

Part G – Operator Assisted Calls

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Certain words are used with the specific meanings set out in Part A – General of the Basic Telephone Service section, or in the General Terms of Our Customer Terms.

1 About this Part

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

2 Calculating charges

Charging differences

- 2.1 Where a charge for a particular kind of operator assisted call is not set out in this Part G – Operator Assisted Calls, then the charge is the same as for a direct-dial call of the same type specified in another part of the Basic Telephone Service section.
- 2.2 Where a particular type of call is not specifically referred to as an operator assisted call in this Part G – Operator Assisted Calls, the call is a direct-dial call.

3 1234

What is the 1234 service?

- 3.1 The 1234 service is a premium operator call connection and “concierge” information service. By dialling the numbers 1-2-3-4, you will be able to:
- (a) request information from the White Pages and Yellow Pages directories about most residential customers and businesses listed in those directories, including most telephone numbers and addresses and other information such as (but not limited to) business operating hours and web addresses; and/or
 - (b) request factual information, such as opening hours, timetables, information about events, product queries, movie information, world times, dialling codes, weather forecasts and other factual information.
- 3.2 In relation to directory information requested under 3.1(a), you can also be connected to your requested residential or business number. In relation to information requests under 3.1(b), you may also be able to be connected to a relevant phone number. For example, if you request movie information, you may be connected to the relevant cinema.



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- 3.3 In relation to information you request through the 1234 service, subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, while we use due care and skill in providing the service we offer no warranty that this information is correct or current and accept no liability for any inaccuracies.

Charges

- 3.4 We charge you the following charges for using the 1234 service in addition to any call charges applicable under your pricing plan for any call connected to the requested number.

| 1234 charges | GST incl. |
|-------------------------------------------------------------------------------------------------------|------------------|
| Fee for each call to 1234 | \$2.30 |
| Attempted connection charge (for successful and attempted connection to requested or relevant number) | \$1.50 |

- 3.5 We charge you the 1234 fee even if we cannot find the information requested. We charge you the attempted connection charge for successful connection and attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

Excluded connections

- 3.6 You cannot use the 1234 service to connect to:
- (a) An unlisted service; or
 - (b) a service that is not listed in our Directory Assistance database; or
 - (c) some enhanced services like 0500, InfoCall 190 services, Directory Assistance calls, calls to pagers and ships at sea.

Excluded services

- 3.7 Except as otherwise provided, you cannot call the 1234 service:
- (a) from a telephone service provided by someone other than us;
 - (b) if you have preselected another telephone company for long distance calls;
 - (c) if your Basic Telephone Service has barred operator assisted calls numbers; or
 - (d) from a public payphone.

Goods or services you buy from services providers located through 1234

- 3.8 Where you use 1234 to request and/or connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant good and services are provided by that service provider and not by us. Subject to the



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Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty about those goods or services, and accept no liability for them.

- 3.9 Any purchase by you of goods or services directly from us through the 1234 service will be subject to specific terms and conditions, as notified by us from time to time.

Fair and reasonable use of 1234

- 3.10 Your use of the 1234 service must be fair and reasonable. This means that you must not use the 1234 service for the purposes of data mining or other forms of commercial exploitation. The operator will therefore limit your referral requests to a maximum of three White Pages and Yellow Pages referrals.
- 3.11 You must also not use the 1234 service to further any unlawful, indecent, obscene or otherwise inappropriate purpose. The operator may, at its reasonable discretion, refuse your information or referral request on these grounds.

Requests for factual information

- 3.12 Fair and reasonable requests for factual information pursuant to 3.1(b) will always receive a response. We will, if possible, provide a single precise answer to a request. If the request has a number of answers, Telstra will choose the most appropriate answer that responds to your request.

Requests other than factual information

- 3.13 The 1234 service allows you to request factual information to be provided. Requests that are not of a strictly factual nature may receive a response that contains factual information. However, Telstra will not provide a response that comprises an opinion. For example, we will not provide a response to a question that requires a medical opinion but instead may provide the contact details for a hospital or medical clinic.

Acceptable use of 1234

- 3.14 You must not use the 1234 service or allow your officers, employees, contractors, agents or anyone else to use the service in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.
- 3.15 If you use the 1234 service or allow another person to use the service in the manner described in clause 3.14, we may terminate your access to the 1234 service without notice to you.
- 3.16 We may, in our discretion, suspend access to the 1234 service from any telephone service which has been used in the manner described in clause 3.14.

Information sourced from the internet

- 3.17 We may source information from the internet when responding to your request through the 1234 service.



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4 Directory Assistance

What is Directory Assistance?

- 4.1 You can call Directory Assistance on 1223 to search for a White Pages or Yellow Pages directory listing. Your call will be responded to in the first instance by an automated speech recognition system. If your call cannot continue to be automated, then a Directory Assistance operator will assist you with your request.
- 4.2 You can use Directory Assistance to search for the number of a known name in the residential or business and government sections of the White Pages directory or to search for a type of business (i.e. plumber, hairdresser) in the Yellow Pages directory.
- 4.3 If you are searching for a type of business (as opposed to a known business, government or residential name) you can receive up to three Yellow Pages listings from the operator.

Call connection for Telstra retail customers

- 4.4 Subject to clause 4.5, if you are a retail customer of Telstra for access and local calls, call connection to your requested number is available on 1223.
- 4.5 If you are a retail customer of Telstra for access and local calls but have barred STD and mobile calls or high charge operator services, call connection to a requested number is not available to you on 1223.
- 4.6 If you are a wholesale customer of Telstra or an end-user of a wholesale customer of Telstra for access and local calls, call connection to a requested number is not available to you on 1223.

Directory Assistance on 1223 charges

- 4.7 Except as provided below, we charge you the following fee for calling Directory Assistance on 1223. We charge you the Directory Assistance fee even if we cannot find the number:

| Directory Assistance on 1223 charges | GST incl. |
|---------------------------------------------------------------------------------------------------------------------------|-----------|
| Fee for each call to Directory Assistance from any home service, charity business service or non-profit business service. | 50¢ |
| Fee for each call to Directory Assistance from any mobile service | 95¢ |

- 4.8 We do not charge you the Directory Assistance fee if you:
- (a) have a Call Connect disability exemption; or
 - (b) are a disabled customer using the disabilities hotline or calling 12551; or
 - (c) are a Telstra customer with a Telstra fixed standalone plan and have a Telstra Pensioner Discount; or



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(d) are calling from a Telstra payphone.

Call connection charges

4.9 We charge you the following fee for attempted and successful connection to a requested number, in addition to any call charges applicable under your pricing plan for any call connected to the requested number.

| Call connection charges | GST incl. |
|---------------------------------------------------------------------------------------------|-----------|
| Attempted connection charge (for successful and attempted connection to a requested number) | \$1.50 |

4.10 We charge you the attempted connection charge for a successful connection and an attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

4.11 Where we attempt connection but the requested number is busy or left unanswered, we will, at no additional charge, provide the requested number to you.

4.12 Eligible callers who request through connection but have pre-selected another carrier for their long distance calls will be charged Telstra call charges (as per the Telstra Voice Part plan) for the connected call (see Part B –Telstra Home Phone Plan and Telstra Voice Plan of the Basic Telephone Service Section).

Excluded searches

4.13 You cannot use Directory Assistance to search for an unlisted service.

What is international Directory Assistance?

4.14 International Directory Assistance is an operator assisted service. You call us on 1225 to ask us to search for an International telephone number you wish to call.

Charges

4.15 We charge you the following service fee for calling international Directory Assistance (regardless of whether we can find the number or not).

| International Directory Assistance charges | GST incl. |
|-----------------------------------------------------------------|-----------|
| Service fee for each call to International Directory Assistance | \$1.65 |

4.16 We do not charge you the above fee if you are calling from a home service.

5 Call Connect

What is Call Connect



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5.1 You call us on Call Connect to speak with an operator to search for and connect you to a White Pages or Yellow Pages directory listing. You can access the Call Connect service by dialling 12456.

Charges

5.2 We charge you the following fees when you call Call Connect, in addition to any call charges applicable under your pricing plan for any call connected to the requested number.

| Call Connect | GST incl. |
|---------------------------------------------------------------------------------------------|------------------|
| Fee for each call to Call Connect | \$2.30 |
| Attempted connection charge (for successful and attempted connection to a requested number) | \$1.50 |

5.3 We charge you the Call Connect service fee even if:

- (a) you decline to proceed with Call Connect and ask us to simply provide you with the requested number; or
- (b) we cannot find a number; or
- (c) on attempted connection, the number does not answer or is busy or connection is otherwise unsuccessful.

5.4 The operator will only make one connection attempt to the requested number each time you access Call Connect. We charge you the attempted connection charge for successful connection and attempted connection to the requested number even if the number does not answer, is busy or the attempted connection is otherwise unsuccessful.

5.5 We may, at our discretion and at no additional charge, provide the requested number to you where:

- (a) you ask us to provide it to you before we attempt to connect you to that number; or
- (b) you decline to proceed with Call Connect and ask us to simply provide you with the requested number; or
- (c) the requested number is barred or cannot be connected for technical reasons.

Service provided on Call Connect

5.6 You may access Call Connect if you are searching for the number of a known name in the residential or business and government sections of the White Pages directory, or if you are searching for a type of business (i.e. plumber, hairdresser) or a Yellow Pages listing, connection by the operator to the requested number is optional.



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- 5.7 If you are searching for a type of business (as opposed to a business name or residential listing) you can receive up to three Yellow Pages referrals from the operator.

Excluded searches

- 5.8 You cannot use Call Connect to connect to:
- (a) an unlisted service; or
 - (b) a service that is not listed in our White Pages or Yellow Pages directory database;
 - (c) some enhanced services like 0500, InfoCall 190 services, directory assistance calls, calls to pagers and ships at sea; or
 - (d) numbers which are barred from connection or which cannot be connected for technical reasons.

Excluded services

- 5.9 You cannot call Call Connect if your Basic Telephone Service has barred operator assisted calls numbers.

Goods or Services you buy from service providers you locate through Call Connect

- 5.10 Where you use Call Connect to connect to a number, and you subsequently acquire goods or services from a service provider at that number, the relevant good and services are provided by that service provider and not by us. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we offer no warranty for those goods or services, and accept no liability for them.

Acceptable use of Call Connect

- 5.11 You must not use Call Connect or allow your officers, employees, contractors, agents or anyone else to use Call Connect in a manner that a reasonable person would regard as menacing, offensive or harassing, or which is otherwise illegal or likely to be found illegal.
- 5.12 If you use Call Connect or allow another person to use Call Connect in the manner described in clause 5.11, we may terminate your access to Call Connect without notice to you.
- 5.13 We may, in our discretion, suspend access to Call Connect from any telephone service which has been used in the manner described in clause 5.11.

