

Part F – Managing Calls

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Certain words are used with the specific meanings set in Part A – General of the Telstra Mobile section, or in the General Terms of Our Customer Terms.

1 About this Part

- 1.1 This is part of the Telstra Mobile section of Our Customer Terms. Provisions in other parts of the Telstra Mobile 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 Telstra Mobile section for more detail on how the various parts of the Telstra Mobile section should be read together. To see these terms – home and family customers [click here](#); business and government customers [click here](#).

2 MessageBank

MessageBank products

- 2.1 MessageBank provides you with a personalised answering service for your mobile phone when you are unable to answer a call. There are different types of MessageBank products available:

Service	Features
MessageBank Standard From 19 September 2005, MessageBank Premium will be known as MessageBank Standard and all existing MessageBank Standard customers will be provided with the same features previously available to MessageBank Premium customers	Allows up to 60 messages to be stored for a maximum of 14 days where the message remains unread. Where a message has been read, the maximum storage time for that message is seven days. Provides features such as mailbox to mailbox messaging, telephone delivery (OMD - outdial message delivery), group distribution lists, call back, personal receptionist, special delivery, hang up messages, fun greetings and reminders.
MessageBank Business – is only available to customers who had it on 17 July 2001 and have not moved to a different MessageBank service.	Allows up to 60 messages to be stored for a maximum of 14 days where the message remains unread. Where a message has been read, the maximum storage time for that message is seven days. Provides features such as mailbox to mailbox messaging, telephone delivery (OMD - outdial message delivery), group distribution lists, call back, personal receptionist, special delivery, reminders, fun messages, wake up calls and hang up.

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Service	Features
MessageBank Premium – will no longer be available from 19 September 2005	From 19 September 2005, MessageBank Premium will be known as MessageBank Standard and all existing MessageBank Standard customers will be provided with the same features previously available to MessageBank Premium customers.

Monthly subscription charge

2.2 We charge you the following monthly subscription charge for this service:

Monthly Subscription Charge	GST excl.	GST incl.
	Charge per mobile service per month	
Subscription charge – MessageBank (Standard)	Nil	Nil
Subscription charge – MessageBank Business	\$6.90	\$7.59
Subscription for Mobile Fax Number	\$10.00	\$11.00

If you don't retrieve messages

- 2.3 If you are a postpaid mobile customer and do not use your MessageBank service to retrieve messages for six months or more, we may cancel your MessageBank service and move you to the Callback Notification Service as detailed below.
- 2.4 If you are a prepaid mobile customer and do not use it to retrieve messages for three months or more, we may cancel your MessageBank service and move you to the Callback Notification Service as detailed below.

Charges – message retrieval

2.5 We charge you the following charges for calls from your mailbox service to retrieve stored messages:

Message Retrieval	For customers with a 10-digit Telstra account number	For customers with a 13-digit Telstra account number

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		GST excl.	GST incl.	GST excl.	GST incl.
<p>MessageBank (Standard) : Where the mailbox is accessed by dialling 101 or #101# while roaming internationally*</p> <p>*Please note that additional charges will apply where roaming internationally.</p>	<p>For customers on the following plans: Member Plan, Phone Plan, Casual Plan, Next G Cap Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan), Home and Mobile Cap and Office and Mobile Cap Plans, communic8 post-paid plans, Telstra Direct Plans, Telstra Mobile Member Plan and Telstra Mobile Casual Plan, Below \$5 Plan, \$5 Plan, 3G Mobile Phone Cap Plans, Seniors Mobile Phone Plan; and</p> <p>For Telstra Business customers with MessageBank Plus with a 13 digit account number</p>	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)
	<p>For customers on the following plans:</p> <p>Freedom Connect Plans and Freedom Connect BYO Plans</p>	81.82¢ (per 60 seconds or incomplete part of 60 seconds) plus 31.82¢ connection fee	90¢ (per 60 seconds or incomplete part of 60 seconds) plus 35¢ connection fee	81.82¢ (per 60 seconds or incomplete part of 60 seconds) plus 31.82¢ connection fee	90¢ (per 60 seconds or incomplete part of 60 seconds) plus 35¢ connection fee

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Message Retrieval	For customers with a 10-digit Telstra account number	For customers with a 13-digit Telstra account number		
	GST excl.	GST incl.	GST excl.	GST incl.
<p>For customers on the following plans:</p> <p>Every Day Connect Plans and Every Day Connect BYO Plans</p>	<p>90¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>36.36¢ connection fee</p>	<p>99¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>40¢ connection fee</p>	<p>90¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>36.36¢ connection fee</p>	<p>99¢ (per 60 seconds or incomplete part of 60 seconds)</p> <p>plus</p> <p>40¢ connection fee</p>
For all other customers	12.7272¢	14¢	12.7272¢	14¢
<p>MessageBank Business : Where the mailbox is accessed by dialling 101 or #101# while roaming internationally* (per 30 seconds or incomplete part of 30 seconds)</p> <p>*Please note that additional charges will apply where roaming internationally.</p>	5¢	5.5¢	5.454	6¢
<p>Where the mailbox is accessed by dialling a fixed number (per 30 seconds or incomplete part of 30 seconds)</p>	5¢	5.5¢	5.454	6¢
	AND		AND	
	the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed		the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed	
Where the mailbox is accessed by dialling a mobile number (per 30 seconds or incomplete part of 30 seconds)	5¢	5.5¢	5.454	6¢

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Message Retrieval	For customers with a 10-digit Telstra account number		For customers with a 13-digit Telstra account number	
	GST excl.	GST incl.	GST excl.	GST incl.
	AND the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed		AND the applicable pricing plan rates for calls to a fixed number charged to the account of the phone from which the mailbox is accessed	

* Please note that additional charges will apply where roaming internationally. To see these charges [click here](#)

Pre-paid – message retrieval

- 2.6 See Part B – Pre Paid Pricing Plans of the Telstra Mobile section of Our Customer Terms for message retrieval charges.

Additional features

- 2.7 After 30 January 2014, Fun greetings will no longer be available to download.
- 2.8 We offer the following additional features and charge you the following:

Additional Features and Charges	
Call back - is a feature of MessageBank Standard and MessageBank Business. The phone number of an incoming call, or another number chosen by the caller, will be recorded with any message left on your MessageBank. The number will not be recorded if it has been blocked or removed.	The applicable rates under your pricing plan for calls to an Australian fixed or mobile number AND The applicable message retrieval rates

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Additional Features and Charges	
<p>Hang up messages - is a feature of:</p> <ul style="list-style-type: none"> • MessageBank Standard; and • MessageBank Business <p>Once you set up hang up messages, you will receive an SMS message when someone calls your mobile, listens to your MessageBank greeting, but hangs up before leaving a message. The SMS message will contain the caller's telephone number. The SMS will not include the caller's number if it has been blocked or removed.</p>	<p>The applicable message retrieval rates to activate the feature</p>
<p>Fun greetings - is a feature of</p> <ul style="list-style-type: none"> • MessageBank Standard; and • MessageBank Business <p>Fun greetings allows you to select a pre-recorded greeting to use as your MessageBank greeting.</p>	<p>The applicable message retrieval rates to change greetings</p>
<p>Wake up calls – is a feature of:</p> <ul style="list-style-type: none"> • MessageBank Standard; and • MessageBank Business <p>Wake up calls allows you to program your MessageBank to call you at a specific time and play the time and date for you. This feature will no longer be available from 31 January 2007.</p>	<p>The applicable retrieval rates to activate the feature</p>
<p>Mailbox to mailbox messaging – allows you to use MessageBank Business and MessageBank Standard to record and send a message to the MessageBank of another Telstra customer.</p> <p>Where the message is sent to any other MessageBank customer</p>	<p>The applicable message retrieval rates</p>
<p>Personal receptionist – allows you to use MessageBank Business and MessageBank Standard to give an incoming caller the option of being transferred to a fixed or mobile number or Memo chosen by you, instead of leaving a message.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p style="text-align: center;">OR</p> <p>Memo rates if calls transferred to Memo</p>

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Additional Features and Charges	
<p>Reminder – allows you to use MessageBank Business and MessageBank Standard to record personal reminder messages for important dates or appointments. MessageBank will then call you at the specified time and play back the message. This feature will no longer be available from 31 January 2007.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p>AND</p> <p>The applicable message retrieval rates</p>
<p>Telephone delivery (OMD) – allows you to use MessageBank Business and MessageBank Standard to record and deliver messages to a fixed or mobile number chosen by you to people who do not have a Telstra mailbox.</p> <p>If the number to which the message is sent is not answered, we will attempt to deliver the message a further three times.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p>AND</p> <p>The applicable message retrieval rates</p>
<p>Group distribution list – allows you to use MessageBank Business and MessageBank Standard to set up a list of people that you want to send the same message. You then record and send that message via mailbox to mailbox messaging or telephone delivery (OMD).</p>	<p>The applicable message retrieval rates to establish list</p> <p>AND</p> <p>Either the applicable message retrieval rates OR the applicable rates under your pricing plan for calls to an Australian fixed or mobile number to send message (see “Mailbox to mailbox messaging” above)</p>
<p>Special delivery – allows you to use MessageBank Business and MessageBank Standard to ask MessageBank to call you at a chosen fixed or mobile number when you receive a message. You will then need to retrieve the message.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p>

3 Voice2Text

Voice2Text service

- 3.1 Voice2Text is a service that converts a voice message received in your MessageBank mailbox from speech to text and delivers it to your mobile as a long text message.

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- 3.2 The “from” field in the converted text message will display the caller’s number (where the caller’s number is available).
- 3.3 If parts of a message cannot be converted they may be marked or omitted from the converted message. If an entire message cannot be converted for any reason (for example due to excessive background noise) a text notification will be sent. If the message is too long it will be truncated and marked as a long message.
- 3.4 If the Voice2Text service is activated, text conversions or notifications will replace your standard 101 notifications. You can still call 101 to listen to a received voice message, which will be marked as “read” in your mailbox. Standard MessageBank storage times apply.

Eligibility

- 3.5 You are eligible to receive the Voice2Text service if you are a GSM, 3G and Next G post-paid customer.
- 3.6 You can activate the Voice2Text service by calling us.

Compatibility

- 3.7 Voice2Text replaces any other voice mail or messaging service you may have, other than MessageBank.

For example, you cannot have the Memo messaging service as well as Voice2Text.

Processing of Voice2Text

- 3.8 Where a voice message is processed using speech-to-text translation:
- (a) it may take up to 20 minutes for the converted text message or notification to be sent to you (on average it should take around 3.5 minutes);
 - (b) you will receive a converted text message or notification in place of the usual 101 notification for voice messages;
 - (c) we do not promise that the speech-to-text translator correctly translates the message or that the conversion will be word for word;
 - (d) if parts of a message cannot be converted they may be marked or omitted;
 - (e) in some instances, we may use a third party agent to assist in the translation of

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individual words or small portions of a voice message;

- (f) if the speech-to-text conversion cannot convert a message, for example because the message is not in English, because of poor diction, poor connection, context or background noise, we will send you a text notification to call 101 to listen to the voice message; and
- (g) if the voice message is too long for us to convert into the equivalent of 3 text messages, the text will be truncated and the message will tell you to call 101 if you want to listen to the entire message.

Use and content of messages

- 3.9 We are not responsible for the content of any converted voice mail messages you receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be converted to text messages.
- 3.10 You must not use or permit the Voice2Text service to be used:
- (a) to breach any laws, standards, content requirements or applicable codes of conduct;
 - (b) to infringe a third party's rights; or
 - (c) in connection with any machine-to-machine or automated or commercial applications other than the conversion of voice mails received in a personal mailbox.

We may suspend, limit or disable your use of the Voice2Text service at any time if you have used or allowed the service to be used in a way described above.

Charges

- 3.11 We charge you the following for use of the Voice2Text service, depending on the plan you have selected.

For business, corporate or government customers who subscribed prior to 18 February 2009:

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	Monthly Subscription Charge Charge per mobile service per month		Monthly included messages (includes converted text messages and notification of non-conversions)		Charge per processed voice message (includes converted voice messages and non-converted notifications)	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Voice2Text Low Plan*	Nil	Nil	Nil	Nil	50¢	55¢
Voice2Text Medium Plan	\$9.09	\$10.00	\$9.09 (25 messages)	\$10.00 (25 messages)	36¢	40¢
Voice2Text High Plan	\$18.18	\$20.00	\$18.18 (80 messages)	\$20.00 (80 messages)	23¢	25¢

- Not available to customers who are eligible for our Corporate plans.

For business, corporate, government or consumer customers who subscribed on and from 18 February 2009:

	Monthly Subscription Charge Charge per mobile service per month		Monthly included messages (includes converted text messages and notification of non-conversions)		Charge per processed voice message (includes converted voice messages and non-converted notifications)	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Voice2Text Low Plan*	\$4.55	\$5.00	Nil	Nil	36¢	40¢
Voice2Text Medium Plan	\$9.09	\$10.00	\$9.09 (25 messages)	\$10.00 (25 messages)	36¢	40¢
Voice2Text High Plan	\$13.64	\$15.00	\$13.64 (500 messages)	\$15.00 (500 messages)	36¢	40¢

- 3.12 We will take reasonable steps to deliver the converted text message or notification to you. However, in some circumstances the message may be undeliverable. More detail about

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when an SMS may not be deliverable is set out in Part E - SMS and Messaging. We charge you for each message we send to you as part of the Voice2Text service, whether we were able to convert the voice message or not and even if the message is not delivered or received.

- 3.13 We will give you a credit equivalent to the monthly subscription charge for the option you have selected for the first calendar month of your use of the Voice2Text service. This offer is only available once per customer and once per mobile number/service. The credit will appear on your first or second Telstra Mobile bill after you connect to the Voice2Text service and will be credited against your monthly charges. The credit is not transferable or redeemable for cash. Standard MessageBank charges apply to MessageBank usage during this first month.
- 3.14 Any unused included converted text messages and non-converted notifications expire at the end of each month and cannot be rolled over. The included allowance cannot be used against any other types of calls or SMS.
- 3.15 Voice2Text charges are not included in any “included calls” or “included SMS” component under your pricing plan and are not eligible for discounts on calls or SMS, except when your corporate, business or government plan says otherwise.
- 3.16 Standard MessageBank charges apply for the diversion to and retrieval of calls from your MessageBank service.

4 Video MessageBank

- 4.1 If you are a post-paid customer, once you connect to a 3G or Next G Video Service using a 3G or Next G handset approved by us you will automatically receive our Video MessageBank service which will answer video calls and voice calls that you receive but do not answer. If you are a pre-paid customer using a compatible Next G handset approved by us you can elect to receive our Video MessageBank service. If you or your callers use a 3G or Next G handset that is not approved by us, you or your callers may not be able to use our Video MessageBank service.
- 4.2 You will only be able to access both the video and audio components of video messages from your Video MessageBank when you are in a 3G or Next G coverage area (as applicable). When you are outside a 3G or Next G coverage area (as applicable), but within our GSM/GPRS coverage area, you will be able to access your voice messages and the audio component of your video messages.
- 4.3 If you try to video call someone who is outside a 3G or Next G coverage area (as

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applicable), or who does not have a compatible video phone, your video call will fail and you will be asked whether you would like to make a voice call instead.

- 4.4 If the person you are video calling is not answering, is on another call or their phone is switched off, the video call will divert to their Video MessageBank.
- 4.5 You can access video and voice messages from your Video MessageBank by placing a video call to 101. If you place a voice call to 101, you can access your voice messages and the audio component of your video messages. You can also access additional Video MessageBank features described below by placing a video call to 101.
- 4.6 You can ask us to replace your Video MessageBank service with our standard MessageBank service so that you will not receive video messages but will receive voice messages. You can also ask us to remove the MessageBank service altogether so that you will not receive video or voice messages. If someone tries to voice call you and you do not take the call, you will receive our Callback Notification Service. See the Callback Notification Service section 10 below.
- 4.7 You can record a video MessageBank greeting of up to 5 minutes which will be displayed to video calling customers who call you when you do not answer their call. Video callers to your service will be able to record a video message of up to 5 minutes per message for you to see and hear when you access your Video MessageBank.
- 4.8 Video MessageBank allows up to a total of 98 voice and video messages to be stored for up to 14 days where the message remains unread. Where a message has been read, the message will be stored for up to 7 days.
- 4.9 When we activate your Video MessageBank on an existing mobile service, we will try to transfer your existing MessageBank PIN, voice greeting, saved messages and messages that you have not listened to. We cannot promise that your MessageBank PIN, voice greeting, saved messages or messages that you have not listened to will be transferred.
- 4.10 We may cancel your Video MessageBank service if you do not use it to access messages for six months or more.

Charges – Post-Paid

- 4.11 Subject to clause 4.13, we charge you the following charges for video calls to your Video MessageBank service to access stored video messages:

Video MessageBank retrieval	GST excl	GST incl
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Video MessageBank: Where the mailbox is accessed by dialling 101	For customers on the following plans: Member Plan, Phone Plan, Next G Cap Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan)	27.27¢ (per 30 seconds or incomplete part of 30 seconds)	30¢ (per 30 seconds or incomplete part of 30 seconds)
	For customers on the following plans: Every Day Connect Plans and Every Day Connect BYO Plans	90¢ (per 60 seconds or incomplete part of 60 seconds) plus 36.36¢ connection fee (per 30 seconds or incomplete part of 30 seconds)	99¢ (per 60 seconds or incomplete part of 60 seconds) plus 40¢ connection fee (per 30 seconds or incomplete part of 30 seconds)
	For all other customers	12.72¢ (per 30 seconds or incomplete part of 30 seconds)	14¢ (per 30 seconds or incomplete part of 30 seconds)

4.12 Subject to clause 4.13, we charge you the following charges when a video message is deposited in your mailbox service:

Video MessageBank diversion		GST excl	GST incl
Video MessageBank: Where a video message is left by a caller (per 30 seconds or incomplete part of 30 seconds)	For customers on the following plans: Member Plan, Phone Plan, Next G Cap Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan)	0¢	0¢



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	For all other customers	5.45¢	6¢
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- 4.13 There may be different terms and charges for Video MessageBank for particular plans, offers and services. This includes the Freedom Connect Plans, Freedom Connect BYO Plans, Every Day Connect Plans and Every Day Connect BYO Plans. These terms and charges are explained in Part B of the Telstra Mobile section of Our Customer Terms.

Charges – Pre-Paid

- 4.14 See [Part B – Pre Paid Pricing Plans of the Telstra Mobile section](#) of Our Customer Terms for Video MessageBank retrieval and Video MessageBank diversion charges.

Additional Video MessageBank features

- 4.15 We offer the following additional features in relation to Video MessageBank and charge you the following:

Additional Video MessageBank Features and Charges	
<p>Fun greetings - allows you to select a pre-recorded greeting to use as your Video MessageBank greeting.</p>	The applicable message retrieval rates to change greetings
<p>Mailbox to mailbox messaging – allows you record and send a video message to the Video MessageBank of another Telstra customer, or to forward an existing video message to the Video MessageBank of another Telstra customer.</p> <p>This feature may not work if the person you are sending the video message to is not using a compatible Video 3G handset. You will not be charged if this happens.</p> <p>Where the message is sent to (including forwarded to) any other Video MessageBank customer</p>	The applicable message retrieval rates
<p>Telephone delivery (OMD) – allows you to record and deliver video messages to a mobile number not provisioned with a Telstra mailbox.</p> <p>If the number to which the message is sent is not answered, we will attempt to deliver the message a further three times.</p> <p>This feature may not work if the person you are sending the video message to is not using a compatible Video 3G handset. You will not be charged if this happens.</p>	The applicable rates under your pricing plan for calls to an Australian mobile number

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Additional Video MessageBank Features and Charges	
<p>Personal receptionist – allows you to provide incoming callers with the option to be transferred to a fixed or mobile number chosen by you (or to Memo if the incoming call is not a video call), instead of leaving a message.</p> <p>Your call will not be transferred if the incoming call is a video call but you are not using a compatible Video 3G handset at your chosen number. The incoming caller will still be able to leave a video message on the Video MessageBank service if this happens.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p> <p style="text-align: center;">OR</p> <p>Memo rates if calls transferred to Memo</p>
<p>Special delivery – allows you to be notified at a chosen fixed or mobile number when you have received a message on your Video MessageBank service.</p> <p>This feature may not work if you are not using a compatible Video 3G handset at your chosen number. You will not be charged if this is the case.</p>	<p>The applicable rates under your pricing plan for calls to an Australian fixed or mobile number</p>

Incompatible services

- 4.16 Some services are not available with our Video MessageBank service. For example, you will not be able to receive Wake Up and Reminder or Memo with Video MessageBank. However, you will be able to receive these services if you have asked us to replace your Video MessageBank service with our standard MessageBank service.
- 4.17 When we activate Video MessageBank on an existing mobile service, you will lose any existing saved Wake Up and Reminder messages. See your Telstra user guide for further information.

International roaming

- 4.18 If you are on a post-paid service, you can use your 3G or Next G handset to access your Video MessageBank messages when you are roaming onto another phone company's 3G network overseas. You should note that 3G international roaming is not available in all countries and may be unavailable in some countries where GSM/GPRS roaming is available. A list of currently participating countries and operators is available at [Telstra Mobile - Products & Services - Heading Overseas - International Roaming Outbound](#).

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5 MessageBank Plus (also known as Visual Voicemail)

MessageBank Plus service

- 5.1 MessageBank Plus is a service that sends a voice message received in your MessageBank mailbox to a client on your handset as a sound file. You can then listen to, rewind and delete the message via a visual interface.
- 5.2 The “from” field in message header will display the caller’s number (where the caller’s number is available).
- 5.3 If the MessageBank Plus service is activated, notifications via the Visual Voicemail application will replace your standard MessageBank SMS notifications.
- 5.4 You can still call 101 to listen to a received voice message as part of the MessageBank Plus service as well as accessing via the Visual Voicemail application. However an account holder who has a 13 digit account number will be charged at consumer rates for calling 101 regardless of the account holder’s plan - please refer to the MessageBank section.
- 5.5 Messages received will be marked as “saved” in your mailbox.
- 5.6 The maximum storage time for a message is seven days, as messages received by MessageBank Plus are deemed to have been “read” by the Visual Voicemail application.
- 5.7 MessageBank Plus functionality retains only a subset of the standard MessageBank service functionality. Some functionality available on standard MessageBank will not be available if the MessageBank Plus service is activated (for example, Wake up Calls, Personal Receptionist, Mailbox to mailbox messaging, Fun greetings, Group distribution list, Special delivery, Telephone delivery (OMD), Reminder, hang up messages). In addition MessageBank Plus does not support video messages.
- 5.8 You can activate the MessageBank Plus service by contacting us.

Eligibility

- 5.9 You are eligible to receive the MessageBank Plus service if you are a Telstra Postpaid 3G or Next G™ customer and you have an eligible handset with an appropriate operating system.
- 5.10 The only eligible handset for MessageBank Plus is an Apple iPhone.

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Compatibility

- 5.11 MessageBank Plus replaces any other voice mail or messaging service you may have. For example, you cannot have Voice2Text or MessageBank Standard as well as MessageBank Plus at the same time.

Processing of MessageBank Plus messages

- 5.12 Where a voice message is processed using MessageBank Plus you will receive a sound file on the Visual Voicemail application in place of the SMS notification.

Use and content of messages

- 5.13 We are not responsible for the content of any voice mail messages you receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be accessed via the Visual Voicemail application.
- 5.14 You must not use or permit the MessageBank Plus service to be used:
- (a) to breach any laws, standards, content requirements or applicable codes of conduct;
 - (b) to infringe a third party's rights; or
 - (c) in connection with any machine-to-machine or automated or commercial applications other than the conversion of voice mails received in a personal mailbox.

We may suspend, limit or disable your use of the MessageBank Plus service at any time if you have used or allowed the service to be used in a way described above.

Charges

- 5.15 If you hold any of the following plans (“**Eligible Plans**”), you will receive the MessageBank Plus service for no extra cost as a part of your plan:
- (a) Every Day Connect Plan \$80;
 - (b) Every Day Connect Plan \$100;
 - (c) Every Day Connect Plan \$130;

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- (d) Every Day Connect BYO Plan \$60;
- (e) Every Day Connect BYO Plan \$80; or
- (f) Every Day Connect BYO Plan \$100.

However, if you move from an Eligible Plan to a plan which is not listed in cl 5.15, you will no longer receive the MessageBank Plus service at no cost.

5.16 If you do not hold an Eligible Plan, or no longer hold an Eligible Plan, we will charge you the following for use of the MessageBank Plus service.

	Monthly Subscription Charge Charge per mobile service per month	
	GST excl.	GST incl.
MessageBank Plus	\$4.55	\$5.00

- 5.17 We will take reasonable steps to deliver the MessageBank Plus message and message notification to you. However, in some circumstances the message and message notification may be undeliverable. More detail about when Data and SMS may not be deliverable is set out in Part E - SMS and Messaging.
- 5.18 MessageBank Plus charges are not included in any “included calls” or “included SMS” component under your pricing plan and are not eligible for discounts on calls or SMS, except when your plan or campaign offer says otherwise.
- 5.19 Standard MessageBank charges apply (if applicable) for the diversion to your MessageBank Plus service and retrieval of calls from your MessageBank (if you choose to call 101). Please refer to the MessageBank and Call Forward sections.
- 5.20 Data must be enabled to receive voice messages on the Visual Voicemail application. Within Australia data usage associated with MessageBank Plus is not rated so no charges apply and it does not count towards your monthly usage. However, standard data charges apply when International Roaming for the delivery of messages and communication between the application on your handset and MessageBank platform.
- 5.21 We may from time to time nominate jurisdictions in which you may not use MessageBank Plus. We will provide you with notice of any such nominations. For the avoidance of doubt, you will remain liable for charges incurred if you do use MessageBank Plus in a nominated jurisdiction.



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6 Call Forward

6.1 You may activate call forward on your service. When call forward is activated, all calls to your service will be forwarded to another specified number. The caller pays the same charges for the call. We charge you the following:

Call Forward		GST excl	GST incl
For calls forwarded to a Telstra fixed or mobile number (including Freecall 1800 and MessageBank) irrespective of call distance or time of day (per 30 seconds or part thereof)	For customers with a 10-digit Telstra account number: For Corporate Rate Program, Corporate Net Rate Lite, Corporate Net Rate Program (other than customers on CNR 0 or Corporate CN1 flexi-plan), Telstra Government Program customers, Corporate Select, BlackBerry voice plans and Call Select customers and customers with contracts individually negotiated with Telstra.	5¢	5.5¢
	For customers with a 13-digit Telstra account number: For Corporate Rate Program, Corporate Net Rate Lite, Corporate Net Rate Program (other than customers on CNR 0 or Corporate CN1 flexi-plan), Telstra Government Program customers, Corporate Select, BlackBerry voice plans and Call Select customers and customers with contracts individually negotiated with Telstra.	5.454	6¢
	For all other customers	5.454¢	6¢
For calls forwarded to an International number, calls forwarded to a 190 number and calls forwarded to operator assisted numbers	See Part D – Other Call Types of the Telstra Mobile section of Our Customer Terms		



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Call Forward		GST excl	GST incl
For calls forwarded to a MessageBank Standard mailbox	For customers on the following plans: Member Plan, Phone Plan, Casual Plan, Member Plan Ultimate, Phone Plan Ultimate, Get Connected (Member & Phone Plan), Telstra \$49 and \$79 Cap Plus Plan, Corporate Staff Plan (Casual, Member & Phone Plan) customers, EveryDay Connect Plans; and For Telstra Business customers with MessageBank Plus with a 13 digit account number.	0¢	0¢
	For all other customers	5.454¢	6¢

To see the charges in Part D – Other Call Types – home and family customers [click here](#); business and government customers [click here](#).

- 6.2 If you activated your service before 8 October 2003, you are able to forward your calls to an international number. If you activated your service on or after 8 October 2003, you are not able to forward your calls to an international number.

7 Memo

Memo

- 7.1 Memo is a messaging service on our networks that uses a receptionist to answer your calls and send you an sms.

SMS or email

- 7.2 You will have the option of receiving your messages from Memo as an SMS or email or both.

Charges

- 7.3 We charge you for each call answered (whether a message is sent or not) as well as a monthly access charge. There is no charge for call diversion or sending an SMS or email.
- 7.4 We charge you the following charges if you connected to Memo **from 12 July 2000**. We also charge you these charges if you connected earlier but subsequently chose one of the plans.

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For customers who connected to Memo from 12 July 2000				
	Monthly Access Charge		Charge per call answered	
	GST excl.	GST incl.	GST excl.	GST incl.
Memo Free Plan	Nil	Nil	77¢	85¢
Memo Low Plan	\$4.55	\$5.00	59¢	65¢
Memo High Plan	\$10.91	\$12.00	45¢	50¢

7.5 We charge you the following charges if you connected to Memo **before 12 July 2000** and have not chosen one of the above plans.

For customers who connected to Memo before 12 July 2000 and who have not chosen a plan				
	Monthly Access Charge		Charge per call answered	
	GST excl.	GST incl.	GST excl.	GST incl.
MobileNet Memo	\$18.00	\$19.80	36 ¢	39.6 ¢

8 Memo Group Messaging

What is Memo Group Messaging?

- 8.1 Memo Group Messaging allows you to form a group of up to 250 Telstra mobile services. It allows callers to send the same SMS to the group.
- 8.2 You and all members of the group need to be on one of the Memo plans listed above.

Messaging products

- 8.3 There are different types of Memo Group messaging products available. Memo Group Broadcast and Memo Group Select are only available as standalone services to customers who connected to Memo Group Messaging on before 13 October 2003. Otherwise, these services are available as part of Memo Group Premium. Memo Group Premium is

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available regardless of when you connected to Memo Group Messaging.

- Memo Group Broadcast – allows the same SMS to be sent to all the members of a pre-defined group.
- Memo Group Select – where the caller chooses one or more people to receive the same SMS.
- Memo Group Premium – where you receive both Memo Group Broadcast and Memo Group Select services. You can also establish sub-groups of members from those members of the pre-defined group and send the same SMS to every member of the sub-group.

Charges

8.4 We charge you the following charges for Memo Group Messaging:

Memo Group Messaging						
	Monthly Access Charge		Call answer charges		Charges per message sent in group	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Memo Group Broadcast	\$ 9.09	\$10.00	45¢	50¢	20¢	22¢
Memo Group Select	\$13.64	\$15.00	45¢	50¢	20¢	22¢
Memo Group Premium	\$18.18	\$20.00	45¢	50¢	20¢	22¢

9 Memo – SMS List and Work Order

Memo – SMS List

9.1 If you are connected to Memo, Memo SMS List allows you to:

- form a group of up to 10 mobile services or e-mail accounts (known as an SMS list); and
- send the same SMS or the same e-mail to the SMS list.

9.2 You must obtain a valid password to use the service and tell the Memo operator what your

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message text is.

- 9.3 We charge you the following for each mobile service number or e-mail address making up the SMS list:

Memo – SMS List	GST excl	GST incl
Charge per SMS or e-mail sent	54.55¢	60¢

Memo – Work Order

- 9.4 If you are connected to Memo, Memo Work Order allows you to specify the type of information which a Memo operator must:

- ask a caller to provide (when the Memo operator receives a call); and
- send to you by SMS or e-mail.

- 9.5 We may refuse to collect any type of information which we consider is improper or unreasonable. We will tell you beforehand if you have specified a type of information that the Memo operator will not collect.

- 9.6 We are not liable to you if a caller refuses to provide the information requested, the caller provides incorrect or misleading information. We will use due care and skill in communicating information from the caller to you.

- 9.7 We charge you the following charges apply if you are a standard Memo Work Order customer:

For standard Memo Work Order Customers						
	Monthly Access Fee		Charge per call answered		Charge per SMS or e-mail sent by Memo Operator	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Memo Free Plan	Nil	Nil	77¢	85¢	18.18¢	20¢
Memo Low Plan	\$4.55	\$5.00	59¢	65¢	18.18¢	20¢
Memo High Plan	\$10.91	\$12.00	45¢	50¢	18.18¢	20¢

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9.8 We charge you the following charges if you connected your existing Memo service **before 12 July 2000**:

For customers who connected their existing Memo service before 12 July 2000.						
	Monthly Access Fee		Charge per call answered		Charge per SMS or e-mail sent by Memo Operator	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Charges for customers with a 10-digit Telstra account number	\$18.00	\$19.80	36¢	39.6¢	18.18¢	20¢
Charges for customers with a 13-digit Telstra account number	\$18.00	\$19.80	36¢	40¢	18.18¢	20¢

10 Callback Notification Service

Note: The Callback Notification Service is being improved and replaced with the Message2txt™ service. Customers with the Callback Notification Service will be transitioned across to the new Message2txt™ service from 28 January 2010 until the end of April 2010. Refer to section 11 below for the terms and conditions of the Message2txt™ service.

What is the Callback Notification Service?

- 10.1 The Callback Notification Service is a basic call answering service provided to eligible customers. It allows callers to your phone who don't get through to your mobile phone to leave a number for you to return their call. If they do, you receive an SMS with the caller's contact number. If the caller's contact number matches a number stored in your mobile handset directory, the stored name for that contact number will appear in the SMS.
- 10.2 Callback notification works when your phone is switched off, out of range, busy or not answering, and your phone is not forwarded to one of our messaging services (eg MessageBank or Memo) or another number.
- 10.3 Callers to your phone who don't get through to your mobile phone simply hang up to leave the number they have called from as the callback number. Alternatively, callers can



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choose a different callback number by following the instructions of the Callback Notification Service.

- 10.4 If the same caller calls the Callback Notification Service more than once during the same period when they can't get through to your phone, only the last missed call notification will be sent to your phone when it becomes available

Eligibility

- 10.5 All GSM, 3G and Next G customers are eligible to receive Callback Notification.

Charges

- 10.6 You receive SMS alerts free of charge while normal charges apply to calls you return.
- 10.7 Callers do not pay any charges for leaving the number they have called from as the callback number.
- 10.8 If a caller wishes to leave a different callback number from the one they have called from or if the caller has CLI block on the number they have called from and wishes to leave a callback number, standard call rates will apply.
- 10.9 Calls under seven seconds will be charged as if they were seven seconds in duration.

11 Message2txt™

Message2txt™ service

- 11.1 Message2txt™ is a service that converts a voice message, of up to 10 seconds duration received by your Message2txt™ service, from speech to text and delivers it to your mobile as a text message.
- 11.2 The “from” field in the converted text message will display the caller’s number (where the caller’s number is available). Where the callers’ number is not available (for example a blocked mobile, restricted number or a silent line) the “from” field will be “Message2txt”™.
- 11.3 If parts of a message cannot be converted they may be marked or omitted from the converted message. If an entire message cannot be converted for any reason (for example due to excessive background noise) a text notification will be sent.

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Eligibility

- 11.4 You are eligible to receive the Message2txt™ service if you are a GSM, 3G or Next G post-paid or prepaid customer on a compatible voice service.
- 11.5 You can activate or deactivate the Message2txt™ service by calling us on 125111.

Compatibility

- 11.6 The Message2txt™ service is an enhancement of and replaces the Call Back Notification Service. Call Back Notification Service will be progressively phased out from 28 January 2010 with the Message2txt™ implementation.
- 11.7 Voice2Text, Memo, and MessageBank or Call Forwarding to another number will take precedence over the Message2txt™ service.

Processing of Message2txt™

- 11.8 Where a voice message is processed using speech-to-text translation:
- (a) it may take up to 20 minutes for the converted text message or notification to be sent to you (on average it should take around 3.5 minutes);
 - (b) you will receive a converted text message or notification in place of the Call Back Notification Service;
 - (c) we do not promise that the speech-to-text translator correctly translates the message or that the conversion will be word for word;
 - (d) if parts of a message cannot be converted they may be marked or omitted;
 - (e) in some instances, we may use a third party agent to assist in the translation of individual words or some or all of a voice message;
 - (f) the speech-to-text conversion may not always convert a message, for example because the message is not in English, because of poor diction, poor connection, context or background noise.

Use and content of messages

- 11.9 We are not responsible for the content of any converted Message2txt™ messages you

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receive from another person. We do not censor or filter messages that pass through the system and we simply supply a technical service enabling voice messages to be converted to text messages.

11.10 You must not use or permit the Message2txt™ service to be used:

- (a) to breach any laws, standards, content requirements or applicable codes of conduct;
- (b) to infringe a third party's rights; or
- (c) in connection with any machine-to-machine or automated or commercial applications.

We may suspend, limit or disable your use of the Message2txt™ service at any time if you have used or allowed the service to be used in a way described above.

Charges

11.11 We do not charge for any SMS generated by the service nor do we charge to have the service activated and available.

11.12 A party calling you will incur normal charges when they reach the Message2txt™ service.

Delivery

11.13 We will take reasonable steps to deliver the converted text message or notification to you. However, in some circumstances the message may be undeliverable. More detail about when an SMS may not be deliverable is set out in Part E - SMS and Messaging.

12 EasyCall

What is EasyCall?

12.1 You may choose to activate the following enhanced call handling features:

Call handling features	Function
Call Waiting	Alerts you if someone else is trying to call you when you are on the phone. You can switch between callers.

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Call handling features	Function
Call Enquiry	Allows you to make a voice call while you are already on a call (only available with GSM, 3G and Next G services). You can switch between callers.
Conference Call	Allows you to make a voice call with up to five other people at once if you have a GSM, 3G or Next G phone. The additional calls may be established via Call Waiting and Call Enquiry.

Charges

- 12.2 There are no access charges for the EasyCall features, but normal call charges apply to calls made using the features. Where the call charges applicable under your pricing plan are based on distance, the second call will be charged at the applicable rate for calls over 165 km.

13 SMS Directory Search

What is SMS Directory Search?

- 13.1 SMS Directory Search service allows you to access an electronic directory of names and telephone numbers which customers within that directory can search via SMS.

Eligibility

- 13.2 You can only establish a directory if you have entered into a separate agreement with us to establish that directory.
- 13.3 To be eligible to use the SMS Directory Search service in respect of a directory you must:
- be an existing Telstra Mobile customer;
 - have a handset that is capable of receiving and sending SMS;
 - not have a non-payment full or temporary disconnection or suspension account status attached to your service; and
 - have your name and at least one mobile phone number included in the directory by the person who has established it (in addition to any other phone numbers).

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Charges

- 13.4 We will take reasonable steps to deliver SMS messages sent from your phone. However, in some circumstances the message may be undeliverable due to technological difficulties or because the receiving phone is not working properly, is switched off, is out of range or if the message storage space on the phone is full. In such cases Telstra will be unable to deliver the message. We will charge you your applicable SMS rate for each SMS you send to use the Directory Search service, whether or not we receive the SMS.
- 13.5 We also charge you the following charge for each SMS sent by us to you in response to your request for directory information. We will charge you for each SMS we send as a result of your request. We will send you one SMS for each request. We will charge you whether or not you receive the SMS.

SMS Directory Search	GST excl	GST incl
Charge per SMS	22.73¢	25¢

14 Calling Number Display

- 14.1 Calling Number Display shows you who's calling your mobile phone from Australia by displaying the calling number on your handset (unless the number calling is blocked). This only applies to calls that are made in Australia.
- 14.2 Calling Number Display also enables your mobile number to be displayed on the mobile or fixed phone you are calling (unless it is blocked).
- 14.3 Your phone number may also be displayed to a person you are calling overseas (unless it is blocked).
- 14.4 You must apply to us to block your mobile number on all calls (otherwise you can block your number on a single call). A permanent line block will apply to calls made within Australia and calls made to people overseas.
- 14.5 Calling Number Display is automatically connected to your phone free of charge.

15 Removing call diversions

- 15.1 Where you use a Telstra Mobile Service (for example, Call Forward) to divert or forward your calls to another number or service, we may remove the diversion if we believe that

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it:

- has been incorrectly programmed;
- interferes with another person's use of a telecommunications service; or
- causes a nuisance to another person.

We will notify you before this happens.

16 Smart Controls

16.1 Smart Controls allows customers to place mobile internet browsing and voice call, SMS and MMS restrictions on Telstra mobile services on their account, or on other Telstra mobile services that are not on their account where the end user has consented to such restrictions being imposed. For mobile internet browsing restrictions terms – see Part G **Data Services of the Telstra Mobiles section** [click here](#).

16.2 Terms for mobile voice call, SMS and MMS restrictions are contained in this Part F.

Eligibility

16.3 If you have a 13 digit account number, and have registered for My Account, you are eligible to purchase Smart Controls for:

- (a) any mobile service on your account; and
- (b) any mobile service that is not on your account with the consent of the user of that mobile service.

16.4 In order to obtain the user's consent in respect of a mobile service that is not on your account, we will send an SMS or an email (where the device is not capable of receiving SMS and an email address has been provided by you) to the user of that device. The user must accept the request by reply SMS or via the authentication link provided in our email, and the device must be accessing the email and the link via the Telstra Mobile Network, in order for the user's consent to be accepted.

Charges

16.5 We will charge you \$2.95 per month for each mobile service you purchase Smart Controls for. These charges will appear on the bill of your nominated post paid mobile services account. Where you request Smart Controls for a mobile service that is not on your

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account, we will not charge you if the user of that service does not consent to Smart Controls being applied.

Cancellation

- 16.6 You can cancel Smart Controls for any of your mobile services, at any time. Charges for that month will be pro-rated.
- 16.7 The user of a mobile service that is not on your account may withdraw their consent for Smart Controls at any time in which case we will cancel Smart Controls for that mobile service. We will notify you by SMS if this occurs. Charges for that service for that month will be pro-rated.

Setting up Smart Controls restrictions

- 16.8 You can via My Account:
- (a) purchase and apply Smart Controls for Telstra mobile services on your account; and
 - (b) request consent to purchase and apply Smart Controls to Telstra mobile services which are not on your account.
- 16.9 Once Smart Controls has been purchased you can choose to:
- (a) block incoming voice calls, SMS and MMS from specific telephone numbers (including premium rate services such as our 190 InfoCall service);
 - (b) restrict outgoing voice calls, SMS and MMS to specific telephone numbers (including International numbers and premium rate services);
 - (c) block all incoming and outgoing voice calls, SMS and MMS, except for numbers that you nominate;
 - (d) restrict incoming and outgoing voice calls, SMS and MMS at nominated times and on certain days of the week.
- 16.10 You cannot choose to block or restrict voice calls to and from a particular number, but allow SMS and MMS to and from that same number (and vice versa).
- 16.11 Any incoming or outgoing SMS and MMS which are blocked during nominated times, will be received and sent after those nominated times have expired, unless you have chosen to always block voice calls, SMS and MMS to and from that particular number.

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16.12 We do not guarantee that voice call, SMS and MMS restrictions will work if the mobile service is used overseas.

16.13 We do not guarantee that usage through applications on the device which provide voice call services over mobile data, or access to mobile internet, can be restricted.

Privacy

16.14 By subscribing to Smart Controls you consent to us sending Universal Resource Locators (URLs) that you access, or that a user of a mobile service that you have purchased Smart Controls for accesses, to a third party who may be located overseas for the purposes of categorisation. We will remove your IP address and any personal information from such URLs first. If the URL contains your name, this may be sent to a third party (for example, www.johnsmith.com or www.facebook.com/johnsmith).

16.15 Our Privacy Statement sets out how we may collect, use and disclose your personal information. A copy of this statement can be obtained at <http://www.telstra.com.au/privacy/index.htm>.

Reports

16.16 You can view recent activity which shows:

- (a) blocked incoming and outgoing voice calls, SMS and MMS; and
- (b) all incoming voice calls, SMS and MMS received, and all outgoing voice calls, SMS and MMS made, which are allowed.

16.17 You can choose to receive recent activity reports each day via email or SMS. We will not charge you an additional fee to send these reports.