

COMMS-ACCOUNTS

GLOSSARY OF TERMS

User Guide

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Version 1

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1 GLOSSARY

The various charging reports contain codes etc. used by Telstra.

1.1 TELSTRA CODES

Business Line Complete	Mobile Rental plan
NATIONAL DIRECT	Standard calls to Mobiles and fixed lines
CALL FORWARDING CHARGES	Charges for diverting your mobile to other services such as voicemail or other phones
SERVICE CALL SURCHARGE	This include miscellaneous Telstra charges as well as charges for using services such as the internet from your phone
TELSTRA.INTE	Internet usage, e.g. from a smartphone / tablet accessing web pages or retrieving email
MNET	Mobile numbers with MNET at the end indicate calls to Telstra Mobilenet phones

1.2 GENERIC PHONE TERMS

Local Calls	Calls to Local numbers
Mobile calls	Calls to Mobile numbers
National Calls	Calls to STD numbers
Other Calls	All other calls – eg calls to 1800 numbers etc
Service Charge	The monthly rental for the Phone