

OUR CUSTOMER TERMS WHOLESALE SERVICES SECTION

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WHOLESALE SERVICES SECTION

1 ABOUT THE WHOLESALE SERVICES SECTION

- 1.1 Certain words are used with the specific meanings set out in Clause 14 or in the General Terms of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>.

Our Customer Terms

- 1.2 This is the Wholesale Services section of Our Customer Terms.
- 1.3 The General Terms of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/wp-0304.doc> apply.

Inconsistencies

- 1.4 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.
- 1.5 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

- 1.6 We may change Our Customer Terms unilaterally.

Service exits

- 1.7 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.
- 1.8 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

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(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 We do not provide any of the services listed in clause 2.5(a) and 2.5(b).

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	\$3.26

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.

Service connection of the Basic Telephone Service

2.9 Without limiting any other terms, you acknowledge that service connection information provided or made available to you by us (e.g. via any electronic ordering system) when you order a Basic Telephone Service connection (such as whether a technician will be required to attend the premises to connect the Basic Telephone Service) is indicative only and that the applicable charges for the connection of a Basic Telephone Service are based on the actual connection required in each case and are as set out in Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>.

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- 2.10 You acknowledge that when you order a Basic Telephone Service connection via any electronic ordering system, a technician may be despatched to attend the premises to connect the Basic Telephone Service, depending on the selection you make. As such you will be required to pay the applicable connection charges which involves a technician visit, even though a working telephone socket may exist from a previous connection and a technician is not required to attend the premises.
- 2.11 If you place a Weekend Connect request to connect a new Basic Telephone Service:
- (a) Weekend Connect does not affect the ordinary timeframes within which we endeavour to connect the new Basic Telephone Service;
 - (b) we do not guarantee that we will complete the Weekend Connect request on the requested Weekend Day; and
 - (c) we are not liable to you if you, or your end user, incur any liability, loss or damage in connection with any reliance you place on the connection of the Basic Telephone Service on the requested Weekend Day.

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;
 - (c) apply to rent disability rental equipment; and
 - (d) request Fast Fix on a Basic Telephone Service.

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 Telstra Voice (previously HomeLine) & BusinessLine features

- 4.2 Unless otherwise stated:
- (a) Telstra Voice (previously HomeLine) features (e.g. MessageBank) described in Part H – Managing Calls of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-features.doc>
 - (b) are available to you for your Basic Telephone Services to which the Home Access plan applies;

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- (c) BusinessLine features (e.g. Line Hunt) described in Part H – Managing Calls of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/business-a-full/fixe-features.doc> are available to you for your Basic Telephone Services to which the Business Access plan applies; and
- (d) you may acquire an Unlisted Service or Suppressed Address Listing for your Basic Telephone Services in accordance with Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixe-general.doc>.

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 at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixe-features.doc> or BusinessLine Complete plans at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/business-a-full/fixe-general.doc> 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 at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/othercalltypes.doc> .
- 4.5 The sections of Part F - Other Call Types of the Basic Telephone Services section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/othercalltypes.doc> 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 three 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.

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- 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)	19c	20.9c

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We do not charge you for calls to the text messaging platform (e.g. 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)	19c	20.9c

We do not charge you for calls to the text messaging platform (e.g., 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.

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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:

- do not include refile/overflow traffic or transit traffic; and
- 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 number
<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 (e.g. 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 carriage code 	

Long distance calls

7.6 We charge you the following for long distance calls made from a Basic Telephone Service

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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 (GST excl.)	ECONOMY ALL OTHER TIMES (GST excl.)
Connection fee (per call)	16c	16c
Community calls and calls up to 50km (per minute)	8.8182c	3.8802c
Calls between 50km and 85km (per minute)	13.0908c	8.727c
Calls between 85km and 165km (per minute) and intercapital calls between 165km and 745km (per minute)	15.75c	9c
Intercapital calls over 745km and non-intercapital calls over 165km (per minute)	17.25c	10.5c

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.)
Connection fee (per call)	19¢	19¢
Afghanistan	\$2.30	\$2.30
Alaska	25¢	25¢
Albania	\$2.00	\$2.00
Algeria	\$2.30	\$2.30
American Samoa	\$1.59	\$1.59
Andorra	68¢	68¢
Angola	\$1.92	\$1.92
Anguilla	\$1.27	\$1.27
Antarctica	\$2.50	\$2.50
Antigua & Barbuda	\$1.85	\$1.85
Argentina	90¢	\$1.30
Armenia	\$1.50	\$1.50
Aruba	\$1.32	\$1.32
Ascension Island	\$3.20	\$3.20

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Austria	50¢	72.675¢
Azerbaijan	\$1.50	\$1.50
Bahamas	88¢	88¢
Bahrain	\$1.20	\$1.20
Bangladesh	\$1.44	\$1.55
Barbados	\$1.53	\$1.53
Belarus	\$1.60	\$1.60
Belgium	70¢	\$1.015
Belize	\$2.79	\$2.79
Benin	\$3.68	\$3.68
Bermuda	\$1.00	\$1.00
Bhutan	\$1.95	\$1.95
Bolivia	\$1.53	\$1.53
Bosnia & Herzegovina	\$1.39	\$1.39
Botswana	\$2.26	\$1.20
Brazil	90¢	90¢
Brunei Darussalam	\$1.04	\$1.235
Bulgaria	\$1.90	\$1.90
Burkina Faso	\$3.68	\$3.68
Burundi	\$3.68	\$3.68
Cambodia	\$2.00	\$2.00
Cameroon	\$2.30	\$1.85
Canada	35¢	35¢
Cape Verde	\$3.68	\$3.68
Cayman Islands	\$1.85	\$1.85
Central African Republic	\$2.49	\$2.49
Chad	\$2.30	\$2.30
Chile	80¢	80¢
China	80¢	\$1.047
Colombia	\$1.53	\$1.00
Comoros	\$1.50	\$1.50
Congo	\$2.49	\$2.49
Congo Democratic Republic	\$2.30	\$2.30
Cook Islands	\$1.45	\$1.45

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Costa Rica	\$2.00	\$2.00
Croatia	85¢	85¢
Cuba	\$2.40	\$1.203
Cyprus	70¢	70¢
Cyprus (Northern)	75¢	\$1.00
Czech Republic	60¢	60¢
Denmark	55¢	\$1.047
Diego-Garcia	\$3.68	77.7¢
Djibouti	\$2.30	\$2.30
Dominica	\$2.40	\$2.40
Dominican Rep	88¢	88¢
Ecuador	\$1.53	\$1.53
Egypt	\$1.20	\$1.20
El Salvador	\$1.70	\$1.47
Equatorial Guinea	\$1.27	\$1.27
Eritrea	\$2.30	\$2.30
Estonia	\$1.74	\$1.74
Ethiopia	\$2.30	\$2.30
Falkland Islands	\$2.79	\$2.79
Faroe Islands	\$1.20	\$1.20
Fiji	85¢	85¢
Finland	59¢	\$1.15
France	44¢	81.225¢
French Guiana	94¢	59.85¢
French Polynesia	\$1.20	\$1.20
Gabon	\$3.68	\$3.68
Gambia	\$3.68	\$3.68
Georgia	\$1.50	\$1.50
Germany	42¢	42¢
Ghana	\$1.00	59.85¢
Gibraltar	\$1.90	\$1.90
Greece	47¢	47¢
Greenland	\$1.20	\$1.20
Grenada	\$2.79	\$2.79

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Guadeloupe	\$1.21	\$1.21
Guam	71¢	71¢
Guantanamo	\$2.57	\$2.57
Guatemala	\$1.53	\$1.53
Guinea	\$3.68	\$3.68
Guinea-Bissau	\$2.30	\$2.30
Guyana	\$1.70	\$1.70
Haiti	\$2.86	\$2.86
Hawaii	25¢	25¢
Honduras	\$2.25	\$2.25
Hong Kong	37¢	37¢
Hungary	70¢	60¢
Iceland	\$1.80	\$1.047
India	\$1.08	\$1.08
Indonesia	84¢	\$1.35
Iran	\$1.35	86.6¢
Iraq	\$1.759	\$1.759
Ireland	39¢	39¢
Israel	53¢	45.9c
Italy	41¢	64.12¢
Ivory Coast	\$3.68	59.8¢
Jamaica	\$1.85	\$1.85
Japan	46¢	46¢
Jordan	\$1.15	59.85c
Kazakhstan	\$1.50	\$1.50
Kenya	\$1.40	
Kiribati	\$1.59	\$1.75
Korea DPR (North)	\$2.00	
Korea Republic (South)	66¢	66¢
Kuwait	\$1.37	85.1c
Kyrgyzstan	\$1.50	
Lao PDR	\$1.40	\$1.40
Latvia	\$1.31	\$1.31
Lebanon	\$1.25	\$1.25

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Lesotho	\$1.32	\$1.32
Liberia	\$2.30	\$2.30
Libya	\$2.57	\$2.57
Liechtenstein	58¢	58¢
Lithuania	\$1.00	\$1.00
Luxembourg	\$1.00	\$1.00
Macao	\$1.32	\$1.32
Macedonia FYR	\$1.39	\$1.39
Madagascar	\$2.49	\$2.49
Malawi	\$2.16	\$2.16
Malaysia	58¢	85¢
Maldives	\$3.68	\$3.68
Mali	\$3.68	\$3.68
Malta	82¢	\$1.20
Marshall Islands	\$1.95	\$1.95
Martinique	\$1.20	\$1.20
Mauritania	\$3.68	\$3.68
Mauritius	\$1.20	\$1.20
Mayotte	\$1.35	\$1.35
Mexico	\$1.00	\$1.00
Micronesia Federated States	\$1.95	\$1.95
Moldova Republic	\$2.25	\$2.25
Monaco	\$1.32	\$1.32
Mongolia	\$2.25	\$2.25
Montenegro	80¢	80¢
Montserrat	\$3.20	\$3.20
Morocco	\$2.30	\$2.30
Mozambique	\$2.28	\$2.28
Myanmar	\$1.95	\$1.95
Namibia	\$1.00	\$1.00
Nauru	\$1.59	\$1.59
Nepal	\$1.30	\$1.30
Netherlands	50¢	64,125¢
Netherlands Antilles	\$1.70	\$1.70

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
New Caledonia	94¢	94¢
New Zealand	24¢	45.9¢
Nicaragua	\$2.61	\$2.61
Niger	\$2.40	\$2.40
Nigeria	\$1.33	\$1.33
Niue	\$1.30	\$1.30
Norfolk Island	91.6¢	91.6¢
Northern Mariana Islands	\$2.79	\$2.79
Norway	59¢	76.95¢
Oman	\$1.28	\$1.28
Pakistan	\$1.51	\$1.90
Palau	\$2.00	\$2.00
Palestine, (State of)	53¢	53¢
Panama	\$1.20	\$1.20
Papua New Guinea	70¢	70¢
Paraguay	\$2.61	\$2.61
Peru	\$1.20	\$1.20
Philippines	66¢	95¢
Poland	80¢	\$1.047
Portugal	50¢	\$1.235
Puerto Rico	72¢	72¢
Qatar	\$3.68	\$3.68
Reunion	\$2.26	\$2.26
Romania	\$1.00	\$1.55
Russian Federation	\$1.276	\$1.75
Rwanda	\$2.26	\$2.26
Saint Helena	\$2.79	\$2.79
Saint Kitts & Nevis	\$2.79	\$2.79
Saint Lucia	\$2.79	\$2.79
Saint Pierre & Miquelon	\$1.32	\$1.32
Saint Vincent & The Grenadines	\$2.79	\$2.79
Samoa	88¢	88¢
San Marino	\$2.45	\$2.45
Sao Tome & Principe	\$3.20	\$3.20

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Saudi Arabia	\$1.40	\$1.83
Senegal	\$2.30	\$2.30
Serbia	80¢	80¢
Seychelles	\$3.68	\$3.68
Sierra Leone	\$3.68	\$3.68
Singapore	40¢	54.5¢
Slovakia	71¢	71¢
Slovenia	\$1.39	\$1.39
Solomon Islands	\$1.211	\$1.59
Somalia	\$2.30	\$2.30
South Africa	60¢	77.1¢
Spain	60¢	76.95¢
Sri Lanka	\$1.10	\$1.15
Sudan	\$2.26	\$2.26
Suriname	\$1.20	\$1.20
Swaziland	\$3.68	\$3.68
Sweden	30¢	68.4¢
Switzerland	40¢	61.1¢
Syria	\$3.68	\$3.68
Taiwan	55¢	92.4¢
Tajikistan	\$1.50	\$1.50
Tanzania United Republic	\$2.26	\$2.26
Thailand	60¢	60¢
Timor-Leste	84¢	84¢
Togo	\$2.49	\$2.49
Tokelau	\$1.30	\$1.30
Tonga	\$1.59	\$1.59
Trinidad & Tobago	\$2.40	\$2.40
Tunisia	\$2.25	\$2.25
Turkey	75¢	85.8¢
Turkmenistan	\$1.50	\$1.50
Turks & Caicos Islands	\$3.20	\$3.20
Tuvalu	\$1.04	\$1.04
Uganda	\$2.16	\$2.16

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INTERNATIONAL CALL CHARGES (PER MINUTE RATE)	FIXED (GST EXCL.)	MOBILE (GST EXCL.)
Ukraine	\$1.74	\$1.74
United Arab Emirates	60¢	\$1.285
United Kingdom	30¢	45.9¢
United States	25¢	25¢
Uruguay	\$1.32	\$1.55
Uzbekistan	\$1.50	\$1.50
Vanuatu	\$1.59	\$1.59
Vatican City	61.2¢	61.2¢
Venezuela	\$1.88	\$1.88
Viet Nam	\$1.055	\$1.63
Virgin Is (British)	\$3.20	\$3.20
Virgin Is (US)	72¢	72¢
Wallis & Futuna Islands	\$2.79	\$2.79
Yemen	\$2.26	\$2.26
Zambia	\$2.26	\$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 calls to Inmarsat BGAN numbers beginning with 87077 and 87078	\$18.173
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

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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.

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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 (e.g. 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 (GST excl.)	ECONOMY ALL OTHER TIMES (GST excl.)
Connection fee (per call)	21¢	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.

10.4 You are not required to complete and submit the application form if:

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- (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 at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/ffs.doc> 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.
Access 30 Telephone*	\$5.73
Access 35 Telephone*	\$5.73
Access dialler*	\$2.09
Amplified microphone assembly*	\$3.25
Auxiliary equipment with no Telstra phone	\$2.50

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MONTHLY DISABILITY RENTAL EQUIPMENT CHARGES	GST EXCL.
Big Button Multi Phone	\$2.99
Cochlear phone adaptor - behind the ear adaptor	\$3.25
Cochlear phone adaptor - body worn processors	\$3.25
Disability Cordless Phone	\$3.11
Eliminator*	\$2.09
Extension Ringer*	\$2.09
General Purpose Alarm	\$2.09
Gliding tone caller*	\$2.09
Gliding tone ringer*	\$2.09
Telephone Tone Ringer*	\$2.09
Handsfree speaker phone*	\$5.73
Hearing aid coupler*	\$3.25
Holdaphone Executive*	\$5.73
Holdaphone T200 & T400*	\$5.73
Horn loud speaker*	\$2.09
Magneto Bell*	\$2.09
Nomad plus cordless telephone*	\$5.73
Rotary Dial Volume control*	\$6.60
T200 Telephone Voice Aid*	\$7.61
T200 Handsfree*	\$5.73
T200 Handsfree expander*	\$5.73
T200 headset expander*	\$5.73
T200 Volume control*	\$6.60
T200 Volume control expander*	\$6.60
T200 with Headset Socket*	\$5.73
T200S Executive*	\$5.73
T400 Volume Control*	\$6.60
Telebraille	\$502.89
Touchfone 400*	\$5.73
Teletypewriter (TTY)	\$36.27
TTY with inbuilt phone	\$36.27
TTY Modem	\$14.02
TTY Large Visual Display	\$78.94
	\$2.50
	\$4.30

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MONTHLY DISABILITY RENTAL EQUIPMENT CHARGES	GST EXCL.
Variable Tone Ringer*	\$2.09
Versatel*	\$5.73
Visual Alarm*	\$2.12
Visual signal	\$2.12
Whisperfone voice aid*	\$7.61

** 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.

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labelling 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 (e.g. 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:	Cost of replacement of the equipment
Total charge	\$30 plus the cost of replacement of the equipment

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,

- 10.22 We charge you our fee-for-service charges set out in the Fee-for-Service (Other work we

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do for you) section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/ffs.doc> 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 at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/ffs.doc>, 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 (excluding consequential loss) or damage that we or a third party suffers because of your negligent use of our rental equipment, excluding any injury loss or damage to the extent caused or contributed to by Telstra or a third party (e.g. manufacturer) fault.

10.27 We have an obligation to take reasonable steps to mitigate our loss.

11 FAST FIX

What is Fast Fix?

11.1 Fast Fix is an enhanced fault restoration service that is available to wholesale customers for faults affecting the Basic Telephone Service.

11.2 If you request Fast Fix for a fault on an individual Basic Telephone Service and we agree to provide it, Telstra will, subject to technician availability:

- (a) try to repair that individual Basic Telephone Service within 24 hours of you notifying us of the fault in accordance with clause 11.7; and
- (b) provide you with a 2 hour appointment window if we need to attend the end user's

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premises to repair the fault.

11.3 Your individual Basic Telephone Service will be considered repaired on the earlier to occur of:

- (a) the individual Basic Telephone Service being returned to full working order; and
- (b) a temporary repair being implemented that allows the individual Basic Telephone Service to be used.

Eligibility

11.4 You are only eligible to acquire Fast Fix for a fault on the Basic Telephone Service if:

- (a) the end user of the individual Basic Telephone Service lives in an urban area; and
- (b) your agreement with Telstra for the Basic Telephone Service specifies a charge for Fast Fix.

11.5 You are not eligible to acquire Fast Fix for a fault on the Basic Telephone Service if:

- (a) the end user of the individual Basic Telephone Service is a priority assistance customer; or
- (b) we notify you that the relevant fault is part of a volume hold queue, a mass service disruption, a local service disruption or any other disruption that is affecting more than one customer.

How do you request Fast Fix?

11.6 You can request Fast Fix for a fault on the Basic Telephone Service at any time and on a fault by fault basis.

11.7 To request Fast Fix for a fault on an individual Basic Telephone Service, you must:

- (a) submit your fault report via Telstra's LinxOnline Service and select the service level "Pay-Per-Event" option applicable to Fast Fix; or
- (b) call us on 1802288 and request the service level applicable to Fast Fix.

12 WEEKEND CONNECT

What is Weekend Connect?

12.1 You may request us to carry out work on a Basic Telephone Service on a Weekend Day where this is manual work which must be carried out by a technician at the local exchange from which the Basic Telephone Service is provided ("**Weekend Connect**").

12.2 If the only work required on a Basic Telephone Service can be done remotely, or the manual work required on a Basic Telephone Service needs to be undertaken:

- (a) at your end user's premises;
- (b) in relation to any equipment on your, or your end user's, side of the network boundary; or

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(c) in our network outside the local exchange,

We may carry out this work during weekends under other processes. The Weekend Connect process does not apply to these types of work.

Eligibility

12.3 Weekend Connect may apply to any request to:

- (a) provision a new Basic Telephone Service;
- (b) modify an existing Basic Telephone Service;
- (c) disconnect an existing Basic Telephone Service; or
- (d) re-connect a disconnected Basic Telephone Service.

12.4 Weekend Connect does not apply:

- (a) to any requests for other types of work; or
- (b) if we first have to transfer the copper pair that will be used to supply a new Basic Telephone Service back to Telstra from another service provider.

12.5 Weekend Connect is not available for a Basic Telephone Service if:

- (a) you request us to use the 'priority connect' process offered under your wholesale agreement on either the Basic Telephone Service, or any DSL layer 2 internet grade service or spectrum sharing service that will be connected at the same time as the Basic Telephone Service and for the same end user;
- (b) the end user of the Basic Telephone Service is a priority assistance customer;
- (c) the Basic Telephone Service is affected by a systems outage, a mass service disruption, a local service disruption or any other disruption that is affecting more than one customer.

When the work on a Basic Telephone Service will occur

12.6 Weekend Days are not offered as ordinary, 'next available' dates to carry out work on a Basic Telephone Service and you must specifically request Weekend Connect when submitting an order for work. If all exchange appointment times on a Weekend Day have already been filled, or if your request for work is not eligible for Weekend Connect, you will be offered the next available exchange appointment time on a working day or Weekend Day on the next available weekend.

12.7 Subject to technician and appointment availability, exchange appointments for Weekend Connect are available only during the following times on Weekend Days:

- (a) Saturday 8:00AM – 12:00PM and 1:00PM – 3:00PM; and
- (b) Sunday 8:00AM – 12:00PM and 1:00PM – 3:00PM.

12.8 Standard ordering processes apply for submitting and rejecting orders for work using the Weekend Connect process.

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- 12.9 If we advise you that we are unable to support a request for Weekend Connect, the ordinary provisioning process for the work to be carried out on the Basic Telephone Service applies.

Charges

- 12.10 No additional charges apply to Weekend Connect other than those applicable to the ordinary ordering and provisioning process for the work to be carried out on a Basic Telephone Service.

Timeframes

- 12.11 Weekend Connect does not affect, or count towards, any timeframes for the connection of a new Basic Telephone Service under your wholesale agreement or Our Customer Terms.
- 12.12 Requests for work on a Basic Telephone Service using Weekend Connect must be submitted at least 3 clear working days before the requested Weekend Day for that work to be completed. For example, in a week where there are no public holidays, a Weekend Connect request must be submitted no later than 5:00pm on the Tuesday preceding the relevant weekend Requested Date.

13 OTHER WORK WE DO FOR YOU

- 13.1 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) at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/ffs.doc> These charges apply where there is no charge set out elsewhere or otherwise agreed.

14 SPECIAL MEANINGS

- 14.1 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 at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixd-general.doc>

community call has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixd-general.doc>

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;

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- (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.

Fast Fix has the meaning given in clause 11.1.

home customer has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>

intercapital call has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>

international call has the meaning given to it Part A – General of in the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>

long distance call has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixed-general.doc>

preferential call has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at

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<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixe-general.doc>

non-intercapital call has the meaning given to it in Part A – General of the Basic Telephone Service section of Our Customer Terms at

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/doc/consumer/fixe-general.doc>

tranche means a prescribed geographic area as determined by us comprising of copper based Basic Telephone Services which are scheduled for migration to fibre as part of the network upgrade in the South Brisbane Exchange area.

tranche migration window means the 90 day period during which customers may submit migration requests for the migration of copper-based Basic Telephone Services to fibre for a particular tranche as part of the network upgrade in the South Brisbane Exchange area.

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.

Weekend Connect has the meaning given in clause 12.1.

Weekend Day means a Saturday or Sunday which does not fall on the date of a public holiday in the place where the work on the Basic Telephone Service is required. If a public holiday falls on a Saturday or Sunday and the public holiday is deferred to the next working day as a substitute or additional public holiday in lieu, the Saturday or Sunday on which the public holiday falls is not a "Weekend Day".

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