



Australian Government

Department of Communications,
Information Technology and the Arts

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COMMUNITY PHONE OFFER

NUMBER OF PHONES

The Community Phones Offer will make available one shared phone for every 40-50 people, up to a total of five phones in identified communities. Regional Agents should encourage communities to apply for at least two Community Phones.

TYPE OF TELEPHONE SERVICES

The Community Phones are not Universal Service Obligation services and they will not appear on the Telstra Standard Marketing Plan. Regular consumer safeguards such as the Customer Service Guarantee do not apply to these services.

PHONE HANDSETS

Two TF1000's (standard Telstra handsets) will be the standard offering for the community phone. One of these hand sets should be kept by the registered applicant as identified on the DCITA application form for use if the first handset is damaged. Should the Community phone handsets be damaged it is the responsibility of the community to replace or fix the handset.

ROBUST PHONE CASING

The 'Robust' phone case was developed by CAT (Centre for Appropriate Technology) and adopted by Telstra for this project. The 'Robust' phone uses standard components and can be maintained by a community member (without AusTel certification). There are 2 basic parts of the telephone; a stainless steel covering with brass buttons and a Telstra TF1000 handset.

The protective casing allows water and grit to fall through without damaging the phone, and is designed so that high strength cleaners can be used to remove graffiti, chewing gum etc.

Communities that would like a Robust phone case may have one for each community phone installed. The Robust phone casings have passed compliance tests by Advantech. Clearance for use as a Universal Service Obligation (USO) pay phone has not been granted to the Robust phone cases (this is due to appropriateness of the technology for use by people with disabilities amongst other things). Robust phone cases will offered to communities upon request in the application form, and at Telstra's discretion.



The ROBUST PHONE ready for use.

LINE RENTAL

There are no ongoing line rental charges for Community Phones.

METHODS FOR CALL PAYMENTS

Any prepaid calling card with an '1800' platform is the only available method for making calls from Community Phones. Currently, the 'Phone-Away Card' is the most widely used of these, but Telstra have developed the 'Country Calling Card', which has been specifically designed for use in remote Indigenous communities and will be available in these communities. Information on the tariffs for the Country Calling card and other Calling Cards will be supplied by Telstra/DCITA in a separate document.

WHAT CALL CAN BE MADE FROM THE COMMUNITY PHONE?

The Community Phones will enable a customer to access:

- 000 Emergency services;
- 13 2200 Telstra faults;
- 1800 numbers; and
- Prepaid calling card platforms.

WHAT CALLS CAN BE RECEIVED?

The telephone number of Community Phones will be made available to the community to accept incoming calls.

Community Phones will be able to receive all incoming calls except calls that result in a charge being made to the phone service, such as:

- Reverse charge calls;
- Third party validation calls; and
- Wake up/reminder calls

WHERE IS THE BEST PLACE TO SITE THE COMMUNITY PHONE?

Any place identified by the community that has been given the appropriate siting clearances and that has 24 hour access. Ideally, this site would also have access to power for lighting. DCITA will consider the installation of a community phone on the external wall of a private residence if there is assurance that all members of the community will have access to this phone 24 hours.

REPAIRS AND MAINTENANCE

Should the Community phone handset be damaged it is the responsibility of the community to replace or fix this handset.

Should the phone line require repairs or maintenance Telstra has proposed that repairs to the line will generally be completed within five working days of being informed of the fault.