



Landline Phone

Description

Everything you need to know about your landline or home phone

The [Universal Service Guarantee \(USG\)](#) provides all Australian homes and businesses with access to both broadband and voice services, regardless of their location.

The USG incorporates the Universal Service Obligation (USO). The USO is a long-standing consumer protection that ensures everyone has access to landline telephones and payphones regardless of where they live or work.

For more information visit Telstra's "[Regional Australia](#)" page.

- [Fix an issue](#)
- [Escalate an issue](#)

There are multiple types of landline connections available

Telstra's standard telephone services use a mix of technologies. These services are supplied on plans specific to Telstra, which are (at minimum) equivalent to plans for the same services in cities. As the nbn™ fibre-optic network rolls out across Australia, it replaces PSTN wires.

01. PTSN/PSTN (copper wires)

Most people know this as the traditional 'line in the ground' or 'twisted pair' connection. Copper wires are sheathed in plastic and usually dug ('trenched') into the ground. A junction box and other network parts are located in a "pit" near your house, providing easy access to technicians for troubleshooting and fixing issues. This pit is then connected to an exchange or node box.



PSTN services don't require an external power source to work. So, in a power outage, you will still have access to this connection if you have an unpowered handset. The durability and resilience of copper can make it a more reliable choice, particularly during adverse weather conditions or when newer technologies are not yet available. However, when compared to fibre or wireless options, there could be limitations concerning data transfer speeds and advanced features.

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02. NextG/NGWL (3G)

Next Generation Wireless Link (NGWL) currently uses the Telstra Next G® (3G mobile phone) network to give customers access to a voice and broadband internet service. It's not available to everyone but is offered under specific circumstances as an alternative to regular fixed-line services.

An NGWL connection can be a better option where terrain makes laying cable difficult or too expensive. While NGWL will offer a high-speed connection for internet and voice options, geographical and environmental features can impact signal strength.

Data plans on these services are traditionally limited to 25GB, contract-based, and can be quite



costly. Technically, it's not a landline service, as it uses the mobile phone network to provide these services without a SIM card.

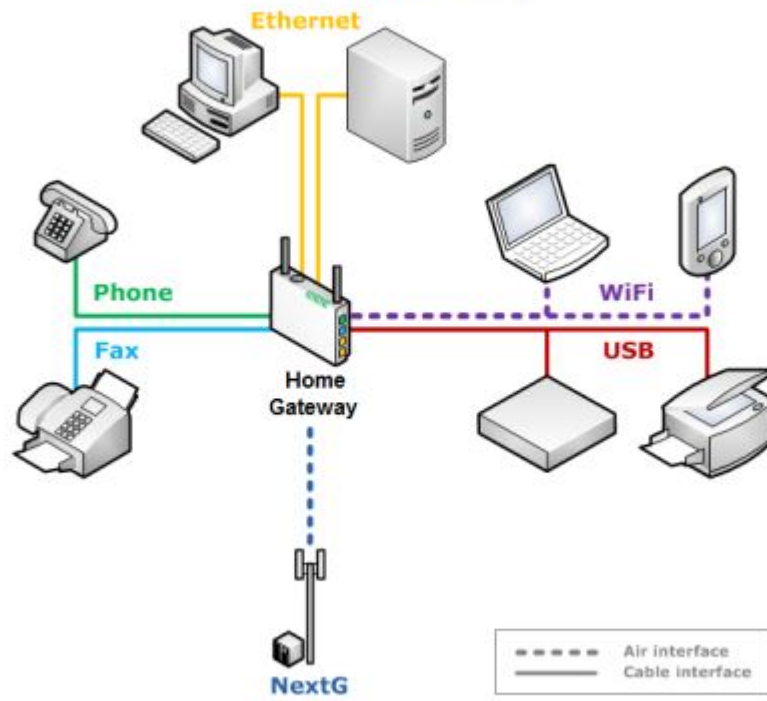
The NGWL service can be supplied in several different formats using various equipment options. Usually, your telephone handset plugs into a connection box, which connects to an external antenna. This antenna then communicates with the nearest 3G tower. Telstra is currently replacing these items with 4G compatible hardware or similar as the towers switch to 4G services.

Although this service won't technically operate during a power outage, you can extend its functionality using a UPS (Uninterruptible Power Supply battery solution), a power bank, or a generator. When combined with the battery life of the tower units, this setup can provide a few extra hours of connectivity.

It's important to note that this service does not provide calls with a wide frequency range (3.1kHz bandwidth). Telstra offers a dedicated support line for NGWL consumers – call 1800 MY NGWL (1800 696 495). You can find out more about the NGWL on the Telstra website.

Figure 127 Next G™ Wireless Link (NGWL)

(a) NGWL connections



(b) NGWL terminal (gateway)



Notes:

1. A separate power supply is required for the NGWL terminal and is not shown.
2. Separate sockets are provided on the NGWL terminal for connection of telephone, fax and Ethernet (broadband) equipment. The telephone port does not support fax transmission.
3. The NGWL terminal has two Ethernet ports plus Wi-Fi capability.
4. Customer equipment may be connected directly to the sockets on the terminal using suitable connecting cords. Alternatively, fixed cabling may be connected to wall plate sockets from which fixed cabling may be run to outlets in various rooms. Category 5 (or "5e") or Category 6 cables and cords need to be used for the Ethernet cabling.

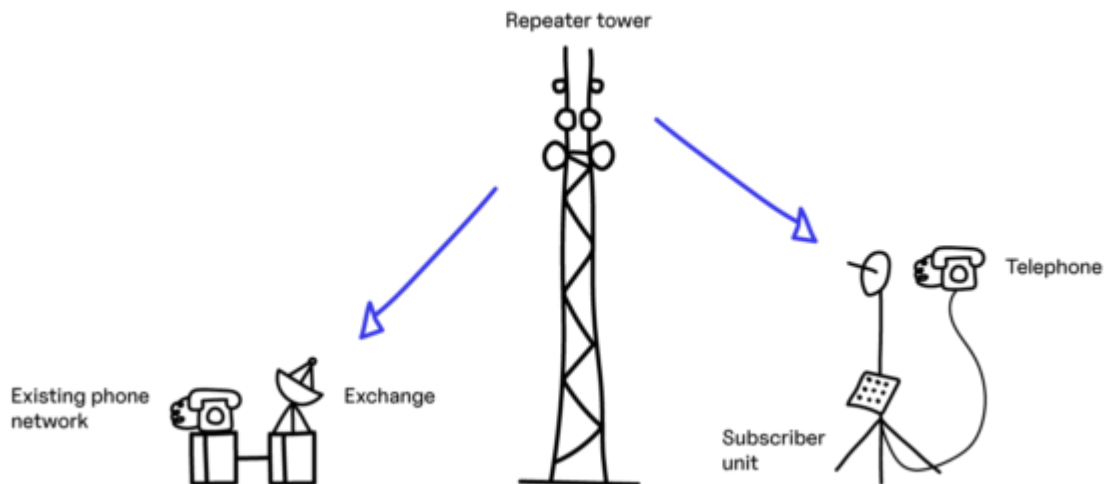
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03. High Capacity Radio Concentrator (HCRC)

HCRC, which stands for High Capacity Radio Concentrator, is a network operated by Telstra.

The HCRC networks were initially deployed in the 1990s as an upgrade to replace older radio equipment. They play a crucial role in delivering telecommunications services, particularly in remote and less accessible areas of the country. As of late 2018, they provide approximately 14,000 individual services to around 6,400 premises in remote areas.



An HCRC connection can offer a reliable, stable connection with a greater bandwidth than a copper line connection, which means better call quality and less disruption. It can also support other services, such as the internet and television, and be more cost-effective through higher use and packaging. HCRC can also support more advanced features such as caller ID, call waiting and voicemail, making it easy to upgrade.

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04. USO Satellite



A USO Satellite service typically includes a fixed satellite dish permanently mounted outside your home, which communicates with a connection box inside. You can then connect your telephone handset to this box. This is different to a [Satphone service](#).

Satellite services are critical to Telstra's communication network, delivering around 1,000 voice services to more remote areas across Australia. Telstra's USO geostationary satellite platform has been set up so calls can be delivered in a single hop, reducing the typical latency delay found on satellite services as much as possible.

USO Satellite phones can cover a wider geographical area, making them an excellent option for particularly isolated areas. However, this same advantage means latency and bandwidth can be impacted, and weather can obstruct the signal.

What the Telstra 3G shutdown means for you

By June 30, 2024, Telstra is saying goodbye to NGWL (3G) and hello to their new 4G Home Voice. They'll even upgrade 3G-based services to work with 4G before the 3G network goes dark. Most customers will transition to a 4GFW (4G Home Wireless Voice) solution, which includes a Telstra Smart Modem and a compatible antenna.

[Read all about it](#)

All your landline questions answered

01. Can I get a landline?

With the Universal Service Obligation (USO) in place, everyone will have access to a telephone connection of some kind. If you're using the nbn® fibre network for your internet (Australia's National Broadband Network), it will also deliver your voice services. Any previous landline services (like the old copper phone lines) will be deactivated.

However, if you access the internet through nbn® Fixed Wireless or nbn® SkyMuster® satellite, you can choose to keep your existing landline service. We recommend holding onto your standard landline service alongside your internet connection. This ensures reliable communication during all situations, including blackouts, emergencies, or local network outages.



Contact Telstra to find out how to get a landline on your property. When you talk to Telstra about your new landline service, they'll provide all the details on how that service will be set up for you. If you need any help requesting a new landline, feel free to get in touch with us. We're here to support you every step of the way!

02. How do I ensure a smooth landline setup?

When setting up your landline connection with a provider, ask them, or the installer, what equipment they provide and additional equipment you might need to pay extra for. For instance, a PSTN (**Public Switched Telephone Network**) line doesn't automatically come with a phone handset. You can buy a handset from a phone retailer and connect it to your line.

Telstra offers a basic handset for a one-time cost of \$20* or a \$3* monthly charge on top of your phone bill. You can pick it up from a Telstra store, select Australia Post outlets, or have it delivered by courier for \$12*. View more info on their website.

*Please note that the costs mentioned here are accurate as of the time of this writing.

More information

- [Landline phones and the USO](#)
- [ACCAN: The USO](#)
- [Australian Parliament House: The Telecommunications Universal Service Obligation \(USO\)](#)

03. What are the Standard Telephone Service (STS) plans and costs?

Telstra sets up STS plans to comply with their requirement under the USO. Telstra's national pricing ensures that **customers in remote areas pay the same price for a STS as those in cities.**

While STS used to be provided as a fixed-line service, Telstra can now offer different technologies, like satellite, for better value and connectivity in remote areas.

Plans and costs for Next Generation Wireless Link (NGWL), High Capacity Radio Concentrator (HCRC), and USO Satellite connections may not be listed on Telstra's website. It's important to keep copies of all the documents you receive and carefully check your bills for pricing and any unexpected fees or additions.

- Standard Copper Wire Connection: If you're looking for a standard copper wire connection, you can find pricing on Telstra's "[Home Phone](#)" page.
- Financial Assistance: Available for pensioners and eligible Health Care Card holders.



Did you know you're entitled to having access to telephone services?

The Universal Service Obligation (USO) is a consumer protection put in place by the Australian Government. It means that you have the right to a standard fixed landline phone service provided by Telstra, regardless of where you live or work in Australia.

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We make sure our values are reflected in our work

Free And Independent Advice

The Regional Tech Hub is funded by the Australian Government, ensuring the advice we provide to you is free. We also remain independent, so the options and information we put forward are all assessed equally.

Regional Support

We believe all Australians, no matter where they live, should be able to access affordable and reliable internet and voice services. Our team are all regionally-based and understand the challenges regional, rural, and remote residents face.

Keeping It Easy

Regional Tech Hub understands the jargon used around connectivity options and issues can be frustrating and confusing. You can relax knowing our resources and advice are accurate, straightforward and practical.

Clear Processes

We offer various contact options and service levels to suit your needs, ensuring you stay informed and on board throughout every step of your connectivity journey. We strive to make every interaction clear, easy and stress-free.



Couldn't find what you were after? Give us a call!

Chat to us on our hotline with one of our team members and let's get the conversation started. If we don't answer, we'll get back to you in no time at all.

[1300 081 029](tel:1300081029)

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