

## Customer assistance

### In Australia

Call Telecard Customer Service on **1800 038 000**† between 8am and 10pm AEST Monday to Friday and 8am to midnight AEST Saturday and Sunday or visit our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm)

You can also contact us on FREEFAX™ **1800 654 842**† or by mail to: Telstra Telecard, Private Bag 5000, Burwood Post Office, Burwood, Vic 3125.

### When you are overseas

Call our Telstra operator between 8am and 10pm AEST Monday to Friday and 8am to midnight AEST Saturday and Sunday (dial the Australia Direct access number for the country you are visiting), hold for the operator and ask for a reverse charge call to **03 9632 6062**. Or, call the local service operator and ask for a reverse charge call to Australia **61 3 9632 6062**, or visit our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm)

### Things you need to know

Information contained within this guide is correct as at the time of printing (August 2007)

† A free call from most fixed phones.

^ GST exempt for Telecard calls originating out of Australia.

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## Telstra Telecard® User Guide & Contract



## Welcome to the convenience of Telstra Telecard

This User Guide will help you to make Telecard calls in Australia and from more than 65 countries overseas. This guide has details about Telecard Global Reach, Abbreviated Dialling and Telecard Call Control, as well as some helpful hints and a full list of access numbers for Australia, overseas and third country calling.

Qantas Frequent Flyer members can earn 4 points per \$1 spent with Telstra Telecard calls (points are allocated on whole dollar amounts). Call our Telecard Customer Service Team on **1800 038 000**† for more details.



Call anyone from  
just about anywhere



# Telstra Australia Direct/Global Reach Access Numbers

Country	Carrier	Access number	Key
<b>Argentina</b>	TLDA	0800 222 6100	
	Telecom International	0800 555 6100	
<b>Austria</b>	DGPT	0800 200 202	1
Bahrain	Batelco	8000 0061	
<b>Belgium</b>	Belgacom	0800 100 61	2
Bermuda	C&W	1800 623 0711	
<b>Brazil</b>	Embratel	0800 890 6112	2
Brunei	JTB	800 061	
Cambodia	MPT	1800 881 061	3
<b>Canada</b>	Teleglobe	1800 663 0683	
	Entel	800 360 150	
<b>Chile</b>	Entel	123 003 611	5
	CTC Mundo	800 800 287	3
	China Netcom Group	108 610	
China (North)	China Netcom Group	108 610	
China (South)	China Telecom	1082 610	
Colombia	Telecom	0 1800 961 0057	
Cook Islands	TCI	09 610	
Croatia	HPT	0800 220 061	
<b>Cyprus</b>	CYTA	800 900 61	1
<b>Czech Republic</b>	CTI-STP	800 001 161	1
<b>Denmark</b>	Telecom	800 100 61	
Fiji	Fintel	004 890 6101	
<b>Finland</b>	Sonera Corp	0800 110 610	1
<b>France</b>	Telecom	0800 990 061	17
<b>Germany</b>	DBT	0800 0800 061	2
Greece	OTE	008 006 111	
Guam	MCI	1888 251 5637	
	IT&E	1888 262 8610	
<b>Hawaii</b>	Hawtel	1800 865 6161	
<b>Hong Kong</b>	Telecom	800 96 0061	
<b>Hungary</b>	Matav	06 800 06 111	6
India	VSNL	000 61 17	
<b>Indonesia</b>	Indosat	001 801 61	5
	Satelindo	008 801 61	
<b>Ireland</b>	Telecom Ireland	1800 550 061	
<b>Israel</b>	Barak	180 939 6161	
	Bezeq	180 949 4610	18
<b>Italy (incl. San Marino Vatican City)</b>	Telecom Italia	800 172 610	2
<b>Japan</b>	KDD	005 39 611	2
	IDC	0066 55 661	2
	Japan Telecom	0044 11 611	2
	NT&T	0034 811 061	
<b>Korea (South)</b>	Korea Telecom	00 722 610	2, 15
	Dacom	00 309 611	1, 15
	ONSE Telecom	00 369 610	2, 15
Lebanon	P&T	01 425 900	
Luxembourg	P&T	8002 0061	

## Things you need to know

- Countries in **BOLD** enjoy the Global Reach facility.
- In some countries (especially in Europe) public payphones may require a card/coin deposit before providing dial tone, which may not be refunded at the end of the call.
- You may not be able to use your Telecard in certain countries or from all public telephones, payphones and mobile phones.
- If you are experiencing difficulties connecting to an access number whilst travelling overseas, please call the local foreign operator and ask for a reverse charge call to **61 3 9632 6062**. Note that if you dial **61 3 9632 6062** via the Telecard service, this will be charged to your account at Australia Direct® Rates. Or, and before travelling, we recommend you visit our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm) or contact the Telecard Customer Service Team on **1800 038 000†** for an up to date list of countries that Telstra provides access to.
- Some hotels may bar, divert or add a surcharge to the service. Check with the hotel before using. Hotel surcharges can be avoided by using public payphones.
- Future availability of service and access numbers that are beyond our control (such as international service and access numbers) may be subject to change without notice.

Country	Carrier	Access number	Key
<b>Macau</b>	CTM	0800 610	
<b>Malaysia</b>	TM	1800 800 061	
Malta	TeleMalta	800 90 610	
Mauritius	Mauritius Telecom	01 610	11
<b>Mexico</b>	Telmex	01800 123 0261	
Nauru	Nauru Telecom	1035 674	
<b>Netherlands</b>	KPN Telecom	0800 022 0061	2
	Telstra Clear	0800 602 878	
<b>New Zealand</b>	Telstra Clear	0800 931 818	
	Telecom NZ	000 961	
	Norfolk Telecom	1800 88 61	
Norfolk Island	Norfolk Telecom	1800 88 61	
<b>Norway</b>	Telenor	800 199 61	
Papua New Guinea	Telikom	05 0761 001	12
<b>Philippines</b>	PLDT	105 61	1
	Philcom	102 661	1
	ICC	123 761	1
Poland	TPSA	0 0800 611 1161	7
<b>Portugal</b>	Marconi	800 800 610	
Russia	Rostelecom	810 800 110 1061	
Singapore	Singapore Telecom	8000 610 610	
<b>Slovak Republic</b>	Slovak Telecom	0800 006 101	
Solomon Is.	Telekom	08 611	
<b>South Africa</b>	Telkom SA	0800 990 061	
<b>Spain</b>	Telefonica	900 990 061	16
Sri Lanka	Telecom	2449 499	8
Sweden	Telia	020 799 061	1
<b>Switzerland</b>	Swiss Com	0800 555 004	1
<b>Taiwan</b>	ITA	00 801 610 061	
Thailand	CAT	1800 0 061 10	5
Tonga	TCC	0800 611	
Turkey	Turk Telecom	0 0800 611 177	
Tuvalu	Telecom	0900 61	13
United Arab Emirates	Etisalat	0800 11 61	4,13
<b>United Kingdom</b>	Telstra	0800 856 6161	9
	BT	0800 890 061	9
	CWC	0500 890 061	
	Antel	0004 611	
Uruguay	Antel	0004 611	
<b>USA</b>	AT&T	1800 682 2878	
	MCI	1800 937 6822	
	Sprint	1800 676 0061	
	WORLDCOM	1800 201 8455	
Vatican City		800 172 610	2
Venezuela	Cantv	0800 100 1610	13
Vietnam	VTI	120 061 111	10
Western Samoa	Samoatel	92 610	
Zimbabwe	PTC	00 989 60	14

## Australia Direct Key

- May need to insert cards/coins. May not be refunded at end of call.
- May need to insert cards/coins. Refunded at end of call.
- Available from payphones only.
- Local access charge applies.
- Not available from public payphones.
- Wait for the second dial tone after dialling 00. Must insert cards/coins. Refunded at end of call.
- Wait for the second dial tone after dialling 0. Must insert cards/coins. May not be refunded at end of call.
- Add (11) area code when outside Colombo metropolitan area.
- Not available from all public payphones. May need to press \* (star) after this number.
- Available from Ho Chi Minh City and Hanoi GPOs and airports only. Local access call charge applies.
- Available from payphones, no card required. Access not available from coin operated payphones and mobile networks.
- Also available from dedicated phones in Port Moresby, Lae and Mt Hagen airports.
- Operator calls only.
- Not available from payphones, only from phones with IDD access.
- Calls from South Korea to North Korea are barred access to the Global Reach service.
- Calls within Spain are barred access to the Global Reach service.
- Not available in Andorra, French Guiana, French Polynesia, Guadeloupe, Martinique, Monaco, New Caledonia, Reunion Is., St Pierre & Miquelon.
- Global Reach service is not available from this carrier.

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## Making phone calls with Telecard

### Using Telecard in Australia

1. Dial **1 8 9 1 8** (or **1800 051 818**) and wait for the two 'beeps'. The recorded voice prompts will assist you in making your call.
2. Enter your eight digit Telecard number and four digit PIN followed by **#**.
3. Enter the area code (even for local calls, e.g. 03 for Melbourne) and the telephone number you wish to call followed by **#**.
4. Remember, to start an overseas call, enter the international calling code **0 0 1 1** and the country code then the phone number you wish to call followed by **#**.

Or, you can use the Abbreviated Dialling feature (see page 6).



You will not be able to action requests from the recorded voice prompt on a rotary dial phone – see page 10 for more details.



We've included a handy Pocket Guide for you to keep – you'll find it, ready to tear off, at the back of this Guide.

### Using Telecard from overseas (International Telecards)

Automatic Australia Direct can help with language and currency barriers when you are travelling. It allows you to phone Australia Direct from more than 65 countries^.

1. Refer to the list of Automatic Australia Direct access numbers (see table on inside cover) and dial the relevant number for the country you are visiting. Recorded voice prompts will assist you in making your call.
2. Enter your eight digit Telecard number and four digit PIN followed by **#**.
3. Dial **1** for a call to Australia.
4. Enter the area code (e.g. 03 for calls to Melbourne) and the telephone number you wish to call followed by **#**. Or you can use the Abbreviated Dialling feature (see page 6).

Instructions about making fax calls and modem connections are on pages 9 and 10.



You will not be able to access the recorded voice prompts from a rotary dial phone – see page 10 for more details.



## Using Telecard within and between countries

With Telecard Global Reach (Third Country Calling), you can use your Telecard to call from over 30 countries to almost anywhere in the world. For example, you can make calls locally within New York or to the rest of the US and from New York to London.

Global Reach is a convenient feature provided exclusively on International Telstra Telecards. See the Telecard Pricing brochure for details about pricing.

1. Refer to the list of Automatic Australia Direct/Global Reach access numbers (in table on inside cover) and dial the number appropriate to the country you are visiting.
2. The voice prompts will ask you to enter:
  - Your eight digit Telecard number and four digit PIN followed by #.
  - Then select 2 to make an international call followed by 0011, the country code (if applicable), area code and phone number followed by #.



When making a Global Reach call between countries, dial international countries as you would from Australia, i.e. 0011 followed by the area code and phone number.



## Telecard features

### You and your Telecard PIN

#### Forgotten your PIN?

If you forget your PIN, the original PIN can be reissued to you by calling **1800 038 000+** – if you are overseas, dial the access number, select the option 'Telecard call to Australia' and follow the prompts. For added security your PIN can only be confirmed by mail. Our staff are unable to access your PIN information under any circumstances. It may take up to 5 working days to receive your PIN.



Keep your PIN secure and do not give it to anyone! You may be liable for the cost of the unauthorised telephone calls made using your Telecard.

#### Changing your PIN

You can change your Telecard PIN to any four (4) digit number with our automatic Pick-A-PIN service.

1. Dial **18918** (nationally) and follow the prompts or, when you are overseas, dial the access number, select option 'Telecard call to Australia' and follow the prompts.
2. Select the menu option for Pick-A-PIN by pressing **11** then #.
3. Follow the voice prompts.



If you change your PIN and forget the new number, a new PIN will need to be issued and mailed to you.



## Abbreviated Dialling

Save up to 10 of your most frequently called numbers in your Telecard memory. These numbers can be national, mobile and international numbers or all of your Telecard Call Control Numbers (see page 7).

Simply dial the Telecard access code (**18918** in Australia or the Australia Direct/Telecard Global Reach access numbers when you are overseas). Then enter your Telecard number and PIN followed by **#** and the selected abbreviated dial code (e.g. 20#, 21#, etc.) and your call will be connected.

## To make an abbreviated call from overseas:

 Access Number **# (20 - 29) #** Call Connected

To program new numbers or change your Abbreviated Dialling Numbers, you can complete an online order by visiting our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm) or by contacting our Telecard Customer Service Team on **1800 038 000**<sup>†</sup> (nationally). If overseas, dial the access number, select the option 'Telecard call to Australia' and follow the prompts.

## Telecard Call Control

### Keep your Telecard calls under control

This feature lets you restrict your Telecard calls to 5 numbers that you choose, even on a National Telecard. These can be national, mobile or international numbers.

For example, you may want your card only to be used to contact your home and office phone numbers or you may wish to also include a wider circle of contacts such as interstate suppliers, an overseas client or your mobile phone. The choice is yours.

We automatically program all of your Telecard Call Control choices as Abbreviated Dial numbers so you don't have to worry about remembering them. Telecard Call Control is also available for Telecard Global Reach.

### To make a call using Call Control:

 Access Number **# (20 - 24) #** Call Connected

### Record your 5 Telecard Call Control Numbers

Abbrev. Dial Code	Name	Phone Number
20#		
21#		
22#		
23#		
24#		

To program or change your Telecard Call Control numbers, just call the Telecard Customer Service Team on **1800 038 000**<sup>†</sup> (nationally). Or, call the local foreign operator and ask for a reverse charge call to **61 3 9632 6062** (internationally).

## Last Number Redial

Redial the last Telecard number you called by entering **9 #** without having to re-enter the destination number.

### To redial the last called number:

 Access Number **# 9 #** Call Connected

This feature is compatible with Automatic Telecard Call Control and Abbreviated Dialling and is available on the Telecard Global Reach service.

## Follow On Call

Want to make another call without having to key in your Telecard number and PIN all over again?

1. Wait for the other person to hang up and listen to the voice prompt.
2. Press **#** and then enter the full number you wish to call, the abbreviated code or the Last Number Redial code and end with **#**.



The applicable call connection charge is charged for each additional Follow On Call.

## Corrections

If you make a mistake, press **\*** followed by **#** and you will be returned to the last voice prompt.



## Fax, modem and rotary dial phone calls

### Sending Faxes with Telecard

Turn your fax to manual transmission mode (that is, disable the facility that stores the document in memory before dialling the number).

1. Dial **1 8 9 1 8** (or **1800 051 818**) or the number appropriate to the country you are visiting.
2. Enter a series of pauses in the form of commas (e.g. ,,,,,,) approximately 7-8. 3-4 may be sufficient if using a faster modem.
3. Enter your eight digit Telecard number and four digit PIN followed by **#**.
4. Again enter a series of pauses (approximately 7-8).
5. If faxing from overseas you must press **1**. Again enter a series of pauses (approximately 4-5).

To send faxes in Australia, enter the fax number, including the area code, followed by **#**.

To send faxes overseas, start with **0 0 1 5**, not 0011. Or, you can use the Abbreviated Dialling feature or Last Number Redial feature (see pages 6 and 8).

6. After you hear your fax connection tone, activate your fax to send.



Your Telecard may allow you to send faxes from machines that are otherwise barred from international dialling. It is recommended that you check your fax machine manufacturer's instructions for transferring data. You may have to experiment with the amount of pauses you need to insert between numbers.

## Using Telecard with Modems

1. Dial **1 8 9 1 8** (or **1800 051 818**) or the number appropriate to the country you are visiting.
2. Enter a series of pauses in the form of commas (e.g. ,,,,,,) approximately 7-8. 3-4 may be sufficient if using a faster modem.
3. Enter your eight digit Telecard number and four digit PIN followed by **#**.
4. Again enter a series of pauses (approximately 7-8). 3-4 pauses may be sufficient if using a faster modem.
5. If calling from overseas you must press **1**.  
Again enter a series of pauses (approximately 4-5).  
To call within Australia, enter the modem number, including the area code, followed by **#**.  
To call a modem overseas, start with **0 0 1 1**.  
Or, you can use the Abbreviated Dialling feature or Last Number Redial feature (see pages 6 and 8).
6. Activate your computer to send.



It is recommended that you check your modem manufacturer's instructions and software protocol for transferring computer data. You may have to experiment with the amount of pauses you need to insert between numbers.

## Rotary Dial Phones

1. Dial **1 8 9 1 8** and wait for the two 'beeps'. If you are overseas dial the Australia Direct access number for the country you are visiting (see table on inside cover).
2. Wait for a Telstra operator to assist you. The call will be charged at normal Telecard rates.



## General information and precautions

### Hotel Surcharges

Some hotels may impose a surcharge for Telecard calls. Check with the hotel about surcharges and how to dial from your room.



Hotel surcharges can be avoided by using public payphones.

### Hotel Security

Some hotel phone systems **record your full Telecard number and PIN for presentation on your hotel phone account.**

If this information is printed on your account, there is always a chance that your Telecard can be used without your knowledge and you will be responsible for these unauthorised calls (see Telecard contract document for details).

On arrival at your hotel, we recommend that you check with reception to determine the hotel's method of call itemisation. If full itemisation is presented, you should take the matter up with the hotel management and it is recommended that you make all Telecard calls from another phone, like a payphone.

## Barring

Some calls cannot be made with a Telstra Telecard. Calls which are not available include: free calls (000, 1800 etc.), operator services in Australia (Wake Up calls, Call Connect etc.), Dial It services (time and weather), and Information services (190 etc.). You also may not be able to use your Telecard at all public telephones and payphones. Before travelling we recommend you call Telecard customer service on **1800 038 000**<sup>†</sup> or visit our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm) for a list of countries that Telstra provide access to.

Some phones (especially hotels) may bar calls to the Telecard access number **18918**. If this happens in Australia, dial **1800 051 818** to access the Telecard voice prompts and follow the instructions under 'Using Telecard in Australia' on page 2. When you are overseas, the Telecard Global Reach service provides a local access number for most countries for use in the event of hotel or PABX barring (see Global Reach access numbers on the inside front cover). Hotel call charges may apply to these calls. Please check with your hotel regarding these charges.



## Contract

### 1. Introduction

This Contract sets out the terms and conditions, which apply to making telephone calls with your Telecard. We encourage you to read and familiarise yourself with it.

If you have not agreed in writing to accept these conditions, any use of a Card will automatically constitute your agreement to these conditions.

We may give you other instructions about making telephone calls with your Card with which you must comply.

These conditions operate together with Our Customer Terms as amended from time to time.

You can get a copy of Our Customer Terms at most Telstra Shops or at [www.telstra.com.au/customerterms](http://www.telstra.com.au/customerterms). To the extent of any inconsistency between these conditions and Our Customer Terms, Our Customer Terms will prevail.

These conditions generally comply with the Electronic Funds Transfer Code of Conduct ('Code'). If the Code applies to a transaction, the Code prevails to the extent of any inconsistency with these conditions.

The meaning of certain words is explained in 14.1.





## 2. What is the Telecard Function?

The Telecard Function is the function enabling you to use your Card to make local, national or overseas telephone calls where available.

We may give you a credit limit in respect of the Telecard Function.

## 3. Who may use it?

Subject to 4, your Telecard Function is for your personal use only and you are responsible for all charges in relation to it. **You need to keep your Telecard Account number and PIN details private.** The Telecard Function is not transferable and the property in it belongs to us. If you would like additional Telecards linked to your Account, simply contact Telecard Customer Service on **1800 038 000**<sup>†</sup> to arrange.

## 4. What the Telecard Function costs

The charges for using the Telecard Function are as listed in the Telecard Pricing Information booklet. Those charges may be changed by Telstra at any time.

You will also be required to pay for the cost of any call made by anyone using the Telecard Function with your knowledge or consent.

You may also be required to pay for the cost of any call made using the Telecard Function in the circumstances outlined in 8.

## 5. How you will be billed

The charges made by us under 4 will be billed to the Account. We will provide you with a statement of Account at least every six months. For Billing inquiries contact Telstra Billing Services on **13 2200**.

Statements of the Account are available at any time on your request.

We suggest that you check all entries made on your statement of Account. If you suspect that an error or possible unauthorised call has occurred please follow the procedure outlined in 10.1.

## 6. Keeping your Card and Telecard PIN safe

**It is important that you keep your Card and Telecard PIN safe,** otherwise someone may use it without your authorisation and you may be liable for the cost of the telephone calls made using the Telecard Function as set out in 8.

### You can keep your Card and Telecard PIN safe by:

- memorising the Telecard PIN, and then destroying the letter from us advising you of it or, if you are not sure that you will remember your Telecard PIN, by making a record of it in a disguised form and keeping the record away from your Card and in a place where it is not likely to be lost or stolen;
- not writing or indicating your Telecard PIN on your Card;
- not disclosing your Telecard PIN to anyone other than a Telstra operator;
- taking reasonable care when disclosing your Telecard PIN to a Telstra operator that no one can overhear you;
- taking reasonable care when entering your Telecard PIN during a call that your PIN is not viewed by third parties;
- not allowing anyone to use your Card;
- carrying your Card with you wherever possible or storing it in a safe place; and
- checking regularly that you still have your Card.

To change your PIN please call our automated service on **18918** or call our Customer Service Team on **1800 038 000**<sup>†</sup> if in Australia. (Or, if overseas, redial the access number, select the option 'Telecard call to Australia' and follow the prompts). Your pin can only be confirmed by mail.



## 7. What you should do if your Card is lost or stolen or your Telecard PIN security is breached

If your Card is lost, stolen or misused or is likely to be misused, you should ring us on our customer service number (1800 038 000† if in Australia. Or, if overseas, call the local foreign operator and ask for a reverse charge call to 61 3 9632 6062).

If someone other than a Telstra operator knows your Telecard PIN or you suspect that they do, you should ring us on our customer service number (1800 038 000† if in Australia. Or, if overseas, call the local foreign operator, and ask for a reverse charge call to 61 3 9632 6062).

When you have notified us we will cancel the Telecard Function. We will issue you with a new Telecard and give you written notice of your new Telecard PIN.



## 8. Who pays for unauthorised calls made using the Telecard Function?

### 8.1 No requirement to pay if not responsible for unauthorised use

You will not be required to pay for the cost of any calls made using the Telecard Function:

- which occur before you receive your Card and Telecard PIN; or
- which occur as the result of a forged, faulty, expired or cancelled Card or Telecard Function; or
- which occur as the result of the fraudulent or negligent conduct of our employees or agents; or
- when you have notified us that your Card has been lost, stolen, misused or likely to be misused or that your Telecard PIN security has been or is likely to be breached.

### 8.2 A requirement to pay if you are responsible for unauthorised use

Where you are responsible for the unauthorised use of the Telecard Function, you will be required to pay for the total cost of all calls made between the time:

- when you became aware (or ought reasonably to have become aware) of the loss, theft or misuse of your Card or the breach or likely breach of your Telecard PIN security; and
- when you notified us.

For example (without limitation), where you:

- voluntarily disclose the Telecard PIN;
- indicate the Telecard PIN on your Card;
- do not disguise your Telecard PIN and/or do not keep that record away from your Card and in a place where it is not likely to be lost or stolen; you will be required to pay for the total cost of calls made before you notified us under 7.

## 9. What happens if there is a computer or equipment malfunction?

If, as a result of an equipment malfunction or computer error, you are incorrectly charged for the cost of a call, we will correct that error and either refund or adjust the Account with any relevant charge.

## 10. Complaints and resolutions

### 10.1 Notice of complaint

**You should ring us on our customer service number (1800 038 000+ if in Australia. Or, if overseas, call the local foreign operator and ask for a reverse charge call to 61 3 9632 6062) if you think:**

- there has been an error in the statement of Account; or
- there has been or may be unauthorised use of the Telecard Function; or
- you have some other complaint.

You will be required to tell us information which is relevant to your complaint. This may include your name, address, Card number and details of the suspected error.

### 10.2 What happens if we can't resolve the matter?

If we cannot resolve the matter with you straight away, we will give you a written notice of our procedures for resolving disputes.

Within 21 days of you lodging your complaint we will complete our investigation of the matter and give you written notice:

- of the outcome of our investigation as well as our reasons; or
- that we need more time to investigate the matter.

If we advise you that we need more time to investigate the matter and if there are no exceptional circumstances, we will complete our investigation within 45 days of you lodging your complaint.

If there are exceptional circumstances, we will give you a written notice advising you of this fact.

When we have completed our investigation, we will promptly advise you in writing of the outcome of our investigation as well as our reasons.

If we conclude as a result of our investigation that an error has occurred, we will promptly correct it, including where appropriate, adjusting the Account.

We will advise you of the amount of the adjustment in written notice.

## 11. Changes to these terms and conditions

For Consumer Customers and Small Business Customers, we can make changes to your Service in accordance with the General Terms of Our Customer Terms. A summary of the relevant sections of Our Customer Terms is set out below.

If you are a consumer customer or small business customer we can change any term of these terms and conditions by getting your consent or complying with this section.

### 11.1 Beneficial or neutral changes

We can change these terms and conditions without telling you if the change is beneficial or neutral to you. Otherwise, we do so as set out below.

### 11.2 Changes without notice

We can change these terms and conditions without telling you beforehand in the following circumstances:

- we make a change required by law or necessary for security or technical reasons;
- we change or impose tax-based changes;
- we change charges for international services or international roaming services; or
- we change or impose ancillary charges.

However, we will publish a notice summarising the change in a national newspaper 3 working days before the change (or in the case of a change required by law or necessary for security or technical reasons, within 3 working days after the change) and in most cases will also provide written notification to you within 16 weeks of the change.

### 11.3 Changes which have a minor detrimental impact

We can also change these terms and conditions without telling you beforehand (but will provide notification as set out in 11.2) if we reasonably consider the change will only have a minor detrimental impact on you.

### 11.4 Other changes

Except as provided for in 11.1 to 11.3 above, we can change these terms and conditions by telling you about the change at least 30 days beforehand.

### 11.5 How we can tell you about changes

We can tell you of changes to these terms and conditions, unless specified otherwise in this section, by: bill message, bill insert, direct mail, email (if you have an email address and have agreed for us to tell you about changes to these terms and conditions by email). In addition to this notice, we may also publish a notice in a national newspaper.

### 11.6 Changes for Corporate Customers

If you are a Corporate Customer, we change any of these terms and conditions by getting your consent or complying with this section. We can change these terms and conditions without giving you notice beforehand if:

- we make a change that is beneficial or neutral to you;
- we make a change that we reasonably consider will have a minor detrimental impact on you;
- we make a change required by law or necessary for security or technical reasons;
- we change or impose tax-based changes;
- we change charges for international services or international roaming services; or
- we change or impose ancillary charges.

For all other changes to these terms and conditions, we can change these terms and conditions by providing you with 30 days' written notification.

## 12. Cancellation of the Telecard Function

### 12.1 Cancellation By Us

The cancellation provisions in the General Terms of Our Customer Terms apply to Telecard.

We may, temporarily or permanently, cancel your Service (in some circumstances without giving you notice) in accordance with the General Terms of Our Customer Terms.

For example, we may cancel your Service if:

- you do not pay a bill on the Account;
- the Account is closed;
- you fail to comply with these terms and conditions.

For example, we may cancel, suspend or restrict your Service by telling you with as much warning as we reasonably can if:

- we think that an unauthorised person is using it or may use it when there is excessive or unusual use of the service;
- for security of our services or individual accounts;
- there is an emergency that affects our ability to provide the service;
- in our view you are, or are likely to become, bankrupt or insolvent;
- The Australian Competition and Consumer Commission issues a competition notice in relation to the service or Telstra anticipates that it may do so; or
- the supply of the service by Telstra is or may be unlawful or Telstra anticipates that it may become so.

### 12.2 Cancellation By You

You may cancel the Telecard Function of your Card by:

- ringing our Customer Service Team on **1800 038 000**† if in Australia. Or, if overseas, call the local foreign operator and ask for a reverse charge call to **61 3 9632 6062**; or
- notifying us in writing (including by email).

If you notify us by telephone, the Telecard Function will be cancelled straight away. If you notify us in writing, the Telecard Function will be cancelled within two days of us receiving your written notice.

## 13. Liability

The liability provisions in the General Terms of Our Customer Terms apply to Telecard. The following is only a summary of those liability provisions, and it is very important that you read Our Customer Terms for the full provisions.

### 13.1 Our liability to you if you are a Consumer Customer

If our services are used by you in pursuit of financial gain (such as to conduct share trading), it is very important that you have an alternative means of communication available and do not solely rely on our services.

In many cases, we accept our liability to you for breach of contract or negligence under the principles applied by the courts. Some exceptions are set out below.

As your service is provided to you for the primary purpose of personal use, we do not accept liability to you for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, we limit our liability to resupplying, repairing or replacing the relevant goods or services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so.

We are not liable for any loss to the extent that it is caused by you, results from your failure to take reasonable steps to avoid or minimise your loss, or caused by us failing to comply with our obligations due to events outside our reasonable control (such as a failure in equipment that is not owned or operated by us, an industrial strike or an act of God).

### 13.2 Our liability to you if you are a Small Business Customer

We are not responsible for loss or damage arising from circumstances beyond our reasonable control or to the extent caused by you. In many cases, we accept liability in relation to interruptions or delay, and for breach of contract or negligence (in particular for personal injury or death, damage to real property and some direct losses but excluding loss of profits, likely savings or data), but in certain cases our liability may be limited (eg to paying applicable service level rebates or the repair or replacement of property or to an amount payable to us under Our Customer Terms for 12 months of acquiring a relevant service).

Other than the liability (and to the extent) we expressly accept, we exclude all other liability. To the extent that such liability cannot be lawfully excluded, our liability is limited to resupplying/repairing or paying the cost of resupplying/repairing services/goods.

### 13.3 Our liability to you if you are a Corporate Customer

We accept liability for our negligence in relation to supplying services if it causes personal injury. If our negligence in relation to supplying services causes damage to property, we will replace or repair the property (or pay to do so).

Certain laws imply terms into contracts for the supply of goods or services that cannot be excluded (e.g. that services are provided with due care and skill and goods are reasonably fit for their purpose and of a certain quality). If those terms are implied into Our Customer Terms and we breach them, we accept liability for the breach. Our liability is limited to resupplying, repairing or replacing the relevant goods or services where the goods or services are not of a kind ordinarily acquired for personal, domestic or household use or consumption and where it is fair and reasonable to do so.

Otherwise, we are not liable to you in contract, tort (including negligence), or otherwise for any loss or damage (e.g. lost profits or business or consequential losses).

### 13.4 Your liability to us

If you and one or more others are the customer for a service, each of you is jointly and individually responsible for all charges and other obligations relating to that service.

Consumer and Small Business customers are liable to us for breach of contract or negligence under the principles applied by the courts but are not liable to us for any loss to the extent that it is caused by us.

Corporate customers must indemnify us against (and must pay us for): (a) any loss or damage we suffer relating to the use (or attempted use) of your service or equipment used in connection with your service; and (b) any costs (including legal costs) relating to any breach by you of Our Customer Terms.

## 14. General Matters

### 14.1 Meaning of words

The meaning of words is explained below:

- **Account** means a telephone account opened by us to which we will charge the cost of telephone calls made with the Telecard Function, interest or any other fees chargeable to you under these conditions.
- You will be a **Consumer Customer** if your Service is of a kind ordinarily acquired for personal, domestic or household use and you are using your service for the primary purpose of personal, domestic or household use.
- You will be a **Corporate Customer** if you acquire your Service for the purpose of resale, or you are business or non-profit organisation (including a body corporate, sole trade, partnership, trust or registered charity) who had a genuine and reasonable opportunity to negotiate the terms of your contract with us; or has or will have an annual spend with us which is, or is reasonably estimated by us to be, greater than \$20,000; and you are using your service for the primary purpose of business use.

- **Service** includes any goods or equipment provided as a component of the Telecard Function.
- You will be a **Small Business Customer** if you are a business or non-profit organisation (including a body corporate, sole trader, partnership, trust or registered charity), and you are using your Service for the primary purpose of business use and you did not have a genuine and reasonable opportunity to negotiate the terms of your contract with us and you had or will have an annual spend with us which is, or is reasonably estimate by us to be, less than \$20,000, as long as you are not acquiring a service for the purposes of resale.
- **Telecard Function** means the function described in 2.
- **Telecard PIN** means your personal identification number issued by us to enable you to use the Telecard Function.
- **We** or **us** refers to Telstra Corporation Limited ABN 33 051 775 556.
- **You** are the person whose Card has a Telecard Function.

### 14.2 Notices

Any notice you serve on us in connection with these conditions must be in writing sent to:

Telstra Telecard  
Private Bag 5000  
Burwood Post Office  
Burwood  
Victoria 3125

or FREEFAX™ **1800 654 842**†

### 14.3 Further copy of this Contract

We will provide you with a copy of this Contract on your request.

To make an abbreviated call:

 Access Number # (20-29) # Call Connected

Abb Dial Code	Name	Phone Number
20#		
21#		
22#		
23#		
24#		
25#		
26#		
27#		
28#		
29#		

## Lost/Stolen Telecard

In Australia call **1800 038 000**<sup>†</sup> or from overseas, call the local foreign operator for a reverse charge call to **61 3 9632 6062**.

<sup>†</sup> A free call from most fixed phones.

<sup>™</sup> Trade mark of Telstra Corporation Limited

<sup>®</sup> Registered trade mark of Telstra Corporation Limited

ABN 33 051 775 556



Telecard<sup>®</sup>  
Pocket Guide



Call anyone  
from just about  
anywhere



## Using Telecard in Australia

1. Dial **1 8 9 1 8** (**1800 051 818** as an alternative) and wait for the two 'beeps'. The recorded voice prompts will assist you in making your call.
2. Enter your eight digit Telecard number and four digit PIN followed by **#**.
3. Enter the area code (even for local calls) and the telephone number you wish to call followed by **#**.
4. Remember, to start an overseas call, enter the international calling code **0 0 1 1** and the country code, the phone number followed by **#**.

Or, you can use the Abbreviated Dialling feature.

## Using Telecard from Overseas

1. Refer to the list of Automatic Australia Direct access numbers and dial the number appropriate to the country you are visiting. Recorded voice prompts will assist you in making your call.
2. Enter your eight digit Telecard number and four digit PIN followed by **#**.
3. Dial **1** for a call to Australia.
4. Enter the area code (for example, dial 03 for calls to Melbourne) and the telephone number you wish to call followed by **#**.

Or, you can use the Abbreviated Dialling feature.

## Telecard Global Reach – Third Country Calling

Calling within and between countries

1. Refer to the list of Automatic Australia Direct/ Global Reach access numbers and dial the number appropriate to the country you are visiting.
2. The voice prompts will ask you to enter:
  - Your eight digit Telecard number and four digit PIN followed by **#**.
  - Then choose **2** to make an international call followed by the country code (if applicable), area code and phone number followed by **#**.



When making a Global Reach call between countries, dial international countries as you would from Australia, i.e. 0011 followed by the area code and phone number.



## Special Telecard Services for Travellers

### Need a phone number back home or overseas?

For Telstra Directory Assistance simply dial the access number for the country you are visiting, enter your 8 digit Telecard number and PIN and enter **1 2 2 3** (Australian Numbers) and **1 2 2 5** (International Numbers). This service is available 24 hours a day.



This is not a free call and you will be charged at normal automatic Australia Direct rates for these calls (including a \$1.50 call connection charge).

### Telstra International Pay By Phone

Telstra phone bills can be paid by phone from overseas using your Telecard Automatic Australia Direct facility. Simply dial the access number for the country you are visiting, enter your 8 digit Telecard number and PIN, enter **03 9204 5999** followed by **#** at the prompts. This service is available 24 hours a day.



This is not a free call and you will be charged at normal automatic Australia Direct rates for these calls (including a \$1.50 call connection charge). You will need to have your Telstra account details and credit card number handy.

## Telstra Australia Direct/ Global Reach Access Numbers

## Forgotten your PIN?

If you happen to forget your PIN, the original PIN can be reissued to you by calling **1800 038 000**<sup>t</sup>. Or, if overseas, call the local foreign operator and ask for a reverse charge call to **61 3 962**. These services are available from 8am to 10pm AEST Monday to Friday and 8am to midnight AEST Saturday and Sunday. For your security, your PIN can only be confirmed by mail. Our staff are unable to access your PIN information under any circumstances.

### Making more than one call?

Wait for the other person to hang up. Listen to the voice prompts, press **#** and then enter the number you wish to call; end with **#**.

### Made a mistake?

If you make a mistake when dialling, press **\*** followed by **#** and you will be returned to the last voice prompt.

### Customer Assistance

For personal assistance while overseas, call the Australia Direct operator (dial the Australia Direct access number for the country you are visiting), hold for the operator (do not attempt to enter your Telecard number or PIN) and ask for a reverse charge call to **03 9632 6062**. Or, call the local service operator and ask for a reverse charge call to Australia **61 3 9632 6062**.

## Telstra Australia Direct/Global Reach Key

1. May need to insert cards/coins. May not be refunded at end of call.
2. May need to insert cards/coins. Refunded at end of call.
3. Available from payphones only.
4. Local access charge applies.
5. Not available from public payphones.
6. Wait for the second dial tone after dialling 00. Must insert cards/coins. Refunded at end of call.
7. Wait for the second dial tone after dialling 0. Must insert cards/coins. May not be refunded at end of call.
8. Add (11) area code when outside Colombo metropolitan area.
9. Not available from all public payphones. May need to press \* (star) after this number.
10. Available from Ho Chi Minh City and Hanoi GPOs and airports only. Local access call charge applies.
11. Available from payphones, no card required. Access not available from coin operated payphones and mobile networks.
12. Also available from dedicated phones in Port Moresby, Lae and Mt Hagen airports.
13. Operator calls only.
14. Not available from payphones, only from phones with IDD access.
15. Calls from South Korea to North Korea are barred access to the Global Reach service.
16. Calls within Spain are barred access to the Global Reach service.
17. Not available in Andorra, French Guiana, French Polynesia, Guadeloupe, Martinique, Monaco, New Caledonia, Reunion Is., St Pierre & Miquelon.
18. Global Reach service is not available from this carrier.

Country	Carrier	Access number	Key
<b>Argentina</b>	TLDA	0800 222 6100	
	Telecom International	0800 555 6100	
<b>Austria</b>	DGPT	0800 200 202	1
Bahrain	Batelco	8000 0061	
<b>Belgium</b>	Belgacom	0800 100 61	2
Bermuda	C&W	1800 623 0711	
<b>Brazil</b>	Embratel	0800 890 6112	2
Brunei	JTB	800 061	
Cambodia	MPT	1800 881 061	3
<b>Canada</b>	Teleglobe	1800 663 0683	
<b>Chile</b>	Entel	800 360 150	
	Entel	123 003 611	5
	CTC Mundo	800 800 287	3
China (North)	China Netcom Group	108 610	
China (South)	China Telecom	1082 610	
Colombia	Telecom	0 1800 961 0057	
Cook Islands	TCI	09 610	
Croatia	HPT	0800 220 061	
<b>Cyprus</b>	CYTA	800 900 61	1
<b>Czech Republic</b>	CTI-STP	800 001 161	1
<b>Denmark</b>	Telecom	800 100 61	
Fiji	Fintel	004 890 6101	
<b>Finland</b>	Sonera Corp	0800 110 610	1
<b>France</b>	Telecom	0800 990 061	17
<b>Germany</b>	DBT	0800 0800 061	2
Greece	OTE	008 006 111	
Guam	MCI	1888 251 5637	
	IT&E	1888 262 8610	
<b>Hawaii</b>	Hawtel	1800 865 6161	
<b>Hong Kong</b>	Telecom	800 96 0061	
<b>Hungary</b>	Matav	06 800 06 111	6
India	VSNL	000 61 17	
<b>Indonesia</b>	Indosat	001 801 61	5
	Satelindo	008 801 61	
<b>Ireland</b>	Telecom Ireland	1800 550 061	
<b>Israel</b>	Barak	180 939 6161	
	Bezeq	180 949 4610	18

Country	Carrier	Access number	Key
<b>Italy (incl. San Marino Vatican City)</b>	Telecom Italia	800 172 610	2
	KDD	005 39 611	2
<b>Japan</b>	IDC	0066 55 661	2
	Japan Telecom	0044 11 611	2
	NT&T	0034 811 061	
<b>Korea (South)</b>	Korea Telecom	00 722 610	2, 15
	Dacom	00 309 611	1, 15
	ONSE Telecom	00 369 610	2, 15
Lebanon	P&T	01 425 900	
Luxembourg	P&T	8002 0061	
<b>Macau</b>	CTM	0800 610	
<b>Malaysia</b>	TM	1800 800 061	
Malta	TeleMalta	800 90 610	
Mauritius	Mauritius Telecom	01 610	11
<b>Mexico</b>	Telmex	01800 123 0261	
Nauru	Nauru Telecom	1035 674	
<b>Netherlands</b>	KPN Telecom	0800 022 0061	2
<b>New Zealand</b>	Telstra Clear	0800 602 878	
	Telstra Clear	0800 931 818	
	Telecom NZ	000 961	
Norfolk Island	Norfolk Telecom	1800 88 61	
<b>Norway</b>	Telenor	800 199 61	
Papua New Guinea	Telikom	05 0761 001	12
<b>Philippines</b>	PLDT	105 61	1
	Philcom	102 661	1
	ICC	123 761	1
Poland	TPSA	0 0800 611 1161	7
<b>Portugal</b>	Marconi	800 800 610	
Russia	Rostelecom	810 800 110 1061	
Singapore	Singapore Telecom	8000 610 610	
<b>Slovak Republic</b>	Slovak Telecom	0800 006 101	
Solomon Is.	Telekom	08 611	
<b>South Africa</b>	Telkom SA	0800 990 061	
<b>Spain</b>	Telefonica	900 990 061	16
Sri Lanka	Telecom	2449 499	8
Sweden	Telia	020 799 061	1
<b>Switzerland</b>	Swiss Com	0800 555 004	1

Country	Carrier	Access number	Key
<b>Taiwan</b>	ITA	00 801 610 061	
Thailand	CAT	1800 0 061 10	5
Tonga	TCC	0800 611	
Turkey	Turk Telecom	0 0800 611 177	
Tuvalu	Telecom	0900 61	13
United Arab Emirates	Etisalat	0800 11 61	4,13
<b>United Kingdom</b>	Telstra	0800 856 6161	9
	BT	0800 890 061	9
	CWC	0500 890 061	
Uruguay	Antel	0004 611	
<b>USA</b>	AT&T	1800 682 2878	
	MCI	1800 937 6822	
	Sprint	1800 676 0061	
	WORLDCOM	1800 201 8455	
Vatican City		800 172 610	2
Venezuela	Cantv	0800 100 1610	13
Vietnam	VTI	120 061 111	10
Western Samoa	Samoatel	92 610	
Zimbabwe	PTC	00 989 60	14

#### Things you need to know

1. Countries in **BOLD** enjoy the Global Reach facility. 2. In some countries (especially in Europe) public payphones require a card/coin deposit before providing dial tone that may not be refunded at the end of the call. 3. You may not be able to use your Telecard in certain countries or from all public phones, payphones and mobile phones. 4. If you are experiencing difficulties connecting to an access number whilst travelling overseas, please call the local foreign operator and ask for a reverse charge call to **61 3 9632 6062**. Note that if you dial **61 3 9632 6062** via the Telecard service, this will be charged to your account at Australia Direct® Rates. Or, and before travelling, we recommend you visit our cards website at [www.telstra.com.au/callingcardshop/telecard.htm](http://www.telstra.com.au/callingcardshop/telecard.htm) or contact the Telecard Customer Service Team on **1800 038 000+** for an up to date list of countries that Telstra provides access to. 5. Some hotels may bar, divert or add a surcharge to the service. Check with the hotel before using. Hotel surcharges can be avoided by using public payphones. 6. Future availability of service and access numbers that are beyond our control (such as international service and access numbers) may be subject to change without notice.