Home Phone Services: What You Need To Know

Description

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If you live in rural, regional or remote Australia, you might be wondering what your options for a home phone (sometimes known as a landline) are. Whether you live on a property, in a small town, or even in a remote community, this page explains the types of home phones available, and how they work.

Can I still get a home phone?

Yes, you can still get a home phone. Telstra has a Universal Service Obligation (USO) to ensure standard telephone services (STS) and payphones are reasonably accessible to all people in Australia on an equitable basis, wherever they work or live.
More information regarding the USO can be found here.

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Types of home phone services available

Depending on where you live, and what technology your area is mapped for, your home phone will be one of the below technologies.

1. **Standard Copper Line (PSTN)**

This is the old-school landline most people are familiar with:

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- Runs through underground copper wiring.

- Can work during a power outage (if you have a basic handset).

- Still used in some areas, but slowly being replaced.

- If your property had this type of service as of July 2012, itâ??s still supported.
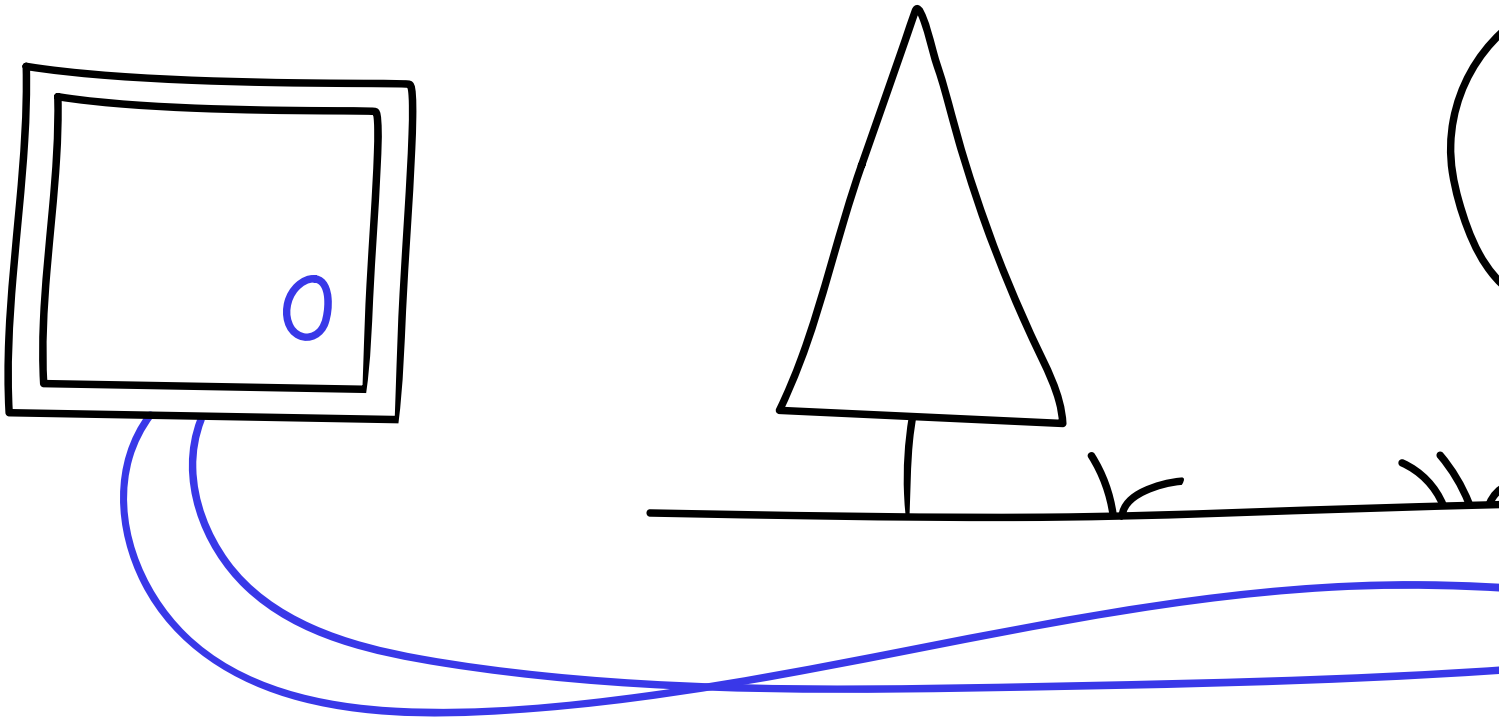
2. **nbnÂ® Fibre (FTTN, FTTC, FTTP, FTTB**

(visit nbnÂ® Fibre â?? Regional Tech Hub for more information on these connection types)

This is a home phone service over a broadband connection and uses the internet instead of copper phone lines to make and receive calls. It works by plugging your phone into a modem or internet router. Once set up, it works like a normal landline, so you can make local, national, and international calls. Because it relies on your internet connection, it wonâ??t work during a power or internet outage. Many nbn providers offer this type of home phone service.

3. 4G Fixed Wireless (4G FW) *replaces NGWL services

4G Fixed Wireless (4G FW) is a home phone service thatâ??s connected to the 4G network through a Telstra Smart Modem.

- Your home phone plugs into a Telstra Smart Modem. Access the set up guide here.

- May require an external antenna if your mobile signal is weak.

- Comes with a phone number and optional data if you need internet too.

- Needs power to work, so battery backup is important if you rely on it. You will not be able to use your service in a power failure, including emergency calls, any back-to-base alarm or medi-alert functionality, without a back-up in-home power source, such as a UPS.

## 4. Satellite Voice (Powered by Starlink)

This is for premises where 4G mobile coverage is not sufficient for a 4G FW service.

- Telstra covers the cost of a Starlink kit and installation for eligible customers.

- If you require voice and data, there are different data / voice plans available. Only the voice component is covered by the USO policy.

- Needs power to work, so battery backup is important if you rely on it. You will not be able to use your service during a power failure, including emergency calls, back-to-base alarms or medi-alert functionality, without a back-up in-home power source such as a UPS.

- A Static IP is not available for Telstra Satellite Internet services.

5. HCRC (High Capacity Radio Concentrator)

A HCRC connection provides a landline / voice service in remote areas, where no other landline technologies are available.

- Not being offered for new installs.

- May use old copper between your house and the nearest tower.

- If youâ??ve got it, you can keep using it, but Telstra is moving people to newer options.

- For fault reporting and service issues, following are the dedicated contact details:

- 1800 772 346 (1800 R RADIO)

- rradio@team.telstra.com
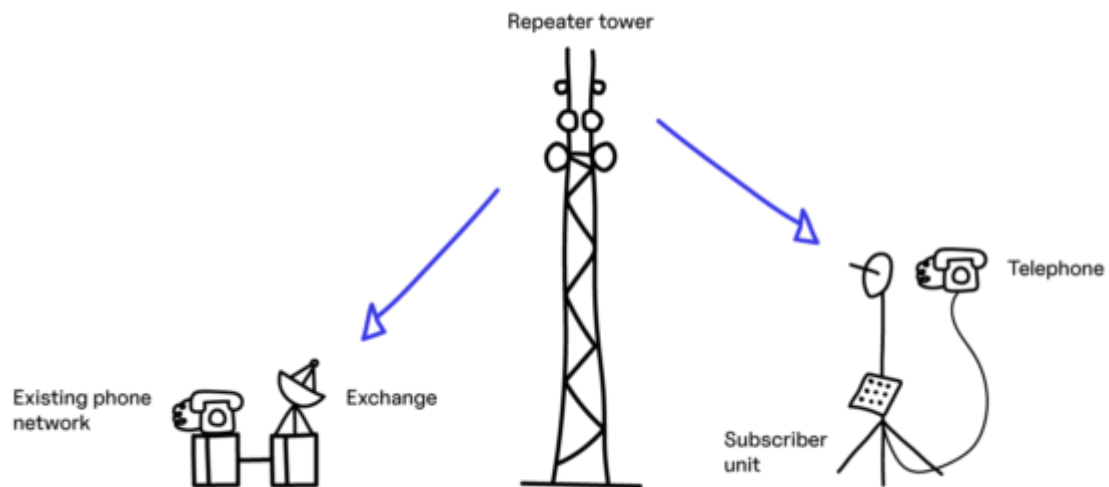
6. USO Satellite

This is a different satellite service used in extremely remote areas.

- Comes with a fixed satellite dish and indoor connection box.

- Supports phone calls with lower delay than older satellite systems.

- Often used where nothing else works.

- May be affected by weather or power outages.

- This is different to a [Satphone service](#).

What if Iâ??m being moved to a new service technology?

Because technology is changing, Telstra is moving some customers off older systems (like 3G, NGWL, or copper) and onto newer services like 4G Fixed Wireless or Satellite Voice.

If youâ??re being migrated:

- Youâ??ll likely get a temporary number first.

- Your old number can be transferred over (called *number porting*).

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- Some voicemail features may not carry across, check with Telstra.

- You might get two bills at first if your account is being upgraded.

Things to keep in mind

- Power: Most modern home phone services wonâ??t work in a blackout unless you have a battery backup.

- Alarms & Medical Devices: If you have a back-to-base alarm or medi-alert, check if itâ??s compatible with newer phone services.

- Priority Assistance: If someone in your household has a life-threatening medical condition, you may qualify for Telstraâ??s [Priority Assistance,](#) which includes a battery backup for your phone service.

- When setting up your landline connection with a provider, ask them or the installer about the equipment they provide and any additional equipment you might need to purchase.

Need help or support?

- You can use the My Telstra app to check your connection or raise a fault.

- You can call Telstra on 132 200 or visit a Telstra store.

- For HCRC faults reporting and service issues contact 1800 772 346 (1800 R RADIO) or email rradio@team.telstra.com.

Still not sure what you can get?

Youâ??re not alone, itâ??s confusing. But there *is* a service that will work for you. [Contact us](#) at the Regional Tech Hub and weâ??ll help you understand:

- what technology is available at your location.

- how to order that service.

- how to set it up.

Want to Learn More?

- [Landline phones and the USO](#)

- [ACCAN: The USO](#)

Couldnâ??t find what you were after? Give us a call!

Chat to one of our team members on our dedicated hotline. If we donâ??t answer, weâ??ll get back to you as soon as possible.

[1300 081 029](1300 081 029)
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