [7 May, 2003](#).

Prices expressed at a per minute rate. A 33¢ call connection fee also applies per call.

DESTINATION	HOMELINE COMPLETE ⁴ AND HOMELINE NET ²⁰		HOMELINE PLUS ¹⁰		HOMELINE BUDGET ¹⁸	
	Current price	New price	Current price	New price	Current price	New price
AUSTRIA	\$1.00	\$1.02	\$0.85	\$0.88	\$1.17	\$1.19
BELGIUM	\$1.24	\$1.34	\$0.85	\$0.95	\$1.47	\$1.57
BRAZIL	\$1.51	\$1.48	\$1.36	\$1.32	\$1.81	\$1.78
CHILE	\$1.28	\$1.35	\$1.16	\$1.22	\$1.52	\$1.59
CROATIA	\$1.47	\$1.51	\$1.16	\$1.19	\$1.76	\$1.80
CZECH REPUBLIC	\$1.28	\$1.24	\$1.16	\$1.11	\$1.52	\$1.49
DENMARK	\$0.95	\$1.03	\$0.85	\$0.93	\$1.11	\$1.19
FINLAND	\$1.00	\$1.11	\$0.95	\$1.07	\$1.17	\$1.28
FRANCE	\$0.84	\$1.00	\$0.70	\$0.86	\$0.98	\$1.13
GERMANY	\$0.84	\$0.91	\$0.70	\$0.77	\$0.98	\$1.04
GREECE	\$0.84	\$0.82	\$0.75	\$0.73	\$0.98	\$0.96
HUNGARY	\$1.28	\$1.22	\$0.91	\$0.84	\$1.52	\$1.46
INDONESIA	\$1.27	\$1.08	\$1.20	\$1.02	\$1.51	\$1.32
IRELAND	\$0.76	\$0.84	\$0.51	\$0.60	\$0.86	\$0.96
ISRAEL	\$0.91	\$0.84	\$0.75	\$0.68	\$1.06	\$0.99
ITALY	\$0.80	\$0.96	\$0.70	\$0.86	\$0.92	\$1.08
JAPAN	\$0.84	\$0.88	\$0.70	\$0.74	\$0.98	\$1.02
KOREA SOUTH	\$1.17	\$1.01	\$1.10	\$0.94	\$1.39	\$1.23
NETHERLANDS	\$0.95	\$1.07	\$0.75	\$0.87	\$1.11	\$1.23
NEW ZEALAND	\$0.61	\$0.72	\$0.51	\$0.62	\$0.69	\$0.80
NORWAY	\$1.00	\$1.06	\$0.90	\$0.97	\$1.17	\$1.23
POLAND	\$1.28	\$1.41	\$1.16	\$1.28	\$1.52	\$1.65
PORTUGAL	\$1.51	\$1.68	\$1.36	\$1.52	\$1.81	\$1.98
SINGAPORE	\$0.80	\$0.52	\$0.75	\$0.47	\$0.92	\$0.64
SOUTH AFRICA	\$1.06	\$1.08	\$0.95	\$0.97	\$1.25	\$1.27
SPAIN	\$1.09	\$1.23	\$0.90	\$1.05	\$1.28	\$1.43
SWEDEN	\$0.84	\$0.91	\$0.80	\$0.87	\$0.98	\$1.04
SWITZERLAND	\$0.84	\$0.98	\$0.81	\$0.95	\$0.97	\$1.12
TAIWAN	\$1.27	\$1.23	\$1.10	\$1.06	\$1.51	\$1.47
THAILAND	\$1.27	\$0.97	\$1.16	\$0.85	\$1.51	\$1.21
TURKEY	\$1.18	\$0.99	\$1.05	\$0.86	\$1.40	\$1.21
U.A.E.	\$1.57	\$1.43	\$1.45	\$1.30	\$1.88	\$1.74
UK	\$0.68	\$0.74	\$0.51	\$0.58	\$0.77	\$0.83
VATICAN CITY	\$1.05	\$1.03	\$0.70	\$0.69	\$1.24	\$1.22

Other International Dialling – Papua New Guinea and East Timor.

Call prices from your Telstra Mobile phone to a fixed phone or an international mobile (non-roaming) in Papua New Guinea have increased from 85¢ to \$2.21 per minute. These charges are effective **7 May, 2003**. A call connection fee of 44¢ also applies.

Call prices from your Telstra Mobile phone to a fixed phone or international (non-roaming) phone in East Timor have increased from 97¢ to \$3.00 per minute. These changes are effective from **7 May, 2003**. A call connection fee of 44¢ also applies.

Telstra is changing these call rates due to increases in costs charged to Telstra by international carriers to have these calls carried for its customers. The 0011 fixed and 0011 fixed to mobile prices are expressed as a per minute rate and a call connection fee of 33¢ also applies. These changes are effective from **7 May, 2003**.

HOMELINE BUDGET (Papua New Guinea)

	Current price	New price
0011 fixed/min	\$1.05	\$2.75
0011 fixed to mobile/min	\$1.35	\$2.75
0018 (30 mins or part thereof)	\$26.13	\$63.75

HOMELINE BUDGET (East Timor)

	Current price	New price
0011 fixed/min	\$1.21	\$3.80
0011 fixed to mobile/min	\$1.21	\$3.80
0018 (30 mins or part thereof)	\$30.25	\$95.00

HOMELINE COMPLETE (Papua New Guinea)

	Current price	New price
0011 fixed/min	\$0.85	\$2.21
0011 fixed to mobile/min	\$1.15	\$2.21
0018 (30 mins or part thereof)	\$20.90	\$51.00

HOMELINE COMPLETE (East Timor)

	Current price	New price
0011 fixed/min	\$0.97	\$3.00
0011 fixed to mobile/min	\$0.97	\$3.00
0018 (30 mins or part thereof)	\$24.20	\$75.00

HOMELINE PLUS (Papua New Guinea)

	Current price	New price
0011 fixed/min	\$0.80	\$1.98
0011 fixed to mobile/min	\$1.10	\$1.98
0011 10 mins Capped Calls	\$7.00	\$18.00
0018 (60 mins or part thereof)	\$20.00	\$48.00

HOMELINE PLUS (East Timor)

	Current price	New price
0011 fixed/min	\$0.90	\$2.85
0011 fixed to mobile/min	\$0.90	\$2.85
0011 10 mins Capped Calls	\$7.00	\$24.00
0018 (60 mins or part thereof)	\$22.50	\$71.20

If you require further information please visit
www.telstra.com

All prices include GST.

1. "Your FOXTEL" or "FOXTEL service" is the subscription service provided by Telstra PAY TV Limited, ABN 65 095 931 614. The FOXTEL service is not available in all areas. Savings on FOXTEL standard monthly subscription excluding pay per view and installation charges.
2. Single Bill is not available for all services including Telstra BigPond™ Broadband Cable and ADSL services.
3. Available to most customers who are directly billed by Telstra for line rental, local calls and preselected to Telstra for long distance calls. To receive the 10% discount, customers must combine onto one Single Bill their eligible fixed line with two of the following service types: FOXTEL with Telstra, eligible Telstra Mobile or Telstra BigPond Home Internet services. 5% discount applies where the customer combines their eligible fixed line with one of these other service types on one Single Bill. Limits apply on the maximum number of services that can be included. HomeLine Plus calls are not eligible for discount. Excludes some calls and services. To join, or for more details, call 1800 052 052.
4. Available to most residential customers who are directly billed by Telstra for line rental and local calls and preselected to Telstra for long distance calls.
5. Available on tone phones in most areas. Additional monthly rental charges apply for HomeLine Net customers.
6. Usage charge and normal call charges apply. Not available for blocked calls.
7. Normal charges apply for forwarded calls. Calls can be forwarded to most numbers in Australia.
8. Usage charge applies per use and normal call charges apply.
9. CND compatible equipment required. Not available for blocked calls.
10. Available to most residential customers with 4 lines or less who are directly billed by Telstra for line rental, local calls and preselected to Telstra for long distance calls and who take up HomeLine Plus.
11. Available for direct dialled calls to/from most fixed phones between 7pm and midnight everyday and 4pm and midnight on Saturday. Excludes some calls. Any portion of a call outside capped call times will be charged the applicable per minute rate.
12. Not available on HomeLine Net services. You must apply to Telstra to take up the Family Phones Bonus. Discount not available on calls between fixed line services. Offer is limited to residential customers. Limits apply on the number of services that can be included. Excludes some calls and services. Customers must dial the full national number for the discount to apply.
13. Calls will revert to applicable per minute rate after 3 hours. Per minute rates vary from standard option. Customers who select this option are no longer eligible for the standard \$1.50 capped evening call. Excludes some services.
14. Available for direct dialled calls from most fixed phones to Telstra Mobiles in Australia. Excludes some calls. Any portion of a call outside of capped call times will be charged the applicable per minute rate.
15. Available for direct dialled calls from most fixed phones. Excludes some calls.
16. Peak hours are 7am to 7pm, Monday to Friday. Off peak hours are all other times.
17. The most you'll pay for the first 10 minutes of a call to the UK, USA, New Zealand, Ireland and Canada. Per minute rates (plus the call connection fee) apply up to the 10 minute capped rate and resume after the first 10 minutes. Available for direct dialled calls to most fixed services. Excludes some calls and services.
18. Available to most residential customers who are directly billed by Telstra for line rental, local calls and preselected to Telstra for long distance calls and who take up HomeLine Budget. Only one fixed line per customer. HomeLine Budget customers must agree not to acquire services from other carriage service providers by dialling the access override code of those carriage service providers while subscribing to the HomeLine Budget service.
19. Available on most fixed residential phones.
20. No new HomeLine Net services are sold. HomeLine Net customers must agree not to acquire services from other carriage service providers by dialling the access override code of those carriage service providers while subscribing to the HomeLine Net service.
21. Available to most residential customers who are directly billed by Telstra for access and local calls and not preselected to Telstra for long distance calls.
22. Available to most residential customers who are directly billed by Telstra for line rental and local calls and preselected to Telstra for long distance calls. Not compatible with some calls and services including the Regional Call, Everyday STD or HomeLine Net. Local and STD calls made from services with the Wide Area Call are not eligible for any Flexi-Plan discounts. Available for direct dialled calls to/from most fixed phones.
23. This is the distance between zonal charging points. Some calls may be slightly shorter in geographic distance but receive a timed call.
24. Available to HomeLine Plus customers only. Not compatible with Wide Area Call or Everyday STD Options. Local and STD calls made from a service with the Regional Call are not eligible for any FlexiPlan discounts.
25. Available for direct dialled calls to/from most fixed phones. Calls will revert to applicable per minute rate after 3 hours. Excludes some calls.
26. The Pensioner Concession is available upon application for one residential service per eligible pensioner customer. Not available to HomeLine Part or business customers.
27. The concession amount to apply to the monthly line rental will continue to depend on a customer's actual call spend in a month.