
Contents

Recent Changes	3
1 About the Wholesale Services section	4
Our Customer Terms	4
Inconsistencies	4
Changing Our Customer Terms	4
Service exits	4
2 General	4
Wholesale customers only	4
Your responsibilities	4
Monthly billing	5
Centralised help desk	5
Utilities tax charge	5
3 What is available under this section?	6
4 Wholesale Access Plans for the Basic Telephone Service	6
Availability	6
Availability of HomeLine & BusinessLine features	6
Charges not listed in this section	7
InfoCall - Changes to spend limits	7
5 Home Access	8
Availability	8
Monthly access charge	8
Calls to 019 numbers	8
Text messaging for fixed phones (including Talking Text messages)	8
6 Business Access	9
Availability	9
Monthly access charge	9
Calls to 019 numbers	9
Text messaging for fixed phones (including Talking Text messages)	9
7 WP1 (long distance and international calls)	10
General	10
Eligible calls	10
Excluded calls	10
Long distance calls	11
International calls	12
8 WP2 (Freecall One8/Freecall 1800 and Priority One3/1300)	15
General	15
Eligible calls	15
Freecall One8/1800 and Priority One3/1300 call discounts	15
9 WP3 (calls to mobiles)	16
General	16
Eligible calls	16
Excluded calls	16

Our Customer Terms

Wholesale Services Section

	Charges for calls to mobiles	17
10	Disability rental equipment	17
	Availability	17
	Delivery and installation	18
	Initial charges	18
	Other charges	18
	Ongoing rental charges	18
	Ownership and branding	20
	New technology	20
	Your obligations	20
	Cancelling your telephone rental	21
	Replacing faulty equipment	21
	Caring for rental equipment	22
	Indemnity	22
11	Other work we do for you	23
12	Special meanings	23

Our Customer Terms

Wholesale Services Section

Recent Changes

Date of change	Service/Feature	What has changed?	See
30 November 2009	Calls to global satellite services	Changed dialling prefixes for Inmarsat, International network Shared Code (Thuraya) and Other International Networks calls and removed Calls to International Network (Geoverse)	7.8
30 September 2009	Calls to global satellite services	Changed dialling prefixes for Inmarsat calls	7.8
1 July 2009	Utilities tax charge	Customers with certain services within the Australian Capital Territory area and Jervis Bay, New South Wales can be subject to a monthly utilities tax charge.	2.8, 12.1

Certain words are used with the specific meanings set out on page 23 or in [the General Terms of Our Customer Terms](#).

1 About the Wholesale Services section

Our Customer Terms

- 1.1 This is the Wholesale Services section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

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

Changing Our Customer Terms

- 1.5 We may change Our Customer Terms unilaterally.

Service exits

- 1.6 If we decide to exit a Service then we may, by giving you prior reasonable notice:
 - (a) migrate you to an alternative service; or
 - (b) cancel the Service.
- 1.7 If the proposed alternative service is materially detrimental to you, then you may cancel the Service without the payment of any early termination charges.

2 General

Wholesale customers only

- 2.1 This Wholesale Services section only applies to wholesale customers.

Your responsibilities

- 2.2 You must:

- (a) nominate to us the accounts to be included in your accounts list, and tell us of any changes to the accounts; and
- (b) provide us with a single billing address for us to bill your accounts.

2.3 You are responsible for billing your end users.

Monthly billing

2.4 We will bill you for the services you acquire from us on a monthly basis.

Centralised help desk

2.5 You must operate a centralised help desk for the services you acquire from us, which must:

- (a) handle enquiries from your end users including billing enquiries, service difficulty reports and provisioning enquiries; and
- (b) perform initial diagnosis of your end users' service difficulties.

2.6 You must direct your end users to contact your centralised help desk for enquiries about the services you buy from us.

2.7 If one of your end users contacts us about a service you buy from us, we can charge you the following amount:

Help desk charge	GST excl.
Charge for your end user incorrectly contacting our help desk	\$50.00

Utilities tax charge

2.8 If a utilities tax is payable by us, or assessed as being payable by us, in relation to the infrastructure used by us to provide a service to you, we will charge you an amount to recover the utilities tax ("utilities tax charge") as set out below for each eligible service you acquire from us if the place where your eligible service is provided is listed in the table below:

Location where utilities tax is payable	Monthly utilities tax charge (GST excl.)
Australian Capital Territory and Jervis Bay, New South Wales	\$1.85

Wholesale customers are only required to pay a utilities tax charge under this Wholesale Services Section of Our Customer Terms and not under any other section of Our Customer Terms.

3 What is available under this section?

3.1 Under this Wholesale Services section you can:

- (a) acquire one of the Wholesale Access plans for a Basic Telephone Service;
- (b) apply for the WP1, WP2 or WP3 pricing options by contacting your Telstra Wholesale business manager; and
- (c) apply to rent disability rental equipment.

4 Wholesale Access Plans for the Basic Telephone Service

Availability

4.1 You can choose one of the wholesale access plans set out below for a Basic Telephone Service if you are a wholesale customer who acquires the service from us:

- (a) to resupply to an end user; or
- (b) for your own use.

Availability of HomeLine & BusinessLine features

4.2 Unless otherwise stated:

- (a) HomeLine features (eg MessageBank) described in [Part G – Managing Calls of the Basic Telephone Service section of Our Customer Terms](#) are available to you for your Basic Telephone Services to which the Home Access plan applies;
- (b) BusinessLine features (eg Line Hunt) described in [Part G – Managing Calls of the Basic Telephone Service section of Our Customer Terms](#) are available to you for your Basic Telephone Services to which the Business Access plan applies; and
- (c) you may acquire a Silent Line or Suppressed Address Listing for your Basic

Telephone Services in accordance with [Part B – HomeLine Plans of the Basic Telephone Service section of Our Customer Terms](#).

Charges not listed in this section

- 4.3 Where this Wholesale Services section does not specify the charges payable for calls made from a Basic Telephone Services you acquire from us, we charge you the charges under the [HomeLine Complete](#) or [BusinessLine Complete](#) plans in the Basic Telephone Service section of Our Customer Terms (as applicable).

InfoCall - Changes to spend limits

- 4.4 Except as otherwise stated below, calls to InfoCall numbers and spend limits are available as described in [Part F - Other Call Types](#) of the Basic Telephone Services section of Our Customer Terms.
- 4.5 The sections of [Part F - Other Call Types](#) of the Basic Telephone Services section of Our Customer Terms which deal with our ability to increase or decrease spend limits do not apply to wholesale customers or their customers.
- 4.6 Until 1 December 2005, we can only apply the default spend limit of \$550 (incl. GST) per month per service or not apply a spend limit at all. We will apply the default on each service unless you request otherwise and nominate an amount higher than \$550 (incl. GST) to be implemented on such service on 1 December 2005.
- 4.7 From 1 December 2005, all services must have a specified per month spend limit of \$550 (incl. GST) or higher. Spend limits below \$550 (incl GST) and unlimited spend limits are not permitted. From 1 December 2005, we may increase or decrease your per service monthly spend limit for one or more services only at your request. Any such request must comply with our guidelines for making changes to InfoCall spend limits (as may be amended from time to time). Requests are limited to 3 services per day. We will process your per service monthly spend limit change request within 31 days of receiving the request from you and during that time you remain responsible for any charges incurred in connection with the relevant services.
- 4.8 We will use our best efforts to implement any per service monthly spend limit you nominate, however you will still be responsible for any charges incurred which exceed that nominated limit.
- 4.9 If an end user service is transferred to you from, or away from you, to another service provider and the end user service had a monthly spend limit other than the default spend limit of \$550 (incl. GST) per month, the spend limit for the service will revert to that default spend limit. The change to the default spend limit may take up to 31 days to be implemented and during that time you remain responsible

for any charges incurred in connection with the end user service.

5 Home Access

Availability

- 5.1 You can choose the Home Access plan for a Basic Telephone Service if your end user would be a “home customer” if they were getting the Basic Telephone Service directly from us.
- 5.2 Where you choose the Home Access plan for a Basic Telephone Service, you:
- (a) are promising us that your end user should be treated as if they were a home customer; and
 - (b) are repeating this promise every month and every time a call is made from the service; and
 - (c) agree to tell us immediately if your end user should be treated as if they were a business customer.
- 5.3 If your end user is a business customer, we can cancel the service or charge what we would have charged you for that end user as a business customer.

Monthly access charge

- 5.4 We charge you the following monthly charge for a Basic Telephone Service with Home Access. We charge you double this monthly charge for a temporary Basic Telephone Service with Home Access.

Home Access monthly charge	GST excl.
Monthly charge	\$27.60

Calls to 019 numbers

- 5.5 We charge you our local carriage service rate that we agreed with you for calls to 019 numbers from a Basic Telephone Service with Home Access.

Text messaging for fixed phones (including Talking Text messages)

- 5.6 We charge you the following for text messages sent from a Basic Telephone Service with Home Access:

Charges for a sending a text message (up to 160 characters)	GST excl.	GST incl.
Charge per message sent (including a reply)	19¢	20.9¢

We do not charge you for calls to the text messaging platform (eg, to retrieve messages or configure a service) from a Basic Telephone Service with Home Access. Calls to the platform from a mobile service will be charged at the usual rate for calls from that mobile service to a Basic Telephone Service if the call is connected.

6 Business Access

Availability

- 6.1 You can choose the Business Access plan for a Basic Telephone Service if your end user is a business customer, or if you acquire the Basic Telephone Service for your own use.

Monthly access charge

- 6.2 We charge you the following monthly charge for a Basic Telephone Service with Business Access. We charge you double this monthly charge for a temporary Basic Telephone Service with Business Access.

Business Access monthly charge	GST excl.
Monthly charge	\$31.77

Calls to 019 numbers

- 6.3 We charge you our local carriage service rate that we agreed with you for calls to 019 numbers from a Basic Telephone Service with Business Access.

Text messaging for fixed phones (including Talking Text messages)

- 6.4 We charge you the following for text messages sent from a Basic Telephone Service with Business Access:

Charges for a sending a text message (up to 160 characters)	GST excl.	GST incl.
Charge per message sent (including a reply)	19¢	20.9¢

We do not charge you for calls to the text messaging platform (eg, to retrieve messages or configure a service) from a Basic Telephone Service with Business

Access. Calls to the platform from a mobile service will be charged at the usual rate for calls from that mobile service to a Basic Telephone Service if the call is connected.

7 WP1 (long distance and international calls)

General

- 7.1 You can combine the WP1 pricing option with the WP2 (Freecall One8/1800/Priority One3/1300) and WP3 (calls to mobiles) pricing options.
- 7.2 For calls where you receive a discounted charge under the WP1 pricing option, you are not entitled to any additional discounts, rebates, loyalty bonuses or other kind of price reduction.
- 7.3 You can only get the WP1 pricing option on business services you acquire from us.

Eligible calls

- 7.4 The WP1 pricing option gives you discounted charges on the following calls made from telephone services you acquire from us:
- (a) long distance calls made from a Basic Telephone Service (including long distance calls made by faxes which do not use FaxStream Enhanced services);
 - (b) long distance voice calls from an ISDN service;
 - (c) international calls made from a Basic Telephone Service; and
 - (d) international voice calls made from an ISDN service.

International calls made from a Basic Telephone Service or international voice calls made from an ISDN service:

- (a) do not include refile/overflow traffic or transit traffic; and
- (b) must originate from a caller located in Australia (or Norfolk Island or Australia's bases in the Antarctic).

Excluded calls

- 7.5 The WP1 pricing option does not provide discounted charges on any other call types, including those listed in the following table:

Excluded calls include:	Excluded calls include:
<ul style="list-style-type: none">• preferential calls	<ul style="list-style-type: none">• calls by you to 13 numbers

Excluded calls include:	Excluded calls include:
<ul style="list-style-type: none"> calls to mobile numbers 	<ul style="list-style-type: none"> Securidial calls
<ul style="list-style-type: none"> calls from a Corporate VPN 	<ul style="list-style-type: none"> calls to a MessageBank service
<ul style="list-style-type: none"> ISDN semi-permanent and 64kbit/s data calls 	<ul style="list-style-type: none"> calls made using the Faxstream Enhanced service
<ul style="list-style-type: none"> operator assisted calls (including Reverse Charge calls) 	<ul style="list-style-type: none"> calls where meter pulse charging is used (including calls from Payphones)
<ul style="list-style-type: none"> Calling Card calls 	<ul style="list-style-type: none"> calls to an Iterra service
<ul style="list-style-type: none"> ISDN international data calls 	<ul style="list-style-type: none"> calls to Austpac
<ul style="list-style-type: none"> calls made using a conference call service 	<ul style="list-style-type: none"> calls to satellite services (eg MobileSat & Iridium)
<ul style="list-style-type: none"> calls to a radio paging service 	
<ul style="list-style-type: none"> calls made using our override code or any other carriage service provider's override code 	

Long distance calls

7.6 We charge you the following for long distance calls made from a Basic Telephone Service and long distance voice calls from an ISDN service. We charge you the connection fee plus the timed rate (calculated per second).

Long distance calls	Day 7am-7pm Mon-Fri	Economy All other times
	(GST excl.)	(GST excl.)
Connection fee (per call)	16¢	
Community calls and calls up to 50km (per minute)	8.8182¢	3.8802¢
Calls between 50 km and 85 km (per minute)	13.0908¢	8.727¢
Calls between 85 km and 165 km (per minute) and intercapital calls between 165 km and 745 km (per minute)	15.75¢	9¢
Intercapital calls over 745 km and non-intercapital calls over 165 km (per minute)	17.25¢	10.5¢

Our Customer Terms

Wholesale Services Section

International calls

7.7 We charge you the following for international calls made from a basic telephone service and for international voice calls made from an ISDN service. We charge you the connection fee plus the timed rate (calculated per second).

International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)	International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)
Connection fee (per call)	19¢		Connection fee (per call)	19¢	
Afghanistan	\$2.30		Lesotho	\$1.32	
Alaska	25¢		Liberia	\$2.30	
Albania	\$2.00		Libya	\$2.57	
Algeria	\$2.30		Liechtenstein	58¢	
American Samoa	\$1.59		Lithuania	\$1.00	
Andorra	68¢		Luxembourg	\$1.00	
Angola	\$1.92		Macao	\$1.32	
Anguilla	\$1.27		Macedonia FYR	\$1.39	
Antarctica	\$2.50		Madagascar	\$2.49	
Antigua & Barbuda	\$1.85		Malawi	\$2.16	
Argentina	90¢	\$1.30	Malaysia	58¢	85¢
Armenia	\$1.50		Maldives	\$3.68	
Aruba	\$1.32		Mali	\$3.68	
Ascension Island	\$3.20		Malta	82¢	\$1.20
Austria	50¢	72.675¢	Marshall Islands	\$1.95	
Azerbaijan	\$1.50		Martinique	\$1.20	
Bahamas	88¢		Mauritania	\$3.68	
Bahrain	\$1.20		Mauritius	\$1.20	
Bangladesh	\$1.44	\$1.55	Mayotte	\$1.35	
Barbados	\$1.53		Mexico	\$1.00	
Belarus	\$1.60		Micronesia Federated States	\$1.95	
Belgium	70¢	\$1.015	Moldova Republic	\$2.25	
Belize	\$2.79		Monaco	\$1.32	
Benin	\$3.68		Mongolia	\$2.25	
Bermuda	\$1.00		Montenegro	80¢	
Bhutan	\$1.95		Montserrat	\$3.20	
Bolivia	\$1.53		Morocco	\$2.30	
Bosnia & Herzegovina	\$1.39		Mozambique	\$2.28	
Botswana	\$2.26	\$1.20	Myanmar	\$1.95	
Brazil	90¢		Namibia	\$1.00	
Brunei Darussalam	\$1.04	\$1.235	Nauru	\$1.59	
Bulgaria	\$1.90		Nepal	\$1.30	
Burkina Faso	\$3.68		Netherlands	50¢	64,125¢
Burundi	\$3.68		Netherlands Antilles	\$1.70	
Cambodia	\$2.00		New Caledonia	94¢	
Cameroon	\$2.30	\$1.85	New Zealand	24¢	45.9¢
Canada	35¢		Nicaragua	\$2.61	
Cape Verde	\$3.68		Niger	\$2.40	
Cayman Islands	\$1.85		Nigeria	\$1.33	
Central African Republic	\$2.49		Niue	\$1.30	
Chad	\$2.30		Norfolk Island	91.6¢	
Chile	80¢		Northern Mariana Islands	\$2.79	

Our Customer Terms

Wholesale Services Section

International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)	International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)
Connection fee (per call)	19¢		Connection fee (per call)	19¢	
China	80¢	\$1.047	Norway	59¢	76.95¢
Colombia	\$1.53	\$1.00	Oman	\$1.28	
Comoros	\$1.50		Pakistan	\$1.51	\$1.90
Congo	\$2.49		Palau	\$2.00	
Congo Democratic Republic	\$2.30		Palestinian Territory	53¢	
Cook Islands	\$1.45		Panama	\$1.20	
Costa Rica	\$2.00		Papua New Guinea	70¢	
Croatia	85¢		Paraguay	\$2.61	
Cuba	\$2.40	\$1.203	Peru	\$1.20	
Cyprus	70¢		Philippines	66¢	95¢
Cyprus (Northern)	75¢	\$1.00	Poland	80¢	\$1.047
Czech Republic	60¢		Portugal	50¢	\$1.235
Denmark	55¢	\$1.047	Puerto Rico	72¢	
Diego-Garcia	\$3.68	77.7¢	Qatar	\$3.68	
Djibouti	\$2.30		Reunion	\$2.26	
Dominica	\$2.40		Romania	\$1.00	\$1.55
Dominican Rep	88¢		Russian Federation	\$1.276	\$1.75
			Rwanda	\$2.26	
Ecuador	\$1.53		Saint Helena	\$2.79	
Egypt	\$1.20		Saint Kitts & Nevis	\$2.79	
El Salvador	\$1.70	\$1.47	Saint Lucia	\$2.79	
Equatorial Guinea	\$1.27		Saint Pierre & Miquelon	\$1.32	
Eritrea	\$2.30		Saint Vincent & The Grenadines	\$2.79	
Estonia	\$1.74		Samoa	88¢	
Ethiopia	\$2.30		San Marino	\$2.45	
Falkland Islands	\$2.79		Sao Tome & Principe	\$3.20	
Faroe Islands	\$1.20		Saudi Arabia	\$1.40	\$1.83
Fiji	85¢		Senegal	\$2.30	
Finland	59¢	\$1.15	Serbia	80¢	
France	44¢	81.225¢	Seychelles	\$3.68	
French Guiana	94¢	59.85¢	Sierra Leone	\$3.68	
French Polynesia	\$1.20		Singapore	40¢	54.5¢
Gabon	\$3.68		Slovakia	71¢	
Gambia	\$3.68		Slovenia	\$1.39	
Georgia	\$1.50		Solomon Islands	\$1.211	\$1.59
Germany	42¢		Somalia	\$2.30	
Ghana	\$1.00	59.85¢	South Africa	60¢	77.1¢
Gibraltar	\$1.90		Spain	60¢	76.95¢
Greece	47¢		Sri Lanka	\$1.10	\$1.15
Greenland	\$1.20		Sudan	\$2.26	
Grenada	\$2.79		Suriname	\$1.20	
Guadeloupe	\$1.21		Swaziland	\$3.68	
Guam	71¢		Sweden	30¢	68.4¢
Guantanamo	\$2.57		Switzerland	40¢	61.1¢
Guatemala	\$1.53		Syria	\$3.68	
Guinea	\$3.68		Taiwan	55¢	92.4¢
Guinea-Bissau	\$2.30		Tajikistan	\$1.50	
Guyana	\$1.70		Tanzania United Republic	\$2.26	

Our Customer Terms

Wholesale Services Section

International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)	International call charges (per minute rate)	Fixed (GST excl.)	Mobile (GST excl.)
Connection fee (per call)	19¢		Connection fee (per call)	19¢	
Haiti	\$2.86		Thailand	60¢	
Hawaii	25¢		Timor-Leste	84¢	
Honduras	\$2.25		Togo	\$2.49	
Hong Kong	37¢		Tokelau	\$1.30	
Hungary	70¢	60¢	Tonga	\$1.59	
Iceland	\$1.80	\$1.047	Trinidad & Tobago	\$2.40	
India	\$1.08		Tunisia	\$2.25	
Indonesia	84¢	\$1.35	Turkey	75¢	85.8¢
Iran	\$1.35	86.6¢	Turkmenistan	\$1.50	
Iraq	\$1.759		Turks & Caicos Islands	\$3.20	
Ireland	39¢		Tuvalu	\$1.04	
Israel	53¢	45.9c	Uganda	\$2.16	
Italy	41¢	64.12¢	Ukraine	\$1.74	
Ivory Coast	\$3.68	59.8¢	United Arab Emirates	60¢	\$1.285
Jamaica	\$1.85		United Kingdom	30¢	45.9¢
Japan	46¢		United States	25¢	
Jordan	\$1.15	59.85c	Uruguay	\$1.32	\$1.55
Kazakhstan	\$1.50	\$1.50	Uzbekistan	\$1.50	
Kenya	\$1.40		Vanuatu	\$1.59	
Kiribati	\$1.59	\$1.75	Vatican City	61.2¢	
Korea DPR (North)	\$2.00		Venezuela	\$1.88	
Korea Republic (South)	66¢		Viet Nam	\$1.055	\$1.63
Kuwait	\$1.37	85.1c	Virgin Is (British)	\$3.20	
Kyrgyzstan	\$1.50		Virgin Is (US)	72¢	
Lao PDR	\$1.40		Wallis & Futuna Islands	\$2.79	
Latvia	\$1.31		Yemen	\$2.26	
Lebanon	\$1.25		Zambia	\$2.26	
			Zimbabwe	\$1.00	\$1.15

7.8 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 plus the per minute rate (calculated per second).

Calls to global and satellite services	GST excl.
	Per minute
Calls to Inmarsat B numbers beginning with 8703	\$5.445
Calls to Inmarsat Aero numbers beginning with 8705	\$9.99
Calls to Inmarsat B-HSD numbers beginning with 87039 or alls to Imarsat BGAN numbers beginning with 87077 and 87078	\$18.173

Calls to global and satellite services	GST excl.
Calls to Inmarsat GAN ISDN numbers beginning with 87060	\$13.626
Calls to Inmarsat M numbers beginning with 8706	\$3.627
Calls to Inmarsat Mini M numbers beginning with 87076	\$3.173
Calls to: <ul style="list-style-type: none"> • International Network Shared Code (Thuraya) numbers beginning with 88216 ; or • Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299. 	\$5.136
Calls to Iridium numbers beginning with 8816 or 8817	\$4.365

8 WP2 (Freecall One8/Freecall 1800 and Priority One3/1300)

General

- 8.1 You can combine the WP2 pricing option with the WP1 (long distance and international calls) and WP3 (calls to mobiles) pricing options.
- 8.2 For calls where you receive a discounted charge under the WP2 pricing option, you are not entitled to any additional discounts, rebates, loyalty bonuses or other kind of price reduction.

Eligible calls

- 8.3 The WP2 pricing option gives you discounts on the charges payable by you for calls made to your Freecall One8, Freecall 1800 (including Freefax 1800), Priority One3 and Priority 1300 services that you buy from us.

Freecall One8/1800 and Priority One3/1300 call discounts

- 8.4 We provide you the following discount on the charges payable by you for calls to your Freecall One8, Freecall 1800, Priority One3 and Priority 1300 services that you buy from us:

Freecall One8/1800 and Priority One3/1300 calls	Discount to total monthly charges
If we bill you less than \$25,000 in charges for calls to these inbound services per month.	7%
If we bill you more than \$25,000 in charges for calls to these inbound services per month.	14%

9 WP3 (calls to mobiles)

General

- 9.1 You can combine the WP3 pricing option with the WP1 (long distance and international calls) and WP2 (Freecall One8/1800 and Priority One3/1300) pricing options.
- 9.2 For calls where you receive a discounted charge under the WP3 pricing option, you are not entitled to any additional discounts, rebates, loyalty bonuses or other kind of price reduction.

Eligible calls

- 9.3 The WP3 pricing option provides you with discounted charges on the following calls made from telephone services you acquire from us:
- (a) calls to mobiles from a basic telephone service; and
 - (b) calls to a mobile service from an ISDN service.

Calls to mobile numbers are calls to cellular mobile services provided in Australia.

Example: a mobile service connected in Australia (whether or not is in Australia when the call is received) and a mobile service connected outside Australia but in Australia when the call is received. Satellite or radio phones are not cellular mobile services.

Excluded calls

- 9.4 The WP3 pricing option does not provide discounted charges on any other call types, including those listed in the following table.

Excluded calls includes:

- Calling Card calls;
- calls made using our override code or any other carriage service provider's override code;

- calls from Telstra payphones; and
- multi metered calls (eg some hotels have multi metered calls).

Charges for calls to mobiles

9.5 We charge you the following for calls to a mobile or a cellular mobile service (calculated per second):

Calls to mobiles	Day 7am-7pm Mon-Fri	Economy All other times
	(GST excl.)	(GST excl.)
Connection fee (per call)	21¢	
Calls to a Telstra mobile number (per minute)	28.2¢	18.78¢
Calls to a non-Telstra mobile number (per minute)	37.62¢	23.52¢

10 Disability rental equipment

Availability

- 10.1 We can provide you with disability rental equipment on a cost-recovery basis for use with a Basic Telephone Service.
- 10.2 You can rent disability rental equipment from us if you acquire a Basic Telephone Service from us where the end user of that Basic Telephone Service requires disability rental equipment:
- (a) has a disability; and
 - (b) is unable to use your standard rental telephone.
- 10.3 To rent disability rental equipment, you need to complete and submit the relevant application form. If we accept it, we will supply the disability rental equipment to you on the terms in this clause.
- 10.4 You are not required to complete and submit the application form if:
- (a) we previously supplied disability rental equipment to your end user (either directly or indirectly) immediately before the end user transferred their

telecommunications services to you; or

- (b) your end user completed and submitted the relevant application form directly to us – in which case, you agree to rent the disability rental equipment from us if we accept the application form.

Delivery and installation

- 10.5 We will deliver the disability rental equipment to your premises or one of our nominated collection points.

Initial charges

- 10.6 If you do not already rent rental equipment from us, we charge you an initial once-off charge for supplying you with disability rental equipment :

Initial disability rental equipment charge	GST excl.
Supply of each item of disability rental equipment	\$18.18

Other charges

- 10.7 We charge you our fee-for-service charges set out in the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms if:
 - (a) we undertake any additional work requested by you in providing the disability rental equipment to you (for example, if we install the equipment for you); or
 - (b) when installing disability rental equipment, we install one additional socket or double adaptor at your end user's premises where we believe this is required in order to provide you with the standard telephone service; or
 - (c) we upgrade or modify disability rental equipment for you in order to provide you with the standard telephone service; or
 - (d) we need to visit your end user's premises to conduct a site evaluation or demonstration of the disability rental equipment to your end user.

Ongoing rental charges

- 10.8 We charge you the following rental charges each month in advance for your disability rental equipment:

Monthly disability rental equipment charges	GST excl.	Monthly disability rental equipment charges	GST excl.

Our Customer Terms

Wholesale Services Section

Monthly disability rental equipment charges	GST excl.	Monthly disability rental equipment charges	GST excl.
Access 30 Telephone*	\$5.73	Rotary Dial Volume control*	\$6.60
Access 35 Telephone*	\$5.73	T200 Telephone Voice Aid*	\$7.61
Access dialler*	\$2.09	T200 Handsfree*	\$5.73
Amplified microphone assembly*	\$3.25	T200 handsfree expander*	\$5.73
Auxillary equipment with no Telstra phone	\$2.50	T200 headset expander*	\$5.73
Big Button Multi Phone	\$2.99	T200 Volume control*	\$6.60
Cochlear phone adaptor - behind the ear adaptor	\$3.25	T200 Volume control expander*	\$6.60
Cochlear phone adaptor - body worn processors	\$3.25	T200 with Headset Socket*	\$5.73
Disability Cordless Phone	\$3.11	T200S Executive*	\$5.73
Eliminator*	\$2.09	T400 Volume Control*	\$6.60
Extension Ringer*	\$2.09	Telebraille	\$502.89
		Touchfone 400*	\$5.73
		Teletypewriter (TTY)	\$36.27
General Purpose Alarm	\$2.09	TTY with inbuilt phone	\$36.27
Gliding tone caller*	\$2.09	TTY Modem	\$14.02
Gliding tone ringer*	\$2.09	TTY Large Visual Display	\$78.94
Telephone Tone Ringer*	\$2.09		\$2.50
Handsfree speaker phone*	\$5.73		\$4.30
Hearing aid coupler*	\$3.25	Variable Tone Ringer*	\$2.09
Holdaphone Executive*	\$5.73	Versatel*	\$5.73
Holdaphone T200 & T400*	\$5.73	Visual Alarm*	\$2.12
Horn loud speaker*	\$2.09	Visual signal	\$2.12
Magneto Bell*	\$2.09	Whisperfone voice aid*	\$7.61
Nomad plus cordless telephone*	\$5.73		

* These products are no longer available for order. If you already rent one of these products from us, you may continue to do so. However, if maintenance or replacement is required, we reserve the right to replace the product with an alternative product that we reasonably consider has equivalent functionality.

You should seek independent taxation advice as to the GST amount being claimed as an input tax credit, as in some case supply of these products to your end users may be free of GST.

Ownership and branding

- 10.9 We own the disability rental equipment we supply to you. You cannot buy it from us.
- 10.10 We can brand all disability rental equipment, support collateral, application forms, and all other forms of support provided to you with our corporate identity.

New technology

- 10.11 We can alter the design, appearance, features or manufacture of any available disability rental equipment at any time without telling you.

Your obligations

- 10.12 You agree, and you must ensure that your end users agree:
- (a) to keep the disability rental equipment in a safe and protected environment and otherwise comply with our use and care guidelines for the disability rental equipment;
 - (b) to keep the disability rental equipment within the end user's control;
 - (c) to only attach attachments to the disability rental equipment that meet Australian Communications Authority compliance standards; and
 - (d) not to deface, change, modify or repair the disability rental equipment.
- 10.13 You also must:
- (a) tell us immediately if the disability rental equipment does not work or becomes faulty;
 - (b) get our consent before any disability rental equipment is taken from the end user's address shown in our records;
 - (c) return the disability rental equipment to us at one of our collection locations when the rental is cancelled;

- (d) return the disability rental equipment to us in good working order; and
- (e) tell us immediately if the disability rental equipment gets lost or stolen.

Cancelling your telephone rental

- 10.14 You can cancel your rental of any disability rental equipment at any time.
- 10.15 We can cancel your rental of any disability rental equipment:
- (a) by telling you a reasonable period beforehand if you do not comply with your obligations; or
 - (b) immediately if you cancel your Basic Telephone Service.
- 10.16 If your rental of the disability rental equipment is cancelled, you must return disability rental equipment to the Telstra Wholesale Disability Equipment Helpdesk by post, or advise the Telstra Wholesale Disability Equipment Helpdesk on 1800 330 098 if the disability rental equipment has been returned to one of our collection points.
- 10.17 We can charge you the following 60 days after the cancellation of the disability rental equipment if you refuse to return any rental equipment on cancellation or cannot (eg, because it has been lost or stolen).
- 10.18 The charge is made up of an administration charge and a loss charge. The loss charge takes account of the value of disability rental equipment at the time of the loss and the cost of replacing disability rental equipment.

Charge for failing to return an item of disability rental equipment	GST excl.
Administration charge component:	\$30.00
Loss charge component:	\$55.00
Total charge	\$85.00

Replacing faulty equipment

- 10.19 If your disability rental equipment is faulty (including because it has faulty parts), you should call our National Wholesale Service Centre on 180 22 88 and then we will courier replacement parts or disability rental equipment to you.
- 10.20 We provide replacement parts or disability rental equipment only during business hours and if you are complying with your obligations.

10.21 We do not charge you to replace parts or disability rental equipment where the fault is caused by:

- (a) a design or manufacturing defect; or
- (b) fair wear and tear.

Fair wear and tear does not include damage caused by you or your end user's error, misuse, omission, negligence or fault, vandalism, accident or loss.

10.22 We charge you our fee-for-service charges set out [in the Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms to replace parts or disability rental equipment where:

- (a) the fault is not caused by fair wear and tear or a defect in design or manufacture; or
- (b) the fault is caused by unauthorised maintenance work, power failure or fluctuation, air conditioning or humidity control, electrostatic or electromagnetic interference, use in an unusually harsh environment (such as extreme temperature or humidity), operation outside of specifications or without due regard to manuals, user guides or other relevant documents; or
- (c) the fault is caused by a fault in your cabling or other equipment attached to the rental equipment (other than attachments to the rental equipment that meet Australian Communications Authority compliance standards); or
- (d) you ask us to do repairs outside of business hours.

10.23 We own all the parts we remove or replace during maintenance or repair work.

Caring for rental equipment

10.24 You are responsible for any disability rental equipment from when you (or your agent) receive it until you return it to us. You have to pay us for any loss or damage we suffer if the rental equipment is damaged, destroyed, lost or stolen.

10.25 We charge you to reinstall or relocate your disability rental equipment at our fee-for-service charges set out in the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms. Other work we do for you, if your disability rental equipment is damaged, destroyed, lost or stolen (except because of a natural disaster like a fire, flood or cyclone).

Indemnity

10.26 You indemnify us against (and must pay us for) any injury, loss or damage that we or a third party suffers because of your negligent use (or any other person's

negligent use) of our rental equipment.

11 Other work we do for you

- 11.1 For charges for persons engaged to do other work for you (or, at your request for one of your end users) in addition to our connection and/or repair and maintenance obligations see “[Our Customer Terms Fee-for-service \(Other work we do for you\)](#)”. These charges apply where there is no charge set out elsewhere or otherwise agreed.

12 Special meanings

- 12.1 The following words have the following meanings:

business customer has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

community call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

eligible service means any of the following individual services that are supplied by us to you:

- (i) ISDN2 and ISDN 10/20/30 Services;
- (ii) BusinessLine Fax;
- (iii) CustomNet Service;
- (iv) Telstra Basic Telephone Service;
- (v) Telstra Frame Relay Service;
- (vi) Telstra ATM;
- (vii) Digital Data Services;
- (viii) wholesale ATM service;
- (ix) wholesale ethernet service
- (x) wholesale business grade ethernet service;
- (xi) wholesale carrier grade ethernet service;
- (xii) wholesale business DSL service;

- (xiii) domestic interconnect link transmission capacity service;
- (xiv) domestic inter-exchange trunk transmission capacity service;
- (xv) domestic tail transmission capacity service;
- (xvi) transmission multiplexing service;
- (xvii) domestic inter-exchange non-redundant trunk transmission capacity service;
- (xviii) unconditioned local loop service; or
- (xix) data access radial service.

home customer has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

intercapital call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

international call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

long distance call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

preferential call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

non-intercapital call has the meaning given to it in [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

utilities tax means any tax imposed or purported to be imposed by law on us in relation to the infrastructure used by us to provide a service to you.

wholesale customer means a customer of Telstra's Wholesale division. We will decide if you are a customer of Telstra's Wholesale division.