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Certain words are used with the specific meanings set out in the [General Terms of Our Customer Terms](#).

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## 1 About the Private Payphones section

### Our Customer Terms

- 1.1 This is the Private Payphones section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

### Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Private Payphones section, then the Private Payphones section applies instead of the General Terms to the extent of the inconsistency.

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## 2 PayphoneLine Complete

An ELQ category service is our service for PayphoneLine Complete for our private payphone operators. We supply PayphoneLine Complete for business purposes and you must use PayphoneLine Complete mainly for business purposes.

The Payphone Line Complete Service (Private Payphone Line) will no longer be available for sale from the 1st of November 2019.

We were intending on exiting this product from the 30th of November 2021.

From the exit date payphone services will no longer work.

If you have a Telstra TSP, Bluephone Rental or Bluephone Maintenance contract, these agreements have ended from 20 September 2020 and we have stopped charging TSP, Bluephone Rental and Bluephone Maintenance charges, however customers are now responsible for service and maintenance charges.

For further information or to cancel your service or agreement earlier, contact Payphone Service Delivery Team on 1800 011 433, select option 2

- 2.1 Private payphones can be used to make calls using coins, pre-paid phonecards or other calling cards (depending on the type of equipment installed).

# Our Customer Terms

## Private Payphones Section

- 2.2 You decide how much to charge people who make calls using your private payphone. You do not have to charge the same as we do for our public payphones.

### Availability

- 2.3 You can choose PayphoneLine Complete if:
- (a) you are or agree to be a business customer;
  - (b) we bill you directly for monthly access and all call costs; and
  - (c) you preselect us for long distance calls, international calls and calls to mobile numbers.

Business customer is defined in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

### Monthly access charge

- 2.4 We charge you the following monthly charge for PayphoneLine Complete.

PayphoneLine Complete monthly charge*	GST excl.
Monthly charge	<b>\$55.00</b>
Monthly charge (where you are a charity)	<b>\$20.00</b>
Monthly charge (where you are a non-profit organisation)	<b>\$30.00</b>

\* **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

### Other terms

- 2.5 The following terms in the Basic Telephone Service section of Our Customer Terms apply to PayphoneLine Complete:
- (a) [Part A – General](#), except the provisions dealing with the free listing of a telephone number, the Customer Service Guarantee Standard, our Priority Assistance Policy, calling line identification, rental telephones and local number portability; and
  - (b) provisions dealing with customers under administration and our Online Billing Service in [Part D – Business Phone Services](#).

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### 3 Call charges

#### Call types

- 3.1 Where a call type has the same name as in the [Basic Telephone Service section of Our Customer Terms](#), it is the same call type in this section except that it is made from a private payphone instead of a Basic Telephone Service.

#### Local calls

- 3.2 We charge you the following for local calls from your private payphone:

Private payphone local calls	GST excl.
Local calls (per call)	18.18¢

#### Long distance call (STD) calls

- 3.3 We charge you the following for untimed STD calls from your private payphone:

Private payphone untimed STD calls	GST excl.
Preferential calls (per call)	22.727¢
Extended zone calls (per call)	20¢

- 3.4 We charge you the following for timed STD calls from your private payphone. We charge you the charge for each chargeable period (or part of a period).

Private payphone timed STD calls	GST excl.
Charge per chargeable period	22.727¢
Chargeable period for community calls and calls up to 85 km.	60 secs
Chargeable period for calls over 85 km.	45 secs

#### Calls to mobiles

- 3.5 We charge you the following for calls to mobile numbers from your private payphone. We charge you the charge for each chargeable period (or part of a period).

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## Private Payphones Section

<b>Private payphone timed calls to mobiles</b>	<b>GST excl.</b>
Charge per chargeable period	<b>22.727¢</b>
Chargeable period for calls to a Mobile number	<b>35 secs</b>

### International calls

- 3.6 We charge you the following for international calls from your private payphone. We charge you the charge for each chargeable period (or part of a period).

You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, without notice.

Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Afghanistan	15	Libya	15
Alaska	120	Liechtenstein	15
Albania	15	Lithuania	15
Algeria	15	Luxembourg	15
American Samoa	15	Macau	15
Andorra	15	Macedonia FYR	15
Angola	15	Madagascar	15
Anguilla	15	Malawi	15
Antarctica	15	Malaysia	60
Antigua & Barbuda	15	Maldives	15
Argentina	15	Mali	15
Armenia	15	Malta	15
Aruba	15	Marshall Islands	15
Ascension Island	15	Martinique	15
Austria	15	Mauritania	15
Azerbaijan	15	Mauritius	15
Bahamas	15	Mayotte	15
Bahrain	15	Mexico	15
Bangladesh	15	Micronesia Federated States	15
Barbados	15	Moldova Republic	15
Belarus	15	Monaco	15
Belgium	60	Mongolia	15
Belize	15	Montenegro	15
Benin	15	Montserrat	15
Bermuda	15	Morocco	15
Bhutan	15	Mozambique	15
Bolivia	15	Myanmar	15
Bosnia & Herzegovina	15	Namibia	15
Botswana	15	Nauru	15
Brazil	15	Nepal	15
Brunei	15	Netherlands	60

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## Private Payphones Section

Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Darussalam			
Bulgaria	15	Netherlands Antilles	15
Burkina Faso	15	New Caledonia	15
Burundi	15	New Zealand	60
Cambodia	15	Nicaragua	15
Cameroon	15	Niger	15
Canada	120	Nigeria	15
Cape Verde	15	Niue	15
Cayman Is	15	Norfolk Island	15
Central African Rep	15	Northern Mariana Islands	15
Chad	15	Norway	15
Chile	15	Oman	15
China	120	Pakistan	60
Colombia	15	Palau	15
Comoros	15	Palestine, (State of)	15
Congo Democratic Republic	15	Panama	15
Congo	15	Papua New Guinea	15
Cook Islands	15	Paraguay	15
Costa Rica	15	Peru	15
Croatia	60	Philippines	60
Cuba	15	Poland	15
Cyprus	15	Portugal	15
Czech Republic	15	Puerto Rico	15
Denmark	15	Qatar	15
Diego-Garcia	15	Reunion	15
Djibouti	15	Romania	15
Dominica	15	Russian Federation	15
Dominican Rep	15	Rwanda	15
East Timor	120	Saint Helena	15
Ecuador	15	Saint Kitts & Nevis	15
Egypt	120	Saint Lucia	15
El Salvador	15	Saint Pierre & Miquelon	15
Equatorial Guinea	15	Saint Vincent & The Grenadines	15
Eritrea	15	Samoa	15
Estonia	15	San Marino	15
Ethiopia	15	Sao Tome & Principe	15
Falkland Islands	15	Saudi Arabia	15
Faroe Islands	15	Senegal	15
Fiji	15	Serbia	15
Finland	15	Seychelles	15
France	60	Sierra Leone	15
French Guiana	15	Singapore	120
French Polynesia	15	Slovakia	15

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Charge per chargeable period GST incl.		50¢	
Destination	Chargeable Period (Seconds)	Destination	Chargeable Period (Seconds)
Gabon	15	Slovenia	15
Gambia	15	Solomon Islands	15
Georgia	15	Somalia	15
Germany	60	South Africa	120
Ghana	15	South Sudan	15
Gibraltar	15	Spain	120
Greece	15	Sri Lanka	60
Greenland	15	Sudan	15
Grenada	15	Suriname	15
Guadeloupe	15	Swaziland	15
Guam	15	Sweden	120
Guantanamo	15	Switzerland	120
Guatemala	15	Syria	15
Guinea	15	Taiwan	60
Guinea-Bissau	15	Tajikistan	15
Guyana	15	Tanzania United Republic	15
Haiti	15	Thailand	60
Honduras	15	Togo	15
Hong Kong	60	Tokelau	15
Hungary	15	Tonga	15
Iceland	15	Trinidad & Tobago	15
India	120	Tunisia	15
Indonesia	120	Turkey	120
Iran	15	Turkmenistan	15
Iraq	15	Turks & Caicos Islands	15
Ireland	120	Tuvalu	15
Israel	15	Uganda	15
Italy	15	Ukraine	15
Ivory Coast	15	United Arab Emirates	15
Jamaica	15	United Kingdom	60
Japan	120	United States	120
Jordan	15	Uruguay	15
Kazakhstan	15	Uzbekistan	15
Kenya	15	Vanuatu	15
Kiribati	15	Vatican City	15
Korea DPR (North)	15	Venezuela	15
Korea Republic (South)	60	Vietnam	60
Kuwait	15	Virgin Islands (British)	15
Kyrgyzstan	15	Virgin Islands (US)	15
Lao PDR	15	Wallis & Futuna	15
Latvia	15	Yemen	15
Lebanon	120	Zambia	15
Lesotho	15	Zimbabwe	15
Liberia	15		

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- 3.7 We charge you the following for calls to the specified global and satellite services from your private payphone. We charge you the charge for each chargeable period (or part of a period).

Calls to global and satellite services	<b>GST excl.</b>
Charge per chargeable period	<b>22.727¢</b>
<b>Chargeable period</b>	
Calls to Inmarsat numbers beginning with 870	<b>15 secs</b>
Calls to: <ul style="list-style-type: none"> <li>• International Network Shared Code (Thuraya) numbers beginning with 88216 ; or</li> <li>• Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299</li> </ul>	<b>15 secs</b>
Calls to Iridium numbers beginning with 8816 or 8817	<b>15 secs</b>

### Directory assistance

- 3.8 We do not charge you for calls to our directory assistance service from your private payphone. However, your private payphone cannot call Sensis 1234 (previously known as Telstra Call Connect and Yellow Pages Connect) or use the Directory Assistance Call Connect Option.

### 13 calls

- 3.9 We charge you to make calls to a 13 number (including 1300 and 1345 numbers) from your private payphone. The charges are set out in Part A - General of the Inbound Services section of Our Customer Terms.

### Calls to InfoCall services

- 3.10 We charge you the following for calls to InfoCall services from your private payphone. You cannot call fixed tariff or mid-call service variation services from a private payphone.

<b>Private payphone InfoCall calls</b>	<b>GST excl.</b>
Per chargeable period (or part thereof), calculated based on 22.727¢ worth of time at the timed rate nominated by the service provider	<b>22.727¢</b>



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## Private Payphones Section

### **Calls to a Telstra Mobile Satellite service**

- 3.11 We charge you the following for calls to a Telstra Mobile Satellite service in Australia beginning with 014710, 014711, 014712, 014714, 014715, 014716 or 014718 from your private payphone:

<b>Private payphone calls to Telstra Mobile Satellite service</b>	<b>GST excl.</b>
For the first 6 seconds (or part thereof)	<b>22.727¢</b>
For every following 12.5 seconds (or part thereof)	<b>22.727¢</b>

The Telstra Mobile Satellite service can be up to 200 nautical miles out to sea or in any Australian external territory except Antarctica.

### **Calls to an Optus MobileSat service**

- 3.12 We charge you the following for calls to an Optus MobileSat service from your private payphone:

<b>Private payphone calls to Optus MobileSat service</b>	<b>GST excl.</b>
For every 7.57 seconds (or part thereof)	<b>22.727¢</b>

### **Iterra calls**

- 3.13 We charge you the following for calls to an Iterra service (beginning with 014713, 014717 or 141719) from private payphone:

<b>Private payphone Iterra calls</b>	<b>GST excl.</b>
Charge per chargeable period	<b>22.727¢</b>
Chargeable period for calls to an Iterra service	<b>45 secs</b>