



Tip Sheet

How to avoid directory assistance call charges

Did you know that calls to Directory Assistance 1223 and other directory phone numbers may not be free of charge from your mobile or landline phone? Sometimes these calls are charged outside of your included plan value, so you may receive extra charges on your bill from calling these numbers.

Whenever possible, consumers should avoid calling directory assistance numbers and instead use one of the alternatives listed below.

If you have to call directory assistance, check what your provider charges for these calls. Charges are listed below for a number of different mobile and landline providers. If you're calling directory assistance frequently your bill might be quite expensive!

Alternatives to calling directory assistance

There are free alternatives to calling directory assistance numbers. Whenever possible, consumers should opt to use these free options to get directory information:

- Use the [White Pages](#) website or even perform a simple [Google](#) search of the business name or the type of service you are looking for.
- Use the White Pages app that you can download on your smartphone.
- If you don't have regular internet access or prefer to have a physical copy of your free local White Pages phone book, you can order these from [Directory Select](#). Internet access is needed to order a phone book.

Charges for directory assistance calls

Landlines (as at 1 December, 2015)

Provider	Directory assistance number	Charges
Telstra (exemptions apply for Telstra pensioner discount, see information below)	Directory Assistance 1223	\$0.50/call
Optus	Directory Assistance 1223	\$0.50/call
TPG	Directory Assistance 1223	\$1.10/call

Australian Communications Consumer Action Network (ACCAN)
Australia's peak body representing communications consumers

Suite 4.02, 55 Mountain St, Ultimo NSW 2007
Tel: (02) 9288 4000 | TTY: (02) 9281 5322 | Fax: (02) 9288 4019
www.accan.org.au | info@accan.org.au | [twitter: @ACCAN_AU](https://twitter.com/ACCAN_AU)



Telstra exemption: Telstra pensioner discount holders will not be charged for calls from landlines to Directory Assistance 1223. Telstra offers holders of eligible Pension Concession Cards, issued either by Department of Human Services (Centrelink) or the Department of Veterans' Affairs, a 'Telstra Pensioner Discount' on their eligible fixed line service. Visit the [Telstra website](#) for more information. To see if you qualify for the pensioner discount, contact Telstra on 12 2200 or visit a Telstra store.

Mobiles (as at 1 December, 2015)

Provider	Directory assistance number	Charges
Telstra	Directory Assistance 1223	\$0.95/call
Optus	124YES	\$0.90/minute plus \$1.75 flagfall
	Directory Assistance 1223	\$0.50/call
Vodafone	Directory Assistance 1223	Directory assistance calls are charged at standard call rates as a part of included value on current plans
Virgin Mobile	124RED	\$0.49/30secs and \$0.99 for call connection
amaysim	124YES	\$0.12/minute and \$1.50 flagfall

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