
Contents

Click on the section that you are interested in.

1	About the Frame Relay Services section	3
	Our Customer Terms	3
	Inconsistencies	3
2	General	3
	Minimum commitment	4
	Cancelling your service	4
	Cabling and data terminal equipment	4
	Equipment requirements	5
3	Connecting a Frame Relay service	5
	Provisioning times	5
	Provisioning commitment	5
	Actual provisioning times	5
	Information we need	6
	Target standard provisioning times	6
	Frame Relay connection charges	8
	Using Digital Data Service Flexnet to access Frame Relay	8
	DDS – Frame Relay conversion charges	9
	Network extension charges	9
	Property extension charges	10
	Service extension charge	10
	Materials	10
	Withdrawing an order	10
	Putting an order on hold	11
4	Frame Relay	12
	What is Frame Relay?	12
	Availability	12
	Service features	12
	Access speeds and interfaces	13
	Permanent Virtual Circuits (PVCs)	13
5	Monthly access charges	14
	Basis of charges	14
	Charging zones	14
	Monthly access charges	14
	International access port	16
6	PVC charges	16
	PVC charges – intrastate & interstate	16
	PVC charges – international	18
	Permanent Virtual Circuit Redirection	18
7	Other charges	19
	Rearranging Permanent Virtual Circuit	19
	Changing your data rate and service interface	19

Our Customer Terms

Frame Relay Services Section

8	Rapid Bandwidth Expansion	19
	What is Rapid Bandwidth Expansion?	19
	Availability	19
	Charges	20
9	Service assurance – Australia	21
	Australian services only	21
	Fault reporting and repair	21
	Target response and repair times	21
	Temporary repairs	21
	Emergency repairs	22
	Faults caused by interference or you	22
	Service appointment times	22
	Customer Select Assurance and Maintenance Options	22
10	Other work we do for you	22
11	Frame Relay points of presence	23
12	Special meanings	23

Certain words are used with the specific meanings set out below under “Special meanings” on page 32 or in [the General Terms of Our Customer Terms](#).

1 About the Frame Relay Services section

Our Customer Terms

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

Inconsistencies

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

2 General

Frame Relay Cease Sale and Exit Notification

- 2.1 Frame Relay will not be available for purchase by new customers from 30 June 2018.
- 2.2 Frame Relay will not be available for purchase by customers who already receive Frame Relay from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.
- 2.3 Frame Relay will be disconnected on 30 September 2019 in areas where the area’s nbn rollout region disconnection date falls on or before 30 September 2019; in areas where the area’s nbn rollout region disconnection date falls after 30 September 2019, the Frame Relay will be disconnected in accordance with the nbn rollout region disconnection timetable.
- 2.4 On 31 August 2022, all remaining Frame Relay services will be disconnected in all areas.
- 2.5 Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

Our Customer Terms

Frame Relay Services Section

Minimum commitment

- 2.6 The minimum period for Frame Relay services is 12 months (“Minimum Period”). We may, in our sole discretion, provide the Frame Relay services for less than the Minimum Period.

Cancelling your service

- 2.7 You can cancel the service at any time by telling us in writing 30 days beforehand. If you cancel a service before the Minimum Period, you must pay us the lesser of:
- (a) the total of six months of the monthly access charges (as set out in clause 5) and six months of the PVC charges (as set out in clause 6); or
 - (b) monthly access charges and PVC charges equal to the remainder of the Minimum Period.

(“Early Termination Charge”)

- 2.8 You acknowledge that the Early Termination Charge is a genuine pre-estimate of our loss if you cancel your service before the Minimum Period.

Cabling and data terminal equipment

- 2.9 We only connect telecommunications cabling on your premises to a Frame Relay service if:
- (a) a registered cabling service provider installed the cabling; and
 - (b) the cabling meets the Australian Communications and Media Authority’s minimum technical requirements (available at www.acma.gov.au).
- 2.10 If we provide you with a High Speed Frame Relay service (2 Mbit/s or higher), we will not use existing building cabling. The service must use optical fibre that we provide.
- 2.11 You must take all reasonably necessary measures to ensure the safe and proper performance of all work we perform at your premises.
- 2.12 You can connect data terminal equipment to a Frame Relay service if the equipment supplier complies with the Australian Communications and Media Authority’s data terminal equipment permit requirements (available at www.acma.gov.au).
- 2.13 You must pay us any costs we reasonably incur in repairing or replacing any of our property that is damaged or destroyed as a result of connecting data terminal equipment to our network.

Equipment requirements

- 2.14 We need an acceptable working temperature (ambient 10 – 35°C) to allow our service personnel to maintain and add new services.
- 2.15 We also need sufficient lighting and space at your site at all times to let us install, inspect, maintain and/or replace equipment
- 2.16 We recommend that you provide a communications or modem cabinet to house the Frame Relay service network termination units.
- 2.17 You must provide a standard mains voltage AC double point with adequate lighting within one metre of the installation site for each network termination unit. You must keep the power point outside the network termination unit cabinet.
- 2.18 When the service is provided on optical fibre, you must provide a standard mains voltage and a protective telecommunications earth as set out in AS/NZS3000: Electrical Installations (Wiring rules).

3 Connecting a Frame Relay service

Provisioning times

- 3.1 We aim to meet our standard provisioning times for your service. We are not required to meet them – they are indicative only. The only exceptions are for those Frame Relay services that our Provisioning Commitment applies to (see below).

Provisioning commitment

- 3.2 Our Provisioning Commitment and Enhanced Provisioning Commitment is available for Frame Relay new connections, upgrade, external removal and indoor removal where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. The Enhanced Provisioning Commitment provides for shortened activation times in some circumstances. For further information see the [Service Assurance and Provisioning Commitment Section](#) of Our Customer Terms.

Actual provisioning times

- 3.3 Actual provisioning times are affected by a number of factors including:
 - (a) the availability of equipment and network infrastructure; and
 - (b) whether the site is urban or non-urban; and
 - (c) us having sufficient and timely access to your premises and equipment in order to

undertake the provisioning.

Information we need

- 3.4 When ordering new services, you must provide us with the following information:
- (a) a fully completed application form;
 - (b) address(es) at which the service is to be provided;
 - (c) description of work needed in each location;
 - (d) nominated contact (including phone number) who is aware of the work needed in each location; and
 - (e) date by which the service is needed to be operational (taking into account our target standard provisioning time).
- 3.5 If you cannot provide a date by which the service is needed to be operational at the time that you submit your order to us, then we contact you within ten working days. If you cannot provide a date in writing within seven days of this follow-up contact, we consider that you have withdrawn the order.

Target standard provisioning times

- 3.6 Our target standard provisioning times do not apply if you order more than ten services for the one location in a month.
- 3.7 Our target standard provisioning times start on the date that we have received all the information we need from you and end on the completion of provisioning. The times are expressed in working days (ie Monday – Friday, excluding public holidays).
- 3.8 The standard provisioning time for a new Frame Relay access depends on the location (urban or non-urban) and the category of order.
- Urban is any area within Australia of population greater than 10,000 people. Non-urban are all areas within Australia outside of the urban areas.
- 3.9 The category of order is determined by the amount of work we need to do to install your service. There are four categories:

- (a) **1. basic:** orders that need minor internal or external work before installation.

These orders may need minor internal plant work at our exchange, or minor internal plant work at your site that we can perform at the same time as the site visit.

For example, orders that require the installation of NTUs, or the sliding of cards into free slots in Multiplexer or Frame Relay racks; or copper pair jumpering in the access network.

Our Customer Terms

Frame Relay Services Section

- (b) **2. minimal:** orders that need external optical fibre transmission plant installation work (including the installation of up to 500 metres of optical fibre cable), substantial internal plant work, or substantial fee-for-service work.

For example, orders that require substantial fee-for-service work on internal cabling.

- (c) **3. medium:** orders for urban services that need us to seek the consent of someone other than you before starting optical fibre street work, depending on the location of your end or the exchange end of the service.

For example, orders that require local council approval.

- (d) **4. extensive:** orders that need some major construction activity.

For example, orders that need inter-exchange network work, exchange building work, a new multiplexer, or a long access optical fibre or a copper cable haul.

3.10 Our target standard provisioning times are as follows:

Target standard provisioning times – a new Frame Relay access		
Category of order	Urban	Non-urban
1. Basic	9 working days	19 working days
2. Minimal	19 working days	39 working days
3. Medium	24 working days	Not applicable
4. Extensive	A provisioning assessment is made on a case by case basis	A provisioning assessment is made on a case by case basis

3.11 The standard provisioning time for a new Permanent Virtual Circuit or Permanent Virtual Circuit Redirection is five working days.

3.12 The standard provisioning time for indoor removals and indoor relocations of a service within a building is five working days.

3.13 The standard provisioning time of five working days applies to the following changes:

- (a) re-arranging a permanent virtual circuit;
- (b) change of service interface;
- (c) change of access data rate 64 kbit/s to 128 kbit/s;



Our Customer Terms

Frame Relay Services Section

- (d) change of data rate between 128 kbit/s and 1984 kbit/s;
- (e) change of data rate between 2 Mbit/s and 44 Mbit/s.

Rapid Bandwidth Expansion is available for all change of data rates. See below under “Rapid Bandwidth Expansion” on page 19.

- 3.14 The provisioning times for international Frame Relay services are available on request.

Frame Relay connection charges

- 3.15 We charge you the following charges for connecting a standard Frame Relay service:

Frame Relay connection charges	GST excl.
New standard Frame Relay access 64 kbit/s to 1984 kbit/s (per service)	\$1,750.00
New standard Frame Relay access 2 Mbit/s (per service). Note: this is available solely at our discretion	\$20,000.00
New standard Frame Relay access 4 Mbit/s to 44 Mbit/s (per service)	\$20,000.00
New international Frame Relay access (per service)	price on application

Using Digital Data Service Flexnet to access Frame Relay

- 3.16 We charge you the following charges if you want to use DDS Flexnet to access Frame Relay. You can choose DDS Flexnet for one, both or all ends of a Frame Relay service.

Frame Relay via DDS Flexnet connection charges	GST excl.
Frame Relay access via existing DDS Flexnet site (per service)	\$280.00

- 3.17 If you wish to use DDS Flexnet to access Frame Relay, we also charge you the additional DDS Flexnet monthly charges. You may also need to pay additional DDS Flexnet transmission charges if the Flexnet service is not in the same primary area as the nearest Frame Relay switch.

A primary area is the main centre in each charging area as we determine.

See [Part B – DDS Flexnet of the Digital Data Service section of Our Customer Terms](#), for the monthly

Our Customer Terms

Frame Relay Services Section

and transmission charges.

DDS – Frame Relay conversion charges

- 3.18 If you are converting from or adding Frame Relay to an existing Digital Data Service product, we charge you the following:

Conversion charge	GST excl.
Frame Relay access converting from DDS	\$1,000.00
Frame Relay access converting from DDS Fastway (64 kbit/s – 1984 kbit/s only),	\$280.00

- 3.19 If you are converting from or adding Frame Relay to an existing DDS Fastway service, we also charge you for changing your data rate and your service interface. These charges are set out below under “Changing your data rate and service interface”.

Network extension charges

- 3.20 Where your new service will be supplied by cable and your property entry point is more than 500 metres from the nearest part of our existing network to be used to connect your service, we can charge you our fee-for-service charges to lay cable from our existing network to your property entry point. We charge you beyond the first 500 metres. We will tell you this cost and get your consent before we start work.

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms..

- 3.21 We can charge you an additional infrastructure charge for installing Frame Relay infrastructure in an exchange where this is not already available. This charge is based on time and materials. We will tell you about this additional infrastructure charge when we complete a feasibility study and before we confirm your order.

- 3.22 We can also charge you our fee-for-service charges where your new service will be supplied by radio and we have to install any combination of:

- (a) a new network radio tower;
- (b) new network radio equipment on an existing network structure;
- (c) a repeater section; or
- (d) a non-standard supporting structure on your premises.

We will tell you this cost and get your consent before we start work.

A standard supporting structure is a triad with a 9-metre mast that extends up to 3 metres or a similar structure that costs the same or less.

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms..

Property extension charges

- 3.23 We can charge you our fee-for-service charges where we have to install trenching for cabling from the property entry point to the building entry point.

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.

Service extension charge

- 3.24 We can charge you our fee-for-service charges for installing additional or alternative cabling where you occupy premises for which our network boundary is a main distribution frame (or MDF) and:

- (a) there is no suitable spare capacity in the cabling system at the premises to extend cabling from the MDF to the location you request; or
- (b) you do not want your service to be connected through the MDF.

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.

Materials

- 3.25 We will apply materials charges set out in individual quotations

Withdrawing an order

- 3.26 We can charge you to withdraw an order for a Frame Relay service, depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 1	Dispatch from sales	30% of the total connection charges applicable
	Dispatch from plant layout	
	Order issue	
Stage 2	Transmission path building	55% of the total connection charges applicable

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable

Putting an order on hold

- 3.27 We can charge you the following percentage of the connection charges if you put an order for a Frame Relay service on hold, depending on the stage at which you put the order on hold. We can also charge you the applicable access and rental charges (less any applicable discount) for the period that you keep your order on hold after the date that you originally required the service.

Charges for placing an order on hold		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable
New Order	Starting from the date that you originally required the service until you tell us that the order can go ahead or be withdrawn	100% of the applicable monthly access and PVC rental charge to apply, less existing and/or agreed additional discount

- 3.28 If you tell us that the order can go ahead, then full access, rental and connection charges apply (less any existing and/or agreed discounts) from when your order is completed.

These charges are in addition to the charges in the table above. If you have already paid the total connection charges applicable, but we have incurred additional installation costs as a result of you placing your order on hold, then we may recover any additional connection charges from you. We will tell you what these additional charges are before we finalise your order.

4 Frame Relay

- 4.1 If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may additionally charge you an ACT Government Utilities Tax. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).

What is Frame Relay?

- 4.2 Frame Relay is a frame-switched data carriage network connecting intelligent end-points within Australia, New Zealand and a number of international locations.

Availability

- 4.3 Please contact us for information on the availability of Frame Relay.

Service features

- 4.4 The service consists of:
- (a) at least two Frame Relay accesses; or
 - (b) one Frame Relay access when used as access to IP WAN, ATM, Business DSL or Internet Direct; and
 - (c) Permanent Virtual Circuits – virtual links between your sites for transmitting data over our Frame Relay network.
- 4.5 For Frame Relay we give you:
- (a) connection from our network boundary at your first specified address to the local exchange;
 - (b) connection from our network boundary at your second specified address to the local exchange;
 - (c) connection of the service between the two addresses where a Permanent Virtual

Circuit is chosen to connect the two.

- 4.6 As noted below, the service features are generally not available in international locations.

Access speeds and interfaces

- 4.7 The following access speeds for Frame Relay are available:

- (a) increments of 64 kbit/s from 64 kbit/s to 1984 kbit/s; and
- (b) increments of 2 Mbit/s from 2 Mbit/s to 44 Mbit/s (increments of 2 Mbit/s are not available for international destinations).

- 4.8 Frame Relay supports the following interfaces for speeds up to and including 1984 kbit/s:

- (a) X.21 bis/V.35;
- (b) X.21;
- (c) G.703/G.704 120 ohm; and
- (d) G.703/G.704 75 ohm.

X.21 bis/V.35 is an interface between your data terminal equipment and a network termination unit that is compatible with V-series data modem interfaces.

X.21 is an interface between your data terminal equipment and a network termination unit for synchronous operation on a digital data line.

G.703/G.704 are the standard protocol interfaces for data services. 120ohm is twisted copper pair and G.703/G.704 75ohm is a standard connector.

- 4.9 Speeds of 2 Mbit/s and above are supported on a HSSI interface. You also have the option to choose X.21 bis/V.35 for service speeds of 2 Mbit/s up to 10 Mbit/s. (This is not available internationally.)

- 4.10 Access throughput will be lower than the access speed for your Frame Relay connection. This is due to the transmission protocol which uses a portion of the access speed of the Frame Relay connection to manage the transmission of data.

Permanent Virtual Circuits (PVCs)

- 4.11 Frame Relay Permanent Virtual Circuits are based on bandwidths specified by the committed information rate that you choose and are available between 0 kbit/s to 16 Mbit/s. (International PVCs must be 8 kbit/s to 1024 kbit/s.) The committed information rate (CIR) generally represents the minimum sustained data rate (or bit rate) available on Permanent Virtual Circuits. However, if your Frame Relay access is over-subscribed, the minimum sustained data rate (or bit rate) may be less than your committed information

rate. Your Frame Relay access is over-subscribed if the total CIRs of all Permanent Virtual Circuits on your Frame Relay access exceed 97% of the access bandwidth.

- 4.12 Data transmission at rates in excess of committed information rate may be possible depending on overall network load.
- 4.13 Frame Relay PVCs with committed information rates higher than 16 Mbit/s are available (but they are not available internationally). Please contact us for more information.

5 Monthly access charges

Basis of charges

- 5.1 The access charge for each of your sites on our Frame Relay network depends on:
- (a) your charging zone (as described below); and
 - (b) bandwidth that you choose.

For your nearest point of presence, see below under “Frame Relay points of presence” on page 23.

Charging zones

- 5.2 Our charges for a metropolitan zone apply if your site is located:
- (a) within the local calling area of a metropolitan location listed under “Frame Relay points of presence”; or
 - (b) within 50 kilometres of a metropolitan location listed under “Frame Relay points of presence”.

For more information on what a **local calling area** is see the meaning of local call under Part A – General of the Basic Telephone Service section of Our Customer Terms. For more information on what an **exchange service area** is see Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms.

- 5.3 Our charges for a regional zone apply if your site is located:
- (a) outside of the metropolitan charging zone; and
 - (b) within the Telstra’s digital network infrastructure boundaries.

Monthly access charges

- 5.4 We charge you the following monthly access charges[^]:

Monthly access charges* – Frame Relay
--

Our Customer Terms

Frame Relay Services Section

Bandwidth	Metropolitan zone	Regional zone	Bandwidth	Metropolitan zone	Regional zone
	(GST excl.)	(GST excl.)		(GST excl.)	(GST excl.)
64 kbit/s	\$432.48	\$750.48	1856-1984 kbit/s	\$2,399.84	\$3,434.40
128 kbit/s	\$611.62	\$1,168.12	2 Mbit/s	\$2,399.84	\$3,434.40
192 kbit/s	\$926.44	\$1,442.66	4 Mbit/s	\$3,341.12	\$4,783.78
256 kbit/s	\$990.04	\$1,662.08	6 Mbit/s	\$4,283.46	\$6,133.16
320 kbit/s	\$1,047.28	\$1,803.06	8 Mbit/s	\$5,225.80	\$7,483.60
384 kbit/s	\$1,110.88	\$1,944.04	10 Mbit/s	\$5,565.00	\$7,965.90
448 kbit/s	\$1,169.18	\$2,086.08	12 Mbit/s	\$5,904.20	\$8,448.20
512 kbit/s	\$1,214.76	\$2,227.06	14 Mbit/s	\$6,105.60	\$8,734.40
576 kbit/s	\$1,278.36	\$2,368.04	16 Mbit/s	\$6,307.00	\$9,020.60
640 kbit/s	\$1,336.66	\$2,510.08	18 Mbit/s	\$6,489.32	\$9,282.42
704 kbit/s	\$1,382.24	\$2,587.46	20 Mbit/s	\$6,671.64	\$9,545.30
768 kbit/s	\$1,428.88	\$2,669.08	22-32 Mbit/s	\$7767.41	\$11121.52
832 kbit/s	\$1,469.16	\$2,746.46	34-44 Mbit/s	\$7950.00	\$11384.40
896 kbit/s	\$1,497.78	\$2,829.14			
960 kbit/s	\$1,527.46	\$2,906.52			
1024 kbit/s	\$1,591.06	\$2,988.14			
1088-1280 kbit/s	\$1,735.22	\$3,171.52			
1344-1536 kbit/s	\$1,966.30	\$3,353.84			
1600-1792 kbit/s	\$2,197.38	\$3,434.40			

* **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).



International access port

- 5.5 You must ask your in-country representative for international prices.

6 PVC charges

PVC charges – intrastate & interstate

- 6.1 The charge for transmissions over a Permanent Virtual Circuit depends on:
- (a) your chosen committed information rate; and
 - (b) the distance between two sites.
- 6.2 We charge you the following monthly charges* for intrastate and interstate transmissions over a Permanent Virtual Circuit service:

Intrastate covers distance between two sites in the same state or territory and includes the distance between one site in the ACT and another site anywhere in NSW.

Interstate covers distance between two sites located in two different states or territories.

Monthly Permanent Virtual Circuit service charges*		
Bandwidth	Intrastate	Interstate
	(GST excl.)	(GST excl.)
0 kbit/s	\$9.54	\$165.36
8 kbit/s	\$13.78	\$219.42
16 kbit/s	\$20.14	\$329.66
24 kbit/s	\$24.38	\$395.38
32 kbit/s	\$27.56	\$462.16
48 kbit/s	\$40.28	\$668.86
64 kbit/s	\$53.00	\$879.80
96 kbit/s	\$78.44	\$1,286.84

Our Customer Terms

Frame Relay Services Section

Monthly Permanent Virtual Circuit service charges*		
Bandwidth	Intrastate	Interstate
	(GST excl.)	(GST excl.)
128 kbit/s	\$101.76	\$1,671.62
192 kbit/s	\$144.16	\$2,375.46
256 kbit/s	\$181.26	\$2,990.26
384 kbit/s	\$256.52	\$4,221.98
512 kbit/s	\$320.12	\$5,277.74
768 kbit/s	\$422.94	\$6,966.32
1024 kbit/s	\$461.10	\$8,022.08
1.6 Mbit/s	\$821.50	\$12,205.45
2 Mbit/s	\$860.72	\$14,479.60
3 Mbit/s	\$1,237.02	\$20,847.02
4 Mbit/s	\$1,619.68	\$27,511.24
5 Mbit/s	\$1,944.04	\$33,302.02
6 Mbit/s	\$2,259.92	\$38,794.94
7 Mbit/s	\$2,892.74	\$49,657.82
8 Mbit/s	\$2,892.74	\$49,657.82
9 Mbit/s	\$3,435.76	\$58,968.86
10 Mbit/s	\$3,435.76	\$58,968.86
11 Mbit/s	\$4,064.04	\$69,519.04
12 Mbit/s	\$4,064.04	\$69,519.04
13 Mbit/s	\$4,664.00	\$79,854.04
14 Mbit/s	\$4,664.00	\$79,854.04
15 Mbit/s	\$5,221.56	\$89,633.60
16 Mbit/s	\$5,221.56	\$89,633.60

The Frame Relay Services section was last changed on 23 November 2020.

* **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).

PVC charges – international

6.3 You must ask your in-country representative for international prices.

Permanent Virtual Circuit Redirection

6.4 Permanent Virtual Circuit Redirection is a service for automatically or manually redirecting a Permanent Virtual Circuit from one Frame Relay access (a primary access) to a different pre-determined Frame Relay access (a backup access). It allows you to continue operating if your primary access fails.

6.5 Permanent Virtual Circuit Redirection is only available to you if you have at least two Frame Relay accesses. Permanent Virtual Circuit Redirection is not available to you if your service is international.

6.6 Please contact us for further information on PVC Redirection network design.

6.7 If you wish to maintain backup Permanent Virtual Circuits on the redirected routes for longer than one month, you should place an order for a new primary Permanent Virtual Circuit on those particular routes.

6.8 We charge you the following connection charge for Permanent Virtual Circuit Redirection. The charge applies to each backup Permanent Virtual Circuit.

Permanent Virtual Circuit Redirection connection charges	GST excl.
Connection charge (per Permanent Virtual Circuit)	\$25.00

6.9 We also charge you a monthly subscription charge for Permanent Virtual Circuit Redirection. The charge is 10% of the monthly Permanent Virtual Circuit service charges set out above on page 16 or following pages. The charge is calculated according to the route of the backup Permanent Virtual Circuit to which redirection is occurring.

6.10 We also charge you for redirecting a Permanent Virtual Circuit longer than 12 working days (Monday – Friday, 9am – 5pm, public holidays excluded) in any one-month period. Instead of charging you the monthly subscription charge for Permanent Virtual Circuit Redirection for that month, we charge you the full rate for primary Permanent Virtual Circuit in the relevant table above on page 16 or following pages. We also charge you for the primary Permanent Virtual Circuit. This rate applies until the Permanent Virtual

Circuit is redirected to the primary route.

7 Other charges

Rearranging Permanent Virtual Circuit

7.1 We charge you the following for rearranging your Permanent Virtual Circuit:

Rearranging Permanent Virtual Circuit	GST excl.
Charge per Permanent Virtual Circuit rearranged	\$25.00

Changing your data rate and service interface

7.2 We charge you the following for changing your data rate and any change to your service interface:

Alteration charge	GST excl.
Change of Access data rate: - between 64 kbit/s to 1984 kbit/s; or - between 2 Mbit/s to 44 Mbit/s	\$280.00
Change of service interface (per end)	\$365.00

8 Rapid Bandwidth Expansion

What is Rapid Bandwidth Expansion?

8.1 Rapid Bandwidth Expansion is an optional facility where we upgrade your Frame Relay access or move your service within two business days.

8.2 We do not charge you the Rapid Bandwidth Expansion activation charge if we do not meet the two business day target.

Availability

8.3 Rapid Bandwidth Expansion will be available where you require:

(a) a speed change of a Frame Relay access from 64 kbit/s to 128 kbit/s (or vice

Our Customer Terms

Frame Relay Services Section

- versa);
- (b) a speed change of a Frame Relay access in the range 192 kbit/s to 1984 kbit/s;
 - (c) a change in the Frame Relay Permanent Virtual Circuit committed information rate together with a change of an associated access speed; and
 - (d) indoor and outdoor relocations of your Frame Relay service at the same or different address if the service is supported by existing infrastructure and a visit by a technician is not required.
- 8.4 We upgrade service/access speed in 64 kbit/s increments. We provide Permanent Virtual Circuit committed information rate changes in the same increments as the standard Frame Relay committed information rate offerings.
- 8.5 Rapid Bandwidth Expansion is not available if you wish to change service/access speed from 64 kbit/s or 128kbit/s to a speed within the range 192 kbit/s to 1984 kbit/s (or vice versa).
- 8.6 For services in the 192-1984 kbit/s band, if your access capacity is not sufficient to cater for the upgrade the Rapid Bandwidth Expansion facility will not be available.
- 8.7 We do work upgrading your Frame Relay service during our standard installation hours of business.
- 8.8 We charge you our fee-for-service charges if you ask us to do work outside of our standard installation hours of business. The fee-for-service charges are set in the [Fee-for-Service \(Other work that we do for you\) section](#) of Our Customer Terms.

Charges

- 8.9 We charge you the following activation charge for Rapid Bandwidth Expansion. If a speed change is performed at the same time as a relocation to the same or different address, we only charge you for the relocation.

Rapid Bandwidth Expansion activation charge	GST excl.
Activation of Rapid Bandwidth Expansion facility (per Frame Relay access)	\$420.00
Relocation of your service at the same address (per Frame Relay access)	\$485.00
Relocation of your service to a different address (per Frame Relay access)	\$550.00

9 Service assurance – Australia

Australian services only

9.1 The service assurance terms apply to all services wholly within Australia. Please contact us for further information on international services.

Fault reporting and repair

9.2 As part of the Frame Relay services, we also provide:

- (a) a 24 hour fault reporting service for telling us about service faults, including public holidays; and
- (b) a 24 hour maintenance and repair service for service faults, including public holidays.

9.3 The monthly service charge covers maintenance up to our network boundary and, where applicable, of the network termination unit only. Maintenance of any telecommunications cabling on your premises (ie cabling beyond our network boundary) or any telecommunications equipment owned or used by you is not included.

Target response and repair times

9.4 Our target response and repair times only apply to service faults within our maintenance responsibilities.

9.5 If there is a fault in your service we aim to respond to you within one hour of you telling us about the fault. You receive a response from us when we tell you that we have started action to identify the fault.

9.6 If there is a fault in your service in an urban centre, we aim to repair your service to full working order within 12 hours of you telling us about the fault. Our repair target is extended by one day in rural areas and by two days in remote areas.

An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of our service centres in capital cities and major regional and provincial centres.

A rural area is a location over 30 km but under 65 km by road from one of our service centres in capital cities and major regional and provincial centres.

A remote area is a location 65 km and over by road from one of our service centres in capital cities and major regional and provincial centres.

Temporary repairs

9.7 In some cases, we may perform a temporary repair, so that you can use the service before we finish a full repair. A temporary repair that lets you use the service counts as a repair

for the purposes of working out our service repair obligations to you.

Emergency repairs

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

Faults caused by interference or you

- 9.9 We can charge you to repair the following faults:

- (a) faults caused by your interference or interference within your control;
- (b) faults caused by your negligence; and
- (c) faults caused due to wilful damage by you to your Frame Relay.

We will tell you about the charges and seek your approval before we start work.

Service appointment times

- 9.10 We will agree service appointment times for restoring and repairing faulty services with you.

Customer Select Assurance and Maintenance Options

- 9.11 Enhanced service assurance options may be available at an additional cost to you. These offer faster response and repair targets for faults. For information in relation to our Customer Select Assurance and Maintenance Options, see the [Service Assurance and Provisioning Commitment section](#) of Our Customer Terms.

10 Other work we do for you

- 10.1 The standard network connection charge for service activation includes work performed during our standard hours of business, which are 8am to 5pm, Monday to Friday, excluding public holidays.
- 10.2 For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see “Our Customer [Terms Fee-for-service \(Other work we do for you\)](#)”.

11 Frame Relay points of presence

11.1 The points of presence for Frame Relay are set out in the table below:

Frame Relay points of presence	
Metropolitan	
Location	Exchange
Sydney	Pitt
Melbourne	Exhibition
Brisbane	Woolloongabba
Adelaide	Waymouth
Perth	Wellington
Canberra	Deakin
Darwin	Darwin
Hobart	Hobart

12 Special meanings

12.1 The following words have the following special meanings:

building entry point is the point where cable crosses or goes through the perimeter of your building.

network boundary means the boundary as ascertained in accordance with section 22 of the Telecommunications Act 1997.

property entry point means:

- where we supply you a service using cable or fibre, the point where the cable or

Our Customer Terms

Frame Relay Services Section

- fibre enters your property; and
- where we supply you a service using radio, the base of the antenna's supporting structure on your property.