

Telstra Pre-Paid Home



User Guide

No bills.
No worries.

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Welcome to Telstra Pre-Paid Home

Welcome to the world of Telstra Pre-Paid Home, an exciting new home telephone service offering you freedom, flexibility and convenience. This unique pre-paid home telephone service provides you with control over your calling, without the hassle of bills. Telstra Pre-Paid Home also allows several accounts to be attached to the one telephone line, so it's great for shared households. No bills means no surprises and no arguments. And, because Telstra Pre-Paid Home is brought to you by Telstra, you get the benefits of one of Australia's largest telecommunications networks.

To find out more about Telstra Pre-Paid Home visit
telstraprepaidplus.com.au/prepaidhome

What you get with Telstra Pre-Paid Home

The Telstra Pre-Paid Home service offers:

- your own prepaid account;
- access to incoming and outgoing calls*;
- the security of your own account number and PIN;
- the flexibility to make calls from most fixed touchtone phones or payphones in Australia;
- account balance information at the beginning and end of each call;
- details of your last 10 transactions; and
- access to Telstra Call Waiting**.

You will retain the phone number of the existing home phone service. If there is no existing service, you will be issued with a standard ten-digit telephone number.

* Provided you have paid the monthly access charge and have sufficient credit to make an outgoing call.

** May not be available in some areas.

Getting Started

Take some time to read this step-by-step guide, which provides the information you need to activate and use your Telstra Pre-Paid Home service.

1. You need to provide your own fixed tone capable telephone. There is no telephone rental option available with the Telstra Pre-Paid Home service.
2. Have your sealed Telstra Pre-Paid Home account card ready. However, please **DO NOT OPEN** the plastic seal around your card before calling the Telstra Pre-Paid Home Customer Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones) to confirm your eligibility to activate the service.

You also need to make sure you have the phone number of your existing home telephone service handy so we can direct calls to your Telstra Pre-Paid Home account to your home.

If you do not have an existing telephone service, you should have your home address details ready.

In order to convert your existing line to a Telstra Pre-Paid Home line, you must obtain the consent of the person (if any) who currently acquires the telephone service over that line (i.e. the person billed for the service) to convert the line to a Telstra Pre-Paid Home line. Connection charges apply. Details of all calling charges can be found at www.telstraprepaidplus.com.au/prepaidhome or www.telstra.com.au/customerterms.

Only calls to the emergency service number (000), Priority Assistance® Faults Service (13 22 03) and to the Telstra Pre-Paid Home Customer Service Centre (1800 065 908) can be made on a Telstra Pre-Paid Home line without using a Telstra Pre-Paid Home account. (You do **not** need to enter your account number and PIN if you are making an emergency call to 000, or calling the Priority Assistance Faults Service or the Telstra Pre-Paid Home Customer Service Centre.)

3. To activate your Telstra Pre-Paid Home account, call the Telstra Pre-Paid Home Customer Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones) Monday to Friday between 7am and 6pm AEST or between 8am and 7pm daylight saving time. Your Telstra consultant will provide you with your personal phone number and a temporary 4-digit PIN.

You are now ready to start calling.

Important information about Telstra Pre-Paid Home services

- You cannot choose a provider other than Telstra to make override calls or to provide your national long distance, international and fixed to mobile calls with Telstra Pre-Paid Home services.
- Telstra calling cards (but not Telecard® services) and other provider calling cards can be used in conjunction with Telstra Pre-Paid Home services. Call charges to access the pre-paid calling card provider apply.
- Telstra Pre-Paid Home customers can change back to our basic telephone service, subject to meeting the application criteria for the standard service, paying a connection charge and the monthly line rental charge and all Telstra Pre-Paid Home users attached to the service agreeing to the change.
- Telstra Wake Up and Reminder calls are not available from your Telstra Pre-Paid Home account.
- Some calls cannot be made using Telstra Pre-Paid Home including calls to 1900, international mobile calls, international fax calls, and operator assisted calls. For more information about ineligible calls please see the 'Things you need to know' section of this user guide.
- Telstra Pre-Paid Home is not compatible with all security systems requiring dial up access via the fixed telephone line. We recommend that you contact your security system provider to determine whether your security system is compatible.
- Telstra Pre-Paid Home is not compatible with some services including ADSL and Cable, MessageBank® and Telstra Home Messages 101®. Please refer to the 'Things you need to know' for a full list of products and services that are not compatible with Telstra Pre-Paid Home service.

Your step-by-step guide to using Telstra Pre-Paid Home

Making calls at home

The first time you use your Telstra Pre-Paid Home account you will need to use the temporary PIN that was provided by the Telstra Pre-Paid Home Customer Service Centre. However, the Telstra Pre-Paid Home system will prompt you to change the temporary PIN to another PIN.

You should change your PIN to one that you will easily remember.

Pick-up your phone (ensure that your touchtone phone is set to TONE), on request enter your Telstra Pre-Paid Home account number and PIN followed by the # key.

Enter the number you wish to call, then press the # key.

If you wish to make an international call, you will need to include 0011 followed by the country code, area code and number, then the # key.

Making calls away from home

Dial 18911 to access the Telstra Pre-Paid Home system from most fixed phones. Then follow the prompts. Do not insert any payment into payphones. (You do not need to dial 18911 or enter your account number and PIN if you are making an emergency call to 000, or calling the Priority Assistance Faults Service or Telstra Pre-Paid Home Customer Service Centre.)

Making more than one call

After you have successfully completed a call, you can make another call by letting the person you have called hang up while you stay on the line and then dialling another phone number.

This feature is limited to 5 follow on calls.

If the person you call does not answer and you wish to make another call, press the (*) key and you will be returned to the Telstra Pre-Paid Home system.

Closing your Telstra Pre-Paid Home account

If you choose to close your Telstra Pre-Paid Home service, any balance left in your account will not be refunded and is not transferable. Prior to closing the account, you can use the remaining balance to make calls.

Questions and answers about your Telstra Pre-Paid Home service

Can others in my house also start a Telstra Pre-Paid Home service?

Yes, a great feature of Telstra Pre-Paid Home is that other members of your household can easily purchase their own starter pack and connect their Telstra Pre-Paid Home account to the same phone line. Each account holder gets control over their calling costs, so you can avoid arguments and hassles associated with sharing a phone account.

How is the Telstra Pre-Paid Home service charged?

Charges applying to your Telstra Pre-Paid Home service include:

- the cost of your Telstra Pre-Paid Home starter pack. This includes the cost of connection to an existing telephone service in your home or where an in-place connection is available for re-connection. If there is no in-place existing telephone service or we have to visit your premises, the local exchange or any place between to connect your telephone line, additional connection charges will apply;
- the calling costs which apply for each telephone call. All timed calls are charged at the per-minute rate (calculated per second) for the duration of the call plus any applicable call connection charge. Details of all calling charges are available at www.telstraprepaidplus.com.au/prepaidhome or www.telstra.com.au/customerterms;
- a monthly access charge. On the first day of every month the monthly access charge will be deducted from your account in advance. This will reduce the amount of funds you have left for calls. (If there is insufficient credit in your Telstra Pre-paid Home account you will not be able to make outgoing calls. Please see the 'Your account balance' section of 'Things you need to know' on page 9 for further details); and
- a transfer charge if you move your Telstra Pre-Paid Home account from one address to another.

How do I recharge my account?

To add credit to your account, purchase a recharge card from any Telstra Pre-Paid Home recharge outlet. Follow the instructions on the back of the recharge card to add the value of the recharge card to your account. We recommend that you keep your balance above a level that will cover your monthly access charge as well as a few calls. Please see the 'Your account balance' section of 'Things you need to know' on page 9 for further details.

You can only use each recharge card once and you must transfer the money to your account by the recharge card's expiry date (otherwise the credit will be lost). Once the funds are in your Telstra Pre-Paid Home account the funds do not have an expiry date.

Recharge vouchers are also available through selected ATMs. The process to recharge your account using a voucher is the same as using a recharge card.

We do not refund Telstra Pre-Paid Home recharge cards or vouchers unless they are faulty.

Will I get a warning if my funds are low?

If you are on a timed call and your account balance is getting low, you will hear the following short message – “Please recharge your account. This call will disconnect shortly.”

What if my balance won't cover the monthly access charge?

If you do not have enough funds in your account to fully pay the monthly access charge, you will be unable to make calls from your Telstra Pre-Paid Home account (except calls to the emergency service number (000), Priority Assistance Faults Service and the Telstra Pre-Paid Home Customer Service Centre) until it is recharged. You will still be able to receive incoming calls.

If, after 25 days from the 1st day of the month, you do not recharge your account, it will be closed. The line may also be disconnected (providing there are no other active Telstra Pre-Paid Home accounts connected to it), but we will tell you before this happens. As a result, you will have to buy a new Telstra Pre-Paid Home starter pack and pay a new connection charge.

How do I access 1800, One 3, and 1300 numbers?

To dial a 1800 number from your Telstra Pre-Paid Home line you need to enter your account number and PIN. If it is a free call, you will not be charged from most fixed phones. You can check your account balance at the end of the call to confirm that the call has not been charged.

You can access One 3 (e.g. 13 xx xx) and 1300 numbers using your Telstra Pre-Paid Home account and you will be charged the standard rates for calls to those numbers.

Can I use my Telstra Pre-Paid Home service to access the Internet via my Internet Service Provider?

You can access an internet service provider ('ISP') and the internet using a dial-up Internet account and your Telstra Pre-Paid Home service by following the instructions below:

- set your modem so that it does not wait for a dial tone
- program your dial-up with the following continuous sequence and include a few pauses[^] at the beginning
- enter your Telstra Pre-Paid Home account number, your PIN, your ISP's dial-up number, then #. For example, if your account number was 12345678, your PIN was 9999, and your ISP access number was 0723456789, then you would enter , , , 1234567899990723456789#

If you encounter difficulties please refer to your dial-up software or call the Telstra Pre-Paid Home Customer Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones).

Telstra Pre-paid Home is not compatible with ADSL, cable and other broadband services. Please see 'Things you need to know' in this user guide for further details.

Note: If your ISP access is via a 0198 number, please contact your ISP to confirm whether the Telstra Pre-Paid Home service is compatible.

[^] Usually pauses are represented by commas, but this may vary.

How do I use Telstra Call Waiting* with my Telstra Pre-Paid Home service?

While you're on a call, the Call Waiting tone (two beeps every five seconds) lets you know there is a second incoming call. Once Call Waiting is turned on, it stays on until you turn it off.

If you are using your line to access the Internet, turn Call Waiting off as it may cause your internet connection to drop out or corrupt the information transferred.

* Call Waiting may not be available in all areas.

To turn Call Waiting on:

Lift Receiver RECALL/FLASH * 4 3 # Receiver down

To turn Call Waiting off:

Lift Receiver RECALL/FLASH # 4 3 # Receiver down

Answering a Call Waiting call

To hang up first caller and talk with second caller:

Receiver down – Phone rings – Lift Receiver

To hold first caller and talk with second caller or switch between callers:

RECALL/FLASH TONE 2

To hang up one caller and return to caller on hold:

RECALL/FLASH TONE 1

To deflect a waiting caller while you are talking:

RECALL/FLASH TONE 0

How secure is my Telstra Pre-Paid Home service?

The only way someone can access your account is by having your account number and PIN. To safeguard your account details, you will be required to change your PIN the first time you access your Telstra Pre-Paid Home account. This will also occur if the PIN is reset by a Telstra Pre-Paid Home Service Centre consultant. Please protect yourself by taking the following precautions:

- do not write your PIN on your account card;
- do not give your account card, account number or PIN to anyone else;
- be careful how you generate your PIN. For example, using your birthday may make it easy for others to 'guess' your PIN;
- if your account is already being used, the system will stop anyone else using the account at the same time. If you find you cannot access the system because it is already being used, inform the Telstra Pre-Paid Home Customer Service Centre immediately so action can be taken to protect your account.

You may also wish to take the following precautions:

1. don't put your account number in speed or short dial on your phone;
2. if the phone has a redial feature, after each call, pick-up the handset and enter any digit, then hang up.

How do I change my PIN?

You are able to change your PIN at any time by entering 1 5 #, and following the prompts. For your security it is wise to change your PIN regularly.

What if I forget my PIN?

Contact the Telstra Pre-Paid Home Service Centre where a consultant will require you to adequately identify yourself. They will issue you with a temporary PIN. The next time you use Telstra Pre-Paid Home, you will be required to change this PIN.

In some cases you may be required to visit a Telstra Shop and produce identity documents before a temporary PIN can be issued.

How do I get help or report a fault?

If you need to report a fault with your fixed phone line or your Telstra Pre-Paid Home account, you can call the Telstra Pre-Paid Home Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones) followed by the # key. As a Telstra Pre-Paid Home customer you have full access to Telstra's fault reporting service (Monday to Friday between 7am and 11pm AEST). Registered Priority Assistance customers wishing to report a fault should contact the Priority Assistance Service Centre on **13 22 03**.

What is the activation date?

On the outside of the starter pack is an activation date. If you do not activate the card by the set date, the value of the card will be lost. Please see 'Activating your Telstra Pre-Paid service' in 'Things you need to know' on page 9 for further details.

Helpful Telstra Pre-Paid Home menu options

- To recharge your account, press 1 1 #
- To check your last 10 transactions, press 1 2 #
- To check your available credit, press 1 4 #
- To change your PIN, press 1 5 #
- For help, press 9 9 #

Things you need to know

The Telstra Pre-Paid Home service is supplied on the terms and conditions summarised below and detailed in the Telstra Pre-Paid Home section of Our Customer Terms. The Telstra Prepaid Home section of Our Customer Terms is available for inspection at most Telstra Shops or at www.telstra.com.au/customerterms/index.htm. By activating the Telstra Pre-Paid Home service you agree to all of the terms and conditions applicable to the Telstra Pre-Paid Home service.

Description of Telstra Pre-Paid Home service

1. Telstra Pre-Paid Home is a service which provides customers with pre-paid access and calls within Australia and from Australia to other countries.
2. Several Telstra Pre-Paid Home services may be provided over the one Telstra Pre-Paid Home line, enabling each occupant of a premises to have a separate Telstra Pre-Paid Home service with their own Telstra Pre-Paid Home account. You can only have one Telstra Pre-Paid Home account in your name.
3. For information about the monthly service charge and call charges, please refer to www.telstraprepaidplus.com.au/prepaidhome. In return for paying the relevant charges for the Telstra Pre-Paid Home service, you receive:
 - (a) access to our fixed telephone network at home;
 - (b) a Telstra Pre-Paid Home access card;
 - (c) the ability to make certain types of pre-paid telephone calls using our fixed telephone network (see exceptions at clause 8);
 - (d) a separate Telstra Pre-Paid Home account; and
 - (e) an entry in our directory assistance database and our White Pages® online directory (there will be no entry in our White Pages printed directory).
4. A Telstra Pre-Paid Home line used to provide a Telstra Pre-Paid Home account to you, will be used to provide the Telstra Pre-Paid Home service to all customers at your location. A maximum of two Telstra Pre-Paid Home lines can be connected at the one premises.
5. There is no telephone rental option available with the Telstra Pre-Paid Home service. You are required to supply your own fixed touch tone capable telephone.
6. A Telstra Pre-Paid Home access card must be activated by the date set out on the card or the value of the card will be lost without refund. The value of a Telstra Pre-Paid Home card may be replenished by purchasing Telstra Pre-Paid Home recharge cards.

Ineligible calls and products

7. The Telstra Pre-Paid Home card cannot be used to make calls to 1900 numbers, chargeable operator assisted calls, pre-selectable or override calls using other service providers, international fax calls, international mobile calls (fixed and roaming), public credit phone calls or 0018 easy 1/2 Hour International Direct Calls. The Telstra Pre-Paid Home service cannot be used in conjunction with Telstra Telecard® or Homelink® services.
8. Other products that are not compatible with Telstra Pre-Paid Home are:
 - (a) all Broadband (ADSL) services;
 - (b) wake up and reminder service;
 - (c) some security systems that need dial-up access via a fixed telephone line (check with your security system provider to confirm compatibility);
 - (d) some 0198 access numbers (check with your Internet Service Provider to confirm compatibility);
 - (e) ISDN services;
 - (f) Telstra's silent line option;
 - (g) Telstra's Calling Number Display feature;

- (h) Telstra's HomeLine™/BusinessLine™ features (other than Call Waiting);
 - (i) MessageBank®; and
 - (j) Telstra Home Messages 101®.
9. The cost of the Telstra Pre-Paid Home starter pack includes the cost of connection to the network only where a connection exists at your premises or the connection has been terminated but is available for reconnection. If such a line connection is not in place, or we have to visit your premises, the local exchange or any place between to connect your line, additional installation charges will apply. We will tell you before you incur any additional charges.
10. Call Waiting is available on the Telstra Pre-Paid Home service. Call Waiting may not be available in all areas.

Telstra Pre-Paid Home cards

11. We own all Telstra Pre-Paid Home cards. You have to tell us as soon as possible if you lose your Telstra Pre-Paid Home card or someone steals it. We do not refund you the value on your card if it is lost or stolen. You will have to purchase a new Telstra Pre-Paid Home starter pack which contains a new Telstra Pre-Paid Home account card to use the Telstra Pre-Paid Home service. Telstra Pre-Paid Home Cards must not be defaced, modified, tampered with, added to, or printed on in any way.

Activating your Telstra Pre-Paid Home service

12. To activate your Telstra Pre-Paid Home service you must:
- (a) get the consent of the person (if any) we bill for the telephone line on which you would like to use Telstra Pre-Paid Home (if you are not the account holder of the basic telephone service); and
 - (b) buy a Telstra Pre-Paid Home starter pack; and
 - (c) call the Telstra Pre-Paid Home Customer Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones).

Telstra Pre-Paid Home starter pack

13. Your Telstra Pre-Paid Home starter pack is the package you receive at the time you purchase the Telstra Pre-Paid Home service from us. The starter pack purchase price includes:
- (a) credit on your Telstra Pre-Paid Home account card;
 - (b) set-up of your Telstra Pre-Paid Home account;
 - (c) connection to our fixed telephone network at home (additional connection charges may apply – see paragraph 9 above);
 - (d) user guide; and
 - (e) Telstra Pre-Paid Home card.

Registering

14. At the time of activation, you must provide your name, address and confirm that you intend to use the Telstra Pre-Paid Home service primarily for personal, domestic or household use. You must notify us of any changes to your name or address within 14 days of such change. We reserve the right to request identification and further information from you.

Privacy

15. You understand and agree that we may use and disclose your personal information on the terms and conditions and for the purposes (including marketing) set out in our Privacy Statement available at www.telstra.com.au/privacy/docs/privacy.pdf or by calling **13 22 00**.

Please note: We would like to let you know about our products, services and special offers which may be of interest to you in the future. If you do not wish to receive information about our offers and services, please contact us on FREECALL™ **1800 039 059** (a free call from most fixed phones).

Your account balance

16. We maintain your Telstra Pre-Paid Home account on your behalf in which we record your account balance. We will credit your Telstra Pre-Paid Home account with the credits you add to it by using a valid Telstra Pre-Paid Home recharge card.
17. You may use the Telstra Pre-Paid Home services to make calls at any time provided that you have an account balance in credit. If your account balance is not in credit, the Telstra Pre-Paid Home service will not be provided for outbound calls. Telstra will terminate any outbound call in progress (except calls to the emergency service number (000), Priority Assistance Faults Service and the Telstra Pre-Paid Home Customer Service Centre) at the time your account balance ceases to be in credit.
18. The monthly access charge will be debited from your Telstra Pre-Paid Home account on the first day of each month. If there is insufficient credit in your Telstra Pre-Paid Home account for that charge and the account is not recharged within 25 days:
- (a) you will no longer be entitled to use the Telstra Pre-Paid Home services;
 - (b) the Telstra Pre-Paid Home service will be disconnected and your number may be reallocated to another customer. The telephone line may also be disconnected if there are no other active Telstra Pre-Paid Home customers connected to it; and
 - (c) you have to buy a new Telstra Pre-Paid Home starter pack to reconnect Telstra Pre-Paid Home to your telephone line. You will need to pay the connection charges for your new service.

We will tell you before this happens.

No itemised bills

19. We will not issue itemised bills to you for the Telstra Pre-Paid Home service. You may obtain details of the last ten (10) calls made using the Telstra Pre-Paid Home service by selecting this feature from the Telstra Pre-Paid Home recorded voice announcement. All charges listed in this feature are GST inclusive. For further charging and billing information, contact the Telstra Pre-Paid Customer Service Centre on FREECALL™ **1800 065 908** (a free call from most fixed phones).

Balance on your Telstra Pre-paid Home service is non-refundable

20. We will not refund or replace your Telstra Pre-paid Home account card unless:
- (a) it is faulty; or
 - (b) we have not yet activated your Telstra Pre-Paid Home account and you have not broken the seal around the card in your Telstra Pre-Paid Home starter pack.
21. You cannot redeem the credit in your Telstra Pre-Paid Home account for cash or other goods. If you cancel or deactivate your Telstra Pre-Paid Home service, we do not refund any unused credit in your Telstra Pre-Paid Home account, and you cannot transfer it to another service.

Termination

22. We may suspend, limit or cancel your Telstra Pre-Paid Home service if:
- (a) you breach any of the terms and conditions applicable to the Telstra Pre-Paid Home service; or
 - (b) the Australian Competition and Consumer Commission issues a competition notice in relation to the Telstra Pre-Paid Home service or we anticipate that it may do so.

Our Liability to you and your liability to us

23. The terms and conditions that apply to the supply of your service are:
- (a) those set out in these 'Things you need to know' and the Telstra Pre-Paid Home section of Our Customer Terms; and
 - (b) those implied by consumer protection laws to the supply of your service that cannot be excluded.
- No other terms apply.
24. Concerning our liability to you:
- (a) except as set out in the paragraphs below, we accept our liability to you for breach of contract or negligence under the principles applied by the courts;
 - (b) as your service is provided to you for the primary purpose of personal, domestic or household use, we do not accept liability to you for losses that result from the use of your service in connection with the conduct of a business. However, we will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, we limit our liability to resupplying, repairing or replacing the relevant goods or services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so;
 - (c) we are not liable for any loss to the extent that it is caused by you (for example, through your negligence or breach of contract);
 - (d) we are not liable for any loss to the extent that it results from your failure to take reasonable steps to avoid or minimise your loss; and
 - (e) we are not liable for any loss caused by us failing to comply with our obligations in relation to your service where that is caused by events outside our reasonable control (such as a failure in equipment that is not owned or operated by us, an industrial strike or an act of God).
25. If you and one or more others are the customer for a service, each of you is jointly and individually responsible for all charges and other obligations relating to that service.
26. You are liable to us for breach of contract or negligence under the principles applied by the courts. However, you are not liable to us for any loss to the extent that it is caused by us (for example, through our negligence or breach of contract).
27. These provisions relating to liability will continue unaffected by cancellation or suspension of your service.

Breaking the law

28. You must not use the Telstra Pre-Paid Home service to commit an offence or allow anybody else to do so.

Numbering and PINs

29. We may allocate a number to your Telstra Pre-Paid Home service and vary that number in accordance with any national regulatory policy on numbering.
30. You have to use a PIN with your Telstra Pre-Paid Home service. You must protect your PIN.
31. Your telephone number and Telstra Pre-Paid Home PIN may not be transferred to another person without our consent.
32. You do not own or have any legal interest or goodwill in any number or Telstra Pre-Paid Home PIN issued to you. You are entitled to use any telephone number we issue to you, except in circumstances where the Telecommunications Number Plan allows us to recover the number from you.

Amendments

33. In most cases, if:
 - (a) we make a change to the terms and conditions that apply to your service; and
 - (b) you are affected because you have an active Telstra Pre-Paid Home service and the change would have more than a minor detrimental impact on you, then, in accordance with the Telstra Pre-Paid Home section of Our Customer Terms, we will tell you a reasonable period before the change so you will have a reasonable opportunity to use up any value in your account before the change.
34. If we reasonably consider that you are not affected by a change because it is likely to benefit you or have a neutral impact on you then we can make the change immediately and do not need to tell you.
35. If we reasonably consider that a change is likely to have only a minor detrimental impact on you, we do not need to tell you individually beforehand but we will publish a notice in a national newspaper at least three business days before the change takes place.
36. If a change is urgent, we will try to tell you three days before and if we can't, we will give you as much warning as we reasonably can.
37. For the following types of changes, we will provide affected customers with a voice recorded announcement at the number you use to access the Telstra Pre-Paid Home service at least three business days before the change takes place:
 - (a) increasing or introducing tax-based changes;
 - (b) changing the charges for international services and international roaming services; and
 - (c) changing or imposing charges for ancillary services.