

Part D – Business Phone Services

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Certain words are used with the specific meanings set out in Part A - General of the Basic Telephone Service section, or in [the General Terms of Our Customer Terms](#).

1 About this Part

- 1.1 This is part of the Basic Telephone Service section of Our Customer Terms. Provisions in other parts of the Basic Telephone Service section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

- 1.2 We supply the business services described in this Part D of the Basic Telephone Service section of Our Customer Terms for business purposes and you must use these business services mainly for business purposes.
- 1.3 In this Part D, references to calls to mobiles means calls to an Australian mobile number and does include calls to international mobile numbers. Calls to international mobiles are international calls. See clause 17 of this Part D.

2 Business services

Reasonable use policy

- 2.1 When we supply you a Basic Telephone Service that is a business service, you must use the service in accordance with the following reasonable use policy:
- Unless you have chosen BusinessLine Ultimate, BusinessLine Select, BusinessLine Select Saver 1, BusinessLine Select Saver 2, BusinessLine Select Saver 3 or BusinessLine Select Saver 4 for your Basic Telephone Service, on average, 95% of local calls made from your service last no more than an hour.
- 2.2 We can collect information and investigate whether you are complying with the reasonable use policy. If we find that you aren't, and you do not comply within 30 days of us telling you, we can change your service to a Business Exchange Line

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service.

- 2.3 The reasonable use policy is not intended to release Telstra from any obligation it has under any applicable legislation.

Customers under administration

- 2.4 If we learn that you have come under the control of a “relevant authority” (as defined in section 600F(2) of the Corporations Act 2001 (Cth)), and the relevant authority tells us it wants to keep your Basic Telephone Service, we may open a new account for you, and if we do you have to pay us for an in-place connection for each affected service.
- 2.5 If we then learn that you are no longer under the control of a “relevant authority”, we may open a new account for you again, and if we do you have to pay us for an in-place connection for each affected service.

Availability of BusinessLine Plans

- 2.6 You can only choose a BusinessLine plan for services using our public switched network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network).

Changing or cancelling your BusinessLine plan

- 2.7 If you choose a BusinessLine plan, change your BusinessLine plan or cancel it, this does not take effect until we process your request. We will notify you of the likely timeframe when we receive your request.

Wholesale Customers

- 2.8 BusinessLine plans are not available to wholesale customers.

Calls from Norfolk Island

- 2.9 If your Basic Telephone Service is in Norfolk Island, terms in [Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#) also apply to you.

3 BusinessLine Select

Availability

- 3.1 You can choose BusinessLine Select for your Basic Telephone Service if you:

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- (a) are a business customer or a home business customer;
- (b) preselect us for long distance calls, international calls and calls to mobile numbers;
- (c) are billed directly by us for monthly access and local calls; and
- (d) have up to 10 business service access lines which are not ISDN lines.

Monthly charge

- 3.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select.

BusinessLine Select monthly charge*	GST excl.	GST Incl.
Monthly charge	\$36.32	\$39.95

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls & Calls to 019 Numbers

- 3.3 We charge you the following for Local calls and Calls to 019 Numbers from your Basic Telephone Service with BusinessLine Select.

Option	Monthly Charge (GST Excl.)	Monthly Charge (GST incl.)	Call Charge (GST excl.)	Call Charge (GST incl.)
Frequent	\$27.28	\$30.00	Charges for Local calls and Calls to 019 Numbers are included in the Monthly Charge	Charges for Local calls and Calls to 019 Numbers are included in the Monthly Charge
Casual	\$0.00	\$0.00	20¢ per call	22¢ per call

- 3.4 If you choose the Frequent Option and you make only a small number of local calls or 019 calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

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Long distance (STD) calls

3.5 We charge you the following for Long distance (STD) calls from your Basic Telephone Service with BusinessLine Select.

Option	Monthly Charge (GST Excl.)	Monthly Charge (GST Incl.)	Long distance (STD) call type	Call Charge (GST excl.)	Call Charge (GST incl.)
Frequent	\$27.27	\$30.00	All Long distance (STD) calls (including STD Extended Zone Calls & Preferential Calls)	Charges are included in the monthly charge	Charges are included in the monthly charge
Medium	\$9.09	\$10.00	STD Extended Zone Calls & Preferential Calls (per call)	Charges as per the BusinessLine Select Local Call Option you have selected	Charges as per the BusinessLine Select Local Call Option you have selected
			All other Long distance (STD) calls (per call)	27.3¢	30¢
Casual	\$0.00	\$0.00	STD Extended Zone Calls & Preferential Calls (per call)	Charges as per the BusinessLine Select Local Call Option you have selected	Charges as per the BusinessLine Select Local Call Option you have selected
			All other Long distance (STD) calls (per call)	68.2¢	75¢

3.6 If you choose the Frequent or Medium Option and you make only a small number of STD calls (including preferential calls and extended zone calls) in a particular period, the effective average price which you pay for a STD call may exceed 27.8 cents (GST incl.) per 12 minute block or 22 cents (GST incl.) per call, whichever may be applicable from time to time.

Calls to mobiles

3.7 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

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Calls to Telstra Mobiles					
Option	Monthly Charge		Call Charge		
	GST excl.	GST incl.		GST excl.	GST incl.
Frequent	\$27.28	\$30.00	Connection Fee (per call)	27.3¢	\$30¢
			Timed rate (per minute)		0¢
Casual		\$0.00	Connection Fee (per call)	27.3¢	30¢
			Timed rate (per minute – charged in 30 second blocks or part thereof)	27.3¢	30¢

Calls to Non Telstra Mobiles			
Frequent or Casual Options	Monthly Charge	GST excl.	GST incl.
Connection fee (per call)	\$0.00	27.3c	30c
Calls to a non-Telstra mobile number (per minute – charged in 30 second blocks or part thereof)		31.9c	35c

- 3.8 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 3.9 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

4 BusinessLine Select Saver 1

Availability

- 4.1 You can choose BusinessLine Select Saver 1 for your Basic Telephone Service if you:

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- (a) are a business customer or a home business customer;
- (b) preselect us for long distance calls, international calls and calls to mobile numbers;
- (c) are billed directly by us for monthly access and local calls; and
- (d) have up to 10 business service access lines which are not ISDN lines.

Monthly charge

- 4.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 1.

BusinessLine Select Saver 1 monthly charge*	GST excl.	GST incl.
Monthly charge	\$99.95	\$109.95

Note: BusinessLine Select Saver 1 monthly charge includes notional access charge of \$36.32 GST excl (\$39.95 GST incl), and the following notional charges for calls made from your Basic Telephone Service:

- (a) \$27.27 GST excl (\$30.00 GST incl.) for local calls and calls to 019 numbers;
- (b) \$27.27 GST excl (\$30.00 GST incl.) for STD calls (including STD Extended Zone and STD Preferential Calls);
- (c) \$9.09 GST excl (\$10.00 GST incl.) for calls to Telstra mobiles

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 1 is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 4.3 The charges for the local calls you make each month from your Basic Telephone Service with BusinessLine Select Saver 1 are included in the BusinessLine Select Saver 1 monthly charge.
- 4.4 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 4.5 The charges for the 019 calls you make each month from your Basic Telephone

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Service with BusinessLine Select Saver 1 are included in the BusinessLine Select Saver 1 monthly charge.

- 4.6 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 4.7 The charges for the STD calls you make each month from your Basic Telephone Service with BusinessLine Select Saver 1 (including preferential calls and extended zone calls) are included in the BusinessLine Select Saver 1 monthly charge.
- 4.8 If you make only a small number of STD calls (including preferential calls and extended zone calls) in a particular period, the effective average price which you pay for a STD call may exceed 27.8 cents (GST incl.) per 12 minute block or 22 cents (GST incl.) per call, whichever may be applicable.

Calls to mobiles

- 4.9 In addition to the BusinessLine Select Saver 1 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 1. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

BusinessLine Select Saver 1 calls to mobiles	Charge	GST excl.	GST incl.
Calls to a Telstra mobile number	Connection Fee (per call)	50¢	55¢
	Timed rate (per minute)	0¢	0¢
Calls to a non-Telstra mobile number	Connection Fee (per call)	27.3¢	30¢
	Timed rate (per minute – charged in 30 second blocks or part thereof)	31.9¢	35¢

- 4.10 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 4.11 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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5 BusinessLine Select Saver 2

Availability

- 5.1 You can choose BusinessLine Select Saver 2 for your Basic Telephone Service if you:
- (a) are a business customer or a home business customer;
 - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
 - (c) are billed directly by us for monthly access and local calls; and
 - (d) have up to 10 business service access lines which are not ISDN lines.

Monthly charge

- 5.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 2.

BusinessLine Select Saver 2 monthly charge*	GST excl.	GST incl.
Monthly charge	\$54.50	\$59.95

Note: BusinessLine Select Saver 2 monthly charge includes a notional access charge of \$36.32 GST excl (\$39.95 GST incl), and the following notional charges for calls made from your Basic Telephone Service:

- (a) \$9.09 GST excl. (\$10.00 GST incl.) for locals calls and calls to 019 numbers;
- (b) \$9.09 GST excl. (\$10.00 GST incl.) for STD calls.

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 2 is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the General Terms of Our Customer Terms for Small Business or Corporate customers (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 5.3 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 2:

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BusinessLine Select Saver 2 Local calls	GST excl.	GST Incl.
Local calls (per call)	9.1¢	10¢

- 5.4 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 5.5 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for Calls to 019 numbers from your Basic Telephone Service with BusinessLine Select Saver 2.

BusinessLine Select Saver 2 Calls to 019 numbers	GST excl.	GST Incl.
Calls to 019 numbers (per call)	9.1¢	10¢

- 5.6 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 5.7 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for Long distance (STD) calls from your Basic Telephone Service with BusinessLine Select Saver 2.

BusinessLine Select Saver 2 STD calls	GST excl.	GST Incl.
Preferential calls (per call)	9.1¢	10¢
Extended zone calls (per call)	9.1¢	10¢
All other STD calls (per call)	27.3¢	30¢

- 5.8 If you make only a small number of STD calls (including preferential calls and extended zone calls) in a particular period, the effective average price which you pay for a STD call may exceed 27.5 cents (GST incl.) per 12 minute block or 22

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cents (GST incl.) per call, whichever may be applicable.

Calls to mobiles

- 5.9 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 2. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

BusinessLine Select Saver 2 calls to mobiles	GST excl.	GST incl.
Connection Fee on Calls to Mobiles (per call)	27.3¢	30¢
Calls to a Telstra mobile number (per minute – charged in blocks of 30 seconds or part thereof)	27.3¢	30¢
Calls to a non-Telstra mobile number (per minute – charged in blocks of 30 seconds or part thereof)	31.9¢	35¢

- 5.10 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 5.11 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

6 BusinessLine Select Saver 3

Availability

- 6.1 You can choose BusinessLine Select Saver 3 for your Basic Telephone Service if you:
- are a business customer or a home business customer;
 - preselect us for long distance calls, international calls and calls to mobile numbers;
 - are billed directly by us for monthly access and local calls; and
 - have up to 10 business service access lines which are not ISDN lines.

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Monthly charge

- 6.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 3.

BusinessLine Select Saver 3 monthly charge*	GST excl.	GST incl.
Monthly charge	\$63.59	\$69.95

Note: BusinessLine Select Saver 3 monthly charge includes a notional access charge of \$36.32 GST excl (\$39.95 GST incl.), and the following notional charges for calls made from your Basic Telephone Service:

- I. \$9.09 GST excl. (\$10.00 GST incl.) for local calls and calls to 019 numbers;
- II. \$9.09 GST excl. (\$10.00 GST incl.) for STD calls;
- III. \$9.09 GST excl. (\$10.00 GST incl.) for calls to Telstra mobiles.

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 3 is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 6.3 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 3:

BusinessLine Select Saver 3 Local calls	GST excl.	GST incl.
Local calls (per call)	9.1¢	10¢

- 6.4 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 6.5 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for Calls to 019 numbers from your Basic Telephone Service with BusinessLine Select Saver 3:

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BusinessLine Select Saver 3 Calls to 019 numbers	GST excl.	GST incl.
Calls to 019 numbers (per call)	9.1¢	10¢

- 6.6 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 6.7 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for Long distance (STD) calls from your Basic Telephone Service with BusinessLine Select Saver 3:

BusinessLine Select Saver 3 STD calls	GST excl.	GST incl.
Preferential calls (per call)	9.1¢	10¢
Extended zone calls (per call)	9.1¢	10¢
All other STD calls (per call)	27.3¢	30¢

- 6.8 If you make only a small number of STD calls (including preferential calls and extended zone calls) in a particular period, the effective average price which you pay for a STD call may exceed 27.5 cents (GST incl.) per 12 minute block or 22 cents (GST incl.) per call, whichever may be applicable.

Calls to mobiles

- 6.9 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 3. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

BusinessLine Select Saver 3 calls to mobiles	Charge	GST excl.	GST incl.
Calls to a Telstra mobile number	Connection Fee (per call)	50¢	55¢
	Timed rate (per minute)		0¢

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BusinessLine Select Saver 3 calls to mobiles	Charge	GST excl.	GST incl.
Calls to a non-Telstra mobile number	Connection Fee (per call)	27.3¢	30¢
	Timed rate (per minute – charged in 30 second blocks or part thereof)	31.9¢	35¢

- 6.10 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 6.11 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

7 BusinessLine Select Saver 4

Availability

- 7.1 You can choose BusinessLine Select Saver 4 for your Basic Telephone Service if you:
- (a) are a business customer or home business customer;
 - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
 - (c) are billed directly by us for monthly access and local calls; and
 - (d) have up to 10 business service access lines which are not ISDN lines.

Monthly charge

- 7.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 4.

BusinessLine Select Saver 4 monthly charge*	GST excl.	GST incl.
Monthly charge	\$45.41	\$49.95

Note: BusinessLine Select Saver 4 monthly charge includes a notional access charge of \$36.32 GST excl (\$39.95 GST incl.), and a notional charge of \$9.09 GST excl (\$10.00 GST incl.) for local calls and calls to 019 numbers.

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* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 4 is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 7.3 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 4:

BusinessLine Select Saver 4 Local calls	GST excl.	GST incl.
Local calls (per call)	9.1¢	10¢

- 7.4 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 7.5 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Select Saver 4:

BusinessLine Select Saver 4 Calls to 019 numbers	GST excl.	GST incl.
Calls to 019 numbers (per call)	9.1¢	10¢

- 7.6 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 7.7 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for Long distance (STD) calls from your Basic Telephone Service with

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BusinessLine Select Saver 4:

BusinessLine Select Saver 4 STD calls	GST excl.	GST incl.
Preferential calls (per call)	9.1¢	10¢
Extended zone calls (per call)	9.1¢	10¢
All other STD calls (per call)	68.2¢	75¢

- 7.8 If you make only a small number of STD calls (including preferential calls and extended zone calls) in a particular period, the average price which you pay for a STD call may exceed 27.5 cents (GST incl.) per 12 minute block or 22 cents (GST incl.) per call, whichever may be applicable.

Calls to mobiles

- 7.9 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 4. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

BusinessLine Select Saver 4 calls to mobiles	GST excl.	GST incl.
Connection Fee on Calls to Mobiles (per call)	27.3¢	30¢
Calls to a Telstra mobile number (per minute - charged in blocks of 30 seconds or part thereof)	27.3¢	30¢
Calls to a non-Telstra mobile number (per minute – charged in blocks of 30 seconds or part thereof)	31.9¢	35¢

- 7.10 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 7.11 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

8 BusinessLine Complete

- 8.1 You can choose BusinessLine Complete for your Basic Telephone Service if:

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- (a) you are a business customer; and
- (b) we bill you directly for monthly access and local calls; and
- (c) you preselect us for long distance calls, international calls and calls to mobile numbers.

Monthly access charge

- 8.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Complete. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Complete.

BusinessLine Complete monthly charge*	GST excl.	GST incl.
Monthly charge	\$36.32	\$39.95
Monthly charge (where you are a charity)	\$11.28	\$12.40
Monthly charge (where you are a non-profit organisation)	\$17.73	\$19.50

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Complete is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 8.3 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Complete:

BusinessLine Complete local calls	GST excl.	GST incl.
Local calls (per call)	20¢	22¢

- 8.4 If you have chosen the QuickCall local call option, we charge you the following timed rates for local calls from your Basic Telephone Service with BusinessLine Complete. We charge you a flat rate for the first 5 minutes, and then the timed rate (calculated per second) for the remainder of the call. The QuickCall option can be taken on a per line basis.

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BusinessLine Complete QuickCall local calls (excluding calls to 019 numbers)	GST excl.	GST incl.
First 5 minutes (or shorter)	13.6¢	15c
For each minute after the first 5 minutes	3.636¢	4c

Calls to 019 numbers

- 8.5 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Complete (including where you have chosen the QuickCall local call option).

BusinessLine Complete 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	20¢	22¢

Long distance (STD) calls

- 8.6 We charge you the following for untimed STD calls from your Basic Telephone Service with BusinessLine Complete:

BusinessLine Complete untimed STD calls	GST excl.	GST incl.
Preferential calls (per call)	20¢	22¢
Extended zone calls (per call)	20¢	22¢

- 8.7 We charge you the following for timed STD calls from your Basic Telephone Service with BusinessLine Complete. We charge the connection fee for each call and then charge the timed rates (calculated per second) up to the STD capped call amount (where it applies).

BusinessLine Complete timed STD calls	GST excl.	GST incl.
Connection fee (per call)	31.82¢	35¢
Community calls, concessional A rate calls and calls up to 50 km (per minute)	5.46¢	6¢
All other calls (per minute)	21.82¢	24¢

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Calls to mobiles

- 8.8 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Complete. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof.

BusinessLine Complete calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	31.82¢	35¢
Calls to a Telstra mobile number (per minute – charged in blocks of 30 seconds or part thereof)	33.64¢	37¢
Calls to a non-Telstra mobile number (per minute – charged in blocks of 30 seconds or part thereof)	33.64¢	37¢

- 8.9 If a call to a Telstra mobile number is diverted to the MobileNet Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 8.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

Wide Area Call option

- 8.11 When you choose BusinessLine Complete for your Basic Telephone Service, you can also choose the Wide Area Call option to get different rates for certain calls.
- 8.12 When you choose BusinessLine Complete with the Wide Area Call option, we charge you the following for STD calls instead of the standard BusinessLine Complete charges above. For timed STD calls, you will be charged the rate applicable at the start of the call for the entire call, whether the Weekday or Weekend rate.

BusinessLine Complete (Wide Area Call option) untimed STD calls	GST excl.	GST incl.
Preferential calls, community calls and calls up to 50km (per call)	22.73¢	25¢
Extended zone calls (per call)	20¢	22¢

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BusinessLine Complete (Wide Area Call option) timed STD calls	Weekday Mon-Fri		Weekend Sat-Sun	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee (per call)	31.82¢	35¢	31.82¢	35¢
Concessional A rate calls and calls over 50 km (per minute)	23.64¢	26¢	11.82¢	13¢

9 BusinessLine Plus

Availability

- 9.1 On and from 25 August 2008, BusinessLine Plus is not available to new customers.
- 9.2 If you are an existing customer you can maintain BusinessLine Plus for your Basic Telephone Service if:
- (a) we bill you directly for monthly access and local calls; and
 - (b) you preselect us for long distance calls, international calls and calls to mobile numbers; and
 - (c) you have one or more business services on the one account.
- 9.3 We can change your plan to BusinessLine Complete or BusinessLine Part if you do not meet these eligibility requirements.

Monthly access charge

- 9.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Plus. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Plus.

BusinessLine Plus monthly charge*	GST excl.	GST incl.
Monthly charge	\$37.23	\$40.95
Monthly charge (where you are a charity)	\$14.00	\$15.40

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BusinessLine Plus monthly charge*	GST excl.	GST incl.
Monthly charge (where you are a non-profit organisation)	\$21.36	\$23.50

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Plus is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 9.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Plus:

BusinessLine Plus local calls	GST excl.	GST incl.
Local calls (per call)	16.36¢	18¢

- 9.6 If you have chosen the QuickCall local call option, we charge you the following timed rates for local calls from your Basic Telephone Service with BusinessLine Plus. We charge you a flat rate for the first 5 minutes, and then the timed rate (calculated per second) for the remainder of the call. The QuickCall option can be taken on a per line basis.

BusinessLine Plus QuickCall local calls (excluding calls to 019 numbers)	GST excl.	GST incl.
First 5 minutes (or shorter)	13.6¢	15¢
For each minute after the first 5 minutes	3.636¢	4¢

Calls to 019 numbers

- 9.7 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Plus (including where you have chosen the QuickCall local call option).

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BusinessLine Plus 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	16.36¢	18¢

Long distance (STD) calls

- 9.8 We charge you the following for untimed STD calls from your Basic Telephone Service with BusinessLine Plus.

BusinessLine Plus untimed STD calls	GST excl.	GST incl.
Preferential calls (per call)	20¢	22¢
Extended zone calls (per call)	16.36¢	18¢

- 9.9 We charge you the following for timed STD calls from your Basic Telephone Service with BusinessLine Plus. We charge the connection fee for each call and then charge the timed rates (calculated per second). We charge you no more than the STD capped call amount for the first 10 minutes of any call.

BusinessLine Plus timed STD calls	GST excl.	GST incl.
Connection fee (per call)	29.09¢	32¢
Community calls, concessional A rate calls and calls up to 50 km distance (per minute)	7.28¢	8¢
All other calls (per minute)	13.64¢	15¢
STD Capped Call The most you pay for the first 10 minutes of any call any day any time (per minute rates apply after 10 minutes)	\$1.364	\$1.50

Calls to mobiles

- 9.10 We charge you the following for calls to Australian mobile numbers from your Basic Telephone Service with BusinessLine Plus. We charge you the connection fee plus the timed rate charged in blocks of 30 seconds or part thereof. We charge

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you no more than the capped call amount for the first 10 minutes of any call.

BusinessLine Plus calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	29.09¢	32¢
Calls to a Telstra mobile number (per minute – charged in 30 second blocks or part thereof)	21.82¢	24¢
Calls to a non-Telstra mobile number (per minute - charged in 30 second blocks or part thereof)	34.55¢	38¢
Capped Call The most you pay for the first 10 minutes of any call to a Telstra mobile number (per minute rates apply after 10 minutes)	\$1.364	\$1.50

- 9.11 If a call to a Telstra mobile number is diverted to the MobileNet Callback Notification Service, we treat the call as lasting at least 30 seconds.
- 9.12 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

STD and calls to mobiles options

- 9.13 When you choose BusinessLine Plus for your Basic Telephone Service, you can also choose one of the following options to receive different rates for certain calls:
- (a) the Any Mobile option; or
 - (b) the Wide Area Call option; or
 - (c) the Regional Call option.
- 9.14 You can only choose one of these options for each BusinessLine Plus service.

Any Mobile option

- 9.15 When you choose the Any Mobile option, we charge you the following STD and calls to mobiles charges instead of the standard BusinessLine Plus charges above.

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BusinessLine Plus (Any Mobile option) untimed STD calls	GST excl.	GST incl.
Extended zone calls (per call)	16.36¢	18¢
Preferential calls	20¢	22¢

BusinessLine Plus (Any Mobile option) timed STD calls	GST excl.	GST incl.
Call connection fee (per call)	29.09¢	32¢
Community calls (per minute)	9.09¢	10¢
All other timed calls (per minute)	16.36¢	18¢
STD Capped Call The most you pay for the first 10 minutes of a call any time of any day (per minute rates apply after 10 minutes)	\$1.36	\$1.50

BusinessLine Plus (Any Mobile option) calls to mobiles	GST excl.	GST incl.
Call connection fee (per call)	29.09¢	32¢
Calls to an Australian Telstra mobile number (per minute – charged in 30 second blocks or part thereof)	31.82¢	35¢
Calls to an Australian non-Telstra mobile number (per minute – charged in 30 second blocks or part thereof)	38.18¢	42¢
Capped Call The most you pay for the first 10 minutes of a call to an Australian mobile number at any time of any day (per minute rates apply after 10 minutes)	\$1.36	\$1.50

Wide Area Call option

- 9.16 When you choose the Wide Area Call option, we charge you the following STD charges instead of the standard BusinessLine Plus charges above. For timed STD calls, you will be charged the rate applicable at the start of the call for the entire

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call, whether the Weekday or Weekend rate.

BusinessLine Plus (wide area call option) untimed STD calls	GST excl.	GST incl.
Preferential calls, community calls and calls up to 50km (per call)	22.7¢	25¢
Extended zone calls (per call)	16.36¢	18¢

BusinessLine Plus (Wide Area Call option) timed STD calls	Weekday Mon-Fri		Weekend Sat-Sun	
	GST excl.	GST incl.	GST excl.	GST incl.
Connection fee (per call)	29.09¢	32¢	29.09¢	32¢
All timed calls (per minute)	22.73¢	25¢	11.82¢	13¢
STD Capped Call The most you pay for the first 10 minutes of any call any time any day (per minute rates apply after 10 minutes)	\$1.364	\$1.50	\$1.364	\$1.50

Regional Call option

- 9.17 When you choose the Regional Call option, we charge you the following STD charges instead of the standard BusinessLine Plus charges listed above.

BusinessLine Plus (Regional Call option) untimed STD calls	GST excl.	GST incl.
Extended zone calls (per call)	16.36¢	18¢

BusinessLine Plus (regional call option) timed STD calls	GST excl.	GST incl.
Call connection fee (per call)	27.273¢	30¢

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BusinessLine Plus (regional call option) timed STD calls	GST excl.	GST incl.
Preferential calls, community calls, concessional A rate calls and calls up to 85km (per minute)	9.1¢	10¢
All other calls (per minute)	14.54¢	16¢
Regional Capped Call The most you pay for the first 3 hours of any preferential call, community call, concessional A rate call or call up to 85 km as long (per minute rates apply after 3 hours)	90¢	99¢
STD Capped Call for calls over 85 km The most you pay for the first 10 minutes of any other call any day any time (per minute rates apply after 10 minutes)	\$1.182	\$1.30

10 BusinessLine Ultimate

Availability

- 10.1 You can choose BusinessLine Ultimate for your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
 - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;
 - (c) are billed directly by us for monthly access and local calls;
 - (d) you have up to 10 business service access lines which are not ISDN lines; and
 - (e) you agree to choose BusinessLine Ultimate for all your business service access lines.
- 10.2 BusinessLine Ultimate is not compatible with corporate plans or Business Connect 2.
- 10.3 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

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Monthly charge

- 10.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Ultimate.

BusinessLine Ultimate monthly charge*	GST excl.	GST incl.
Monthly charge Includes notional access charge of \$31.77 GST excl (\$34.95 GST incl.) and notional subscription charge of \$59.05 GST excl (\$64.95 GST incl.) Notional subscription charge includes local calls, 019 calls and STD calls made from your Basic Telephone Service with BusinessLine Ultimate	\$90.82	\$99.90

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Ultimate is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 10.5 The charges for the local calls you make each month from your Basic Telephone Service with BusinessLine Ultimate are included in the BusinessLine Ultimate monthly charge.
- 10.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 10.7 The charges for the 019 calls you make each month from your Basic Telephone Service with BusinessLine Ultimate are included in the BusinessLine Ultimate monthly charge.
- 10.8 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 10.9 The charges for the STD calls you make each month from your Basic Telephone

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Service with BusinessLine Ultimate (including preferential calls and extended zone calls) are included in the BusinessLine Ultimate monthly charge.

- 10.10 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5c (GST incl.) per 12 minute block or 22 cents (GST incl.) per call whichever may be applicable from time to time.

Calls to mobiles

- 10.11 In addition to the BusinessLine Ultimate monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Ultimate. We charge you the connection fee plus the timed rate (calculated per second).

BusinessLine Ultimate calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	22.73¢	25¢
Calls to a Telstra mobile number (per minute)	20¢	22¢
Calls to a non-Telstra mobile number (per minute)	20¢	22¢

- 10.12 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.

Fair Use Policy

- 10.13 To receive and continue to receive BusinessLine Ultimate, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use BusinessLine Ultimate for the intended purposes for which it is supplied to you.
- 10.14 We consider that you will breach our Fair Use Policy if you resupply, resell or commercially exploit BusinessLine Ultimate without our consent.
- 10.15 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use BusinessLine Ultimate.

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11 BusinessLine STD Saver

Availability

- 11.1 You can choose BusinessLine STD Saver for your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
 - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;
 - (c) are billed directly by us for monthly access and local calls;
 - (d) you have up to 10 business service access lines which are not ISDN lines; and
 - (e) you agree to choose BusinessLine STD Saver for all your business service access lines.
- 11.2 BusinessLine STD Saver is not compatible with corporate plans or Business Connect 2.
- 11.3 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

Monthly charge

- 11.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine STD Saver.

BusinessLine STD Saver monthly charge*	GST excl.	GST incl.
Monthly charge	\$72.64	\$79.90
Includes notional access charge of \$31.77 GST excl (\$34.95 GST incl.) and notional subscription charge of \$40.87 GST excl. (\$44.95 GST incl.)		
Notional subscription charge includes STD calls made from your Basic Telephone Service with BusinessLine STD Saver		

* **For ACT customers:** If your Basic Telephone Service with BusinessLine STD Saver is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

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Local calls

- 11.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine STD Saver:

BusinessLine STD Saver local calls	GST excl.	GST incl.
Local calls (per call)	13.64¢	15¢

- 11.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 11.7 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine STD Saver.

BusinessLine STD Saver 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	13.64¢	15¢

- 11.8 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 11.9 The charges for the STD calls you make each month from your Basic Telephone Service with BusinessLine STD Saver (including preferential calls and extended zone calls) are included in the BusinessLine STD Saver monthly charge.
- 11.10 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5c (GST incl.) per 12 minute block or 22 cents (GST incl.) per call (whichever may be applicable from time to time).

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Calls to mobiles

- 11.11 In addition to the BusinessLine STD Saver monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine STD Saver. We charge you the connection fee plus the timed rate (calculated per second).

BusinessLine STD Saver calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	22.73¢	25¢
Calls to a Telstra mobile number (per minute)	20¢	22¢
Calls to a non-Telstra mobile number (per minute)	20¢	22¢

- 11.12 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.

Fair Use Policy

- 11.13 To receive and continue to receive BusinessLine STD Saver, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use BusinessLine STD Saver for the intended purposes for which it is supplied to you.
- 11.14 We consider that you will breach our Fair Use Policy if you resupply, resell or commercially exploit BusinessLine STD Saver without our consent.
- 11.15 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use BusinessLine STD Saver.

12 BusinessLine Metro

Availability

- 12.1 You can choose BusinessLine Metro for your Basic Telephone Service if:
- you are a business customer or a home business customer;
 - you preselect us for long distance calls, international calls and calls to mobile numbers;

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- (c) are billed directly by us for monthly access and local calls;
- (d) you have up to 10 business service access lines which are not ISDN lines; and
- (e) you agree to choose BusinessLine Metro for **all** your business service access lines.

12.2 BusinessLine Metro is not compatible with corporate plans or Business Connect 2.

12.3 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

Monthly charge

12.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Metro.

BusinessLine Metro monthly charge*	GST excl.	GST incl.
Monthly charge Includes notional access charge of \$31.77 GST excl (\$34.95 GST incl.) and notional subscription charge of \$22.68 GST excl. (\$24.95 GST incl.)	\$54.45	\$59.90

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Metro is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

12.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Metro:

BusinessLine Metro local calls	GST excl.	GST incl.
Local calls (per call)	13.64¢	15¢

12.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per



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call.

Calls to 019 numbers

- 12.7 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Metro.

BusinessLine Metro 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	13.64¢	15¢

- 12.8 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 12.9 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Metro.

BusinessLine Metro STD calls	GST excl.	GST incl.
Preferential calls (per call)	20¢	22¢
Extended zone calls (per call)	14.54¢	16¢
All other STD calls (per call)	36.36¢	40¢

- 12.10 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5c (GST incl.) per 12 minute block or 22 cents (GST incl.) per call whichever may be applicable from time to time.

Calls to mobiles

- 12.11 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Metro. We charge you the connection fee plus the timed rate (calculated per second).

BusinessLine Metro calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	22.73¢	25¢

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BusinessLine Metro calls to mobiles	GST excl.	GST incl.
Calls to a Telstra mobile number (per minute)	20¢	22¢
Calls to a non-Telstra mobile number (per minute)	20¢	22¢

- 12.12 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.

13 BusinessLine National

Availability

- 13.1 You can choose BusinessLine National for your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
 - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;
 - (c) are billed directly by us for monthly access and local calls;
 - (d) you have up to 10 business service access lines which are not ISDN lines; and
 - (e) you agree to choose BusinessLine National for **all** your business service access lines.
- 13.2 BusinessLine National is not compatible with corporate plans or Business Connect 2.
- 13.3 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

Monthly charge

- 13.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine National.

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BusinessLine National monthly charge*	GST excl.	GST incl.
Monthly charge Includes notional access charge of \$31.77 GST excl (\$34.95 GST incl.) and notional subscription charge of \$22.68 GST excl. (\$24.95 GST incl.)	\$54.45	\$59.90

* **For ACT customers:** If your Basic Telephone Service with BusinessLine National is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

- 13.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine National:

BusinessLine National local calls	GST excl.	GST incl.
Local calls (per call)	13.64¢	15¢

- 13.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 13.7 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine National.

BusinessLine National 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	13.64¢	15¢

- 13.8 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

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Long distance (STD) calls

- 13.9 We charge you the following for STD calls (including preferential calls and extended zone calls) from your Basic Telephone Service with BusinessLine National.

BusinessLine National STD calls	GST excl.	GST incl.
STD calls (per call)	13.64¢	15¢

- 13.10 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5c (GST incl.) per 12 minute block or 22 cents (GST incl.) per call whichever may be applicable from time to time.

Calls to mobiles

- 13.11 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine National. We charge you the connection fee plus the timed rate (calculated per second).

BusinessLine National calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	22.73¢	25¢
Calls to a Telstra mobile number (per minute)	27.27¢	30¢
Calls to a non-Telstra mobile number (per minute)	27.27¢	30¢

- 13.12 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.

14 BusinessLine Call Saver

Availability

- 14.1 You can choose BusinessLine Call Saver for your Basic Telephone Service if:
- you are a business customer or a home business customer;
 - you preselect us for long distance calls, international calls and calls to

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mobile numbers;

- (c) are billed directly by us for monthly access and local calls;
- (d) you have up to 10 business service access lines which are not ISDN lines; and
- (e) you agree to choose BusinessLine Call Saver for **all** your business service access lines.

14.2 BusinessLine Call Saver is not compatible with corporate plans or Business Connect 2.

14.3 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

Monthly charge

14.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Call Saver.

BusinessLine Call Saver monthly charge*	GST excl.	GST incl.
Monthly charge Includes notional access charge of \$31.77 GST excl (\$34.95 GST incl.) and notional subscription charge of \$13.59 GST excl (\$14.95 GST incl.)	\$45.36	\$49.90

* **For ACT customers:** If your Basic Telephone Service with BusinessLine Call Saver is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

Local calls

14.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Call Saver:

BusinessLine Call Saver local calls	GST excl.	GST incl.
Local calls (per call)	13.64¢	15¢



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- 14.6 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

Calls to 019 numbers

- 14.7 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Call Saver.

BusinessLine Call Saver 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	13.64¢	15¢

- 14.8 If you make only a small number of 019 calls in a particular period, the effective average price which you pay for a 019 call may exceed 22 cents (GST incl.) per call.

Long distance (STD) calls

- 14.9 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Call Saver.

BusinessLine Call Saver STD calls	GST excl.	GST incl.
Preferential calls (per call)	20¢	22¢
Extended zone calls (per call)	14.54¢	16¢
All other STD calls (per call)	36.36¢	40¢

- 14.10 If you make only a small number of preferential calls in a particular period, the average price which you pay for a preferential call may exceed 27.5c (GST incl.) per 12 minute block or 22 cents (GST incl.) per call whichever may be applicable from time to time.

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Calls to mobiles

- 14.11 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Call Saver. We charge you the connection fee plus the timed rate (calculated per second).

BusinessLine Call Saver calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	22.73¢	25¢
Calls to a Telstra mobile number (per minute)	27.27¢	30¢
Calls to a non-Telstra mobile number (per minute)	27.27¢	30¢

- 14.12 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 7 seconds, charged at the above rates.

15 BusinessLine Part

Availability

- 15.1 If you are a business customer and you do not preselect us for your long distance, international calls and calls to mobile numbers, we apply the BusinessLine Part pricing plan to your Basic Telephone Service.

Monthly access charge

- 15.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Part. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Part.

BusinessLine Part monthly charge	GST excl.	GST incl.
Monthly charge	\$36.32	\$39.95

Local calls

- 15.3 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Part:

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BusinessLine Part local calls	GST excl.	GST incl.
Local call (per call)	20¢	22¢

Calls to 019 numbers

- 15.4 We charge you the following for calls to 019 numbers from your Basic Telephone Service with BusinessLine Part:

BusinessLine Part 019 calls	GST excl.	GST incl.
Calls to 019 numbers (dial-up Internet services and Austpac) (per call)	20¢	22¢

Long distance (STD) calls

- 15.5 If you make an STD call using our override code from a BusinessLine Part plan, we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms except that you cannot make a 0018 Easy ½ Hour call . [See Part B – HomeLine Plans of the Basic Telephone Service section.](#)

Calls to mobiles

- 15.6 If you call a mobile number using our override code from a BusinessLine Part plan, we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See Part B – HomeLine Plans of the Basic Telephone Service section.

16 Business Exchange Line service

Availability

- 16.1 If you do not choose a BusinessLine plan for your Basic Telephone Service, we may provide you with have a Business Exchange Line service.

Charges

- 16.2 The charges for monthly access and calls are the same as for BusinessLine Complete.
- 16.3 If your Business Exchange Line service is at an address within the ACT

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Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

- 16.4 You cannot choose the QuickCalls local calls option or the Wide Area Call option if you have a Business Exchange Line service.

17 International calls from business services

- 17.1 We charge you the following for international calls from your business service.
- 17.2 For 0011 and 0015 calls, we charge you the connection fee (if any) plus the per-minute rate (calculated per second). If a charge is listed in the 10-minute capped call column for your service, that is the most you are charged for the first 10 minutes of your call.
- 17.3 For 0018 calls, we charge you the connection fee if the call is shorter than one minute, otherwise we charge you the half-hour rate for each half-hour block. (For BusinessLine Plus, BusinessLine Ultimate, BusinessLine STD Saver, BusinessLine Metro, BusinessLine National, BusinessLine Call Saver, BusinessLine Select, BusinessLine Select Saver 1, BusinessLine Select Saver 2, BusinessLine Select Saver 3 and BusinessLine Select Saver 4, we charge you the half-hour rate for the first hour of your call and then for each half-hour block after that.)
- 17.4 You cannot make a 0018 Easy ½ Hour call or a 10-minute capped call to international mobile (non-roaming) services in the destinations marked in the table with an **asterisk (*)**

You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).

- 17.5 For charges for international calls made using our override code (including from a BusinessLine Part plan) we charge you the same charges as for a customer who is on the HomeLine Budget plan under the Basic Telephone Service section of Our Customer Terms. See [Part B – HomeLine Plans of the Basic Telephone Service section](#).

International Calls – BusinessLine Complete

0011/0015
Fixed

0011 Mobile

0018 Easy ½
Hour

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	per minute rate				per ½ hour rate	
	GST Ex	GST Inc	GST Ex	GST Inc	GST Ex	GST Inc
Connection fee (per call)	31.82¢	35c	31.82¢	35c	\$1.00	\$1.10
Afghanistan	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Alaska	\$0.28	\$0.31	\$0.28	\$0.31	\$6.00	\$6.60
Albania	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Algeria	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
American Samoa	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
Andorra	\$0.76	\$0.84	\$0.76	\$0.84	\$19.00	\$20.90
Angola	\$2.04	\$2.25	\$2.04	\$2.25	\$45.00	\$49.50
Anguilla	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Antarctica	\$0.68	\$0.75	\$0.68	\$0.75	\$17.00	\$18.70
Antigua & Barbuda	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Argentina	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Armenia	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Aruba	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Ascension Island	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Austria*	\$0.63	\$0.70	\$0.93	\$1.03	\$15.00	\$16.50
Azerbaijan	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Bahamas	\$0.89	\$0.98	\$0.89	\$0.98	\$22.00	\$24.20
Bahrain	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Bangladesh*	\$1.53	\$1.69	\$1.53	\$1.69	\$38.00	\$41.80
Barbados	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Belarus	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Belgium*	\$0.85	\$0.94	\$1.21	\$1.34	\$21.00	\$23.10
Belize	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Benin	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Bermuda	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Bhutan	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Bolivia	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Bosnia & Herzegovina*	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Botswana	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Brazil*	\$1.10	\$1.21	\$1.34	\$1.48	\$27.00	\$29.70
Brunei Darussalam	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Bulgaria	\$2.04	\$2.25	\$2.04	\$2.25	\$45.00	\$49.50
Burkina Faso	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Burundi	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Cambodia*	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Cameroon	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Canada	\$0.40	\$0.44	\$0.40	\$0.44	\$6.00	\$6.60
Cape Verde	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Cayman Is	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Central African Rep	\$2.20	\$2.42	\$2.20	\$2.42	\$45.00	\$49.50
Chad	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Chile*	\$0.89	\$0.98	\$1.22	\$1.35	\$22.00	\$24.20



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China*	\$0.88	\$0.97	\$0.88	\$0.97	\$22.00	\$24.20
Colombia	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Comoros	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Congo Democratic Republic	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Congo	\$2.20	\$2.42	\$2.20	\$2.42	\$45.00	\$49.50
Cook Islands	\$1.27	\$1.40	\$1.27	\$1.40	\$34.36	\$37.80
Costa Rica	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Croatia*	\$1.06	\$1.17	\$1.36	\$1.50	\$26.00	\$28.60
Cuba	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Cyprus*	\$0.80	\$0.88	\$0.80	\$0.88	\$18.00	\$19.80
Cyprus (Northern)*	\$0.80	\$0.88	\$0.80	\$0.88	\$18.00	\$19.80
Czech Republic*	\$0.89	\$0.98	\$1.13	\$1.25	\$22.00	\$24.20
Denmark*	\$0.59	\$0.65	\$0.93	\$1.03	\$14.00	\$15.40
Diego-Garcia	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Djibouti	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Dominica	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Dominican Rep	\$0.89	\$0.98	\$0.89	\$0.98	\$22.00	\$24.20
East Timor	\$2.73	\$3.01	\$2.73	\$3.01	\$68.18	\$75.00
Ecuador	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Egypt*	\$1.20	\$1.32	\$1.20	\$1.32	\$28.00	\$30.80
El Salvador	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Equatorial Guinea	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Eritrea	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Estonia	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Ethiopia	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Faroe Islands	\$1.27	\$1.40	\$1.27	\$1.40	\$30.00	\$33.00
Falkland Islands	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Fiji*	\$0.85	\$0.94	\$0.85	\$0.94	\$21.00	\$23.10
Finland*	\$0.63	\$0.70	\$1.00	\$1.10	\$15.00	\$16.50
France*	\$0.49	\$0.54	\$0.90	\$0.99	\$12.00	\$13.20
French Guiana	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
French Polynesia	\$1.02	\$1.13	\$1.02	\$1.13	\$25.00	\$27.50
Gabon	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Gambia	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Georgia	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Germany*	\$0.49	\$0.54	\$0.82	\$0.91	\$12.00	\$13.20
Ghana	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Gibraltar	\$2.04	\$2.25	\$2.04	\$2.25	\$45.00	\$49.50
Greece*	\$0.49	\$0.54	\$0.74	\$0.82	\$12.00	\$13.20
Greenland	\$1.27	\$1.40	\$1.27	\$1.40	\$30.00	\$33.00
Grenada	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Guadeloupe	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Guam	\$0.76	\$0.84	\$0.76	\$0.84	\$19.00	\$20.90
Guantanamo	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Guatemala	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10



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Guinea-Bissau	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Guinea	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Guyana	\$1.53	\$1.69	\$1.53	\$1.69	\$38.00	\$41.80
Haiti	\$2.47	\$2.72	\$2.47	\$2.72	\$66.64	\$73.30
Hawaii	\$0.28	\$0.31	\$0.28	\$0.31	\$6.00	\$6.60
Honduras	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Hong Kong*	\$0.41	\$0.46	\$0.41	\$0.46	\$10.00	\$11.00
Hungary*	\$0.89	\$0.98	\$1.10	\$1.21	\$22.00	\$24.20
Iceland	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
India*	\$1.14	\$1.26	\$1.14	\$1.26	\$28.00	\$30.80
Indonesia*	\$0.88	\$0.97	\$0.98	\$1.08	\$22.00	\$24.20
International Network Shared Code (BT Geoverse)	\$0.23	\$0.26	N/A	N/A	N/A	N/A
Iran*	\$1.40	\$1.54	\$1.40	\$1.54	\$32.00	\$35.20
Iraq	\$1.95	\$2.15	\$1.95	\$2.15	\$48.86	\$53.75
Ireland*	\$0.41	\$0.46	\$0.76	\$0.84	\$6.00	\$6.60
Israel*	\$0.55	\$0.61	\$0.76	\$0.84	\$13.00	\$14.30
Italy*	\$0.45	\$0.50	\$0.87	\$0.96	\$11.00	\$12.10
Ivory Coast	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Jamaica	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Japan*	\$0.49	\$0.54	\$0.80	\$0.88	\$12.00	\$13.20
Jordan*	\$1.30	\$1.43	\$1.30	\$1.43	\$30.00	\$33.00
Kazakhstan	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Kenya*	\$1.53	\$1.69	\$1.53	\$1.69	\$38.00	\$41.80
Kiribati	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
Korea DPR (North)	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Korea Republic (South)*	\$0.79	\$0.87	\$0.92	\$1.02	\$19.00	\$20.90
Kuwait	\$1.45	\$1.60	\$1.45	\$1.60	\$33.00	\$36.30
Kyrgyzstan	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Lao PDR	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Latvia	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Lebanon*	\$1.10	\$1.21	\$1.10	\$1.21	\$25.00	\$27.50
Lesotho	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Liberia	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Libya	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Liechtenstein	\$0.63	\$0.70	\$0.63	\$0.70	\$15.00	\$16.50
Lithuania	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Luxembourg	\$0.89	\$0.98	\$0.89	\$0.98	\$22.00	\$24.20
Macau	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Macedonia FYR*	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Madagascar	\$2.20	\$2.42	\$2.20	\$2.42	\$45.00	\$49.50
Malawi	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Malaysia*	\$0.62	\$0.69	\$0.62	\$0.69	\$15.00	\$16.50
Maldives	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Mali	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Malta*	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30

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Northern Mariana Islands	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Marshall Islands	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Martinique	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Mauritania	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Mauritius	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Mayotte	\$1.44	\$1.59	\$1.44	\$1.59	\$35.00	\$38.50
Mexico	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Micronesia Federated States	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Moldova Republic	\$1.82	\$2.01	\$1.82	\$2.01	\$49.09	\$54.00
Monaco	\$1.09	\$1.20	\$1.09	\$1.20	\$29.46	\$32.41
Mongolia	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Montenegro*	\$1.06	\$1.17	\$1.06	\$1.17	\$26.00	\$28.60
Montserrat	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Morocco	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Mozambique	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Myanmar	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Namibia	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Nauru	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
Nepal	\$1.53	\$1.69	\$1.53	\$1.69	\$38.00	\$41.80
Netherlands*	\$0.59	\$0.65	\$0.97	\$1.07	\$14.00	\$15.40
Netherlands Antilles	\$1.53	\$1.69	\$1.53	\$1.69	\$38.18	\$42.00
New Caledonia	\$1.02	\$1.13	\$1.02	\$1.13	\$25.00	\$27.50
New Zealand*	\$0.28	\$0.31	\$0.65	\$0.72	\$6.00	\$6.60
Nicaragua	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Niger	\$2.20	\$2.42	\$2.20	\$2.42	\$45.00	\$49.50
Nigeria	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Niue	\$1.09	\$1.20	\$1.09	\$1.20	\$29.36	\$32.30
Norfolk Island	\$1.02	\$1.13	\$1.02	\$1.13	\$25.36	\$27.90
Norway*	\$0.63	\$0.70	\$0.96	\$1.06	\$15.00	\$16.50
Oman	\$1.36	\$1.50	\$1.36	\$1.50	\$30.00	\$33.00
Pakistan*	\$1.61	\$1.78	\$1.61	\$1.78	\$40.00	\$44.00
Palau	\$2.04	\$2.25	\$2.04	\$2.25	\$45.00	\$49.50
Palestinian Territory*	\$0.55	\$0.61	\$0.76	\$0.84	\$13.00	\$14.30
Panama	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Papua New Guinea	\$2.00	\$2.20	\$2.00	\$2.20	\$46.36	\$51.00
Paraguay	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Peru	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Philippines*	\$0.70	\$0.77	\$0.70	\$0.77	\$17.00	\$18.70
Poland*	\$0.89	\$0.98	\$1.28	\$1.41	\$22.00	\$24.20
Portugal*	\$1.10	\$1.21	\$1.52	\$1.68	\$27.00	\$29.70
Puerto Rico	\$0.76	\$0.84	\$0.76	\$0.84	\$19.00	\$20.90
Qatar	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Reunion	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Romania*	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Russian Federation*	\$1.42	\$1.57	\$1.42	\$1.57	\$35.55	\$39.11

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Rwanda	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Samoa	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
San Marino	\$1.55	\$1.71	\$1.55	\$1.71	\$41.73	\$45.90
Sao Tome & Principe	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Saudi Arabia*	\$1.55	\$1.71	\$1.55	\$1.71	\$36.00	\$39.60
Senegal	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Serbia*	\$1.06	\$1.17	\$1.06	\$1.17	\$26.00	\$28.60
Seychelles	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Sierra Leone	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Singapore*	\$0.45	\$0.50	\$0.47	\$0.52	\$11.00	\$12.10
Slovakia	\$0.76	\$0.84	\$0.76	\$0.84	\$19.00	\$20.90
Slovenia	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Solomon Islands*	\$1.35	\$1.49	\$1.35	\$1.49	\$33.68	\$37.05
Somalia	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
South Africa*	\$0.69	\$0.76	\$0.98	\$1.08	\$17.00	\$18.70
Spain*	\$0.71	\$0.79	\$1.11	\$1.23	\$17.00	\$18.70
Sri Lanka*	\$0.85	\$0.94	\$0.85	\$0.94	\$21.00	\$23.10
Saint Helena	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Saint Kitts & Nevis	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Saint Lucia	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Saint Pierre & Miquelon	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Saint Vincent & The Grenadines	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Sudan	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Suriname	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Swaziland	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Sweden*	\$0.49	\$0.54	\$0.82	\$0.91	\$12.00	\$13.20
Switzerland*	\$0.49	\$0.54	\$0.89	\$0.98	\$12.00	\$13.20
Syria	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Taiwan*	\$0.88	\$0.97	\$1.11	\$1.23	\$22.00	\$24.20
Tajikistan	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Tanzania United Republic	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Thailand	\$0.88	\$0.97	\$0.88	\$0.97	\$22.00	\$24.20
Togo	\$2.20	\$2.42	\$2.20	\$2.42	\$45.00	\$49.50
Tokelau	\$1.32	\$1.46	\$1.32	\$1.46	\$35.59	\$39.15
Tonga	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
Trinidad & Tobago	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Tunisia	\$2.38	\$2.62	\$2.38	\$2.62	\$45.00	\$49.50
Turkey*	\$0.80	\$0.88	\$0.90	\$0.99	\$18.00	\$19.80
Turkmenistan	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Turks & Caicos Islands	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Tuvalu	\$1.14	\$1.26	\$1.14	\$1.26	\$30.68	\$33.75
Uganda	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Ukraine	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
United Arab Emirates*	\$1.15	\$1.27	\$1.29	\$1.42	\$26.00	\$28.60
United Kingdom*	\$0.34	\$0.38	\$0.67	\$0.74	\$6.00	\$6.60



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Uruguay*	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
United States	\$0.28	\$0.31	\$0.28	\$0.31	\$6.00	\$6.60
Uzbekistan	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50
Vanuatu	\$0.93	\$1.03	\$0.93	\$1.03	\$23.00	\$25.30
Vatican City	\$0.68	\$0.75	\$0.68	\$0.75	\$15.00	\$16.50
Venezuela	\$1.10	\$1.21	\$1.10	\$1.21	\$27.00	\$29.70
Viet Nam*	\$1.32	\$1.46	\$1.32	\$1.46	\$34.36	\$37.80
Virgin Islands (British)	\$2.12	\$2.34	\$2.12	\$2.34	\$45.00	\$49.50
Virgin Islands (US)	\$0.76	\$0.84	\$0.76	\$0.84	\$19.00	\$20.90
Wallis & Futuna	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Yemen	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Zambia	\$1.65	\$1.82	\$1.65	\$1.82	\$41.00	\$45.10
Zimbabwe*	\$1.40	\$1.54	\$1.40	\$1.54	\$35.00	\$38.50

International Calls – BusinessLine Plus

	0011/0015 Fixed per minute rate		0011 Mobile		0011/0015 Fixed 10-min. cap first 10 mins		0018 Easy ½ Hour per ½ hour rate	
	GST Ex	GST Inc	GST Ex	GST Inc	GST Ex	GST Inc	GST Ex	GST Inc
	29.1¢	32¢	29.1¢	32¢	-	-	\$ 1.00	\$ 1.10
Connection Fee Per Call								
Afghanistan	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Alaska	\$0.19	\$0.21	\$0.19	\$0.21	\$0.91	\$1.00	\$6.00	\$6.60
Albania	\$1.09	\$1.20	\$1.09	\$1.20	\$9.09	\$10.00	\$45.00	\$49.50
Algeria	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
American Samoa	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
Andorra	\$0.73	\$0.81	\$0.73	\$0.81	\$6.36	\$7.00	\$19.00	\$20.90
Angola	\$1.64	\$1.81	\$1.64	\$1.81	\$14.55	\$16.00	\$45.00	\$49.50
Anguilla	\$1.77	\$1.95	\$1.77	\$1.95	\$15.45	\$17.00	\$45.00	\$49.50
Antarctica	\$0.59	\$0.65	\$0.59	\$0.65	\$5.45	\$6.00	\$17.00	\$18.70
Antigua & Barbuda	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Argentina	\$0.95	\$1.05	\$0.95	\$1.05	\$8.18	\$9.00	\$27.00	\$29.70
Armenia	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Aruba	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Ascension Island	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$45.00	\$49.50
Austria*	\$0.50	\$0.55	\$0.80	\$0.88	\$3.64	\$4.00	\$15.00	\$16.50
Azerbaijan	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Bahamas	\$0.77	\$0.85	\$0.77	\$0.85	\$6.36	\$7.00	\$22.00	\$24.20
Bahrain	\$1.36	\$1.50	\$1.36	\$1.50	\$11.82	\$13.00	\$40.00	\$44.00
Bangladesh*	\$1.18	\$1.30	\$1.18	\$1.30	\$10.00	\$11.00	\$38.00	\$41.80
Barbados	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$41.00	\$45.10
Belarus	\$1.09	\$1.20	\$1.09	\$1.20	\$10.00	\$11.00	\$40.00	\$44.00
Belgium*	\$0.50	\$0.55	\$0.86	\$0.95	\$3.64	\$4.00	\$21.00	\$23.10
Belize	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Benin	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50

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Bermuda	\$1.09	\$1.20	\$1.09	\$1.20	\$9.09	\$10.00	\$41.00	\$45.10
Bhutan	\$1.55	\$1.71	\$1.55	\$1.71	\$14.55	\$16.00	\$41.00	\$45.10
Bolivia	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$41.00	\$45.10
Bosnia & Herzegovina*	\$0.86	\$0.95	\$0.86	\$0.95	\$7.27	\$8.00	\$27.00	\$29.70
Botswana	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Brazil*	\$0.95	\$1.05	\$1.20	\$1.32	\$7.27	\$8.00	\$27.00	\$29.70
Brunei Darussalam	\$0.95	\$1.05	\$0.95	\$1.05	\$8.18	\$9.00	\$27.00	\$29.70
Bulgaria	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$45.00	\$49.50
Burkina Faso	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Burundi	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Cambodia*	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$40.00	\$44.00
Cameroon	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Canada	\$0.19	\$0.21	\$0.19	\$0.21	\$0.91	\$1.00	\$6.00	\$6.60
Cape Verde	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Cayman Is	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Central African Rep	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Chad	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Chile*	\$0.77	\$0.85	\$1.11	\$1.23	\$5.45	\$6.00	\$22.00	\$24.20
China*	\$0.68	\$0.75	\$0.68	\$0.75	\$0.91	\$1.00	\$22.00	\$24.20
Colombia	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$41.00	\$45.10
Comoros	\$1.36	\$1.50	\$1.36	\$1.50	\$11.82	\$13.00	\$41.00	\$45.10
Congo Democratic Republic	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Congo	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Cook Islands	\$1.23	\$1.36	\$1.23	\$1.36	\$10.00	\$11.00	\$34.36	\$37.80
Costa Rica	\$1.45	\$1.60	\$1.45	\$1.60	\$12.73	\$14.00	\$45.00	\$49.50
Croatia*	\$0.77	\$0.85	\$1.08	\$1.19	\$4.55	\$5.00	\$26.00	\$28.60
Cuba	\$1.05	\$1.16	\$1.05	\$1.16	\$9.09	\$10.00	\$27.00	\$29.70
Cyprus*	\$0.68	\$0.75	\$0.68	\$0.75	\$4.55	\$5.00	\$18.00	\$19.80
Cyprus (Northern)*	\$0.68	\$0.75	\$0.68	\$0.75	\$4.55	\$5.00	\$18.00	\$19.80
Czech Republic*	\$0.77	\$0.85	\$1.01	\$1.12	\$4.55	\$5.00	\$22.00	\$24.20
Denmark*	\$0.50	\$0.55	\$0.84	\$0.93	\$2.73	\$3.00	\$14.00	\$15.40
Diego-Garcia	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Djibouti	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Dominica	\$1.05	\$1.16	\$1.05	\$1.16	\$9.09	\$10.00	\$27.00	\$29.70
Dominican Rep	\$0.77	\$0.85	\$0.77	\$0.85	\$6.36	\$7.00	\$22.00	\$24.20
East Timor	\$2.59	\$2.85	\$2.59	\$2.85	\$21.82	\$24.00	\$68.18	\$75.00
Ecuador	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$41.00	\$45.10
Egypt*	\$1.11	\$1.23	\$1.11	\$1.23	\$10.00	\$11.00	\$28.00	\$30.80
El Salvador	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$45.00	\$49.50
Equatorial Guinea	\$1.77	\$1.95	\$1.77	\$1.95	\$15.45	\$17.00	\$45.00	\$49.50
Eritrea	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Estonia	\$0.95	\$1.05	\$0.95	\$1.05	\$8.18	\$9.00	\$27.00	\$29.70
Ethiopia	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Faroe Islands	\$1.14	\$1.26	\$1.14	\$1.26	\$10.00	\$11.00	\$30.00	\$33.00
Falkland Islands	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10



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Fiji*	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$21.00	\$23.10
Finland*	\$0.59	\$0.65	\$0.97	\$1.07	\$4.55	\$5.00	\$15.00	\$16.50
France*	\$0.36	\$0.40	\$0.77	\$0.85	\$1.82	\$2.00	\$12.00	\$13.20
French Guiana	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$40.00	\$44.00
French Polynesia	\$0.91	\$1.01	\$0.91	\$1.01	\$7.27	\$8.00	\$25.00	\$27.50
Gabon	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Gambia	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Georgia	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Germany*	\$0.36	\$0.40	\$0.70	\$0.77	\$1.82	\$2.00	\$12.00	\$13.20
Ghana	\$1.45	\$1.60	\$1.45	\$1.60	\$12.73	\$14.00	\$45.00	\$49.50
Gibraltar	\$1.09	\$1.20	\$1.09	\$1.20	\$9.09	\$10.00	\$45.00	\$49.50
Greece*	\$0.41	\$0.46	\$0.66	\$0.73	\$1.82	\$2.00	\$12.00	\$13.20
Greenland	\$1.14	\$1.26	\$1.14	\$1.26	\$10.00	\$11.00	\$30.00	\$33.00
Grenada	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Guadeloupe	\$1.14	\$1.26	\$1.14	\$1.26	\$10.00	\$11.00	\$35.00	\$38.50
Guam	\$0.68	\$0.75	\$0.68	\$0.75	\$5.45	\$6.00	\$19.00	\$20.90
Guantanamo	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Guatemala	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$41.00	\$45.10
Guinea-Bissau	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Guinea	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Guyana	\$1.36	\$1.50	\$1.36	\$1.50	\$12.73	\$14.00	\$38.00	\$41.80
Haiti	\$2.36	\$2.60	\$2.36	\$2.60	\$18.18	\$20.00	\$66.64	\$73.30
Hawaii	\$0.19	\$0.21	\$0.19	\$0.21	\$0.91	\$1.00	\$6.00	\$6.60
Honduras	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$45.00	\$49.50
Hong Kong*	\$0.32	\$0.36	\$0.32	\$0.36	\$0.91	\$1.00	\$10.00	\$11.00
Hungary*	\$0.55	\$0.61	\$0.76	\$0.84	\$3.64	\$4.00	\$22.00	\$24.20
Iceland	\$0.91	\$1.01	\$0.91	\$1.01	\$8.18	\$9.00	\$27.00	\$29.70
India*	\$1.00	\$1.10	\$1.00	\$1.10	\$9.09	\$10.00	\$28.00	\$30.80
Indonesia*	\$0.82	\$0.91	\$0.92	\$1.02	\$6.36	\$7.00	\$22.00	\$24.20
International Network Shared Code (BT Geoverse)	\$0.23	\$0.26	N/A	N/A	N/A	N/A	N/A	N/A
Iran*	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$32.00	\$35.20
Iraq	\$1.91	\$2.11	\$1.91	\$2.11	\$16.50	\$18.15	\$48.86	\$53.75
Ireland*	\$0.19	\$0.21	\$0.54	\$0.60	\$0.91	\$1.00	\$6.00	\$6.60
Israel*	\$0.41	\$0.46	\$0.61	\$0.68	\$2.73	\$3.00	\$13.00	\$14.30
Italy*	\$0.36	\$0.40	\$0.78	\$0.86	\$1.82	\$2.00	\$11.00	\$12.10
Ivory Coast	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Jamaica	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Japan*	\$0.36	\$0.40	\$0.67	\$0.74	\$1.82	\$2.00	\$12.00	\$13.20
Jordan*	\$1.14	\$1.26	\$1.14	\$1.26	\$10.00	\$11.00	\$30.00	\$33.00
Kazakhstan	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Kenya*	\$1.36	\$1.50	\$1.36	\$1.50	\$11.82	\$13.00	\$38.00	\$41.80
Kiribati	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
Korea DPR (North)	\$1.45	\$1.60	\$1.45	\$1.60	\$12.73	\$14.00	\$45.00	\$49.50
Korea Republic (South)*	\$0.73	\$0.81	\$0.85	\$0.94	\$0.91	\$1.00	\$19.00	\$20.90
Kuwait	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$33.00	\$36.30

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Kyrgyzstan	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Lao PDR	\$1.41	\$1.56	\$1.41	\$1.56	\$12.73	\$14.00	\$40.00	\$44.00
Latvia	\$1.05	\$1.16	\$1.05	\$1.16	\$9.09	\$10.00	\$35.00	\$38.50
Lebanon*	\$0.99	\$1.09	\$0.99	\$1.09	\$9.09	\$10.00	\$25.00	\$27.50
Lesotho	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Liberia	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Libya	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Liechtenstein	\$0.55	\$0.61	\$0.55	\$0.61	\$4.55	\$5.00	\$15.00	\$16.50
Lithuania	\$1.41	\$1.56	\$1.41	\$1.56	\$11.82	\$13.00	\$40.00	\$44.00
Luxembourg	\$0.68	\$0.75	\$0.68	\$0.75	\$5.45	\$6.00	\$22.00	\$24.20
Macau	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Macedonia FYR*	\$0.86	\$0.95	\$0.86	\$0.95	\$7.27	\$8.00	\$27.00	\$29.70
Madagascar	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Malawi	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Malaysia*	\$0.55	\$0.61	\$0.55	\$0.61	\$0.91	\$1.00	\$15.00	\$16.50
Maldives	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Mali	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Malta*	\$0.86	\$0.95	\$0.86	\$0.95	\$6.36	\$7.00	\$23.00	\$25.30
Northern Mariana Islands	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Marshall Islands	\$1.55	\$1.71	\$1.55	\$1.71	\$14.55	\$16.00	\$41.00	\$45.10
Martinique	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Mauritania	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Mauritius	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Mayotte	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$35.00	\$38.50
Mexico	\$1.00	\$1.10	\$1.00	\$1.10	\$9.09	\$10.00	\$27.00	\$29.70
Micronesia Federated States	\$1.55	\$1.71	\$1.55	\$1.71	\$14.55	\$16.00	\$41.00	\$45.10
Moldova Republic	\$1.73	\$1.91	\$1.73	\$1.91	\$15.45	\$17.00	\$49.09	\$54.00
Monaco	\$1.05	\$1.16	\$1.05	\$1.16	\$8.18	\$9.00	\$29.46	\$32.41
Mongolia	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Montenegro*	\$0.95	\$1.05	\$0.95	\$1.05	\$4.55	\$5.00	\$26.00	\$28.60
Montserrat	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$45.00	\$49.50
Morocco	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Mozambique	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Myanmar	\$1.55	\$1.71	\$1.55	\$1.71	\$14.55	\$16.00	\$41.00	\$45.10
Namibia	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Nauru	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
Nepal	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$38.00	\$41.80
Netherlands*	\$0.41	\$0.46	\$0.79	\$0.87	\$1.82	\$2.00	\$14.00	\$15.40
Netherlands Antilles	\$1.46	\$1.61	\$1.46	\$1.61	\$12.73	\$14.00	\$38.18	\$42.00
New Caledonia	\$0.91	\$1.01	\$0.91	\$1.01	\$7.27	\$8.00	\$25.00	\$27.50
New Zealand*	\$0.19	\$0.21	\$0.56	\$0.62	\$0.91	\$1.00	\$6.00	\$6.60
Nicaragua	\$1.36	\$1.50	\$1.36	\$1.50	\$12.73	\$14.00	\$41.00	\$45.10
Niger	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Nigeria	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Niue	\$1.05	\$1.16	\$1.05	\$1.16	\$8.18	\$9.00	\$29.36	\$32.30



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Norfolk Island	\$0.88	\$0.97	\$0.88	\$0.97	\$8.14	\$8.95	\$25.36	\$27.90
Norway*	\$0.55	\$0.61	\$0.88	\$0.97	\$3.64	\$4.00	\$15.00	\$16.50
Oman	\$1.18	\$1.30	\$1.18	\$1.30	\$10.91	\$12.00	\$30.00	\$33.00
Pakistan*	\$1.50	\$1.65	\$1.50	\$1.65	\$13.64	\$15.00	\$40.00	\$44.00
Palau	\$1.64	\$1.81	\$1.64	\$1.81	\$15.45	\$17.00	\$45.00	\$49.50
Palestinian Territory*	\$0.41	\$0.46	\$0.61	\$0.68	\$2.73	\$3.00	\$13.00	\$14.30
Panama	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Papua New Guinea	\$1.80	\$1.98	\$1.80	\$1.98	\$16.36	\$18.00	\$46.36	\$51.00
Paraguay	\$1.36	\$1.50	\$1.36	\$1.50	\$12.73	\$14.00	\$41.00	\$45.10
Peru	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Philippines*	\$0.64	\$0.71	\$0.64	\$0.71	\$3.64	\$4.00	\$17.00	\$18.70
Poland*	\$0.77	\$0.85	\$1.16	\$1.28	\$4.55	\$5.00	\$22.00	\$24.20
Portugal*	\$0.95	\$1.05	\$1.38	\$1.52	\$8.18	\$9.00	\$27.00	\$29.70
Puerto Rico	\$0.68	\$0.75	\$0.68	\$0.75	\$5.45	\$6.00	\$19.00	\$20.90
Qatar	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Reunion	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Romania*	\$1.18	\$1.30	\$1.18	\$1.30	\$9.09	\$10.00	\$35.00	\$38.50
Russian Federation*	\$1.36	\$1.50	\$1.36	\$1.50	\$11.82	\$13.00	\$35.55	\$39.11
Rwanda	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Samoa	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
San Marino	\$1.45	\$1.60	\$1.45	\$1.60	\$11.82	\$13.00	\$41.73	\$45.90
Sao Tome & Principe	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$45.00	\$49.50
Saudi Arabia*	\$1.44	\$1.59	\$1.44	\$1.59	\$12.73	\$14.00	\$36.00	\$39.60
Senegal	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
Serbia*	\$0.95	\$1.05	\$0.95	\$1.05	\$4.55	\$5.00	\$26.00	\$28.60
Seychelles	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Sierra Leone	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Singapore*	\$0.41	\$0.46	\$0.43	\$0.48	\$0.91	\$1.00	\$11.00	\$12.10
Slovakia	\$0.68	\$0.75	\$0.68	\$0.75	\$4.55	\$5.00	\$19.00	\$20.90
Slovenia	\$0.86	\$0.95	\$0.86	\$0.95	\$7.27	\$8.00	\$27.00	\$29.70
Solomon Islands*	\$1.22	\$1.35	\$1.22	\$1.35	\$10.73	\$11.80	\$33.68	\$37.05
Somalia	\$1.77	\$1.95	\$1.77	\$1.95	\$16.36	\$18.00	\$45.00	\$49.50
South Africa*	\$0.59	\$0.65	\$0.88	\$0.97	\$2.73	\$3.00	\$17.00	\$18.70
Spain*	\$0.55	\$0.61	\$0.95	\$1.05	\$3.64	\$4.00	\$17.00	\$18.70
Sri Lanka*	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$21.00	\$23.10
Saint Helena	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Saint Kitts & Nevis	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Saint Lucia	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Saint Pierre & Miquelon	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Saint Vincent & The Grenadines	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Sudan	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Suriname	\$1.23	\$1.36	\$1.23	\$1.36	\$10.91	\$12.00	\$35.00	\$38.50
Swaziland	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Sweden*	\$0.45	\$0.50	\$0.78	\$0.86	\$2.73	\$3.00	\$12.00	\$13.20
Switzerland*	\$0.45	\$0.50	\$0.86	\$0.95	\$2.73	\$3.00	\$12.00	\$13.20

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Syria	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Taiwan*	\$0.73	\$0.81	\$0.96	\$1.06	\$4.55	\$5.00	\$22.00	\$24.20
Tajikistan	\$1.23	\$1.36	\$1.23	\$1.36	\$11.82	\$13.00	\$35.00	\$38.50
Tanzania United Republic	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Thailand	\$0.77	\$0.85	\$0.77	\$0.85	\$5.45	\$6.00	\$22.00	\$24.20
Togo	\$1.73	\$1.91	\$1.73	\$1.91	\$16.36	\$18.00	\$45.00	\$49.50
Tokelau	\$1.27	\$1.40	\$1.27	\$1.40	\$10.91	\$12.00	\$35.59	\$39.15
Tonga	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
Trinidad & Tobago	\$1.05	\$1.16	\$1.05	\$1.16	\$9.09	\$10.00	\$27.00	\$29.70
Tunisia	\$1.09	\$1.20	\$1.09	\$1.20	\$9.09	\$10.00	\$45.00	\$49.50
Turkey*	\$0.68	\$0.75	\$0.78	\$0.86	\$4.55	\$5.00	\$18.00	\$19.80
Turkmenistan	\$1.23	\$1.36	\$1.23	\$1.36	\$11.82	\$13.00	\$35.00	\$38.50
Turks & Caicos Islands	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$45.00	\$49.50
Tuvalu	\$1.05	\$1.16	\$1.05	\$1.16	\$8.18	\$9.00	\$30.68	\$33.75
Uganda	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Ukraine	\$0.95	\$1.05	\$0.95	\$1.05	\$8.18	\$9.00	\$27.00	\$29.70
United Arab Emirates*	\$1.04	\$1.15	\$1.18	\$1.30	\$9.09	\$10.00	\$26.00	\$28.60
United Kingdom*	\$0.19	\$0.21	\$0.52	\$0.58	\$0.91	\$1.00	\$6.00	\$6.60
Uruguay*	\$1.18	\$1.30	\$1.18	\$1.30	\$10.00	\$11.00	\$35.00	\$38.50
United States	\$0.19	\$0.21	\$0.19	\$0.21	\$0.91	\$1.00	\$6.00	\$6.60
Uzbekistan	\$1.23	\$1.36	\$1.23	\$1.36	\$11.82	\$13.00	\$35.00	\$38.50
Vanuatu	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$23.00	\$25.30
Vatican City	\$0.36	\$0.40	\$0.36	\$0.40	\$2.73	\$3.00	\$15.00	\$16.50
Venezuela	\$0.91	\$1.01	\$0.91	\$1.01	\$8.18	\$9.00	\$27.00	\$29.70
Viet Nam*	\$1.25	\$1.38	\$1.25	\$1.38	\$12.27	\$13.50	\$34.36	\$37.80
Virgin Islands (British)	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$45.00	\$49.50
Virgin Islands (US)	\$0.68	\$0.75	\$0.68	\$0.75	\$5.45	\$6.00	\$19.00	\$20.90
Wallis & Futuna	\$1.27	\$1.40	\$1.27	\$1.40	\$11.82	\$13.00	\$41.00	\$45.10
Yemen	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Zambia	\$1.45	\$1.60	\$1.45	\$1.60	\$13.64	\$15.00	\$41.00	\$45.10
Zimbabwe*	\$0.82	\$0.91	\$0.82	\$0.91	\$7.27	\$8.00	\$35.00	\$38.50

International Calls – BusinessLine Ultimate, BusinessLine STD Saver, BusinessLine Metro, BusinessLine National, BusinessLine Call Saver, BusinessLine Select, BusinessLine Select Saver 1, BusinessLine Select Saver 2, BusinessLine Select Saver 3 and BusinessLine Select Saver 4

	0011/0015 Fixed		0011 Mobile		0011/0015 Fixed 10-min. cap		0018 Easy ½ Hour	
	per minute rate		per minute rate		first 10 mins		per ½ hour rate	
	GST Ex	GST Inc	GST Ex	GST Inc	GST Ex	GST Inc	GST Ex	GST Inc
Connection fee (per call)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.00	\$1.10
Afghanistan	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Alaska	\$0.11	\$0.13	\$0.11	\$0.13	\$0.66	\$0.73	\$6.00	\$6.60
Albania	\$1.23	\$1.36	\$1.23	\$1.36	\$7.38	\$8.12	\$45.00	\$49.50



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Algeria	\$1.98	\$2.18	\$1.98	\$2.18	\$7.38	\$8.12	\$45.00	\$49.50
American Samoa	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
Andorra	\$0.82	\$0.91	\$0.82	\$0.91	\$4.95	\$5.45	\$19.00	\$20.90
Angola	\$1.83	\$2.02	\$1.83	\$2.02	\$10.98	\$12.08	\$45.00	\$49.50
Anguilla	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Antarctica	\$0.68	\$0.75	\$0.68	\$0.75	\$4.08	\$4.49	\$17.00	\$18.70
Antigua & Barbuda	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Argentina	\$1.08	\$1.19	\$1.35	\$1.49	\$6.48	\$7.13	\$27.00	\$29.70
Armenia	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Aruba	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Ascension Island	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Austria*	\$0.28	\$0.31	\$0.55	\$0.61	\$1.10	\$1.21	\$15.00	\$16.50
Azerbaijan	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Bahamas	\$0.88	\$0.97	\$0.88	\$0.97	\$5.28	\$5.81	\$22.00	\$24.20
Bahrain	\$1.53	\$1.69	\$1.53	\$1.69	\$9.18	\$10.10	\$40.00	\$44.00
Bangladesh*	\$1.33	\$1.47	\$1.60	\$1.76	\$7.98	\$8.78	\$38.00	\$41.80
Barbados	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Belarus	\$1.23	\$1.36	\$1.23	\$1.36	\$7.38	\$8.12	\$40.00	\$44.00
Belgium*	\$0.25	\$0.28	\$0.52	\$0.58	\$1.00	\$1.10	\$21.00	\$23.10
Belize	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Benin	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Bermuda	\$1.23	\$1.36	\$1.23	\$1.36	\$7.38	\$8.12	\$41.00	\$45.10
Bhutan	\$1.73	\$1.91	\$1.73	\$1.91	\$10.38	\$11.42	\$41.00	\$45.10
Bolivia	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Bosnia & Herzegovina*	\$0.98	\$1.08	\$1.25	\$1.38	\$5.88	\$6.47	\$27.00	\$29.70
Botswana	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Brazil*	\$0.60	\$0.66	\$0.87	\$0.96	\$2.40	\$2.64	\$27.00	\$29.70
Brunei Darussalam	\$1.08	\$1.19	\$1.08	\$1.19	\$6.48	\$7.13	\$27.00	\$29.70
Bulgaria	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$45.00	\$49.50
Burkina Faso	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Burundi	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Cambodia*	\$1.63	\$1.80	\$1.90	\$2.09	\$9.78	\$10.76	\$40.00	\$44.00
Cameroon	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Canada	\$0.11	\$0.13	\$0.11	\$0.13	\$0.66	\$0.73	\$6.00	\$6.60
Cape Verde	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Cayman Is	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Central African Rep	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Chad	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Chile*	\$0.88	\$0.97	\$1.15	\$1.27	\$5.28	\$5.81	\$22.00	\$24.20
China*	\$0.32	\$0.36	\$0.59	\$0.65	\$1.05	\$1.16	\$22.00	\$24.20
Colombia	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Comoros	\$1.53	\$1.69	\$1.53	\$1.69	\$9.18	\$10.10	\$41.00	\$45.10
Congo Democratic Republic	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Congo	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Cook Islands	\$1.28	\$1.41	\$1.28	\$1.41	\$7.68	\$8.45	\$34.36	\$37.80

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Costa Rica	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Croatia*	\$0.88	\$0.97	\$1.15	\$1.27	\$4.55	\$5.01	\$26.00	\$28.60
Cuba	\$1.18	\$1.30	\$1.18	\$1.30	\$7.08	\$7.79	\$27.00	\$29.70
Cyprus*	\$0.78	\$0.86	\$1.05	\$1.16	\$4.68	\$5.15	\$18.00	\$19.80
Cyprus (Northern)*	\$0.78	\$0.86	\$1.05	\$1.16	\$4.68	\$5.15	\$18.00	\$19.80
Czech Republic*	\$0.88	\$0.97	\$1.15	\$1.27	\$4.55	\$5.01	\$22.00	\$24.20
Denmark*	\$0.25	\$0.28	\$0.52	\$0.58	\$1.00	\$1.10	\$14.00	\$15.40
Diego-Garcia	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Djibouti	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Dominica	\$1.18	\$1.30	\$1.18	\$1.30	\$7.08	\$7.79	\$27.00	\$29.70
Dominican Rep	\$0.88	\$0.97	\$0.88	\$0.97	\$5.28	\$5.81	\$22.00	\$24.20
East Timor	\$0.59	\$0.65	\$0.59	\$0.65	\$3.54	\$3.90	\$68.18	\$75.00
Ecuador	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Egypt*	\$1.25	\$1.38	\$1.52	\$1.68	\$7.50	\$8.25	\$28.00	\$30.80
El Salvador	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$45.00	\$49.50
Equatorial Guinea	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Eritrea	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Estonia	\$1.08	\$1.19	\$1.08	\$1.19	\$6.48	\$7.13	\$27.00	\$29.70
Ethiopia	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Faroe Islands	\$1.28	\$1.41	\$1.28	\$1.41	\$7.68	\$8.45	\$30.00	\$33.00
Falkland Islands	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Fiji*	\$0.91	\$1.01	\$1.18	\$1.30	\$4.50	\$4.95	\$21.00	\$23.10
Finland*	\$0.68	\$0.75	\$0.95	\$1.05	\$4.08	\$4.49	\$15.00	\$16.50
France*	\$0.25	\$0.28	\$0.52	\$0.58	\$0.91	\$1.01	\$12.00	\$13.20
French Guiana	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$40.00	\$44.00
French Polynesia	\$1.03	\$1.14	\$1.03	\$1.14	\$6.18	\$6.80	\$25.00	\$27.50
Gabon	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Gambia	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Georgia	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Germany*	\$0.26	\$0.29	\$0.53	\$0.59	\$0.72	\$0.80	\$12.00	\$13.20
Ghana	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Gibraltar	\$1.23	\$1.36	\$1.23	\$1.36	\$7.38	\$8.12	\$45.00	\$49.50
Greece*	\$0.34	\$0.38	\$0.61	\$0.68	\$1.55	\$1.71	\$12.00	\$13.20
Greenland	\$1.28	\$1.41	\$1.28	\$1.41	\$7.68	\$8.45	\$30.00	\$33.00
Grenada	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Guadeloupe	\$1.28	\$1.41	\$1.28	\$1.41	\$7.68	\$8.45	\$35.00	\$38.50
Guam	\$0.78	\$0.86	\$0.78	\$0.86	\$4.68	\$5.15	\$19.00	\$20.90
Guantanamo	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Guatemala	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Guinea-Bissau	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Guinea	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Guyana	\$1.53	\$1.69	\$1.53	\$1.69	\$9.18	\$10.10	\$38.00	\$41.80
Haiti	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$66.64	\$73.30
Hawaii	\$0.11	\$0.13	\$0.11	\$0.13	\$0.55	\$0.61	\$6.00	\$6.60
Honduras	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$45.00	\$49.50



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Hong Kong*	\$0.17	\$0.19	\$0.44	\$0.49	\$0.65	\$0.72	\$10.00	\$11.00
Hungary*	\$0.63	\$0.70	\$0.90	\$0.99	\$3.78	\$4.16	\$22.00	\$24.20
Iceland	\$1.03	\$1.14	\$1.03	\$1.14	\$6.18	\$6.80	\$27.00	\$29.70
India*	\$0.57	\$0.63	\$0.84	\$0.93	\$3.50	\$3.85	\$28.00	\$30.80
Indonesia*	\$0.55	\$0.61	\$0.82	\$0.91	\$2.25	\$2.48	\$22.00	\$24.20
International Network Shared Code (BT Geoverse)	\$0.23	\$0.26	N/A	N/A	N/A	N/A	N/A	N/A
Iran*	\$1.38	\$1.52	\$1.65	\$1.82	\$8.28	\$9.11	\$32.00	\$35.20
Iraq	\$1.75	\$1.93	\$1.75	\$1.93	\$10.53	\$11.59	\$48.86	\$53.75
Ireland*	\$0.19	\$0.21	\$0.46	\$0.51	\$0.65	\$0.72	\$6.00	\$6.60
Israel*	\$0.30	\$0.33	\$0.57	\$0.63	\$1.20	\$1.32	\$13.00	\$14.30
Italy*	\$0.25	\$0.28	\$0.52	\$0.58	\$0.91	\$1.01	\$11.00	\$12.10
Ivory Coast	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Jamaica	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Japan*	\$0.23	\$0.26	\$0.50	\$0.55	\$0.65	\$0.72	\$12.00	\$13.20
Jordan*	\$1.28	\$1.41	\$1.55	\$1.71	\$7.68	\$8.45	\$30.00	\$33.00
Kazakhstan	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Kenya*	\$1.53	\$1.69	\$1.80	\$1.98	\$9.18	\$10.10	\$38.00	\$41.80
Kiribati	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
Korea DPR (North)	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Korea Republic (South)*	\$0.23	\$0.26	\$0.50	\$0.55	\$0.91	\$1.01	\$19.00	\$20.90
Kuwait	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$33.00	\$36.30
Kyrgyzstan	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Lao PDR	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Latvia	\$1.18	\$1.30	\$1.18	\$1.30	\$7.08	\$7.79	\$35.00	\$38.50
Lebanon*	\$1.12	\$1.24	\$1.39	\$1.53	\$6.72	\$7.40	\$25.00	\$27.50
Lesotho	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Liberia	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Libya	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Liechtenstein	\$0.63	\$0.70	\$0.63	\$0.70	\$3.78	\$4.16	\$15.00	\$16.50
Lithuania	\$1.58	\$1.74	\$1.58	\$1.74	\$9.48	\$10.43	\$40.00	\$44.00
Luxembourg	\$0.78	\$0.86	\$0.78	\$0.86	\$4.68	\$5.15	\$22.00	\$24.20
Macau	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Macedonia FYR*	\$0.98	\$1.08	\$1.25	\$1.38	\$5.88	\$6.47	\$27.00	\$29.70
Madagascar	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Malawi	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Malaysia*	\$0.29	\$0.32	\$0.56	\$0.62	\$1.05	\$1.16	\$15.00	\$16.50
Maldives	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Mali	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Malta*	\$0.98	\$1.08	\$1.25	\$1.38	\$5.88	\$6.47	\$23.00	\$25.30
Northern Mariana Islands	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Marshall Islands	\$1.73	\$1.91	\$1.73	\$1.91	\$10.38	\$11.42	\$41.00	\$45.10
Martinique	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Mauritania	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Mauritius	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Mayotte	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$35.00	\$38.50

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Mexico	\$1.13	\$1.25	\$1.13	\$1.25	\$6.78	\$7.46	\$27.00	\$29.70
Micronesia Federated States	\$1.73	\$1.91	\$1.73	\$1.91	\$10.38	\$11.42	\$41.00	\$45.10
Moldova Republic	\$1.48	\$1.63	\$1.48	\$1.63	\$8.88	\$9.77	\$49.09	\$54.00
Monaco	\$0.58	\$0.64	\$0.58	\$0.64	\$3.48	\$3.83	\$29.46	\$32.41
Mongolia	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Montenegro*	\$1.08	\$1.19	\$1.35	\$1.49	\$6.48	\$7.13	\$26.00	\$28.60
Montserrat	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Morocco	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Mozambique	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
Myanmar	\$1.73	\$1.91	\$1.73	\$1.91	\$10.38	\$11.42	\$41.00	\$45.10
Namibia	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Nauru	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
Nepal	\$1.63	\$1.80	\$1.63	\$1.80	\$9.77	\$10.75	\$38.00	\$41.80
Netherlands*	\$0.23	\$0.26	\$0.50	\$0.55	\$0.91	\$1.01	\$14.00	\$15.40
Netherlands Antilles	\$1.13	\$1.25	\$1.13	\$1.25	\$6.78	\$7.46	\$38.18	\$42.00
New Caledonia	\$1.03	\$1.14	\$1.03	\$1.14	\$5.15	\$5.67	\$25.00	\$27.50
New Zealand*	\$0.11	\$0.13	\$0.38	\$0.42	\$0.55	\$0.61	\$6.00	\$6.60
Nicaragua	\$1.53	\$1.69	\$1.53	\$1.69	\$9.18	\$10.10	\$41.00	\$45.10
Niger	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Nigeria	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Niue	\$0.83	\$0.92	\$0.83	\$0.92	\$4.98	\$5.48	\$29.36	\$32.30
Norfolk Island	\$0.74	\$0.82	\$0.74	\$0.82	\$4.44	\$4.89	\$25.36	\$27.90
Norway*	\$0.25	\$0.28	\$0.52	\$0.58	\$1.10	\$1.21	\$15.00	\$16.50
Oman	\$1.33	\$1.47	\$1.33	\$1.47	\$7.98	\$8.78	\$30.00	\$33.00
Pakistan*	\$1.68	\$1.85	\$1.95	\$2.15	\$10.08	\$11.09	\$40.00	\$44.00
Palau	\$1.83	\$2.02	\$1.83	\$2.02	\$10.98	\$12.08	\$45.00	\$49.50
Palestinian Territory*	\$0.30	\$0.33	\$0.57	\$0.63	\$1.20	\$1.32	\$13.00	\$14.30
Panama	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Papua New Guinea	\$0.75	\$0.83	\$0.75	\$0.83	\$4.50	\$4.95	\$46.36	\$51.00
Paraguay	\$1.53	\$1.69	\$1.53	\$1.69	\$9.18	\$10.10	\$41.00	\$45.10
Peru	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Philippines*	\$0.38	\$0.42	\$0.65	\$0.72	\$1.90	\$2.09	\$17.00	\$18.70
Poland*	\$0.88	\$0.97	\$1.15	\$1.27	\$4.55	\$5.01	\$22.00	\$24.20
Portugal*	\$1.08	\$1.19	\$1.35	\$1.49	\$6.48	\$7.13	\$27.00	\$29.70
Puerto Rico	\$0.78	\$0.86	\$0.78	\$0.86	\$4.68	\$5.15	\$19.00	\$20.90
Qatar	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Reunion	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Romania*	\$1.33	\$1.47	\$1.60	\$1.76	\$7.98	\$8.78	\$35.00	\$38.50
Russian Federation*	\$1.18	\$1.30	\$1.45	\$1.60	\$7.08	\$7.79	\$35.55	\$39.11
Rwanda	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Samoa	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
San Marino	\$0.43	\$0.48	\$0.43	\$0.48	\$2.58	\$2.84	\$41.73	\$45.90
Sao Tome & Principe	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Saudi Arabia*	\$1.61	\$1.78	\$1.88	\$2.07	\$9.66	\$10.63	\$36.00	\$39.60
Senegal	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50

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Serbia*	\$1.08	\$1.19	\$1.35	\$1.49	\$6.48	\$7.13	\$26.00	\$28.60
Seychelles	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Sierra Leone	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Singapore*	\$0.17	\$0.19	\$0.44	\$0.49	\$0.85	\$0.94	\$11.00	\$12.10
Slovakia	\$0.78	\$0.86	\$0.78	\$0.86	\$4.68	\$5.15	\$19.00	\$20.90
Slovenia	\$0.98	\$1.08	\$0.98	\$1.08	\$5.88	\$6.47	\$27.00	\$29.70
Solomon Islands*	\$1.25	\$1.38	\$1.52	\$1.68	\$6.25	\$6.88	\$33.68	\$37.05
Somalia	\$1.98	\$2.18	\$1.98	\$2.18	\$11.88	\$13.07	\$45.00	\$49.50
South Africa*	\$0.36	\$0.40	\$0.63	\$0.70	\$1.90	\$2.09	\$17.00	\$18.70
Spain*	\$0.35	\$0.39	\$0.62	\$0.69	\$1.55	\$1.71	\$17.00	\$18.70
Sri Lanka*	\$0.93	\$1.03	\$1.20	\$1.32	\$4.35	\$4.79	\$21.00	\$23.10
Saint Helena	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Saint Kitts & Nevis	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Saint Lucia	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Saint Pierre & Miquelon	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Saint Vincent & The Grenadines	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Sudan	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Suriname	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Swaziland	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Sweden*	\$0.27	\$0.30	\$0.54	\$0.60	\$1.00	\$1.10	\$12.00	\$13.20
Switzerland*	\$0.23	\$0.26	\$0.50	\$0.55	\$0.75	\$0.83	\$12.00	\$13.20
Syria	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Taiwan*	\$0.29	\$0.32	\$0.56	\$0.62	\$1.05	\$1.16	\$22.00	\$24.20
Tajikistan	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Tanzania United Republic	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Thailand	\$0.38	\$0.42	\$0.38	\$0.42	\$1.90	\$2.09	\$22.00	\$24.20
Togo	\$1.93	\$2.13	\$1.93	\$2.13	\$11.58	\$12.74	\$45.00	\$49.50
Tokelau	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$35.59	\$39.15
Tonga	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
Trinidad & Tobago	\$1.18	\$1.30	\$1.18	\$1.30	\$7.08	\$7.79	\$27.00	\$29.70
Tunisia	\$1.23	\$1.36	\$1.23	\$1.36	\$7.38	\$8.12	\$45.00	\$49.50
Turkey*	\$0.78	\$0.86	\$1.05	\$1.16	\$4.68	\$5.15	\$18.00	\$19.80
Turkmenistan	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Turks & Caicos Islands	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Tuvalu	\$1.08	\$1.19	\$1.08	\$1.19	\$6.48	\$7.13	\$30.68	\$33.75
Uganda	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Ukraine	\$1.08	\$1.19	\$1.08	\$1.19	\$6.48	\$7.13	\$27.00	\$29.70
United Arab Emirates*	\$0.80	\$0.88	\$1.07	\$1.18	\$3.60	\$3.96	\$26.00	\$28.60
United Kingdom*	\$0.11	\$0.13	\$0.38	\$0.42	\$0.55	\$0.61	\$6.00	\$6.60
Uruguay*	\$1.33	\$1.47	\$1.60	\$1.76	\$7.98	\$8.78	\$35.00	\$38.50
United States	\$0.11	\$0.13	\$0.11	\$0.13	\$0.55	\$0.61	\$6.00	\$6.60
Uzbekistan	\$1.38	\$1.52	\$1.38	\$1.52	\$8.28	\$9.11	\$35.00	\$38.50
Vanuatu	\$0.93	\$1.03	\$0.93	\$1.03	\$5.58	\$6.14	\$23.00	\$25.30
Vatican City	\$0.43	\$0.48	\$0.43	\$0.48	\$2.58	\$2.84	\$15.00	\$16.50
Venezuela	\$1.03	\$1.14	\$1.03	\$1.14	\$6.18	\$6.80	\$27.00	\$29.70



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Viet Nam*	\$1.28	\$1.41	\$1.55	\$1.71	\$6.40	\$7.04	\$34.36	\$37.80
Virgin Islands (British)	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$45.00	\$49.50
Virgin Islands (US)	\$0.78	\$0.86	\$0.78	\$0.86	\$4.68	\$5.15	\$19.00	\$20.90
Wallis & Futuna	\$1.43	\$1.58	\$1.43	\$1.58	\$8.58	\$9.44	\$41.00	\$45.10
Yemen	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Zambia	\$1.63	\$1.80	\$1.63	\$1.80	\$9.78	\$10.76	\$41.00	\$45.10
Zimbabwe*	\$0.93	\$1.03	\$1.20	\$1.32	\$5.58	\$6.14	\$35.00	\$38.50

- 17.6 We charge you the following for calls to the specified global and satellite services. We charge you in blocks of 30 seconds, except for calls to International Network (BT Geoverse). For calls to International Network (BT Geoverse) we charge you the call connection fee (if applicable) plus the per minute rate (calculated per second).

We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

Calls to global and satellite services	GST excl.	GST incl.
Calls to Inmarsat A numbers beginning with 8711, 8721, 8731, 8741, 87x81 or 87x9 where x = 1 to 4 (per minute)	\$9.99	\$11
Calls to Inmarsat Aero numbers beginning with 8715, 8725, 8735 or 8745 (per minute)	\$9.99	\$11
Calls to Inmarsat B numbers beginning with 8703, 8713, 8723, 8733 or 8743 (per minute)	\$5.445	\$6
Calls to Inmarsat B HSD numbers beginning with 87039, 87139, 87239, 87339 or 87439 (per minute)	\$18.173	\$20
Calls to Inmarsat M numbers beginning with 8706, 8716, 8726, 8736 or 8746 (per minute)	\$3.627	\$3.99
Calls to Inmarsat Mini M numbers beginning with 87076, 87176, 87276, 87376 or 87476 (per minute)	\$3.173	\$3.50
Calls to Inmarsat GAN ISDN numbers beginning with 87060, 87160, 87260, 87360 or 87460 (per minute)	\$13.627	\$14.99

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Calls to global and satellite services	GST excl.	GST incl.
Calls to: <ul style="list-style-type: none"> • International Network (Thuraya) numbers beginning with 88216 (per minute); or • International Networks – services in aircraft - numbers beginning with 882 98 and 882 99 (per minute) 	\$5.136	\$5.65
Calls to Iridium numbers beginning with 8816 or 8817 (per minute)	\$4.409	\$4.85
Calls to International Network (BT Geoverse) Connection fee (per call): <ul style="list-style-type: none"> BusinessLine Plus BusinessLine Complete per minute rate(charged per second)	 29.09¢ 31.82¢ 23.2998¢	 32¢ 35¢ 26¢

18 Online billing service (OBS)

- 18.1 OBS is our online billing service. We provide bills on one or more magnetic data storage tapes for services that are billed on Flexcab, Bliss or Race billing systems.
- 18.2 OBS is not available to wholesale customers after 30 June 2007.
- 18.3 Where you and we agree that your bills should be prepared using OBS, it is the primary billing method and replaces paper billing. We only consider providing bills using OBS if your bills are \$250,000 or more per month on average over three months.
- 18.4 If you provide onward billing, reports or statements to third parties using OBS, you are responsible for any billing enquiries from those third parties.
- 18.5 We provide you with the following on request without charge:
- (a) summary paper invoices for charges billed on our Flexcab billing system;
 - (b) itemized paper invoices for charges billed on our Flexcab billing system for



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the first three months that you receive OBS bills; and

(c) paper invoices for charges billed on our Bliss and Race billing systems.

18.6 If you want additional OBS tapes (either containing copies or splits of a standard OBS bill tape), we charge you the following:

OBS charges	GST excl.	GST incl.
Per additional tape	\$585.00	\$643.50

OBS Service Promises

18.7 We promise to deliver your OBS tape to your address by 5 pm on the agreed date. This is our OBS Delivery Promise. (We consider your OBS tape delivered when one of your representatives signs our delivery document.)

18.8 We promise to format your OBS tape so that it has the correct data format for Flexcab or Bliss accounts, is readable, is not corrupted and is in the data record layout specified in the OBS technical specification. This is our OBS Format Promise. (We can change the data record layout in the OBS technical specification, but give you six weeks' warning before we do.)

18.9 If we do not meet our OBS Delivery Promise to you, you can claim your choice of Rebate A or Rebate B.

18.10 If we do not meet our OBS Format Promise to you, you can claim Rebate B (or if you need a new OBS tape, you can choose Rebate A instead).

18.11 If we do not meet both our OBS Delivery Promise and OBS Format Promise for a particular OBS tape, you can only claim either Rebate A or Rebate B. You do not get two rebates or the same rebate twice.

18.12 It is not a breach of our OBS Format Promise where there are data format errors arising because of your conversion or development or associated errors.

18.13 We can ask for verification (including independent verification) to satisfy ourselves that you are entitled to a rebate. This might include satisfying ourselves that your equipment, software or processes are fault-free.

18.14 Rebate A is 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape multiplied by the number of business hours the delivery was overdue as a fraction of the total number of business hours in that month. (Business hours are 8am to 5pm, Monday to Friday, other than public holidays.) The

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maximum Rebate A is 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape.

Example: If the total amount billed on your OBS tape is \$250,000 and we were meant to deliver it on the 14th (a Monday) but instead deliver it at 9am on the 15th, we are one business hour overdue. If there are 180 business hours in this particular month, Rebate A is 1/180th of \$2,500.

- 18.15 Rebate B is your actual direct costs incurred to rectify the problem up to 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape.

Your direct costs do not include things like lost profits or revenue, but might include labour and associated costs.

- 18.16 To claim a rebate, you have to write to our OBS Help Desk to make your claim within 5 business days of the agreed delivery date (for breaches of our OBS Delivery Promise) or within 5 business days of the actual delivery date (for breaches of our OBS Format Promise).
- 18.17 You are not entitled to claim a rebate if you have undisputed accounts outstanding for more than 30 days after the later of the agreed delivery date or the actual delivery date. We also do not provide rebates for accounts in review (that is, accounts that are not delivered electronically because of system-based safeguards).
- 18.18 To help us keep our OBS Delivery Promise, you have to write to our OBS Help Desk at least 5 business days before you change your delivery address.

19 Fixed Repayment Option (“FRO”)

What is FRO?

- 19.1 If you are an approved customer, we may offer you credit known as a Fixed Repayment Amount and allow you to repay that credit by monthly instalments over a 24 month period (“**FRO term**”). This credit contributes towards the purchase price of eligible fixed line customer premises equipment (“**CPE**”).

Availability

- 19.2 The FRO is available to all eligible customers until the date that we determine.

Eligible customers

- 19.3 To be eligible to take up the FRO you must:
- (a) be a business customer and provide us with proof of your Australian Business Number (ABN), Australian Company Number (ACN) or

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Australian Registered Business Number (ARBN);

- (b) have an Eligible Fixed Plan;
- (c) have an Eligible Mobile Plan; and
- (d) have a Single Bill for the Eligible Mobile Plan and the Eligible Fixed Plan.

19.4 You must continue to satisfy these eligibility requirements for the FRO term.

Eligible CPE

19.5 You may acquire as many items of CPE as you wish under the FRO, provided that the sum of the purchase price of these items is no more than \$1,000.

Eligible Mobile Plans

19.6 Eligible Mobile Plans are any Telstra post-paid mobile plan connected to the Telstra GSM network.

Eligible Fixed Plans

19.7 Eligible Fixed Plans are BusinessLine Complete and BusinessLine Plus.

Fixed Repayment Amounts

19.8 You may choose any Fixed Repayment Amount up to the amount for which we give you credit approval, provided that the Fixed Repayment Amount is no more than the sum of the purchase price (incl GST) of the CPE you acquire under the FRO. The available Fixed Repayment Amounts are set out below.

\$199, \$200, \$209, \$219, \$229, \$239, \$249, \$259, \$269, \$279, \$289, \$299, \$300, \$309, \$319, \$329, \$339, \$349, \$359, \$369, \$379, \$389, \$399, \$400, \$449, \$499, \$549, \$599, \$649, \$699, \$749, \$799, \$849, \$899, \$949, \$999

Terms

19.9 We will pay the Fixed Repayment Amount directly to the relevant Telstra Shop or Telstra Licensed Shop on your behalf.

19.10 If the price of the CPE (incl GST) is higher than the Fixed Repayment Amount, you must pay the difference between the price of the CPE (incl GST) and the Fixed Repayment Amount. You must pay this difference directly to us or the participating

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Telstra Shop or Telstra Licensed Shop where you bought the CPE.

- 19.11 You must repay the Fixed Repayment Amount by monthly instalments over the FRO term. If you do not repay any portion of the Fixed Repayment Amount when due, we may suspend or cancel your account or the Telstra mobile service under your Eligible Mobile Plan, in accordance with the General Terms of Our Customer Terms (at the least we will give you prior notice).
- 19.12 You must repay the balance of the Fixed Repayment Amount outstanding if you fail to satisfy the FRO eligibility requirements at any time before the end of the FRO term.