

## Telstra PSTN Connection Charges inc GST

One-Off Charges	Fee	Approximate Lead Times
Inplace – Standard or Additional	\$59.00	3-7 Working days
Inplace – Tech Visit – Standard	\$125.00	5-7 Working days
Inplace – Tech Visit – Additional	\$75.50	5-7 Working days
New Service/Connection - Standard	\$299.00	5-7 Working days
Additional Connection with New Service	\$179.00	5-7 Working days
Inplace – Pensioner	\$27.50	3-7 Working days
Inplace – Pensioner – Tech Visit	\$93.50	5-7 Working days
New Service/Connection - Standard (Pensioner)	\$194.00	5-7 Working days

Note: 5-7 working day lead times can be earlier if available. This is not advised to the customer unless we are certain that there is an earlier time available. For RURAL areas there is a 10-15 working day lead time. The lead times cannot be guaranteed, as there may be unexpected issues such as problems with network infrastructure. Lead times as a guide only.

### Types of Connections Explained

#### **Inplace Connection Standard or Additional**

A functioning telephone socket exists from a previous connection and in order to connect at the inplace, a Telstra technician will not be required. Advise customer to plug a handset into the socket and they should receive a soft dial tone.

#### **Inplace with tech visit**

Where a socket is available from a previous connection and a Telstra technician is required for connection. This work may need to be done at the site of the socket or at the Main Distribution Frame (or MDF) for business customers.

#### **Manual labour**

Is charged in 15 minute increments and appears as blocks of \$20 exc GST on the customer's invoice. This relates to any extra work done for the connection, including cabling if required.

#### **New Service/Additional Connection - Standard**

A new line connection is needed as there is not one available at the premises. There may be a socket at the premises, but cabling work may be needed and is charged as a new line. These charges also apply to an entirely new line.

### Cancellation Charges

#### **Fixed Wire:**

The termination charges for fixed wire are calculated as following;  
The monthly access fee multiplied by the amount of months left remaining in the contract.

## **ADSL:**

The termination fees for ADSL are calculated by;  
The monthly access fee multiplied by the amount of months left remaining in the contract.

## **Mobile:**

The monthly access fee multiplied by the amount of months left remaining in the contract.

## **Fixed Line Codes**

### **Call Forward Immediate**

This service enables calls to be forwarded to another number immediately without ringing (e.g. messagebank)

1. Dial \*21 Phone number (eg:/ messagebank number)#
2. To deactivate: Dial #21#
3. To check if call forward immediate is on or off: Dial \*#21#. You will hear an announcement.

### **Call Forward Busy**

This service enables calls to be forwarded to another number if all lines are busy (e.g. a messagebank)

1. Dial \*24 Phone number #
2. To deactivate: dial #24#
3. To check if call forward immediate is on or off: Dial \*#24#. You will hear an announcement.

### **Call Forward No Answer**

This service allows calls to be forwarded to another number if the phone is unanswered after seven rings

(e.g. a messagebank)

1. Dial \*61 Phone number (e.g. messagebank)#
2. To deactivate: Dial #61#
3. To check is call forward immediate it on or off: Dial \*#61. You will hear an announcement.
4. To change time delay (5-60 seconds): Dial \*61 Phone number (eg:/ messagebank)\*time in seconds#

## **Fixed Line Service Codes**

### **Handset Service Number**

Lift handset and dial 12722123

### **Messagebank Home**

Check messagebank on phone - lift handset and dial 125101  
If you are away from the handset: Dial 125101

### **Faxstream Duet**

To select duet number and make outgoing call: \*11\*3#

**Billing Carrier**

This service enables the customer to find out which carrier they are billing with. Dial 1800 150 436

**Fixed Line Service Codes****Caller ID**

This service enables the customer to find out the service number of the last caller. Dial \*10#. This will not work on a phone system, only a standard single line.

**Call Control Codes**

This feature enables the user to switch restrictions on and off for their fixed wire service. For example, international calls.

To switch on: Dial \*33 Enter pin code #

To switch off: Dial #33 pin code #

To change the pin code: \*30 Enter existing pin\* Enter new pin\*Enter new pin#

**Call Waiting**

To turn on Calling Waiting: Lift handset and wait for the dial tone. Dial \*43# [Announcement] Hang up the phone.

To turn Call Waiting off for all calls: Lift handset and wait for the dial tone. Dial #43# [Announcement]. Hang up the phone.

To check if Call Waiting is activated or deactivated for all calls: Lift handset and wait for the dial tone. Dial \*#43# [Announcement]. Hang up the phone.