



INDIGENOUS PROGRAMS

Community Phones Program Trial

The Community Phones Offer can provide one shared phone for every 40–50 people and up to a total of five phones in identified communities.

Phone handsets

Two TF1000 (standard Telstra) handsets will be provided with each Community Phone installation.

One handset should be kept by the registered applicant as identified on the application form for use if the first handset needs replacing. It is the responsibility of the community to replace or fix the handset if damage occurs.

Robust phone casing

Communities that request a robust phone case may apply for one for each Community Phone installed.

The robust phone cases have passed all the appropriate Australian Communications Industry Forum technical standards. Clearance for use as a Universal Service Obligation (USO) pay phone has not been granted to the robust phone cases.

Line rental and paying for calls

There are no ongoing line rental charges for Community Phones.

Calls can be made from Community Phones using pre-paid calling cards.

Without a pre-paid calling card, calls can only be made to:

- 000 emergency services;
- 13 2200 Telstra faults; and
- all numbers that start with 18.

What calls can be received

The Community Phone telephone number will be indicated on or near the phone.

Community Phones will accept incoming calls except those that result in charges made to the phone service, such as:

- reverse charge calls;
- third party validation calls; and
- wake up/reminder calls.

Location

The Community Phone will be located in a place identified by the community that has been given appropriate siting clearances and which has 24 hour access.



Repairs and maintenance

Damage to the Community Phone handset is the responsibility of the community to replace or repair.

In the case of problems with the telephone line, Telstra has proposed that repairs will generally be completed within five working days of notification of the fault.

Consumer Safeguards

Community Phones are not covered by the USO and will not appear on the Telstra Standard Marketing Plan. Standard consumer safeguards such as the Customer Service Guarantee do not apply to these services.