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### Contents

<b>1</b>	<b>About the Liberate section</b>	<b>2</b>
	Our Customer Terms	2
	Inconsistencies	2
<b>2</b>	<b>Liberate</b>	<b>2</b>
	What is Liberate?	2
	Eligibility	3
<b>3</b>	<b>Liberate Functionality</b>	<b>4</b>
	Service Limitations	5
<b>4</b>	<b>Liberate App</b>	<b>6</b>
<b>5</b>	<b>Charges</b>	<b>7</b>
<b>6</b>	<b>Minimum Commitment</b>	<b>7</b>
	Early Termination Charge	7

Certain words are used with the specific meanings set out below and in [the General Terms of Our Customer Terms](#).

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## 1 About the Liberate section

### Our Customer Terms

- 1.1 This is the Liberate section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

### Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Liberate section, then the Liberate section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of the Liberate section gives us the right to suspend or terminate all or part of your service, that right is in addition to our rights to suspend or terminate your service under the General Terms.
- 1.5 If you are acquiring your Liberate service as a small business customer, you should be aware that whilst we do not guarantee or provide warranties in relation to certain aspects of the service, we will provide your Liberate service with reasonable care and skill. Nothing in this section of Our Customer Terms affects your rights under consumer protection laws.

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## 2 Liberate

### What is Liberate?

- 2.1 Liberate is a fixed-to-mobile convergence solution, extending UC & PABX features and functionality of your Telstra IP Telephony (TIPT) or SIP Connect service natively to your mobile device.
- 2.2 There are two types of Liberate service available:
  - (a) Liberate Office (TIPT), available with Telstra IP Telephony (TIPT); and

- (b) Liberate SIP Connect, available with Telstra SIP Connect.

### Eligibility

2.3 To take up Liberate Office (TIPT), you must:

- (a) have or take up an Eligible Telstra Mobile Service; and
- (b) have an existing Telstra IP Telephony (TIPT) service with a Standard or Executive feature package.

2.4 To take up Liberate SIP Connect, you must:

- (a) have or take up an Eligible Telstra Mobile Service; and
- (b) have an existing SIP Connect Business Line or Business Trunk pack with SIP Complete unlimited standard national call add-on (or equivalent call inclusions).

2.5 Liberate is compatible with Telstra mobile plans that meet the following conditions (“**Eligible Telstra Mobile Plan**”):

- (a) Liberate is compatible with any of the following post-paid plans that include unlimited standard national calls:

Connected Business Mobile plans
Connected Business Mobile BYOD plans
Connected Business Mobile Casual plans
Connected Business Mobile Lease plans
Corporate Mobile Plus plans, excluding Data SIM plans
Enterprise Fleet Plans Ultimate
Telstra Business Fleet Connect plans
Telstra Business Fleet Plus plans
Telstra LANES Emergency Services (voice) plan
Telstra LANES Enterprise Mobile Voice plan
My Business Mobile plans

My Business Mobile SIM plans
My Business Mobile Casual plans

- (b) Liberate is not compatible with any mobile plan that has been discounted or withdrawn from sale for new customers unless we agree otherwise; and
  - (c) Liberate is not compatible with mobile plans released after 18 October 2017 unless we agree otherwise.
- 2.6 Your Underlying Fixed Service is the Telstra IP Telephony (TIPT) or Telstra SIP Connect fixed line service to which you apply your Liberate service.
- 2.7 For Liberate Office (TIPT), we will apply a Liberate calling discount against your Telstra IP Telephony service to waive all charges for all local, national calls and mobile calls in Australia (“**Liberate Calling Discount**”) in accordance with clause 5.
- 2.8 You may only take up Liberate on a Telstra mobile service and Underlying Fixed Service of which you are the legal lessee.
- 2.9 Liberate is not available to Telstra Wholesale customers or for resale. You must not re-supply the Liberate services to a third party.
- 2.10 You may not use Liberate Office TIPT in connection with any Telstra IP Telephony service used at an outbound call centre.

### 3 Liberate Functionality

- 3.1 Liberate is an add-on to your Underlying Fixed Service and Telstra mobile service that changes the way these services behave natively in the Telstra network. Liberate will enable or extend the following functionality:

Features	Description	Limitations
Choose Outbound Caller Line ID	Choose whether to present your underlying fixed line or mobile caller line ID for outbound calls made from your mobile device.	N/A
Display Group (Site) Caller Line ID	Present your group (site) caller line ID (in place of your underlying fixed line ID) when dialling out from your mobile device.	Based on configuration of your TIPT or SIP Connect service.

Features	Description	Limitations
Simultaneous Multi-Device Ring – Fixed	Inbound calls to your fixed line number will ring on all of your connected devices (including mobile) at the same time. You can answer the call on the device that suits you at the time.	N/A
Simultaneous Multi-Device Ring - Mobile	Inbound calls to your mobile number will ring on all of your connected devices (including fixed) at the same time. You can answer the call on the device that suits you at the time.	Not available on Liberate SIP Connect
Inbound Number/ Name Display	Inbound calls to your fixed line number will display caller identity from the contact directory of your Underlying Fixed Service natively on your mobile device.	Only available on VoLTE enabled phone.
Call Move	Move a live call between your connected fixed and mobile devices.	Call Move is initiated from the Liberate App.
Call Transfer on Mobile	Transfer an active telephone call to a second active call that has been put on hold.	Call Transfer is initiated from the Liberate App.
Hunt Groups	Participate in hunt groups and call centre queues from your mobile device.	Not available on Liberate SIP Connect
Unified Voicemail	One voicemail service for both mobile and fixed line services.	N/A
Unified Voicemail – Hunt Groups	Configure all services (fixed and mobile) in a hunt group to use the same unified voicemail.	Not available on Liberate SIP Connect
Instant Messaging and Presence on Mobile	Extend Instant Messaging and Presence functionality of your UC service to mobile.	Requires Liberate App.
Directory Search	Access your corporate directory on your mobile.	Requires Liberate App
Corporate Music / Message on Hold on Mobile	Play music or pre-recorded messages from your UC service to callers to your mobile number who are waiting or you place on hold.	Not available on Liberate SIP Connect

### Service Limitations

- 3.2 All outgoing International Direct Dial (IDD) calls made from a mobile service in Australia with Liberate enabled will be charged to your Underlying Fixed Service, at the rates applicable to that fixed service. **You will no longer be eligible to receive international call inclusions of your mobile service (if any).** Mobile services with Liberate enabled are not eligible for international call add-ons.
- 3.3 Other than outgoing International Direct Dial (IDD) calls described above, calls

made from your mobile device in Australia will be chargeable to the caller line ID (fixed or mobile) that you configure Liberate to present. Usage that is not included in your plan (for example premium calls) will be charged.

- 3.4 Liberate functionality will not work while your mobile service is roaming on a third party network (for example when travelling overseas) except in rare circumstances dependent upon implementation of the third party network.
- 3.5 Liberate functionality is not available for internal calls between fixed lines made entirely within your PBX.
- 3.6 The unified voicemail service provided with Liberate will supersede the voicemail service of your mobile service and Underlying Fixed Service. **Voicemail saved on your mobile voicemail service prior to provisioning Liberate will no longer be accessible.** Voicemail saved on your Underlying Fixed Service prior to provisioning Liberate can be retrieved through the online voicemail portal of your Underlying Fixed Service, but may not be accessible within unified voicemail.
- 3.7 Liberate SIP Connect will consume one additional trunk channel license per SIP trunk (in addition to the Underlying Fixed Service) for each concurrent:
- (a) simultaneous multi-device ring (when ringing); and
  - (b) internal call between fixed lines within your PBX that is forwarded to a mobile service with Liberate (bandwidth will be used, but the call is not chargeable).

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## 4 Liberate App

- 4.1 We will make the Liberate App available for you to download. We may require you to agree to a further end user licence agreement (EULA) with us to access the Liberate App.
- 4.2 The Liberate App will include at least the following functionality:

Liberate App Feature	Description
Configure Caller Identity	Choose whether to present your underlying fixed line or mobile caller line ID for outbound calls made from your mobile device.
Call Move	Move a live call between your connected fixed and mobile devices.
Call Transfer on Mobile	Transfer an active telephone call to a second active call that has been put on hold.

Liberate App Feature	Description
Directory Search	Access your corporate directory on your mobile

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## 5 Charges

5.1 We will charge you the following rates for your Liberate service, unless otherwise set out in your agreement with us:

Liberate Service	Monthly charge (ex. GST)	Monthly charge (incl. GST)
Liberate Office (TIPT)	\$4.00 per service	\$4.40 per service
Liberate SIP Connect	\$8.00 per service	\$8.80 per service

5.2 The charges and terms for your mobile service and Underlying Fixed Service are separate from and in addition to the charges and terms for your Liberate service.

5.3 To continue to be eligible for the Liberate Calling Discount, you must not make more than 1,200 calls per month on any active Liberate Office (TIPT) service.

5.4 We will audit your Liberate Office (TIPT) services to confirm your continued eligibility for the Liberate Calling Discount. Where a Liberate Office (TIPT) service exceeds the maximum number of monthly calls stated above, we may migrate that service to another Telstra IP Telephony (TIPT) calling plan, at our discretion.

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## 6 Minimum Commitment

6.1 Liberate has a minimum term aligned to the remaining term of your Underlying Fixed Service.

### Early Termination Charge

6.2 You may be required to pay us an early termination charge if, before the end of the minimum term:

- (a) you cancel your Liberate service (when we are not in breach); or
- (b) we cancel your Liberate service because you are in breach of your agreement with us.

6.3 The early termination charge is an amount equal to 85% of the monthly service

charges for your Liberate service, multiplied by the number of months remaining until the end of the minimum term.