

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

CONTENTS

1	ABOUT INBOUND SERVICE SECTION	3
	Our Customer Terms	3
	Inconsistencies	3
2	INBOUND SERVICES SECTION	3
	What are the Inbound Services?.....	3
	Inbound Service design	4
3	INBOUND SERVICES FEATURES	4
	Standard features.....	4
	Enhanced features	5
	Enhanced features - availability.....	6
	Enhanced features – connection charges	7
	How do you get your Inbound Service number?	7
	Administratively allocated numbers that have been in use within six months	8
	Your obligations	9
	Inbound Service limitations and restrictions	9
4	CONNECTING AN INBOUND SERVICE	10
	Connection times.....	10
	Connection charges	10
	Additional charges	11
5	TERM AND TERMINATION	11
	Minimum term	11
	Cancelling your Inbound Service	11
	Suspended or terminated rights to use your number.....	11
	Suspending your Inbound Service	11
6	ONGOING CHARGES FOR INBOUND SERVICES	12
	Monthly charge	12
	Inbound Government number charge.....	12
	Call charges.....	12
	SMS charges.....	19
	Misdialed and residual calls	19
	Moves and changes	19
7	INBOUND SERVICE DISCOUNTS	20
8	SERVICE ASSURANCE	21

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

Fault reporting and repair.....	21
Target response and repair times	21
Temporary repairs	22
Emergency repairs.....	22
Faults caused by interference or you	22
Customer Select Assurance Options	22
FLEXPAC maintenance option	22
9 SPECIAL MEANINGS.....	22

Certain words are used with the specific meanings set out under clause **Error! Reference source not found.** of this Part A and the General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

ABOUT INBOUND SERVICE SECTION

Our Customer Terms

- 1.1 This is the Inbound Services section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Inbound Services section, then the Inbound Services section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of the Inbound 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.

INBOUND SERVICES SECTION

What are the Inbound Services?

- 1.5 The Inbound Service provides you with a service that allows callers from a region that you specify to use one telephone number to contact you.
- 1.6 You can choose the type of Inbound Service that you receive - Freecall One8, Freecall 1800, Priority One3 and Priority 1300 all of which are described below.

Freecall One8 and Freecall 1800	Automatic reverse charging feature so that the caller does not pay for the call if that caller is calling from within Australia* and from a basic telephone service. (This feature is not available for callers that are calling outside Australia). Faxes can be received (described as Freefax One8 or Freefax 1800). Freecall One8 numbers have seven digits starting with "180" and Freecall 1800 have ten digits starting with "1800".
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OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

Priority One3 and Priority 1300	<p>Allows calls from anywhere in Australia and from some international locations*.</p> <p>The charges for international calls are paid by the caller (and you do not pay charges for international calls to your Priority One3 or Priority 1300 service terminating on a fixed line service). International calls may originate only from countries where we have an agreement in place to support the Priority One3 and Priority 1300 services.</p> <p>Priority One3 numbers have six digits starting with "13". Priority 1300 numbers have ten digits starting with "1300" (plus any applicable international codes).</p>
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Inbound Service design

- 1.7 We own the intellectual property in any plans, diagrams or other information that we create for you. We do not have to provide you with such plans, diagrams or other information but if we do, you may only use the plans, diagrams or other information for the purpose of receiving or using your Inbound Service.

INBOUND SERVICES FEATURES

Standard features

- 1.8 3.1 An Inbound Service has the features listed in the table below. Some of the features have limitations which are specified in the table below:

STANDARD FEATURE	DESCRIPTION
Time & Day Manager	You can redirect incoming calls to other specified answer points depending on the time of day and/or day of the week.
Call Splaying	For some Inbound Services you can distribute incoming calls across up to ten answer points that are nominated by you. You can choose the percentage of calls to be distributed to the answer points and the percentage of calls to an answer point can be as little as 1%. There may be a maximum percentage of calls that a particular answer point can handle based on the answer point's ability to handle call volume.

* If you have previously limited your Inbound Service to a particular "state", your callers may only be able to call from a limited number of locations (including some international locations).

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

STANDARD FEATURE	DESCRIPTION
Call Overflow	For some Inbound Services, you can automatically divert calls to an alternative answer point that is nominated by you and that answer point will apply when the original answer point is busy or not answered. A call may have up to three overflows, after which the call will be forwarded to a recorded voice announcement that we play. In some cases, only one overflow may be available. We will charge you the applicable rates from answer point that the call is picked up from.
Area Code Manager	We route calls to one answering point for each group of one or more of the charging districts (in Australia) that you designate.
Mobile Manager	You can specify one unique answer point for mobile telephone calls. Mobile calls can be routed to up to eight different answer points but only one answer point per area is allowed in each of the following areas: Queensland, New South Wales, ACT, Victoria, Tasmania, South Australia, Northern Territory and Western Australia.
Advanced Mobile Manager	For some Inbound Services (depending on technical availability and the mobile telephone network of the caller) you can define a unique answer point for calls from mobile telephones.

Enhanced features

ENHANCED FEATURE	DESCRIPTION
Local Area Manager	You may be able to specify different answer points for calls coming from our different exchange service areas (or groups of them). This feature is limited where an exchange does not supply full calling line identification (CLI).
CCD Manager	You may be able to specify different answer points for calls coming from different census collection districts (CCDs). We get the information for this from the white pages directory. This feature is limited where an exchange does not supply full CLI.
Postcode Manager	You may be able to specify different answer points for calls coming from different postcodes in Australia. We get the information for this from the white pages directory. This feature is limited where an exchange does not supply full CLI.
Traffic Allocator	To effectively distribute high traffic loads across multiple answer points.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

ENHANCED FEATURE	DESCRIPTION
Redirect	Allows calls to be redirected to alternative answer points based on a plan that you give us in advance. We aim to activate the redirection within two hours of you faxing your request to us.
Silver Service	Where calls are routed from particular telephone numbers to particular answer points. You can specify up to 1000 numbers and 20 answer points. (Note that some services may only be able to have up to ten answer points. This feature is limited where an exchange does not supply full CLI. The feature may not support mobile numbers for some Priority 1300 and Freecall 1800 services).
Service Manager	Where you can make changes by telephone to your nominated answer point or to Time & Day Manager, Call Splaying and Call Overflow features.
SMS Manager	Where you can connect to the Telstra SMS network and receive SMS from customers and potential customers via your Inbound Service.

Enhanced features - availability

- 1.9 The SMS Manager feature is available from 4 December 2008.
- 1.10 The SMS Manager feature is only available to retail customers who also acquire from Telstra a terminating service which is capable of receiving SMS to your Inbound Service. For example, Telstra SMS Access Manager or Telstra Desktop Messaging. Both of these services are described in the Enhanced Business Services part of the Telstra Mobile Section of Our Customer Terms.
- 1.11 You acknowledge some mobile phone users may not be able to send SMS to your Inbound Service due to restrictions included in their mobile plans or restrictions imposed by their mobile phone carrier.
- 1.12 Text messages originating from international locations may not be able to be sent to your Inbound Service unless:
- (a) the customer is a Telstra retail customer using international roaming; or
 - (b) the customer acquires a Telstra service which is capable of sending an SMS to your Inbound Service such as Telstra Online Text Buddy.
- 1.13 Text messages to Freecall One8, Freecall 1800, Priority One3 or Priority 1300 services are not suitable for telling or warning people about serious risks, important matters, time critical matters or asking emergency service organisations to come to someone's aid. A message which is sent may not be able to be delivered or may not be received by your Inbound Service (either immediately or at all). Because of this, you should decide (and are responsible for deciding) whether the SMS Manager feature is an appropriate feature for your Inbound Service, particularly where it is important that the message be received by your

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

Inbound Service or where the message needs to be received or acted on within a certain time.

Enhanced features – connection charges

1.14 We will charge you the following to connect an enhanced feature to your Inbound Service. The maximum enhanced feature connection charge per request is also set out below. This is the maximum enhanced feature connection charge which we apply for all of your enhanced features which you request at the same time.

ENHANCED FEATURE CONNECTION CHARGES	GST EXCL.
For each: Local Area Manager CCD Manager Postcode Manager Silver Service Traffic Allocator (charge is for each answer point)	\$100.00
Redirect (for each specified plan)	\$100.00
SMS Manager (for each Inbound Service linked)	\$100.00
Maximum enhanced feature connection charge	\$2,000.00

1.15 We will charge you the following ongoing monthly charges for your enhanced features.

ENHANCED FEATURE MONTHLY CHARGES (FOR EACH INBOUND SERVICE)	GST EXCL.
Local Area Manager	\$400.00
CCD Manager	\$1,208.33
Postcode Manager	\$400.00
Redirect	\$25.00
Silver Service	\$10.00
Traffic Allocator	\$500.00
SMS Manager (for each Inbound Service linked)	\$25.00

1.16 For each requested change to Service Manager we will charge you the following:

FOR EACH REQUESTED CHANGE	GST EXCL.
Service Manager	\$100.00

How do you get your Inbound Service number?

1.17 You may select a freephone or local rate number to be used in connection with your Inbound Service:

- (a) that has been allocated to us and we then allocate to you, known as an administratively allocated number; or

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

- (b) where you have the rights to use the registered number by the Australian Communications and Media Authority (EROU number). On request, you must provide us with evidence which reasonably satisfies us that you have the right to use that EROU number;
- (c) where we have licensed to you the rights to use a phoneword number on the terms set out in Part E - Phonewords of this Inbound Services section of Our Customer Terms; or
- (d) where you have the rights to use a phoneword number from a third party. On request, you must provide us with evidence which reasonably satisfies us that you have the right to use that phoneword number.

ADMINISTRATIVELY ALLOCATED NUMBER	EROU NUMBER
<ul style="list-style-type: none"> • When you apply for your Inbound Service (and have indicated to us that you do not want to use a EROU number) we will search for three administratively allocated numbers for you. • If you ask us to search for more than three administratively allocated numbers, we will charge you the following for each additional number we search for: <p>Number searches: For each search for an administratively allocated number after the first three searches</p> <p>GST excl.: \$20.00</p>	<ul style="list-style-type: none"> • You must give us your EROU number details (which must be the same details that appear on the Australian Communications and Media Authority’s register of numbers and rights of use holders). You are responsible for the payment of your EROU number charges to the relevant government agencies. • You must immediately inform us if your right to use your EROU number is varied, suspended or cancelled. • If your right to use your EROU number is suspended or cancelled, we may suspend or cancel your Inbound Service that relates to that EROU number. If you do not select another number to be used with your Inbound Service or if you cancel your Inbound Service before the end of your minimum term, you may be subject to cancellation fees.

Administratively allocated numbers that have been in use within six months

- 1.18 Generally, administratively allocated numbers that are available are numbers that are not in use and have not been in use for at least six months.
- 1.19 We will only allow you to have an administratively allocated number that has been in use within the last six months if that number was previously used by you for an Inbound Service and you agree to pay all charges that are or become payable for that administratively allocated number (including charges for callers that are attempting to contact the previous owner of the administratively allocated number).
- 1.20 Where you select an administratively allocated number that was in use within the last six months, we charge you the following:

USE OF QUARANTINED NUMBER	GST EXCL.
For each administratively allocated number that was in use in the last six months	\$150.00

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

1.21 We may re-allocate administratively allocated numbers subject to any legal obligations we have, if we need to do so for administrative reasons, such as if the application for your administratively allocated number has been incorrectly processed.

Your obligations

1.22 You must specify to us the regions from which your callers can call your Inbound Service. If callers call from regions outside your selected regions, we play them a voice recording advising the caller that a connection is not possible.

1.23 You must specify to us one or more answer points for calls to your Inbound Service and we route the calls to those answer points. An "answer point" is a telephone service that you use to answer the calls. The answer point must be approved by us (and we may reasonably request you change your answer point at any time by telling you beforehand) and must be;

- (a) a 10 digit geographic number commencing with '02', '03', '07' and '08';
- (b) a mobile number commencing with '04' (except for international calls made to a Priority One3 or Priority 1300 service);
- (c) an international number; or
- (d) a secure backbone, provided the secure backbone is not an answer point to another secure backbone (a secure backbone is a secondary answer point to which your callers will be directed if they call your primary answer point. The secure backbone cannot be dialled directly by your callers. The charges for a secure backbone are the same as the charges for an equivalent primary answer point).

1.24 If you have a Priority One3 or Priority 1300 service and you wish to allow callers to call from international locations, you must specify a single answer point for international calls. The answer point cannot be a mobile telephone service.

1.25 If you select an answer point where you are not the customer of the telephone service (that is, a third party is the customer of that telephone service), you must ensure that the third party agrees to have calls routed to their service. If that third party notifies us that they do not wish their telephone service to be your answer point (i.e. they do not want calls to be routed to their telephone service) we may suspend or cancel that answer point. We will use reasonable endeavours to contact you before suspending or cancelling an answer point.

1.26 We may not always let you select certain answer points if we reasonably determine that any proposed answer point is inappropriate for the Inbound Service (including certain telephone services not provided by us).

1.27 If you acquire the SMS Manager feature from us, you must comply with all applicable laws relating to marketing the availability of text messaging to your Freecall One8, Freecall 1800, Priority One3 or Priority 1300 service (including the *Competition and Consumer Act 2010* (Cth)). You are responsible for ensuring that your customers or potential customers are not misled about the availability, features and cost of the service.

Inbound Service limitations and restrictions

1.28 3.21 You acknowledge that the Inbound Service has the following limitations and/or restrictions:

- (a) You must have appropriate access services (such as a standard telephone service) at your answer points.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

The terms and charges applying to the underlying access service are set out in other sections of Our Customer Terms (or under arrangements with the carriage service provider who re-supplies the access service on our network).

- (b) Your answer point cannot be a number redirection service that is a “new number” as defined in Part I – Other Service Options of the Basic Telephone Service section of Our Customer Terms at http://www.telstra.com.au/customer-terms/business-government/fixed-line/other-service-options/?red=/customerterms/bus_other_service.htm.
- (c) Your Inbound Service is subject to Telstra’s network capacity and technology.
- (d) If you acquire the SMS Manager feature from us, your linked Inbound Service cannot be used solely to receive SMS to and from customers. You must also maintain an answerpoint for voice calls.
- (e) We cannot guarantee that the configuration of lines (including the number of lines) “connected” to each of your answer points remains the same throughout the term of your Inbound Service.
- (f) If your caller calls from a mobile telephone, the caller may be treated as calling from a different region to the actual region that the caller is in.
- (g) Your callers cannot reverse charge any calls to your Inbound Service.
- (h) Some existing Freecall1800 and PriorityOne3 services are state-based which means that callers can only call from within a particular location. We determine the meaning of a state based on our exchange service areas which may not align exactly with the geographic borders of a state. These state-based services are no longer available for new customers.

CONNECTING AN INBOUND SERVICE

Connection times

- 1.29 Unless we agree with you otherwise, we will connect your Inbound Service during our standard business hours. Our standard business hours are 8am - 5pm Monday to Friday (excluding public holidays).

Connection charges

- 1.30 We will charge you the following to connect an Inbound Service during standard business hours:

CONNECTION CHARGES	GST EXCL.
For a Freecall 1800 service or Priority 1300 service	\$90.00
For a Freecall One8 service or Priority One3 service	\$1,000.00

- 1.31 We may charge you additional connection charges if you require a non-standard connection for your Inbound Service.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

Additional charges

- 1.32 We may apply additional fees if you request us to perform maintenance works which are outside our service assurance commitments.

TERM AND TERMINATION

Minimum term

- 1.33 You must have your Inbound Service for a minimum term of at least 12 months.

Cancelling your Inbound Service

- 1.34 You can cancel an Inbound Service at any time by giving us at least one month's written notice. If you cancel your Inbound Service before the end of the minimum term, you must pay us 25% of the monthly charges that would have applied for the remainder of the minimum term.
- 1.35 If you cancel an Inbound Service, we can recover any administratively allocated number we have provided to you and you must return (at your cost unless your cancellation is due to our breach of contract or negligence) all equipment and software that we provided to you for that Inbound Service (and if you do not return the equipment or software, we have the right to recover that equipment or software).

Suspended or terminated rights to use your number

- 1.36 You must tell us within 24 hours if your right to use an EROU number is suspended or terminated.
- 1.37 We can cancel your Inbound Service if:
- (a) you tell us that your right to use an EROU number is suspended or terminated;
 - (b) the registered holder of the number, the Australian Communications and Media Authority or any other regulator tells us that your right to use a number is suspended or terminated; or
 - (c) we are required to do so by law.
- 1.38 If we terminate your Inbound Service before the end of the minimum term because your right to use a number is suspended or terminated, you may have to pay us 25% of the monthly charges that would have applied for the remainder of the minimum term.

Suspending your Inbound Service

- 1.39 You can temporarily suspend your Inbound Service for up to 14 continuous months. We will charge you our charge for a simple change (as set out in the charges section) when you suspend your Inbound Service and again when you ask us to reconnect it.
- 1.40 As we are required to maintain your Inbound Service number for you if you suspend your Inbound Service, we will continue to charge you the applicable ongoing monthly charges and the government number charge for your Inbound Service while it is temporarily suspended.
- 1.41 If your Inbound Service is continuously suspended for more than 14 months, the Australian Communications and Media Authority will withdraw your Inbound Service number and we will

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

stop charging you the ongoing monthly charges and government number charge for your Inbound Service.

ONGOING CHARGES FOR INBOUND SERVICES

Monthly charge

1.42 We will charge you the following monthly charge for your Inbound Service:

INBOUND SERVICES MONTHLY CHARGE	GST EXCL.
For each Freecall 1800 service	\$25.00
For each Freecall 1800 service that is a "state" service**	\$15.00
For each Freecall One8 service	\$1,000.00
For each Priority 1300 service	\$25.00
For each Priority One3 service	\$1,375.00
For each Priority One3 service that is a "state" service*	\$700.00

Inbound Government number charge

1.43 We will charge you a monthly government number charge for your Telstra Inbound service for each of your Priority One3 and Freecall One8 numbers that are in use. For the purposes of this charge, 'in use' means numbers that are active or suspended but excludes numbers that have been cancelled or are in quarantine. The monthly government number charge is equivalent to 1/12th of the annual charge we have to pay (rounded up to the nearest cent) for each Priority One3 and Freecall One8 number calculated in accordance with any determination made by the ACMA under section 20 of the Telecommunications (Numbering Charges) Act 1997. We will tell you what this charge if you ask us.

Call charges

1.44 For calls to your 13 number (including 1300 and 1345 numbers):

(a) the following charges will be payable by the caller:

ORIGIN OF CALL	GST EXCL.	GST INCL.
Basic Telephone Service	36.36¢	40¢
Basic Telephone Service with HomeLine Value	36.36¢	40¢
Public payphone	45¢	50¢
Private payphone	27.28¢	30¢

* Some existing Freecall1800 and PriorityOne3 services are state-based which means that callers can only call from within a particular location. We determine the meaning of a state based on our exchange service areas which may not align exactly with the geographic borders of a state. These state-based services are no longer available for new customers.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

ORIGIN OF CALL	GST EXCL.	GST INCL.
Siteline service	31.83¢	35¢
Basic Telephone Service or a public payphone using a PhoneAway card	44.1¢	49¢
Using a Telecard within Australia	The Telecard local call rate as set out in the Calling Card Section of Our Customer Terms	
Using a Telecard from overseas	The Telecard rate from that destination as set out in the Calling Card Section of Our Customer Terms	
ISDN service	36.36¢	40¢
CustomNet service	36.36¢	40¢

- (b) where the origin of call is not listed in the table above, the charges payable by the caller are specified in other sections of Our Customer Terms.

For example, see Part D – Other Call Types of the Telstra Mobile section for calls from a mobile telephone service at http://www.telstra.com.au/customer-terms/business-government/telstra-mobile/other-call-types/?red=/customerterms/bus_mobile_other_call.htm.

- 1.45 We charge you the following for calls that are made to your Inbound Service charged at a per second rate, rounded up to the next 0.1 of a cent. A minimum call charge of 12 cents (excluding GST) applies to the Freecall One8 and Freecall 1800 services.

FREECALL 1800 AND FREECALL ONE8 CALL USAGE CHARGES

TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL.	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A local call to a Freecall 1800/One8 service that is not made from a mobile service	Local (First 10 minutes)*	15¢ capped at 35¢ for the first 10 minutes thereafter the following per minute charge applies	15¢ capped at 35¢ for the first 10 minutes thereafter the following per minute charge applies
A call from within the same city charging district as the Freecall 1800/One8 answering point, that is not a local call	City Rate (First 10 minutes)*	15¢ capped at 35¢ for the first 10 minutes thereafter the following per minute charge applies	15¢ capped at 35¢ for the first 10 minutes thereafter the following per minute charge applies

* Calls that have insufficient calling line identification to identify the call as originating and terminating within the same standard local call area will be charged 12.0c (for Day calls) and 9.0c (for Economy calls) (GST excl.) for the entire length of the call.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL.	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A local call to a Freecall 1800/One8 service that is not made from a mobile service	Local (After first 10 minutes)	12¢	9¢
A call from within the same city charging district as the Freecall 1800/One8 answering point, that is not a local call	City Rate (After first 10 minutes)	12¢	9¢
A call from within the same regional charging district as the Priority One3/1300 answering point, that is not a local call	Regional Rate	15¢	11¢
A call from Tasmania to a Priority One3/1300 which is answered in Tasmania, and is not a local call from the Hobart charging district	Regional Rate	15¢	11¢
A call between these charging districts, that is not a local call of any type: <ul style="list-style-type: none"> • Sydney and Gosford • Sydney and Windsor (NSW) • Sydney and Campbelltown • Sydney and Penrith • Melbourne and Mornington 	Regional Rate	15¢	11¢

OUR CUSTOMER TERMS
INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL.	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A call originating in one charging district and terminating in a different charging district (as determined by us), but within the same State Victoria & Tasmania are treated as one state	State Rate	22¢	17¢
A call between these city charging districts: Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Hobart and Darwin, except calls between: <ul style="list-style-type: none"> • Melbourne and Hobart; • Adelaide and Darwin; and • Sydney and Canberra which are charged at the State Rate (above)	Intercapital Rate	22¢	17¢
A call between States not included in the Intercapital Rate	National Rate	27¢	21¢
A call from a fixed line or a mobile which terminates on a network application #	Network Terminating Rate	27c	21c

Network Terminating Rate applies to all calls that terminate at a network answerpoint. These are identified by the answerpoint number commencing with an N and ending with a V eg. NxxxxxxxxxV. These rates will only occur on an Inbound service used in conjunction with Telstra’s Contact Centre applications such as Telstra Network IVR and Enterprise Speech Solutions as described in Our Customer Terms.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL.	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A call from an access service other than a mobile service to an answering point which is a mobile service	Calls from a non mobile and answered on a mobile	45¢	45¢
A call from a mobile service to an answering point which is a non-mobile service	Calls from a mobile answered on a non mobile	22¢	22¢
A call from a mobile service to an answering point which is a mobile service	Mobile to Mobile	45¢	45¢
A call from an access service to an answering point that is not located in Australia	Calls Terminating Overseas	OCT Businessline Complete Rates + 3¢ (GST excl.) per minute, with no flagfall.	

PRIORITY ONE3 AND PRIORITY 1300 CALL USAGE CHARGES

TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A local call to a Priority One3/1300 service that is not made from a mobile service	Local	0¢ for the first 15 minutes thereafter the City Rate applies	
A call from within the same city charging district as the Priority One3/1300 answering point, that is not a local call	City Rate	12¢	9¢
A call from within the same regional charging district as the Priority One3/1300 answering point, that is not a local call	Regional Rate	15¢	11¢

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A call from Tasmania to a Priority One3/1300 which is answered in Tasmania, and is not a local call from the Hobart charging district	Regional Rate	15¢	11¢
A call between these charging districts, that is not a local call of any type: <ul style="list-style-type: none"> • Sydney and Gosford • Sydney and Windsor (NSW) • Sydney and Campbelltown • Sydney and Penrith • Melbourne and Mornington 	Regional Rate	15¢	11¢
A call originating in one charging district and terminating in a different charging district (as determined by us), but within the same State Victoria & Tasmania are treated as one state	State Rate	22¢	17¢

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A call between these city charging districts: Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Hobart and Darwin, except calls between: <ul style="list-style-type: none"> Melbourne and Hobart; Adelaide and Darwin; and Sydney and Canberra which are charged at the State Rate (above)	Intercapital Rate	22¢	17¢
A call between States not included in the Intercapital Rate	National Rate	27¢	21¢
A call from a fixed line or a mobile which terminates on a network application ##	Network Terminating Rate	27c	21c
A call from an access service other than a mobile service to an answering point which is a mobile service	Calls from a non mobile and answered on a mobile	45¢	45¢
A call from a mobile service to an answering point which is a non-mobile service	Calls from a mobile and answered on a non mobile	19¢	19¢
A call from a mobile service to an answering point which is a mobile service	Mobile to mobile	45¢	45¢

Network Terminating Rate applies to all calls that terminate at a network answerpoint. These are identified by the answerpoint number commencing with an N and ending with a V eg. NxxxxxxxxxV. These rates will only occur on an Inbound service used in conjunction with Telstra's Contact Centre applications such as Telstra Network IVR and Enterprise Speech Solutions as described in Our Customer Terms.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE) GST EXCL	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE) GST EXCL.
A call from an access service to an answering point that is not located in Australia	Calls Terminating Overseas	OCT Businessline Complete Rates + 3¢ (GST excl.) Per minute, with no flagfall.	

SMS charges

- 1.46 The charges payable by a person sending an SMS to your Inbound Service are specified in the SMS and Messaging part of the Telstra Mobile section of Our Customer Terms.
- 1.47 The charges payable by you to respond to an SMS sent to your Inbound Service are the standard charges applicable for the method of response used.

For example, if you respond to an SMS sent to your Inbound Service using a telephone call from your fixed line service, you will be charged the standard charges payable by you for the telephone call.

Misdialled and residual calls

- 1.48 You must pay for all calls you receive on your Inbound Service, even if you receive calls because a caller has misdialled or because a caller wished to reach the previous holder of your Inbound Service number.
- 1.49 If you wish to change the number on your Inbound Service because you are receiving too many calls intended for the previous holder of the number, you still have to pay applicable early termination charges and appropriate number and connection fees for the new Inbound Service number. We are not liable for any costs you incur due to such change in number, including costs for changing promotional material containing the number.

Moves and changes

- 1.50 The following are simple and complex moves and changes:

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

SIMPLE MOVES AND CHANGES	COMPLEX MOVES AND CHANGES
Adding, deleting or changing an answer point number Changing a call collection area for an answer point Changing Call Overflow Changing Call Splaying Changing SMS terminating number Changing Time & Day settings Changing customer from you to someone else Reconnecting your Inbound Service after it has been disconnected for not paying your account Adding, deleting or changing Redirect Adding, deleting or changing Service Manager Suspending your Inbound Service temporarily Reconnecting your Inbound Service after a temporary suspension Activating a Redirect De-activating a Redirect De-activating a link from your Inbound Service to the Telstra SMS network	Changing Local Area Manager Changing Post Code Manager Changing CCD Manager Changing IN-Control (except for adding, deleting or changing an answer point number). IN-Control is an application that allows you to change your Inbound Service configuration and routing. Changing Silver Service Adding a new Network IVR service to an existing Inbound Service Adding a new speech application to an existing Inbound Service

1.51 You must be in a direct retail relationship to have the value added Network IVR as a feature to your Inbound Service.

1.52 We will charge you the following for moves and changes to your Inbound Service:

INBOUND SERVICES MOVES AND CHANGES CHARGES	GST EXCL.
Simple moves and changes (for each change)	\$40.00
Complex moves and changes (for each change)	\$100.00
The most you pay for making moves and changes requested at the same time (for one Inbound Service)	\$2,000.00
Simple moves and changes using Service Manager	\$100.00
Use of Redirect feature: activation and deactivation (per change) (Note: the charge for an activation or deactivation of Redirect will appear on your bill as a charge for a simple move and change.)	\$40.00

INBOUND SERVICE DISCOUNTS

1.53 You may apply for the Inbound Extra 4 Discount Plan. You will not be eligible for a discount plan if you already have a discount plan for an existing Inbound Service.

OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

1.54 If we accept your application for the Inbound Extra 4 Discount Plan, we will discount your total monthly call charges for eligible calls to your Inbound Service by the following amounts:

TOTAL CHARGES (GST EXCL.) FOR CALLS TO THE ELIGIBLE SERVICES	APPLICABLE DISCOUNT
If your charges are up to \$99.99	Nil
If your charges are between \$100 to \$1,999.99	6%
If your charges are between \$2,000 to \$4,999.99	7%
If your charges are between \$5,000 to \$14,999.99	8%
If your charges are between \$15,000 to \$24,999.99	9%
If your charges are \$25,000 or more	10%

For example, if you have a Freecall One8 service and a Priority 1300 service and in a particular month, your call charges for the Freecall One8 service are \$2,000 (GST excl.) and your call charges for the Priority 1300 service are \$10,000 (GST excl.), you receive an 8% discount on the total charge of \$12,000 (GST excl.).

1.55 If you apply for a discount plan, or request a change to your discount plan, your request will only have effect from the time that we process it.

1.56 You can cancel your discount plan at any time. If you cancel your discount plan during a month that we were calculating applicable discounts for your Inbound Service, we will discount the applicable bill with those discounts on a pro rata basis.

SERVICE ASSURANCE

Fault reporting and repair

1.57 As part of your Inbound Service we will also provide:

- (a) a 24 hour fault reporting service where you can report any service faults to us; and
- (b) a maintenance and repair service for reported service faults which is available between 7am to 9pm, Monday to Saturday (including public holidays).

1.58 8.2 If requested, we may be able to provide you with a fault reporting and repair service for your underlying access service or maintenance of any equipment beyond our network boundary at an additional charge. These additional services are not part of your Inbound Service and other sections of Our Customer Terms apply to the provision of these services.

Target response and repair times

1.59 We aim to meet the following target response and repair times (which does not include any time outside the times when the maintenance and repair service is available):

Response time (measured from the time that you report the fault to the time that we tell you that we have identified the fault)	Within two hours of you notifying us about the fault.
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OUR CUSTOMER TERMS

INBOUND SERVICES SECTION – PART A – GENERAL

Repair time (measured from the time that the fault is identified by us to the time that your Inbound Service can be used including providing a temporary repair so that you can use your Inbound Service)	Within 12 hours.
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Temporary repairs

- 1.60 We may perform a temporary repair, so that you can use your Inbound Service before we finish a full repair. A temporary repair will be deemed to be a full repair for the purposes of us meeting our service repair obligations to you provided that the temporary repair allows you to use your Inbound Service. This clause does not limit our obligations to finish a full repair.

Emergency repairs

- 1.61 We will give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for repairing your Inbound Service.

Faults caused by interference or you

- 1.62 We may charge you (at our then current rates) if we repair a fault that is caused by you.

Customer Select Assurance Options

- 1.63 Enhanced service assurance options may be available to you for an additional cost. For information in relation to our Customer Select Assurance Options, see the Service Assurance and Provisioning Commitment section of Our Customer Terms.

FLEXPAC maintenance option

- 1.64 FLEXPAC lets you nominate response and repair targets for faults in your service. For information in relation to this option, see the Service Assurance and Provisioning Commitment section of Our Customer Terms.

SPECIAL MEANINGS

Local call has the same meaning given to it in Part A of the Basic Telephone Service section of Our Customer Terms at <http://telstra.com.au/customer-terms/business-government/fixed-line/bus-general/>.

Charging district has the same meaning given to it in Part J of the Basic Telephone section of Our Customer Terms at <http://telstra.com.au/customer-terms/business-government/fixed-line/charging-zones/>.

State has the same meaning given to it in Part A of the Basic Telephone Service section of Our Customer Terms at <http://telstra.com.au/customer-terms/business-government/fixed-line/bus-general/>.