

Part C – Value Added Services

Contents

Click on the section that you are interested in.

1	About this Part	4
2	Value added services and packages	4
3	Managed Radius	5
	What is Managed Radius?	5
	Availability	5
	Connection charge	5
	Monthly charge	6
	Adds/moves/changes charge	6
4	Trans Tasman IP	6
	Cease sale and exit notification	6
	What is Trans Tasman IP?	6
	Speed	7
	Minimum commitment	7
	Cancelling your service	7
	Trans Tasman IP access services	7
	Routing protocols	8
	Charges for New Zealand IP Network	8
	Monthly charge	8
	Upgrade/downgrade charge	9
5	Domain Name Server, Domain Name Application, Domain Name Renewal	9
	Domain Name Server	9
	Domain Name Application	10
	Domain Name Renewal	10
6	Customer Network Reporting	10
	What is Customer Network Reporting?	10
	Availability	11
	Connection charge	11
	Monthly charge	11
	Software Reconfiguration charge	12
	Access and configuration	12
	Your changes	12
	Accuracy and performance	12
7	Customer Network Visualisation Reporting (known as “IPVis”) and My Network	13
	What is IPVis?	13
	IPVis availability	13
	What is My Network?	13
	My Network availability	13

Part C – Value Added Services

8	Dedicated Access Point Name for IP Wireless	13
	What is a Dedicated Access Point Name?	13
	Connection charge	14
9	Multicast VPN	14
	What is Multicast VPN?	14
	Availability	14
	Multicast VPN charges	15
	Monthly Charge (IP MAN)	15
	Monthly Charge (IP WAN)	16
10	Value added packages	17
	Cease sale and exit notification	17
	What are value added packages?	17
	Internet gateway packages	17
	Hosting gateway packages	18
	Extranet gateway package	18
	Minimum term	18
	Value added package capacities	18
	Value added package limitations	18
11	Internet gateway packages	19
	Internet gateway package features	19
	Connection charges	20
	Recurring charges	21
	Optional feature charges	22
	Client to Site (IPSec VPN) monthly charge	22
	Client to Site (IPSec VPN) Connection Software charge	22
	Site to Site (IPSec VPN) charges	23
12	Hosting Gateway packages	23
	Standard hosting gateway package features	23
	Premium hosting gateway package features	23
	Hosting gateway package limitations	24
	Connection charges	24
	Monthly charges	24
13	Extranet Gateway Package	25
	Extranet gateway package features	25
	Extranet gateway package limitations	25
	Connection charges	25
	Monthly charges	26
14	Application Assured Networking™	26
	Cease sale and exit notification	26
	What is Application Assured Networking™?	27
	Minimum term and charges	27
	We have to approve AAN requests	27
	Changes to your Telstra IP networking service may affect AAN	28
	We don't guarantee accuracy or performance	28
	AAN Reporting	28
	AAN Policy Control	28
	AAN Consultancy Service Desk	29

Part C – Value Added Services

	AAN Consultancy Service Desk target service levels	29
15	Value added package features	30
	Description of value added package features	30
	Other charges	36
16	Old Value Added Services (no longer available)	36
17	Special meanings	36

Part C – Value Added Services

Certain words are used with the specific meanings set out in Part A – General or in [the General Terms of our Customer Terms](#).

1 About this Part

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

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

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

- 1.2 [Part E – IP Solutions \(non-current plans\)](#) section of Our Customer Terms contains some plans or pricing which are no longer available for new services.

2 Value added services and packages

- 2.1 You can ask for any of the following applicable value added services or packages:

- (a) Managed Radius – Advanced Radius and Basic Radius, which provides end user authentication to your IP Networking Service;
- (b) Trans Tasman IP Services – which provides you with a connection between your IP MAN or your IP WAN and a compatible network located in New Zealand;
- (c) Domain Name Server, Domain Name Application and Domain Name Renewal;
- (d) Customer Network Reporting – which provides you with information and statistics on your IP Networking Service;
- (e) Internet Usage Reporting;
- (f) Customer Network Visualisation Reporting;
- (g) Dedicated Access Point Name for IP Wireless;
- (h) Multicast VPN.
- (i) Internet Gateway Package;
- (j) Hosting Gateway Package;
- (k) Extranet Gateway Package; and

Part C – Value Added Services

(1) Application Assured Networking™.

3 Managed Radius

What is Managed Radius?

- 3.1 Managed Radius provides an IP Networking Service with access to an authentication server that can be used to authenticate an end user's access to that IP Networking Service.
- 3.2 You have to give us authentication information (user names and passwords) for Managed Radius.

Availability

- 3.3 To get Managed Radius, you have to have IP Remote (PSTN), ADSL, IP Wireless or value added packages.
- 3.4 From 15 January 2005, managed Radius will be offered as one of two service options – Basic Radius and Advanced Radius.
- 3.5 If you took up Managed Radius before 15 January 2005, you will continue to receive your Managed Radius service under the Basic Radius service option.
- 3.6 Under Basic Radius, we must make any changes to existing user details of the addition of new users. We charge you the adds/moves/changes charge set out below for any changes or additions that you request under Basic Radius.
- 3.7 Under Advanced Radius, you can make changes to existing user details or add new users directly on your Managed Radius. We do not charge you our adds/moves/changes charge for changes or additions that you make using Advanced Radius.

Connection charge

- 3.8 We charge you the following connection charge for each IP Networking Service that has access to the authentication server:

Connection charge	GST excl.
Basic Radius per IP Networking Service	\$210.00
Advanced Radius per IP Networking Service	\$500.00

Part C – Value Added Services

Monthly charge

- 3.9 We charge you the following monthly charge for each IP Networking Service that has access to the authentication server:

Monthly charge	GST excl.
Basic Radius per IP Networking Service	\$23.08
Advanced Radius per IP Networking Service	\$333.33

Adds/moves/changes charge

- 3.10 We charge you the following charge if you ask us to change the authentication information of your Basic Radius.

For example, if you ask us to include an additional user name, or if you ask us to change a password for an existing user name.

Adds/moves/changes charge	GST excl.
Per change request	\$100.00

4 Trans Tasman IP

Cease sale and exit notification

- 4.1 On and from 28 June 2018, the IP WAN TransTasman service is no longer be available for order by new customers.

What is Trans Tasman IP?

- 4.2 Our Trans Tasman IP service uses Trans Tasman IP Connectivity to connect your IP MAN or your IP WAN to:
- (a) an IP Network that is located in New Zealand that we provide (“**New Zealand IP Network**”); or
 - (b) a TCP/IP virtual private network in New Zealand (that you are solely responsible for acquiring and which is compatible with the Trans Tasman IP Connectivity and the IP WAN or IP MAN).

Part C – Value Added Services

- 4.3 A New Zealand IP Network includes one or more ports located in New Zealand, and a New Zealand Frame Relay, New Zealand ATM, or New Zealand Ethernet access service for each port to connect that port to your New Zealand site.
- 4.4 The speed of the ports and the New Zealand Frame Relay, New Zealand ATM, or New Zealand Ethernet access services are available on request. The bandwidth available between two ports located within the same city is called Metro Bandwidth. The bandwidth available between two ports located in different cities is called Inter-Metro Bandwidth.

Speed

- 4.5 The speed of your Trans Tasman IP Connectivity may be between 64kbit/s and 50 Mbit/s.

Minimum commitment

- 4.6 You have to take a Trans Tasman IP service for at least 12 months.

Cancelling your service

- 4.7 We charge you the cancellation charge if:
- (a) you cancel a Trans Tasman IP service before the end of the minimum term of 12 months; or
 - (b) we cancel a Trans Tasman IP service due to your breach before the end of the minimum term of 12 months.
- 4.8 The cancellation charge is an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount equal to the monthly charge payable by you for that Trans Tasman IP service multiplied by the number of months from the cancellation date to the end of the minimum term of 12 months.

Trans Tasman IP access services

- 4.9 **A New Zealand Frame Relay access service** is a frame-switched data carriage network connecting intelligent end-points within New Zealand and consists of:
- (a) a Frame Relay access; and
 - (b) permanent virtual circuit, virtual link between your New Zealand site and the New Zealand port for transmitting data.

Part C – Value Added Services

4.10 **A New Zealand ATM access service** is a cell-switched data carriage network connecting intelligent end-points within New Zealand and consists of:

- (a) an ATM access interface; and
- (b) permanent virtual circuit, virtual link between your New Zealand site and the New Zealand port for transmitting data; or
- (c) permanent virtual path, virtual address association between your New Zealand site and the New Zealand port for transmitting data.

4.11 **A New Zealand Ethernet access service** is an Ethernet frame switched data carriage network connecting intelligent end-points within New Zealand. It consists of an Ethernet access interface between your New Zealand site and the New Zealand port.

Routing protocols

4.12 The routing protocols supported between your router and the routers located in New Zealand that are used by us to provide the Trans Tasman IP Service are:

- (a) static; and
- (b) border gateway protocol.

Charges for New Zealand IP Network

4.13 You and we will agree the charges for your New Zealand IP Network.

Monthly charge

4.14 We charge you the following monthly charge for Trans Tasman IP:

For the different classes of service, see [Part D – Service Levels](#) of the IP Solutions section of Our Customer Terms.

Monthly charge					
Speed	Class of service		Speed	Class of service	
	Data Transfer	Dynamic		Data Transfer	Dynamic
	(GST excl.)	(GST excl.)		(GST excl.)	(GST excl.)
64 kbit/s	\$1,059.00	\$1,377.00	3 Mbit/s	\$15,725.00	\$20,443.00
96 kbit/s	\$1,555.00	\$2,022.00	4 Mbit/s	\$20,619.00	\$26,805.00

Part C – Value Added Services

Monthly charge					
Speed	Class of service		Speed	Class of service	
	Data Transfer	Dynamic		Data Transfer	Dynamic
	(GST excl.)	(GST excl.)		(GST excl.)	(GST excl.)
128 kbit/s	\$1,624.00	\$2,111.00	5 Mbit/s	\$24,914.00	\$32,389.00
192 kbit/s	\$2,355.00	\$3,062.00	6 Mbit/s	\$29,042.00	\$37,755.00
256 kbit/s	\$2,566.00	\$3,336.00	7 Mbit/s	\$33,155.00	\$43,101.00
384 kbit/s	\$3,721.00	\$4,837.00	8 Mbit/s	\$37,715.00	\$48,328.00
512 kbit/s	\$4,055.00	\$5,271.00	9 Mbit/s	\$40,711.00	\$52,924.00
768 kbit/s	\$5,946.00	\$7,730.00	10 Mbit/s	\$44,146.00	\$57,389.00
1024 kbit/s	\$6,557.00	\$8,524.00	15 Mbit/s	\$63,478.00	\$82,521.00
1536 kbit/s	\$9,898.00	\$12,867.00	20 Mbit/s	\$83,542.00	\$108,605.00
2 Mbit/s	\$10,863.00	\$14,121.00	50 Mbit/s	\$122,203.00	\$158,864.00

Upgrade/downgrade charge

- 4.15 We charge you the following upgrade/downgrade charge if you ask us to change the speed of your Trans Tasman IP service:

Upgrade/downgrade charge	GST excl.
Each change	\$200.00

5 Domain Name Server, Domain Name Application, Domain Name Renewal

Domain Name Server

- 5.1 Domain Name Server provides an IP Networking Service to resolve subdomains into IP addresses.
- 5.2 We can charge you the following charges for each domain name server configuration:

Part C – Value Added Services

Domain Name Server charge	GST excl.
Per set-up/configuration	\$100.00

Domain Name Application

5.3 Domain Name Application involves us applying for the registration of certain domain names as your agent.

5.4 We can charge you the following charges for each domain name application:

Domain Name Application	GST excl.
Per application with a 5 day turnaround time	\$300.00
Per application with a 3 day turnaround time	\$500.00

Domain Name Renewal

5.5 Domain Name Renewal involves us renewing domain names registered by us as your agent.

5.6 We can charge you the following charges for each domain name renewal:

Domain Name Renewal	GST excl.
Per application	\$280.00

6 Customer Network Reporting

What is Customer Network Reporting?

6.1 Customer Network Reporting provides you with information on your IP Networking Service, including:

- (a) **At a glance reports** – performance statistics relating to an individual component of your IP Networking Service (eg your device, physical interface or PVC);
- (b) **Trend reports** – performance statistics tracking the performance of components in your IP Networking Service or statics showing the

Part C – Value Added Services

relationship between different components of your IP Networking Services over time; and

(c) **Top N reports** – other information based on a range of criteria.

6.2 We can also decide to provide you with additional reports containing information such as your total network volume, volume comparisons with previous periods, utilisation and response times.

Availability

6.3 Customer Network Reporting may not be available on all IP Networking Services. We can reject a request for the provision of Customer Network Reporting if your equipment or your IP Networking Service does not support Customer Network Reporting.

Connection charge

6.4 We charge you the following connection charge for each IP Networking Service accessing Customer Network Reporting, depending on whether you need a small, medium or large device:

Connection charge	GST excl.
Small device	\$60.00
Medium device	\$120.00
Large device	\$240.00

Monthly charge

6.5 We charge you the following monthly charge for each IP Solution accessing Customer Network Reporting, depending on whether you need a small, medium or large device:

Monthly charge	GST excl.
Small device	\$60.00
Medium device	\$120.00
Large device	\$240.00

Part C – Value Added Services

Software Reconfiguration charge

- 6.6 We can charge you a fee if a software reconfiguration is needed for us to provide you with Customer Network Reporting. This charge will be quoted to you at the time of the reconfiguration.

Access and configuration

- 6.7 You must provide us with access to your sites to enable us to provide you with Customer Network Reporting.
- 6.8 You are responsible for configuring your equipment in order to provide Customer Network Reporting.

Your changes

- 6.9 You must tell us if you change:
- (a) any item of your equipment or components of your equipment;
 - (b) the configuration of your equipment;
 - (c) your IP Networking Service; or
 - (d) the speed of your IP Networking Service.

If you not tell us about these changes, we will stop providing you with Customer Network Reporting for the relevant site.

Accuracy and performance

- 6.10 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we cannot promise the continuous collection of reporting information and the accuracy of the reports due to factors outside our control.
- 6.11 To the maximum extent permitted by law and subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we are not liable to you in contract, tort (including negligence) or otherwise, for any failure or deficiency in the availability, effectiveness, accuracy or performance of the Customer Network Reporting.

Part C – Value Added Services

7 Customer Network Visualisation Reporting (known as “IPVis”) and My Network

What is IPVis?

- 7.1 IPVis is an online application. It allows you to view your IP network solution topology and some of your service details. IPVis does this by using information periodically extracted from some of our systems
- 7.2 IPVis also provides you with the ability to initiate a limited number of network queries to run on our network management systems and have the results of these queries returned to you. These queries will show you the status and/or configuration (as applicable) of various elements in your IP Networking Service.

IPVis availability

- 7.3 IPVis may not be available to all customers.
- 7.4 We can restrict your ability to perform network queries tests at any time.

What is My Network?

- 7.5 My Network is an online application. It aims to gives you visibility of your compatible Telstra services. My Network does this by using information periodically extracted from our systems.
- 7.6 My Network also lets you initiate some network queries. These queries will show you the detected status and/or configuration (as applicable) of various elements in your Telstra network.

My Network availability

- 7.7 My Network may not be available to all customers and we can confirm this on request.
- 7.8 We can restrict your ability to perform network query tests at any time without telling you.

8 Dedicated Access Point Name for IP Wireless

What is a Dedicated Access Point Name?

- 8.1 A Dedicated Access Point Name (Dedicated APN) provides an enhanced level of GPRS authentication. We can provide a Dedicated APN that is specific to your IP Wireless port. The Dedicated APN must be the same as your IP Wireless domain name.

Part C – Value Added Services

8.2 We provide you with two Dedicated APN options:

- (a) If you request the first Dedicated APN option (the default option), then we will use Dedicated APN in authenticating users in a GPRS service only. We will not use the Dedicated APN to enforce authentication of non-GPRS services (1xRTT). This means that 1xRTT users will be successfully authenticated if they enter the correct user name and password during the authentication process. If a user is accessing a GPRS service, then that user must use the correct user name and password together with the relevant Dedicated APN before they will be successfully authenticated.
- (b) If you request the second Dedicated APN option, then we will enforce user name, password and the Dedicated APN authentication for all users. This means that a user must correctly enter in their user name, password and the relevant Dedicated APN before they will be successfully authenticated. If you select this option, then all 1xRTT users will not be authenticated, as they will not have a dedicated APN. Effectively this becomes a GPRS only IP Wireless network.

Connection charge

8.3 We charge you the following connection charge for each IP Wireless service using Dedicated APN.

Connection charge	GST excl.
Dedicated Access Point Name	\$900.00

9 Multicast VPN

What is Multicast VPN?

- 9.1 Multicast VPN is a feature that conserves the bandwidth of your IP VPN for the carriage of single streams of information from one or more source services to multiple active receiver services simultaneously.
- 9.2 This feature uses standard routing protocols to direct the information stream from the source services to the receiver services.
- 9.3 The amount of bandwidth that can be used at any one time by your IP VPN to send Multicast traffic will be agreed between you and us.

Availability

- 9.4 You must first establish an IP VPN in order to utilise Multicast VPN.

Part C – Value Added Services

9.5 If you applied for your Multicast VPN service before 1 July 2016, Multicast VPN is currently only available as a feature of:

- (a) IP MAN; and
- (b) IP WAN, if the IP WAN service for each site that is connected using Ethernet Lite, Frame Relay, ATM or our Iterra Digital satellite service.

9.6 If you applied for your Multicast VPN service on and from 1 July 2016, Multicast VPN is available as a feature of those services that we confirm on request.

9.7 You don't have to choose the dynamic class of service to send or receive Multicast traffic. Depending on your service performance requirements and the different types of data traffic you wish to carry, we may recommend that you consider selecting the dynamic class of service feature.

Multicast VPN charges

9.8 If you applied for your Multicast VPN service:

- (a) on and from 1 July 2016, the applicable charges are set out in your separate agreement with us or we'll will otherwise confirm them on request; and
- (b) before 1 July 2016, the applicable charges are set out in the rest of this clause 9.

Monthly Charge (IP MAN)

9.9 We charge you the following monthly charge for Multicast VPN if provided as a feature of your IP MAN service:

Access bandwidth of IP MAN service	GST excl.
2 Mbit/s	\$180.58
3 Mbit/s	\$182.67
4 Mbit/s	\$186.42
5 Mbit/s	\$189.67
6 Mbit/s	\$193.92
7 Mbit/s	\$199.00
8 Mbit/s	\$206.50
9 Mbit/s	\$215.75

Part C – Value Added Services

10 Mbit/s	\$226.92
11 Mbit/s	\$247.50
12 Mbit/s	\$276.67
13 Mbit/s	\$301.58
14 Mbit/s	\$327.08
15 Mbit/s	\$351.33
16 Mbit/s	\$376.17
20 – 1,000 Mbit/s	\$406.33

- 9.10 There is no extra charge applied to the Inter-capital rate limiter (ICRL)/ WAN interconnect port for Multicast VPN.

Monthly Charge (IP WAN)

- 9.11 We charge you the following monthly charge for Multicast VPN if provided as a feature of your IP WAN service for each site connected using Ethernet Lite:

IP WAN port speed	GST excl.
256 kbit/s	\$107.00
384 kbit/s	\$151.20
512 kbit/s	\$189.00
768 kbit/s	\$249.50
1024 kbit/s	\$285.60
1536 kbit/s	\$442.40
2048 kbit/s – 10240 kbit/s	\$517.40

- 9.12 We charge you the following monthly charge for Multicast VPN for each site if provided as a feature of your IP WAN service connected using Frame Relay, ATM or our Iterra Digital satellite service:

IP WAN port speed	GST excl.
256 kbit/s	\$107.00

Part C – Value Added Services

384 kbit/s	\$151.20
512 kbit/s	\$189.00
768 kbit/s	\$249.50
1 Mbit/s	\$285.60
1.6 Mbit/s	\$442.40
2 Mbit/s - 34 Mbit/s	\$517.40

10 Value added packages

Cease sale and exit notification

- 10.1 The internet, extranet and hosting gateway packages are not available for purchase by new customers from 1 April 2021.
- 10.2 Existing customers may continue to receive their value added package, but from 30 November 2021 will no longer be able to add new services, make changes to existing services or recontract existing services although will still be able to make policy changes.
- 10.3 The value added packages will no longer be available to existing customers from 31 May 2022.

What are value added packages?

- 10.4 Value added packages are bundled products and services that we can provide as part of your IP Solution to enhance the functionality of your IP Networking Service.
- 10.5 There are three categories of value added packages: internet gateway packages, extranet gateway package and hosting gateway packages.

Internet gateway packages

- 10.6 Internet gateway packages provide additional functionality for the connection between your IP Networking Service and your Internet Direct service. You can choose from the following three types of internet gateway package:
- (a) standard internet gateway package;
 - (b) enhanced internet gateway package; and
 - (c) premium internet gateway package.

Part C – Value Added Services

- 10.7 A list of the features of each internet gateway package and the applicable terms and conditions for the packages and features are set out below.

Hosting gateway packages

- 10.8 The hosting gateway packages comprise several features that allow you to improve the functionality of the connection between your IP Networking Service and a hosting service we provide you. You can choose either a standard hosting gateway package or a premium gateway hosting package.
- 10.9 A list of the features of each hosting gateway package and the applicable terms and conditions for the packages and features are set out below.

Extranet gateway package

- 10.10 The extranet gateway package provides a connection between your IP Networking Service and an IP Networking Service that we provide to another customer of ours via that other customer's extranet gateway package.
- 10.11 A list of the features of the extranet gateway package and the applicable terms and conditions for the packages and features are set out below.

Minimum term

- 10.12 You must obtain your value added package for a minimum term of 12 months.
- 10.13 If your value added package is cancelled before the end of the minimum term, we may charge you an early termination charge (you do not have to pay the early termination charge if we cancel your value added package when you are not in breach or if you cancel your service because we are in breach). The early termination charge is equal to 2 times the total monthly charges for your value added package. This amount is a genuine pre-estimate of our loss if your value added package is cancelled.

Value added package capacities

- 10.14 All the value added packages have a maximum bandwidth of 1Gb.

Value added package limitations

- 10.15 We may limit from time to time the number of IP addresses you may use with your value added package. We will let you know if we are going to apply a limit to your IP addresses before we do so.
- 10.16 You acknowledge that you are responsible for providing us with information so that we can configure your value added package. Once we have provided you with your

Part C – Value Added Services

value added package, you will have the ability to change the configuration. You will be responsible for any changes to the configuration that you request or make.

- 10.17 If we provide you with a report as part of your value added package, then you acknowledge that the report should be used as a guide only. We will not be responsible for loss which you suffer as a result of relying on the report.

11 Internet gateway packages

Internet gateway package features

- 11.1 You must have and maintain a Telstra Internet Direct service to obtain an Internet gateway package. See the Internet Solutions section of Our Customer Terms for details about the Telstra Internet Direct service. If you no longer have a Telstra Internet Direct service, then we will stop providing your value added package.
- 11.2 The features of each internet gateway package are as set out in the following table. Features that are:
- (a) marked “Standard” are included in the package for no extra charge;
 - (b) marked “Optional” can be obtained with the package for an additional charge (the relevant charges are set out below under the heading charges); and
 - (c) marked “NA” are not available with the package.

Internet gateway package feature	Standard Internet Gateway Package	Enhanced Internet Gateway Package	Premium Internet Gateway Package
Firewalls			
Firewall Portal Access	Standard	Standard	Standard
Firewall Reporting	Standard	Standard	Standard
Remote Connection			
Client to Site	Optional	Standard	Standard
Site to Site	Optional	Standard	Standard
Remote Connection Portal Access	NA	Standard	Standard
Remote Connection VPN Reporting	NA	Standard	Standard

Part C – Value Added Services

Internet gateway package feature	Standard Internet Gateway Package	Enhanced Internet Gateway Package	Premium Internet Gateway Package
Mail Security			
Mail Anti-Virus	Standard*	Standard	Standard
Mail Anti-Spam	Standard*		
Mail Content Filtering	Standard*		
Mail Content Portal Access	NA		
Mail Content Reporting	NA		
Web Security			
Anti-Virus	Standard*	Standard	Standard
Web Content Filtering	Standard*		
Web URL Category Filtering	Standard*		
Web Malware Category Filtering	Standard*		
Authentication	NA		
Web Security Portal Access	NA		
Web Security Reporting	NA		
Authentication			
Managed RADIUS (Shared)	Optional	Standard	Standard
Managed RADIUS (Customer)	Optional	Optional	Optional

* Indicates feature is provided with a standard configuration. You will need to obtain an enhanced or premium internet package if you want to customise the configuration of these features.

11.3 You may only select one package for each of your IP Networking Services.

Connection charges

11.4 You agree to pay the relevant connection charge below to connect your internet gateway package:

Part C – Value Added Services

Internet Gateway package	Connection charge (excl. GST)
Standard internet gateway	\$100
Enhanced internet gateway	\$5,000
Premium internet gateway	\$5,000

Recurring charges

- 11.5 You agree to pay the relevant monthly access charge below (the charge you pay depends on the bandwidth of your internet gateway):

Monthly internet gateway package access charge			
Bandwidth	GST excl.	Bandwidth	GST excl.
256K	\$1,120	10M	\$1,139
512K	\$1,121	15M	\$1,149
1.5M	\$1,123	20M	\$1,159
2M	\$1,124	32M	\$1,182
3M	\$1,126	40M	\$1,198
4M	\$1,128	50M	\$1,217
6M	\$1,132	Greater than 50M	Price on application
8M	\$1,136		

The bandwidth of your IP Networking service is an indicative maximum only. The actual throughput you experience may vary and is dependent on a number of factors, including your network configuration, your line quality and length, the type of exchange your internet connection uses, interference at your premises, traffic volume and hardware and software.

- 11.6 If you have an Enhanced internet gateway package or a Premium internet gateway package, you agree to pay the following additional monthly charges:

Internet gateway package	Monthly charge (GST excl.)
Enhanced internet gateway package	\$500

Part C – Value Added Services

Internet gateway package	Monthly charge (GST excl.)
Premium internet gateway package	\$800

Optional feature charges

11.7 You agree to pay the relevant charges below for the features you select which are listed as optional features for your chosen internet gateway package.

Client to Site (IPSec VPN) monthly charge

Number of tunnels	Monthly Charge (GST excl.)	Tunnels	Monthly Charge (GST excl.)
5	\$121	125	\$622
10	\$142	150	\$727
15	\$163	175	\$831
20	\$184	200	\$935
25	\$204	300	\$1,353
30	\$225	500	\$2,189
40	\$267	750	\$3,233
50	\$309	1000	\$4,277
75	\$413	If greater than 1000, charge per block of 100 tunnels	\$418
100	\$518		

Client to Site (IPSec VPN) Connection Software charge

No of Licenses	Once off Charge (GST excl.)
5	\$300

Part C – Value Added Services

Site to Site (IPSec VPN) charges

Number of tunnels	Connection charge (GST excl.)	Monthly charge (GST excl.)
5	\$250	\$301
10	\$500	\$402
15	\$750	\$503
20	\$1,000	\$604
25	\$1,250	\$705
30	\$1,500	\$807
40	\$2,000	\$1,009
50	\$2,500	\$1,211
75	\$3,750	\$1,716
100	\$5,000	\$2,222
200	\$10,000	\$4,244
300	\$15,000	\$6,266
500	\$25,000	\$10,309
If greater than 500, charge per block of 50 tunnels	\$2,500	\$1,031

12 Hosting Gateway packages

Standard hosting gateway package features

12.1 The standard hosting gateway package is provided with Firewall Reporting.

Premium hosting gateway package features

12.2 The premium hosting gateway package is provided with the following features:

- (a) Firewall Portal Access;

Part C – Value Added Services

- (b) Firewall Reporting;
- (c) Mail Anti-Virus;
- (d) Mail Content Portal Access;
- (e) Mail Content Reporting; and
- (f) Anti Virus.

Hosting gateway package limitations

- 12.3 You acknowledge that you cannot use dynamic routing with your hosting gateway package.
- 12.4 We may limit the types of hosting services that can be used with your hosting gateway package. We will let you know whether your hosting service is compatible with the hosting gateway package at the time you apply for your hosting gateway package.

Connection charges

- 12.5 You agree to pay the relevant connection charge below to connect your hosting package:

Hosting package	Connection charge (excl. GST)
Standard hosting gateway package	\$100
Premium hosting gateway package	\$200

Monthly charges

- 12.6 You agree to pay the relevant monthly charge below for your hosting package (the charge you pay depends on the speed of your hosting gateway):

Speed (Mbit/s)	Standard hosting gateway package monthly charge (for first connection, GST excl.)	Standard hosting gateway package monthly charge (per connection after the first connection, GST excl.)	Premium hosting gateway package monthly charge (per connection, GST excl.)
10	No charge	\$306	\$533
15	No charge	\$333	\$575

Part C – Value Added Services

20	No charge	\$361	\$617
32	No charge	\$428	\$717
40	\$472	\$472	\$783
50	\$528	\$528	\$867
Greater than 50	Price on application	Price on application	Price on application

The speed of your hosting gateway is an indicative maximum speed only. The actual connection speed you experience may vary and is dependent on a number of factors, including your network configuration, your line quality and length, the type of exchange your internet connection uses, interference at your premises, traffic volume and hardware and software.

13 Extranet Gateway Package

Extranet gateway package features

13.1 The Extranet Gateway Package is provided with the following features:

- (a) Firewall Reporting;
- (b) Mail Anti-Virus;
- (c) Mail Content Portal Access;
- (d) Mail Content Reporting; and
- (e) Anti Virus.

Extranet gateway package limitations

13.2 You may use your extranet gateway package to link your IP Networking Service to up to 8 other IP Networking Services. You may apply to us to link your extranet gateway packages additional IP Networking Services. We will notify if your request is accepted and confirm the number of additional IP Networking Service you may link to.

Connection charges

13.3 You agree to pay the connection charge below to connect your extranet gateway package:

	GST excl.
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Part C – Value Added Services

Extranet gateway package connection charge	\$100
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Monthly charges

- 13.4 You agree to pay the relevant monthly charge below for your extranet gateway package (the charge you pay depends on the speed of your extranet gateway):

Extranet gateway monthly charge (per connection)			
Speed (Mbit/s)	Charge (GST excl.)	Speed (Mbit/s)	Charge (GST excl.)
10	\$533	40	\$783
15	\$575	50	\$867
20	\$617	Greater than 50	Price on application
32	\$717		

The speed of your IP Networking service is an indicative maximum speed only. The actual connection speed you experience may vary and is dependent on a number of factors, including your network configuration, your line quality and length, the type of exchange your internet connection uses, interference at your premises, traffic volume and hardware and software.

14 Application Assured Networking™

Cease sale and exit notification

- 14.1 On and from 15 November 2020, AAN Policy Control will no longer be available for new or recontracting customers.
- 14.2 From 15 October 2021, AAN Policy Control will no longer be available for purchase by all customers.
- 14.3 From 15 October 2021, all remaining AAN Policy Control services will be removed.
- 14.4 On and from 31 May 2021, AAN Reporting and all remaining components of AAN will no longer be available for new or recontracting customers.
- 14.5 From 31 August 2023, existing Enterprise customers can continue to use their AAN Reporting services but will no longer be able to:
- (a) add new AAN Reporting services; or

Part C – Value Added Services

(b) recontract existing AAN Reporting services.

14.6 From 31 August 2023, all remaining AAN Reporting and all remaining components of AAN will be removed for Small and Medium Business customers.

14.7 From 30 April 2024, all remaining AAN Reporting and all remaining components of AAN will be removed for Enterprise customers.

What is Application Assured Networking™?

14.8 Application Assured Networking™ (“AAN”) is an optional add-on that aims to:

- (a) report on the performance of certain applications on your compatible Telstra IP networking service. We can confirm this compatibility on request. This feature is called AAN Reporting; and
- (b) let you schedule bandwidth increases or block selected applications. This feature is called AAN Policy Control.

14.9 AAN includes some or all of the following (depending on what you request):

- (a) AAN Reporting;
- (b) AAN Policy Control; and
- (c) AAN Consultancy Service Desk.

14.10 We’ll make AAN available to you on an online portal

Minimum term and charges

14.11 You must take each AAN service for the remaining minimum term of its corresponding Telstra IP networking service. Termination of your Telstra IP networking service doesn’t automatically terminate the corresponding AAN service. You must separately tell us if you wish to terminate your AAN service.

14.12 Early termination charges apply if you cancel AAN before its minimum term ends.

14.13 AAN charges (including early termination charges) are set out in your separate agreement with us.

We have to approve AAN requests

14.14 In this IP Solutions section of Our Customer Terms, where it states that you can apply, request, ask, are eligible (or any other similar wording) for a service, feature, functionality, or any other item in relation to AAN (“**Request**”), we can accept or

Part C – Value Added Services

reject that Request at our choice. For example, we may reject your Request if your chosen Telstra IP networking service isn't compatible with AAN.

Changes to your Telstra IP networking service may affect AAN

- 14.15 You acknowledge and agree that any changes to your Telstra IP networking service (including changes to bandwidth) will result in your AAN charges also changing.

We don't guarantee accuracy or performance

- 14.16 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we aim to provide AAN with due care and skill, but we don't guarantee that AAN will be accurate, continuous or fault free.

AAN Reporting

- 14.17 AAN Reporting provides the following information for an individual or multiple components of the top applications in your compatible Telstra IP networking service:
- (a) Application Utilisation Reports – bandwidth utilisation;
 - (b) Application Volume Reports – application volume analysis;
 - (c) TCP Quality Reports – TCP application performance analysis; and
 - (d) Video, Voice and Audio Quality Reports – video, voice and audio application performance analysis.
- 14.18 AAN Reporting is compatible with certain bandwidth options on your Telstra IP Networking service. We can confirm this on request.
- 14.19 You acknowledge and agree that by adding AAN Reporting to your Telstra IP Networking service:
- (a) your network traffic will be shaped as it leaves the IP network at layer 2 instead of layer 3; and
 - (b) the layer 2 overhead may reduce the throughput of your Telstra IP Networking services that have AAN Reporting enabled on them, compared to services that do not have AAN Reporting enabled on them.

AAN Policy Control

- 14.20 AAN Policy Control aims to let you schedule the following:

Part C – Value Added Services

- (a) **AAN Turbo Event** – you can arrange bandwidth increases for selected applications. For example, you can increase the bandwidth for an important teleconference you will have with your CEO next week;
- (b) **AAN Discard Event** – you can block selected applications. For example, you block your users from using bit torrent on your network; and
- (c) **AAN Reporting Event** – you can schedule the export of your AAN reports to online storage.

14.21 To obtain AAN Policy Control, you must also simultaneously take AAN Reporting and AAN Consultancy Service Desk for the same term as AAN Policy Control.

AAN Consultancy Service Desk

14.22 The AAN Consultancy Service Desk is an optional extra that provides the following:

- (a) shows you how to use AAN;
- (b) helps you understand the reports generated by AAN Reporting; and
- (c) develops custom application signatures – you must give us sufficient application data and assistance so we can do this.

If you need assistance from the AAN Consultancy Service Desk that is not covered by the above description, additional charges apply. We can confirm these charges on request.

14.23 Only your authorised persons can access the AAN Consultancy Service Desk and you can nominate up to 3 authorised persons. You can change your authorised persons by telling us at least 30 days in advance.

AAN Consultancy Service Desk target service levels

14.24 The AAN Consultancy Service Desk operates from 8.00am to 5.00pm AEST time on Mondays to Fridays, excluding public holidays (“**Service Desk Hours**”).

14.25 The **response time** starts when our AAN Consultancy Service Desk receives a valid service request from you during Service Desk Hours and ends when we:

- (a) acknowledge receipt of your service request; or
- (b) start work on your service request.

Our target response time is 24 hours or less during Service Desk Hours.

Part C – Value Added Services

- 14.26 A **status report** is when we confirm with you that your service request is being actioned or when we update you on where we’re up to with your service request. Our target status report time during Service Desk Hours is 48 hours or less from the end of the response time.
- 14.27 Our target **completion time** depends on the complexity of your service request and we can discuss this with you when you contact the AAN Consultancy Service Desk.
- 14.28 You acknowledge and agree that each of the above AAN Consultancy Service Desk service levels are targets only and that no rebates or other remedies apply if we don’t meet them.

15 Value added package features

Description of value added package features

- 15.1 If a feature is provided with your value added package or you order a particular feature, then we will provide you with that feature on the applicable terms (if any) listed next to each feature in the table below.

Our Customer Terms

IP Solutions Section

Part C – Value Added Services

Value added package feature	Description	Applicable terms (if any)
Firewalls Firewalls provide an IP Networking Service with firewall functionality.		
Firewall Portal Access	Firewall Portal Access allows you to access the standard firewall policy options	We may prevent you using firewall policies that affect the integrity of the firewall.
Firewall Reporting	Firewall Reporting provides a set of summary reports on events captured by your firewall.	Firewall Reporting captures data on your firewall over a 24 hour period and is not in real time.
Remote Connection Allows your users to establish an encrypted connection to your IP Networking Service from the public internet.		
Client to Site (IPSec VPN)	Client to Site (IPSec VPN) allows you to access your IP Networking Services via your internet gateway package using standard software and tunneling technology.	<p>An enhanced gateway package allows 25 of your end users to simultaneously access your IP Networking Service, and the premium internet gateway package allows 100 of your end users to simultaneously access your IP Networking Service.</p> <p>You may apply for tunnels for your Client to Site remote connection in blocks of 5. A tunnel is an encrypted connection.</p> <p>The number of users accessing your IP Network Service simultaneously cannot exceed the number of tunnels you have for your Client to Site remote connection.</p> <p>Client to Site may not be compatible with all computer operating systems. We will let you know which operating systems are compatible with your Client to Site remote connection at the time you apply for it.</p> <p>Your Client to Site remote connection may be affected by problems with your compatible operating system. We cannot guarantee the integrity of your Client to Site remote connection if problems with your operating system arise.</p>

Our Customer Terms

IP Solutions Section

Part C – Value Added Services

Value added package feature	Description	Applicable terms (if any)
Client to Site (IPSec VPN) Connection Software	Remote connection software client for your Client to Site (IPSec VPN) Service.	<p>On and from 1 July 2011, we no longer include Juniper SafeNet software with new Client to Site (IPSec VPN) services. For Client to Site (IPSec VPN) services acquired before 1 July 2011, we will continue to support Juniper SafeNet software until 31 October 2011.</p> <p>This is third party remote connection software that provides a secure connection between your VPN client and VPN gateway. It may also resolve some of the compatibility issues with your operation system for your Client to Site (IPSec VPN) Service.</p> <p>You may apply to purchase Client to Site (IPSec VPN) Connection Software from us for compatible operating systems, in which case we will support your Client to Site (IPSec VPN) Connection Software. We will provide you with details of compatible operating systems upon request. You must acquire a software licence for each end user who will access your Client to Site (IPSec VPN). You may apply for software licences in blocks of 5.</p> <p>Alternatively, you may choose to acquire connection software from a third party. If you acquire connection software from a third party, we will not support that connection software.</p>
Site to Site (IPSec VPN)	Site to Site (IP Sec VPN) allows you to access your IP Networking Services via your internet gateway package using a configured router and tunneling technology.	<p>An enhanced gateway package allows 5 of your end users to simultaneously access your IP Networking Service, and the premium internet gateway package allows 15 of your end users to simultaneously access your IP Networking Service.</p> <p>You may apply for tunnels for your Site to Site remote connection in blocks of 5. A tunnel is an encrypted connection.</p> <p>The number of users accessing your IP Networking Service simultaneously cannot exceed the number of tunnels you have for your Site to Site remote connection.</p>

Our Customer Terms

IP Solutions Section

Part C – Value Added Services

Value added package feature	Description	Applicable terms (if any)
		Certain types or models of router may not be compatible with the Site to Site remote connection. We will let you know which types and models of router are compatible with the Site to Site remote connection at the time you apply for your value added package.
Remote Connection Portal Access	Remote Connection Portal Access allows you to access your remote connection configuration using the OCMF.	
Mail Security		
Mail Anti-Virus	Mail Anti-Virus uses commercially available virus scanning software to scan SMTP, POP and IMAP mail traffic for viruses the software recognises.	Mail Anti-Virus deletes attachments to emails that contain a suspected virus as soon as the suspected virus is detected.
Mail Anti-Spam	Mail Anti-Spam uses commercially available spam scanning software to scan certain SMTP, POP and IMAP mail traffic for spam the software recognises.	Mail Anti-Spam will delete suspected emails and attachments identified as spam at the time Mail Anti-Spam first detects the spam.
Mail Content Filtering	Mail Content Filtering uses commercially available mail scanning software to scan certain Simple Mail Transfer Protocol (SMTP) mail traffic to block categories of mail the software has been configured to recognise.	Mail Content Filtering allows you to select the categories of mail that the mail scanning software will block, but you cannot change the definitions of each category.
Mail Content Portal Access	Mail Content Portal Access allows you to access Mail Content Filtering.	To make changes to your user accounts for your Mail Content Filtering you will need to obtain Advanced Radius.
Mail Content Reporting	Mail Content Reporting provides a set of summary reports on events captured by Mail Content Filtering.	The reports generated by Mail Content Reporting collect data over a period of time and cannot be provided on a real time basis.

Our Customer Terms

IP Solutions Section

Part C – Value Added Services

Value added package feature	Description	Applicable terms (if any)
Web Security		
Anti-Virus	Anti-Virus uses commercially available virus scanning software to scan certain internet traffic for viruses the software recognises.	We cannot guarantee that all viruses will be detected.
Web Content Filtering	Web Content Filtering allows you to filter internet (HTTP and HTTPS) and File Transfer Protocol (FTP) traffic directed at your IP Networking Service (for example, to prevent your users accessing certain websites and receiving certain types of email).	We will consult with you about the configuration of the software used to perform your Web Content Filtering.
Web URL Category Filtering	Web URL Category Filtering allows you to block Universal Resource Locators (URLs) that you select or certain categories of URL selected by the software used to perform Web URL Category Filtering.	We cannot guarantee that all of URLs will be included in the category that you wish to be filtered.
Web Malware Category Filtering	Web Malware Category Filtering uses commercially available malware scanning software to scan certain internet traffic for malware the software recognises.	We cannot guarantee that all malware will be detected.
Authentication to the Internet	Authentication to the Internet links your IP Networking Service to an authentication server that can be used to authenticate a user's access to the internet when the user tries to access the internet via your IP Networking Service.	<p>You must provide us with initial authentication information (including user names and passwords) for each user to whom you wish to give access to the internet via your IP Networking Service.</p> <p>You can ask us to change your authentication information from time to time through Basic RADIUS (at an additional charge), Managed RADIUS or Advanced RADIUS.</p> <p>You must confirm with us that your authentication change requests have been performed.</p>

Our Customer Terms

IP Solutions Section

Part C – Value Added Services

Value added package feature	Description	Applicable terms (if any)
Web Security Portal Access	Web Security Portal Access allows you to access your Web Security features.	To make changes to your user accounts you will need to obtain Advanced Radius.
Web Security Reporting	Web Security Reporting provides a set of summary reports on events captured by Web Content Filtering.	The reports generated by Web Security Reporting collect data over a period of time and cannot be provided on a real time basis.
Authentication		
Managed RADIUS	Managed RADIUS (Shared) allows you to use an authentication server that we supply to authenticate your user accounts. You can request Advanced Managed RADIUS.	See terms in this section of Our Customer Terms under applicable heading.
Customer RADIUS	Customer RADIUS allows you to use an authentication server that you supply to authenticate your user accounts.	You will need to arrange a connection to the authentication network in order to obtain Customer RADIUS. See terms in this section of Our Customer Terms under the applicable heading.

Part C – Value Added Services

Other charges

- 15.2 You may apply for adds, moves or changes that you request through the FNC tool on Order Online for your Value Added Service or Value Added Package. We will advise you of the charges for your request prior to carrying out that request. The charges will depend on whether we determine the request to be a simple change or a complex change and when you request that change to be carried out and will be based on the following pricing:

Adds/moves/changes charge	GST excl.
Simple change Less than 5 Firewall Rules requested at one time. User Name changes	\$100
Complex change Changes to Mail Security Policies Changes to Web Security Policies 5 or more Firewall Rules requested at once time	\$400
After business hours additional service charges	Price on application

16 Old Value Added Services (no longer available)

- 16.1 Some non-current value added services can now be found in [Part E – IP Solutions \(non-current plans\)](#) section of Our Customer Terms

17 Special meanings

The following words have the following special meanings:

FNC means the Feature and Network Changes tool accessible via Order Online which enables you to request simple and complex changes to your IP Solutions online.

IPSS means the IP Self Serve portal which enables you to manage certain parts of your service online.

receiver service is any service that receives the information stream from the source service.

source service is the service that sends the information stream.