

Telstra Remote Telemetry Section – on or after 1 October 2019

Contents

Click on the section that you are interested in.

1	About the Telstra Remote Telemetry section	2
	Our Customer Terms	2
	Inconsistencies	2
2	About Telstra Remote Telemetry	2
	What is Telstra Remote Telemetry?	2
	Availability	3
	Resale with approval only	3
	Configuration	4
	Network design	4
	Using Telstra Remote Telemetry	4
	Video monitoring	5
3	Site services	5
	Terms on which we provide a site service	5
	Specific terms for a wireline site service	5
	Specific terms for a satellite site service	6
4	Supplied equipment and software	6
	Equipment we will supply	6
	Your obligations	7
	Unauthorised use	7
	Title in the supplied equipment	8
	Software	8
5	Other required services	8
	Advanced Radius	8
6	Service assurance	8
	Wireless site service response and restoration target times	8
	Telstra Remote Telemetry CPE	9
7	Fees and charges	9
	Data usage allowance	10
	Additional charges	10
8	Cancellation and termination	10
	Cancellation	10
	Early termination charge	10
	Return of supplied equipment	11
9	Changes and additional services	11
10	Special meanings	11

Telstra Remote Telemetry Section – on or after 1 October 2019

Certain words are used with the specific meanings set out on page 11 and in [the General Terms of our Customer Terms](#).

1 About the Telstra Remote Telemetry section

Telstra has announced that it will be switching off its 3G (850 MHz) service on 30 June 2024. If you use the UC-372 model, the services and related products you acquire in connection with Telstra Remote Telemetry will be impacted and will no longer work from this date. For further information please visit: tel.st/3g

Our Customer Terms

- 1.1 This Telstra Remote Telemetry section applies if you order or recontract a Telstra Remote Telemetry service on or after 1 October 2019.
- 1.2 The [General Terms of Our Customer Terms](#) apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Telstra Remote Telemetry section, then the Telstra Remote Telemetry section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of the Telstra Remote Telemetry section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

2 About Telstra Remote Telemetry

Cease Sale and Notifications

- 2.1 On and from 28 June 2018, the IP WAN IP Remote service is no longer available for order by new customers.

What is Telstra Remote Telemetry?

- 2.2 Telstra Remote Telemetry is an Internet Protocol based data network solution for the delivery of telemetry services that is comprised of IP WAN (the “**network service**”) and one or more compatible access service to connect our network to your

Telstra Remote Telemetry Section – on or after 1 October 2019

site (each a “**site service**”). We may update the compatible services from time to time. The current compatible services include:

- (a) a single path "**wireless site service**", which consists of an IP Wireless connection using a service on the Telstra Mobile Network;
- (b) a dual path site service consisting of one wireless site service and one wireline site service. The ‘**wireline site service**’ consists of an IP WAN standard connection using either one of the following access types as determined by us:
 - (i) an ADSL IP access service; or
 - (ii) a Broadband (**nbn**TM) access service, and
- (c) a dual path site service consisting of one satellite site service and one wireless service. The “**satellite site service**” consists of an IP Satellite connection using a Broadband Global Area Network (BGAN) and compatible Satellite BGAN CPE.

2.3 The site service, network service and supplied equipment make up “**Telstra Remote Telemetry**”.

2.4 For dual path site services, one site service is the primary connection and the other site service is the back-up connection that can only be used if the primary service fails.

2.5 The satellite site service is generally used for sites without wireless or wireline coverage. The satellite site service includes a wireless SIM for use in initial configuration in a Telstra mobile coverage area. If wireless coverage becomes available at the site, the service can be configured to use the wireless site service as the primary means of connection.

Availability

2.6 The availability of Telstra Remote Telemetry and the various site service types depend on your location, which we can confirm upon your request. We may need to conduct a feasibility study to assess availability at your location.

2.7 In this section, where you can apply, request, ask, are eligible (or any other similar wording) for a service, feature, functionality, change or any other item (“**Request**”), we can accept or reject that Request at our choice.

2.8 Telstra Remote Telemetry is only available within Australia.

Resale with approval only

2.9 Telstra Remote Telemetry is not available to Telstra Wholesale customers.

Telstra Remote Telemetry Section – on or after 1 October 2019

- 2.10 Unless we have agreed otherwise, you must only use Telstra Remote Telemetry (and any part of it) for your own internal business purposes and must not resell or otherwise provide Telstra Remote Telemetry (or any part of it) to any other person.

Configuration

- 2.11 We will configure your Telstra Remote Telemetry service in accordance with the network diagram agreed between you and us.

Network design

- 2.12 To the extent that:

- (a) we design your Telstra Remote Telemetry service, we retain; and
- (b) you contribute to the design of, or you provide design requirements for, your Telstra Remote Telemetry service, you assign to us,

all intellectual property rights connected with the design of your network service, including any intellectual property rights relating to:

- (c) network diagrams;
- (d) management IP addresses; and
- (e) supplied equipment configurations,

and all information relating to the design of your network service, including the information identified in paragraphs (c) to (e) is our confidential information.

- 2.13 Nothing in this section entitles you to receive a copy of or own any part of the solution design for Telstra Remote Telemetry.

Using Telstra Remote Telemetry

- 2.14 You must only allow Telstra Remote Telemetry (and any part of it) to be used:

- (a) for the delivery of telemetry applications; and
- (b) in accordance with our directions.

- 2.15 You must not use Telstra Remote Telemetry (or any part of it) for:

- (a) voice services; or
- (b) transmission of any data other than telemetry and video monitoring data.

Telstra Remote Telemetry Section – on or after 1 October 2019

Video monitoring

- 2.16 Video monitoring is not part of the Telstra Remote Telemetry service provided by us. You are responsible for any video monitoring that you choose to conduct using Telstra Remote Telemetry.
- 2.17 You must not use a satellite site service for video monitoring.
- 2.18 We may suspend or cancel your service if your video monitoring use interferes with our network or equipment.

3 Site services

Terms on which we provide a site service

- 3.1 Unless otherwise set out in this Telstra Remote Telemetry section, the terms upon which we provide the:
 - (a) network service and the connection services are set out in the [IP Solutions section](#);
 - (b) wireline site services:
 - (i) using ADSL IP access are set out in the [ADSL IP access section](#);
 - (ii) using an **nbn**TM Access Service are set out in the [Services on the nbn section](#) and [nbn Access Services section](#); and
 - (c) wireless site services are set out in the [Part G Data Services](#) of Telstra Mobile section,

in each case, of Our Customer Terms.

Specific terms for a wireline site service

- 3.2 You must pay us any reasonable costs and expenses reasonably incurred by us in replacing or repairing plant, equipment or any of our property that is damaged or destroyed at any time as a result of the connection of your equipment to our public communications network or as a result of any modification to, alteration to, or interference with, any of our property, except to the extent that such damage or destruction is caused by us (or our contractors).
- 3.3 If you wish to install your own cabling to access wireline site services, then the cabling:
 - (a) must be installed by a registered cabling contractor; and

Telstra Remote Telemetry Section – on or after 1 October 2019

- (b) must be installed to, and continue to meet, the minimum technical requirements determined by the Australian Communications and Media Authority.
- 3.4 You must, at your cost, provide us with all reasonable assistance and take all safety precautions reasonably necessary to ensure the safe and proper performance by us of all work at your premises.
- 3.5 Additional charges may apply if we need to extend or upgrade network infrastructure to supply your wireline site service.
- 3.6 We may refuse to supply the wireline site service if the requirements set out in this Telstra Remote Telemetry section are not met.

Specific terms for a satellite site service

- 3.7 You must not use a satellite site service for any high bandwidth services including video monitoring, peer to peer file sharing or streaming, MP3/4 or video downloads, broadcasting or any media streaming.
- 3.8 Your satellite site service may be unavailable from time to time, including due to a lack of satellite network coverage or clear line of sight from your Telstra Remote Telemetry CPE or due to drops-outs or outages.

4 Supplied equipment and software

Equipment we will supply

- 4.1 We will supply you with Telstra Remote Telemetry customer premises-equipment (“**Telstra Remote Telemetry CPE**”) for each site service (“**supplied equipment**”).
- 4.2 Telstra Remote Telemetry CPE does not include our networking equipment (such as Network Terminating Units) which forms part of the wireline site service.
- 4.3 Terminating units must be supplied by us. You cannot use any other terminating units or routers with Telstra Remote Telemetry.
- 4.4 If we or the equipment vendor stops supporting the supplied equipment, we may by giving at least 30 days written notice:
 - (a) send you replacement supplied equipment with substantially equivalent or better rental equipment if you are still within your minimum term; or
 - (b) terminate your Telstra Remote Telemetry service using the obsolete supplied equipment after the expiry of your minimum term.

Telstra Remote Telemetry Section – on or after 1 October 2019

Your obligations

- 4.5 You are responsible for installing the supplied equipment. If you request us to install the supplied equipment at your site, we will charge additional charges which we will confirm on request.
- 4.6 You are responsible for the security of the supplied equipment once it is delivered to the site.
- 4.7 You must:
- (a) only use the supplied equipment with Telstra Remote Telemetry and in accordance with our directions;
 - (b) install, maintain and support the supplied equipment;
 - (c) provide proper accommodation for the supplied equipment;
 - (d) comply with our directions from time to time regarding the location of the supplied equipment and the environment in which it is housed;
 - (e) take proper care of the supplied equipment to ensure that the supplied equipment is not damaged, destroyed or stolen while it is in your possession or control;
 - (f) not make or permit to be made any alterations, modifications, adjustments, repairs or servicing to the supplied equipment except in accordance with our directions; and
 - (g) not remove, cover, alter or otherwise tamper with any labels affixed to the supplied equipment for the purpose of identifying the supplied equipment, warranty, service coverage or other service description relevant to this Telstra Remote Telemetry section.
- 4.8 The equipment may not operate successfully in temperature conditions less than zero degree and greater than 65 degrees celsius.

Unauthorised use

- 4.9 You must take appropriate safeguards to prevent unauthorised or fraudulent use of Telstra Remote Telemetry.
- 4.10 If any equipment is stolen, you must notify us immediately and authorise us to deactivate your service on the stolen equipment.
- 4.11 You are responsible for all charges incurred from use of your Telstra Remote Telemetry service, including any unauthorised use. We reserve the right to charge

Telstra Remote Telemetry Section – on or after 1 October 2019

applicable early termination charges if you cancel your service due to unauthorised use.

Title in the supplied equipment

- 4.12 No title in the supplied equipment passes to you at any time unless you have purchased the equipment.

Software

- 4.13 We procure the right for you to use any software provided with the Telstra Remote Telemetry service (**supplied software**) on the same terms that the relevant third party vendor grants such licences. Such software may include software for you to manage the supplied equipment. You must comply with the licence terms.
- 4.14 We update the supplied software from time to time if we reasonably think it will help ensure the operability and security of your Telstra Remote Telemetry service.

5 Other required services

- 5.1 You will need a compatible Telstra head end connection to connect each of your head end monitoring management services to Telstra Remote Telemetry. We will confirm upon request the compatible head connections for Telstra Remote Telemetry as updated from time to time.
- 5.2 The terms (including pricing) on which we provide your head end connection are set out in your separate agreement with us and in the section of Our Customer Terms applicable for that head end connection.

Advanced Radius

- 5.3 To use Telstra Remote Telemetry, you must also have the Advanced Radius value added service.
- 5.4 The terms (and pricing) on which we provide Advanced Radius are set out in your separate agreement with us and in Part C of the [IP Solutions section of Our Customer Terms](#).

6 Service assurance

Wireless site service response and restoration target times

- 6.1 The service assurance levels are indicative of our targets for response and restoration times of the services we provide to you, and we do not guarantee that we will meet these service assurance levels. The below service levels only apply to

Telstra Remote Telemetry Section – on or after 1 October 2019

wireline site service component of Telstra Remote Telemetry and does not include Telstra Remote Telemetry CPE.

6.2 The standard service assurance level:

- (a) for a wireline site service; and
- (b) for IP WAN,

is Business Plus as described in the [Standard Restoration, SLA Premium and Telstra Provisioning Commitment section](#) of Our Customer Terms.

6.3 The terms on which we provide service assurance levels are set out in the [Standard Restoration, SLA Premium and Telstra Provisioning Commitment section](#) and Part D of the [IP Solutions section of Our Customer Terms](#).

Telstra Remote Telemetry CPE

6.4 Subject to clause 6.6, if there are defects with Telstra Remote Telemetry CPE, we will repair or replace (at our choice):

- (a) Telstra Remote Telemetry CPE leased to you as part of the service for as long as you maintain the Telstra Remote Telemetry service with us; and
- (b) any purchased Telstra Remote Telemetry CPE during the applicable warranty period.

You will need to follow our service assurance process as notified to you, which may require you to liaise directly with the CPE manufacturer.

6.5 Telstra Remote Telemetry does not include any management or support services for the Telstra Remote Telemetry CPE.

6.6 If a defect or fault is caused by accidental damage, operator error or improper or negligent use of the supplied equipment by you or any other person (other than us) or where you do not comply with 4.7 above, then you will need to bear the costs of repairing or replacement the equipment (including reimbursing our costs to replace or repair rented equipment).

7 Fees and charges

7.1 You agree to pay all the applicable fees and charges incurred in respect of your Telstra Remote Telemetry service as set out in your separate agreement with us or as priced at the time of order.

Telstra Remote Telemetry Section – on or after 1 October 2019

Data usage allowance

- 7.2 Where your plan has a data usage allowance, you will need to pay the applicable excess usage charges if you exceed the data usage allowance in a particular month. Any unused allowance is forfeited at the end of the month.
- 7.3 You may change to an available plan with a different data usage allowance at any time depending on your needs.

Additional charges

- 7.4 You agree to pay a call out fee reflecting our costs incurred if:
- (a) we are requested to attend a site to attend to a fault condition at a time agreed with you and you fail to provide immediate access to the relevant site at that time; or
 - (b) you report a fault to us and request us to attend a site to repair that fault and we determine that there is no fault in the site service (for example, if the fault is caused by your equipment).

8 Cancellation and termination

Cancellation

- 8.1 If we are unable to supply your Telstra Remote Telemetry service due to the expiry or termination of any agreement between us and any of our suppliers, we may cancel your Telstra Remote Telemetry service (or any part of it) or transfer you to a reasonably comparable alternative service. We will give you as much notice as possible in the circumstances. If we transfer you to a reasonably comparable service and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

Early termination charge

- 8.2 An early termination charge applies if:
- (a) you cancel a Telstra Remote Telemetry service at any time before the end of its applicable minimum term (including before activation), except where the termination is due to our material breach; or
 - (b) we cancel a Telstra Remote Telemetry before the end of its applicable minimum term due to your breach.
- 8.3 Unless otherwise set out in your separate agreement with us, the early termination charge is 50% of $A \times B$ where:

Telstra Remote Telemetry Section – on or after 1 October 2019

A is the monthly charge for the cancelled service for the month immediately preceding the cancellation.

B is the number of months (or part of a month) from the date of cancellation until the end of the applicable minimum term.

- 8.4 You acknowledge that the early termination charge is a genuine pre-estimate of the loss we are likely to suffer.

Return of supplied equipment

- 8.5 Upon the expiry, termination or cancellation of your Telstra Remote Telemetry service (or any part of it), we may collect or you must return to us the supplied equipment used to provide the relevant cancelled Telstra Remote Telemetry service (or any part of it).
- 8.6 If you do not return the relevant supplied equipment to us when we come to collect the supplied equipment, and you do not, at your cost, return the relevant supplied equipment to us within 30 days of the date of expiry, termination or cancellation, you must pay us any reasonable costs reasonably incurred by us in attempting to recover that supplied equipment and, if we are unable to recover that supplied equipment, the greater of the market value and the written down book value of that supplied equipment.

9 Changes and additional services

- 9.1 You may request to make changes to your existing Telstra Remote Telemetry service (including changes to the network diagram) by:
- (a) submitting a written change request to us; or
 - (b) (only available for certain requests) making the changes yourself online using the portal we advise from time to time.
- 9.2 We will not charge you relocation costs to move a wireless site service as long as no wireline site service and satellite site service needs to be relocated.
- 9.3 It is your responsibility to relocate and re-install the supplied equipment.

10 Special meanings

The following words have the following special meanings:

ADSL means asymmetrical digital subscriber line.

Telstra Remote Telemetry Section – on or after 1 October 2019

Advanced Radius has the meaning given to it in the [IP Solutions section of Our Customer Terms](#).

Facility includes any line, equipment, tower, mast, antenna, tunnel, hole, pit or pole used in connection with Telstra Remote Telemetry.

ADSL IP access has the meaning given to it in the [ADSL IP access section of Our Customer Terms](#).

Broadband (nbnTM) has the meaning set out in the [nbn Access Services section of Our Customer Terms](#).

IP WAN has the meaning given to it in the [IP Solutions section of Our Customer Terms](#).

IP WAN standard connection has the meaning given to it in the [IP Solutions section of Our Customer Terms](#).

IP Wireless has the meaning given to it in the [IP Solutions section of Our Customer Terms](#).

nbnTM Access Service has the meaning set out in the [nbn Access Services section of Our Customer Terms](#).

Network diagram means the network diagram agreed between us and you (if any), as updated from time to time in accordance with these terms.

Premises means any land, building, structure, vehicle or vessel which is owned, leased or occupied by you, containing a facility or supplied equipment or any other part of the Service, or to which the Service is supplied.

Site means the premises to which a site service is provided.

Telstra Mobile Network has the meaning set out in Part A of the [Telstra Mobile section of Our Customer Terms](#).