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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 InContact Telephone Service section

### Our Customer Terms

- 1.1 This is the InContact Telephone Service section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply. (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

### Inconsistencies

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

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## 2 InContact service

### What is InContact?

- 2.1 InContact is a telephone service that:
- (a) can receive any call (except a reverse charge call or similar call where a charge applies to the customer answering the call);
  - (b) can only make calls to emergency numbers, 131114 (Lifeline), our customer service and faults numbers and to a limited range of other services.
- 2.2 If you somehow incur charges while using the InContact service, you have to pay them.

For example, you could receive a reverse charge call through another company.

### Availability: General

- 2.3 There are only a limited number of InContact services available. We may not be able to supply an InContact service to you, even if you are eligible. InContact is only available where technically feasible.
- 2.4 You cannot receive InContact if you are a business customer who we believe is resupplying, or will resupply, it to another person.

### **Availability: Home customers with eligible concession cards**

- 2.5 You can request an InContact service for a private residence if:
- (a) you are a home customer with a valid, current eligible concession card; and
  - (b) the InContact service would be a service of last resort because you or the residence do not have any other telecommunications based or provided services (with the exception of a pre-paid mobile phone service).

Here is a full list of eligible concession cards:

A Pensioner Concession Card issued by the Australian Government Department of Veterans' Affairs;

A Pensioner Concession Card issued by Centrelink or the Australian Government Department of Human Services (will take some time to change to Department of Social Services).

A Health Care Card issued by Centrelink or the Australian Government Department of Human Services carrying the following payment codes:

DR – (Exceptional Circumstances Relief Payment);

FA – (Family Tax Benefit Part A);

LI – (Low-income earners);

NS – (Newstart Allowance);

PP – (Parenting Payment (single or partnered));

SA – (Sickness Allowance);

SL – (special Benefit);

WA – (Widow Allowance); and

YA – (Youth Allowance (jobseekers)).

MO – Mobility Allowance

FO – Foster carers Allowance

Note. Hotels, motels, boarding houses, dwellings used principally as sleeping accommodation by people sharing common amenities, religious institutions, hospitals, schools, universities, orphanages, refuges, prisons and other health, educational, welfare, penal or corrective institutions are not considered private residences.

- 2.6 If you already had an InContact service on 8 December 2002, you only have to prove that you hold a current eligible concession card if your InContact service is disconnected and you ask to have it reconnected at the same premises or you ask for a new InContact service at other premises.
- 2.7 From 2 April 2014, if you are new InContact customer, you will be able to have the InContact service for up to 12 months. We'll give you 30 day's prior notice of the end of this 12 month period and, unless you elect to cancel your service, you will be on placed on a month to month plan with the lowest monthly charge of our generally available plans. We will provide details of the relevant plan at the time that we notify

you of your in-eligibility. Consideration will be given to financial hardship or medical conditions in determining whether the service will continue.

### **Availability: Home customers with outstanding debts**

- 2.8 If you are a home customer who has an outstanding debt, we may supply you an InContact service for a limited period of time while you are paying off what you owe us. We can disconnect your InContact service if you have not paid us what you owe us within 12 months of connecting the InContact service, but if we decide to do so, we will notify you before the disconnection.
- 2.9 If you pay back what you owe us, you have to be eligible under 2.5 if you want to keep your InContact service.

### **Availability: Homeless refuges**

- 2.10 You can also ask for an InContact service if you are an organisation or group that operates a homeless refuge bought using funds from the Crisis Accommodation Program. If that is the case, you:
- (a) can only have one InContact service at the premises;
  - (b) have to make it available for residents to use at the premises;
  - (c) cannot use it for business; and
  - (d) have to give us a valid verification code given to you by the SAAP National Data Collection Agency confirming that you are eligible under the Crisis Accommodation Program.
- 2.11 You can ask for an unlisted service if you have InContact at a homeless refuge.

See [Part B – HomeLine Plans of the Basic Telephone Service section of Our Customer Terms](#).

### **Outstanding amounts**

- 2.12 If you owe us money, you still have to pay us, even if we supply you an InContact service.

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## **3 Charges**

### **Connection**

- 3.1 We do not charge a connection charge for the InContact service if you tell us (and we can confirm) at the time of the application that your property has had a previous Basic Telephone Service that we can automatically reconnect without us altering

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## InContact Telephone Service Section

any wiring and without having to visit your premises, the local exchange or any place in between.

- 3.2 In all other instances, we charge you the appropriate connection charge under the Basic Telephone Service section to connect the InContact service, in the same way as if you were requesting a new connection or reconnection of a Basic Telephone Service. See [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).
- 3.3 If we convert your InContact service to a Basic Telephone Service, we will not charge you a connection charge for the Basic Telephone Service. However, we will charge you for a telephone line connection under the Basic Telephone Service section for this conversion if a connection charge had not been charged before. See [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

### **Monthly access**

- 3.4 We do not charge you a monthly access charge for your InContact service.