

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

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Certain words are used with the specific meanings set out under clause 6 of this Part B, in Part A – General at [http://www.telstra.com.au/customerterms/docs/bg\\_ips\\_general.pdf](http://www.telstra.com.au/customerterms/docs/bg_ips_general.pdf), or in the General Terms of our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm).

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

#### 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of Part A – General at [http://www.telstra.com.au/customerterms/bus\\_ip\\_solutions.htm](http://www.telstra.com.au/customerterms/bus_ip_solutions.htm) of the IP Solutions section for more detail on how the various parts of the IP Solutions section should be read together.

1.2 This Part B applies if you sign up for your IP Networking Service before 1 November 2012.

#### 2 IP NETWORKING SERVICES

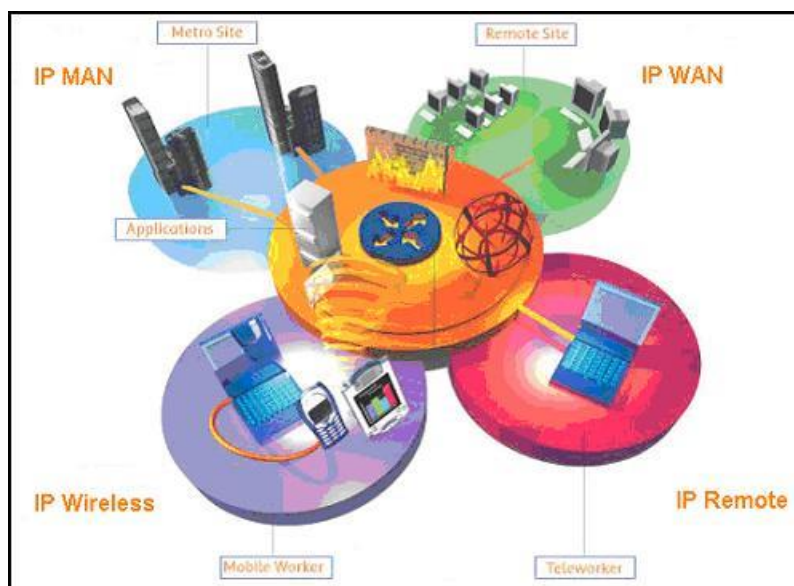
##### Our different services

2.1 Every IP Solution includes an IP Networking Service.

2.2 The IP Networking Services are:

- (a) IP MAN – which connects sites using fibre connections (we used to call this “Telstra Wideband IP”);
- (b) IP WAN – which connects at least one site to an exchange (we used to call this “Telstra Private IP Solutions”);
- (c) IP Wireless - which allows end users to access your sites using the Telstra Mobile Network.

2.3 The diagram below shows how the different types of IP Networking Services work together to allow you to access your data and applications from many locations using different access types.



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## **IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**

### **(Non-current plans – before 1 November 2012)**

#### **Class of service**

- 2.4 For the different classes of service mentioned in this Part, see Part D – Service Levels of the IP Solutions section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_ip\\_solutions.htm](http://www.telstra.com.au/customerterms/bus_ip_solutions.htm).

### **3 IP MAN**

#### **What is IP MAN?**

##### **Cease Sale and Exit Notifications – IP MAN Services**

- 3.1 On and from 28 June 2018, these IP MAN services, including Legacy IP Man, Legacy Aggregate Interconnect, GWIP and Legacy GWIP, will no longer be available for order by new customers. For the avoidance of doubt, this does not apply to Telstra Business IP and Connect IP Ethernet Services.
- 3.2 On and from 31 December 2019, there will be restrictions on the available AMCs (Adds, Moves and Changes) that existing customers may request for these IP MAN services. These include recontracting, adding/ordering new sites, external relocations, and any changes that require a technician to be dispatched will not be permitted.
- 3.3 On and from 30 June 2027, we will discontinue IP MAN and cancel remaining IP MAN services.

#### **What is IP MAN?**

- 3.4 IP MAN connects one or more sites using fibre connections.
- 3.5 Each site is connected to at least one exchange using either an IP MAN single uplink, an IP MAN dual access, an IP MAN dual uplink or an IP MAN fully redundant connection.
- 3.6 On and from 30 September 2008 IP MAN dual uplink is only available to existing customers with an IP MAN dual uplink connection. We will continue to allow existing customers with the IP MAN dual uplink connection to make adds, moves and changes to that connection.
- 3.7 Each IP MAN single uplink is comprised of:
- (a) a port;
  - (b) a switch or network termination unit;
  - (c) a single fibre connection which terminates at an exchange; and
  - (d) IP routing.
- 3.8 Each IP MAN dual uplink is comprised of:
- (a) a port;
  - (b) a switch or network termination unit;
  - (c) dual fibre connections that terminate at an exchange; and

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### **IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**

#### **(Non-current plans – before 1 November 2012)**

(d) IP routing.

3.9 Each IP MAN dual access is comprised of:

- (a) two ports;
- (b) two switches or network termination units
- (c) dual fibre connections that terminate at an exchange; and
- (d) IP routing.

3.10 Each IP MAN fully redundant connection is comprised of:

- (a) two ports;
- (b) two switches or network termination units;
- (c) dual fibre connections (that terminate at different exchanges); and
- (d) IP routing.

3.11 An IP MAN dual access provides you with a backup connection that can only be used if the primary service fails.

3.12 For IP MAN fully redundant access, you may configure both connections to be in the “active-active” configuration which means they both carry traffic in normal use when both connections are functioning. As fair use of the service, you must ensure that your equipment is configured such that the aggregate traffic you transfer across the two links at any one time does not exceed your subscribed access bandwidth. If you breach this fair use policy as determined by us, we reserve the right to charge for your additional bandwidth usage or move your service to a higher bandwidth plan.

#### **Minimum commitment**

3.13 You have to take an IP MAN single uplink, an IP MAN dual access, an IP MAN dual uplink or an IP MAN fully redundant connection for at least 12 months.

#### **Cancelling your service**

3.14 If you cancel an IP MAN single uplink, an IP MAN dual access, an IP MAN dual uplink or an IP MAN fully redundant connection before it has been provisioned, then you must pay all costs incurred by us in provisioning that connection before the date of cancellation.

3.15 We can charge you a cancellation charge if:

- (a) you cancel an IP MAN single uplink, an IP MAN dual access, an IP MAN dual uplink or an IP MAN fully redundant connection after it has been provisioned, but before the end of the minimum term of 12 months (other than as a result of our material breach); or
- (b) we cancel an IP MAN single uplink, an IP MAN dual access, IP MAN dual uplink or an IP MAN fully redundant connection due to your material breach after it has been provisioned, but before the end of the minimum term of 12 months.

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3.16 The cancellation charge is 85% of  $A \times B$  where:

A (for an IP MAN dual uplink or an IP MAN fully redundant connection (as applicable)) is the monthly access bandwidth charge at the 2 Mbit/s rate IP MAN dual uplink (for the applicable Class of Service and zone) plus the monthly port charges for the connection;

A (for an IP MAN single uplink or an IP MAN dual access (as applicable)) is the monthly access bandwidth charge at the 10 Mbit/s rate; and

B is the number of months from the date of cancellation until the end of the minimum term of 12 months.

3.17 If you order an additional IP MAN single uplink, an additional IP MAN dual access, an additional IP MAN dual uplink or an additional IP MAN fully redundant connection and cancel the order after the connection is provisioned, you have to pay all of the connection charges.

### Ports

3.18 If you signed up for your IP MAN service before 30 January 2012, after considering your transmission requirements, you and we will agree upon the type of ports to be used from the list below:

| PHYSICAL LAYER STANDARD | MEDIA                         | APPROXIMATE DISTANCE (METRES) | DUPLEX      | INTERFACE  |
|-------------------------|-------------------------------|-------------------------------|-------------|------------|
| Base-Tx                 | Category 3, 4, 5 (Copper)     | 100                           | Half        | IDC, RJ-45 |
| 100Base-Tx              | Category 5                    | 100                           | Full/Half   | IDC, RJ-45 |
| 100Base-Tx              | 62.5µ Multi-mode fibre (MMOF) | 400                           | Half Duplex | SC         |
| 100Base-Tx              | 62.5µ Multi-mode fibre (MMOF) | 2000                          | Full Duplex | SC         |
| 1000Base-SX             | 62.5µ Multi-mode fibre (MMOF) | 220                           | Full        | SC         |
| 1000Base-LX             | 62.5µ Multi-mode fibre (MMOF) | 550                           | Full        | SC         |

3.19 If you signed up for your IP MAN service on and from 30 January 2012, after considering your transmission requirements, you and we will agree upon the type of ports to be used from the list below or such other list that is available from us from time to time:

| PHYSICAL LAYER STANDARD | MEDIA | APPROXIMATE DISTANCE (METRES) | DUPLEX | INTERFACE |
|-------------------------|-------|-------------------------------|--------|-----------|
|-------------------------|-------|-------------------------------|--------|-----------|

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|                    |                                    |       |      |            |
|--------------------|------------------------------------|-------|------|------------|
| 10/100/1000Base-Tx | Category 5                         | 100   | Full | IDC, RJ-45 |
| 1000Base-SX        | 62.5 $\mu$ Multi-mode fibre (MMOF) | 220   | Full | SC         |
| 1000Base-LX        | Single-mode fibre (SMOF)           | 10000 | Full | SC         |
| 10GBASE SR         | 62.5 $\mu$ Multi-mode fibre (MMOF) | 26    | Full | SC         |
| 10GBASE LR         | Single-mode fibre (SMOF)           | 10000 | Full | SC         |

#### Access bandwidth

- 3.20 The maximum access bandwidth available at a site depends on the type of port used.
- 3.21 You and we agree the initial access bandwidth for each site when you agree to get IP MAN from us.
- 3.22 You can ask us to change the access bandwidth for a site at any time by submitting an access bandwidth change request to us.
- 3.23 You are responsible for all access bandwidth change requests that are performed, regardless of how they are communicated to us.
- 3.24 You must verify that your access bandwidth change requests have been performed. We disregard any access bandwidth change requests that have not been performed (for any reason) when calculating the access bandwidth charges you have to pay.

#### IP Fast Reroute

- 3.25 You can apply for IP Fast Reroute as an optional feature with your IP MAN fully redundant or dual access connection or with two IP MAN single uplink connections. IP Fast Reroute aims to provide faster failover from the primary to the secondary path. The fees for IP Fast Reroute are set out in your separate agreement with us.
- 3.26 To apply for, and continue to use, IP Fast Reroute, you must at all times ensure that:
- (a) your customer edge router supports rapid failover detection; and
  - (b) your equipment is compatible with IP Fast Reroute.

We can accept or reject your application for IP Fast Reroute at our choice.

#### Bandwidth-on demand dial, time and day schedule manager

- 3.27 If you signed up for your IP MAN service before 30 January 2012, for a site that is connected using an IP MAN dual uplink or an IP MAN fully redundant connection, you can submit access bandwidth change requests online using the bandwidth-on-demand dial or the time and day

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schedule manager. You must directly submit to us change requests for a site that is connected using an IP MAN single uplink or IP MAN dual access. If you signed up for your IP MAN service on and from 30 January 2012, bandwidth on demand change requests are not available with some connections and are subject to feasibility and our approval.

- 3.28 You will be provided with two secure ID devices that must be used to access the bandwidth-on-demand dial or the time and day schedule manager.
- 3.29 Our liability relating to the availability, effectiveness or performance of the bandwidth-on-demand dial or the time and day schedule manager is set out in the General Terms of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm).

#### Cabling and shared access switch and NTU location

- 3.30 The standard location for the shared access switch and NTU at your site is the building communications room or the Main Distribution Frame Room ("MDF Room"), where this exists. In the case of IP MAN fully redundant connections and IP MAN dual access connections, we can provide you with a separate NTU at an alternate location or equipment room at your site. For IP MAN fully redundant and IP MAN dual access services where both NTUs are to be at an alternate location or equipment room at your site, we will charge you the additional cost of extending cabling beyond the standard service delivery point (based on the rates set out below under "Cabling charge").
- 3.31 For IP MAN single uplink and IP MAN dual uplink and IP MAN dual access, you may elect to have an NTU provisioned on your own floor (for example, in your communications room) or a location other than the building communications room, provided that you pay us the cabling charges.
- 3.32 If a shared access switch suitable to provide your new service already exists in the communications room or MDF Room at your site and you still wish to terminate a new service on an NTU located in another place at your site, we reserve the right to apply charges.

#### Cabling charge

- 3.33 We charge you for providing and installing cabling to your site beyond the standard service delivery point on the following basis:

| CABLING CHARGE                                     | GST EXCL          |
|--|-------------------|
| Riser-Cat 5 cable up to 4 floors                   | <b>\$720.00</b>   |
| Riser-Cat 6 cable up to 4 floors                   | <b>\$720.00</b>   |
| Riser-Cat 5 cable up to 10 floors                  | <b>\$1,065.00</b> |
| Riser-Cat 6 cable up to 10 floors                  | <b>\$1,065.00</b> |
| Riser-MMOF/SMOF cable up to 4 floors               | <b>\$1,450.00</b> |
| Riser-MMOF/SMOF cable up to 10 floors              | <b>\$1,750.00</b> |
| Riser-MMOF/SMOF cable per each additional 5 floors | <b>\$454.00</b>   |
| 25m lateral CAT5/6 cable                           | <b>\$255.00</b>   |
| 25m lateral MMOF/SMOF cable                        | <b>\$360.00</b>   |
| 50m lateral Cat5/6 cable                           | <b>\$510.00</b>   |



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|                             |                 |
|-----------------------------|-----------------|
| 50m lateral MMOF/SMOF cable | <b>\$715.00</b> |
|-----------------------------|-----------------|

#### Connection charge

3.34 We charge you the following amounts for connecting a new IP MAN single uplink, an IP MAN dual access, IP MAN dual uplink or an IP MAN fully redundant connection.

| CONNECTION CHARGES                            | IP MAN SINGLE UPLINK                          | IP MAN DUAL ACCESS | IP MAN DUAL UPLINK | IP MAN FULLY REDUNDANT |
|---|---|--------------------|--------------------|------------------------|
|   | (GST EXCL.)                                   | (GST EXCL.)        | (GST EXCL.)        | (GST EXCL.)            |
| Each site in a central business district zone | <b>\$10,000.00</b>                            | <b>\$15,000.00</b> | <b>\$15,000.00</b> | <b>\$15,000.00</b>     |
| Each site in a business zone                  | <b>\$12,000.00</b>                            | <b>\$20,000.00</b> | <b>\$20,000.00</b> | <b>\$20,000.00</b>     |
| Each site in a metropolitan zone              | <b>\$15,000.00</b>                            | <b>\$25,000.00</b> | <b>\$25,000.00</b> | <b>\$25,000.00</b>     |
| Each site in an urban zone or regional zone   | As set out in your separate agreement with us | n/a                | n/a                | n/a                    |
| Each port                                     | n/a   | n/a                | <b>\$3,600.00</b>  | n/a                    |

#### Monthly port charge

3.35 We charge you the following monthly charge for each port connected using IP MAN dual uplink.

| MONTHLY PORT CHARGES* | GST EXCL.       |
|-----------------------|-----------------|
| Each port             | <b>\$300.00</b> |

*\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.*

#### Access bandwidth charge – IP MAN single uplink

3.36 We charge you the following annual access charge (billed monthly) for each site connected using IP MAN single uplink:

| IP MAN SINGLE UPLINK ANNUAL ACCESS BANDWIDTH CHARGES* |                          |
|---|--------------------------|
| DATA TRANSFER CLASS OF SERVICE                        | DYNAMIC CLASS OF SERVICE |
|   |                          |

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| Access bandwidth | Central business district zone | Business zone | Metro - politan zone | Urban and Regional zones*                     | Central business district zone   | Business zone   | Metro- politan zone | Urban and Regional zones                      |
|------------------|--------------------------------|---------------|----------------------|---|--|---|---------------------|---|
|                  | (GST excl.)                    | (GST excl.)   | (GST excl.)          | (GST excl.)                                   | (GST excl.)  | (GST excl.)   | (GST excl.)         | (GST excl.)                                   |
| 2 Mbit/s         | \$16,656.00                    | \$21,636.00   | \$36,324.00          | As set out in your separate agreement with us | \$19,164.00  | \$24,876.00   | \$41,784.00         | As set out in your agreement with us          |
| 4 Mbit/s         | \$17,232.00                    | \$22,368.00   | \$37,548.00          | As set out in your separate agreement with us | \$19,182.00 (if you signed up for your service before 30 January 2012).<br>\$19,812.00 (if you signed up for your service on and from 30 January 2012) | \$25,716.00   | \$43,176.00         | As set out in your agreement with us          |
| 6 Mbit/s         | \$17,928.00                    | \$23,268.00   | \$39,060.00          | As set out in your separate agreement with us | \$20,616.00  | \$26,760.00   | \$44,916.00         | As set out in your agreement with us          |
| 8 Mbit/s         | \$19,080.00                    | \$24,768.00   | \$41,592.00          | As set out in your separate agreement with us | \$21,948.00  | \$24,488.00 (if you signed up for your service before 30 January 2012)<br>\$28,488.00 (if you signed up for your service on and from 30 January 2012) | \$47,832.00         | As set out in your agreement with us          |
| 10 Mbit/s        | \$21,033.00                    | \$27,227.00   | \$45,592.00          | As set out in your separate agreement with us | \$24,180.00  | \$31,308.00   | \$52,428.00         | As set out in your agreement with us          |
| 12 Mbit/s        | \$25,644.00                    | \$33,192.00   | \$48,912.00          | As set out in your separate agreement with us | \$29,496.00  | \$38,172.00   | \$56,256.00         | As set out in your separate agreement with us |
| 14 Mbit/s        | \$30,264.00                    | \$39,252.00   | \$51,876.00          | As set out in your separate agreement with us | \$34,800.00  | \$45,132.00   | \$59,652.00         | As set out in your separate agreement with us |

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**IP MAN SINGLE UPLINK ANNUAL ACCESS BANDWIDTH CHARGES\***

| Access bandwidth | DATA TRANSFER CLASS OF SERVICE |               |                      |   | DYNAMIC CLASS OF SERVICE       |               |                     |   |
|------------------|--------------------------------|---------------|----------------------|---|--------------------------------|---------------|---------------------|---|
|                  | Central business district zone | Business zone | Metro - politan zone | Urban and Regional zones*                     | Central business district zone | Business zone | Metro- politan zone | Urban and Regional zones                      |
|                  | (GST excl.)                    | (GST excl.)   | (GST excl.)          | (GST excl.)                                   | (GST excl.)                    | (GST excl.)   | (GST excl.)         | (GST excl.)                                   |
| 16 Mbit/s        | \$34,872.00                    | \$45,132.00   | \$54,564.00          | As set out in your separate agreement with us | \$40,116.00                    | \$51,912.00   | \$62,760.00         | As set out in your separate agreement with us |
| 20 Mbit/s        | \$37,500.00                    | \$48,804.00   | \$59,421.00          | As set out in your separate agreement with us | \$43,128.00                    | \$56,136.00   | \$68,328.00         | As set out in your separate agreement with us |
| 24 Mbit/s        | \$39,780.00                    | \$52,044.00   | \$63,636.00          | N/A   | \$45,744.00                    | \$59,856.00   | \$73,176.00         | N/A   |
| 28Mbit/s         | \$41,940.00                    | \$54,960.00   | \$67,488.00          | N/A   | \$48,240.00                    | \$63,216.00   | \$77,616.00         | N/A   |
| 30 Mbit/s        | \$42,840.00                    | \$56,352.00   | \$68,760.00          | As set out in your separate agreement with us | \$49,188.00                    | \$64,680.00   | \$79,216.00         | As set out in your separate agreement with us |
| 32 Mbit/s        | \$43,764.00                    | \$57,552.00   | \$70,992.00          | N/A   | \$50,340.00                    | \$66,192.00   | \$81,648.00         | N/A   |
| 36 Mbit/s        | \$45,480.00                    | \$60,036.00   | \$74,220.00          | N/A   | \$52,308.00                    | \$69,048.00   | \$85,356.00         | N/A   |
| 40 Mbit/s        | \$47,184.00                    | \$62,304.00   | \$77,280.00          | As set out in your separate agreement with us | \$54,264.00                    | \$71,652.00   | \$88,872.00         | N/A   |
| 44 Mbit/s        | \$48,672.00                    | \$64,356.00   | \$80,064.00          | N/A   | \$55,968.00                    | \$74,016.00   | \$92,064.00         | N/A   |
| 50 Mbit/s        | \$50,724.00                    | \$67,284.00   | \$84,105.00          | As set out in your separate agreement with us | \$58,332.00                    | \$77,376.00   | \$96,720.00         | As set out in your separate agreement with us |
| 60 Mbit/s        | \$53,916.00                    | \$71,820.00   | \$90,108.00          | As set out in your separate agreement with us | \$62,004.00                    | \$82,584.00   | \$103,632.00        | As set out in your separate agreement with us |
| 70 Mbit/s        | \$56,652.00                    | \$75,696.00   | \$95,592.00          | As set out in your separate agreement with us | \$65,148.00                    | \$87,060.00   | \$109,932.00        | As set out in your separate agreement with us |
| 80 Mbit/s        | \$59,280.00                    | \$79,380.00   | \$100,524.00         | As set out in your separate agreement with us | \$68,160.00                    | \$91,284.00   | \$115,608.00        | As set out in your separate agreement with us |
| 90 Mbit/s        | \$61,560.00                    | \$82,716.00   | \$101,257.00         | As set out in your                            | \$70,788.00                    | \$95,136.00   | \$117,240.00        | As set out in your                            |

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**IP MAN SINGLE UPLINK ANNUAL ACCESS BANDWIDTH CHARGES\***

| Access bandwidth | DATA TRANSFER CLASS OF SERVICE |               |                      |   | DYNAMIC CLASS OF SERVICE       |               |                    |   |
|------------------|--------------------------------|---------------|----------------------|---|--------------------------------|---------------|--------------------|---|
|                  | Central business district zone | Business zone | Metro - politan zone | Urban and Regional zones*                     | Central business district zone | Business zone | Metro-politan zone | Urban and Regional zones                      |
|                  | (GST excl.)                    | (GST excl.)   | (GST excl.)          | (GST excl.)                                   | (GST excl.)                    | (GST excl.)   | (GST excl.)        | (GST excl.)                                   |
|                  |                                |               |                      | separate agreement with us                    |                                |               |                    | separate agreement with us                    |
| 100 Mbit/s       | \$63,720.00                    | \$85,860.00   | \$101,957.00         | As set out in your separate agreement with us | \$73,284.00                    | \$98,736.00   | \$120,864.00       | As set out in your separate agreement with us |
| 150 Mbit/s       | \$72,840.00                    | \$98,916.00   | \$118,932.00         | POA   | \$83,772.00                    | \$113,760.00  | \$136,776.00       | POA   |
| 200 Mbit/s       | \$80,136.00                    | \$109,392.00  | \$132,648.00         | POA   | \$92,160.00                    | \$125,808.00  | \$152,544.00       | POA   |
| 300 Mbit/s       | \$91,644.00                    | \$126,132.00  | \$154,728.00         | POA   | \$105,396.00                   | \$145,056.00  | \$177,936.00       | POA   |
| 400 Mbit/s       | \$100,656.00                   | \$139,416.00  | \$172,632.00         | POA   | \$115,752.00                   | \$160,332.00  | \$198,516.00       | POA   |
| 500 Mbit/s       | \$108,408.00                   | \$150,768.00  | \$187,855.00         | POA   | \$124,668.00                   | \$173,376.00  | \$216,024.00       | POA   |
| 600 Mbit/s       | \$115,140.00                   | \$160,692.00  | \$201,132.00         | POA   | \$132,408.00                   | \$184,800.00  | \$231,516.00       | POA   |
| 800 Mbit/s       | \$126,540.00                   | \$177,756.00  | \$224,568.00         | POA   | \$145,512.00                   | \$204,432.00  | \$258,252.00       | POA   |
| 1000 Mbit/s      | \$136,230.00                   | \$192,240.00  | \$244,480.00         | POA   | \$156,660.00                   | \$221,064.00  | \$281,148.00       | POA   |

Access bandwidth speeds other than those in the table above may be available. We can discuss this further with you on request.

\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

**Access bandwidth charge – IP MAN dual access**

- 3.37 We charge you an annual charge (billed monthly) that is set out in your agreement with us, for IP MAN dual access.
- 3.38 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

**Access bandwidth charge – IP MAN dual uplink**

- 3.39 We charge you the following annual access bandwidth charge\* (based on the number of seconds the access bandwidth was provided) (billed monthly) for each site connected using

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an IP MAN dual uplink:

| <b>IP MAN DUAL UPLINK ANNUAL ACCESS BANDWIDTH CHARGES*</b> |                                       |                      |                           |                                       |                      |                           |
|--|---------------------------------------|----------------------|---------------------------|---------------------------------------|----------------------|---------------------------|
| <b>ACCESS BANDWIDTH</b>                                    | <b>DATA TRANSFER CLASS OF SERVICE</b> |                      |                           | <b>DYNAMIC CLASS OF SERVICE</b>       |                      |                           |
|  | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> |
|  | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        |
| 2 Mbit/s   | \$17,544.00                           | \$24,041.00          | \$42,747.00               | \$20,175.00                           | \$27,647.00          | \$49,159.00               |
| 3 Mbit/s   | \$17,764.00                           | \$24,351.00          | \$43,309.00               | \$20,428.00                           | \$28,003.00          | \$49,805.00               |
| 4 Mbit/s   | \$18,142.00                           | \$24,854.00          | \$44,181.00               | \$20,863.00                           | \$28,582.00          | \$50,808.00               |
| 5 Mbit/s   | \$18,458.00                           | \$25,288.00          | \$44,951.00               | \$21,227.00                           | \$29,081.00          | \$51,694.00               |
| 6 Mbit/s   | \$18,873.00                           | \$25,856.00          | \$45,961.00               | \$21,704.00                           | \$29,734.00          | \$52,855.00               |
| 7 Mbit/s   | \$19,364.00                           | \$26,528.00          | \$47,156.00               | \$22,268.00                           | \$30,507.00          | \$54,230.00               |
| 8 Mbit/s   | \$20,095.00                           | \$27,530.00          | \$48,936.00               | \$23,109.00                           | \$31,659.00          | \$56,277.00               |
| 9 Mbit/s   | \$21,000.00                           | \$28,770.00          | \$51,142.00               | \$24,150.00                           | \$33,086.00          | \$58,813.00               |
| 10 Mbit/s  | \$22,140.00                           | \$30,252.00          | \$53,645.00               | \$25,461.00                           | \$34,790.00          | \$61,692.00               |
| 11 Mbit/s  | \$24,570.00                           | \$33,570.00          | \$55,651.00               | \$28,256.00                           | \$38,606.00          | \$63,999.00               |
| 12 Mbit/s  | \$27,000.00                           | \$36,888.00          | \$57,552.00               | \$31,050.00                           | \$42,421.00          | \$66,185.00               |
| 13 Mbit/s  | \$29,430.00                           | \$40,206.00          | \$59,347.00               | \$33,845.00                           | \$46,237.00          | \$68,249.00               |
| 14 Mbit/s  | \$31,860.00                           | \$43,524.00          | \$61,037.00               | \$36,639.00                           | \$50,053.00          | \$70,192.00               |
| 15 Mbit/s  | \$34,290.00                           | \$46,842.00          | \$62,621.00               | \$39,434.00                           | \$53,868.00          | \$72,014.00               |
| 16 Mbit/s  | \$36,720.00                           | \$50,160.00          | \$64,205.00               | \$42,228.00                           | \$57,684.00          | \$73,836.00               |
| 20 Mbit/s  | \$39,480.00                           | \$54,240.00          | \$69,907.00               | \$45,402.00                           | \$62,376.00          | \$80,393.00               |
| 24 Mbit/s  | \$41,880.00                           | \$57,840.00          | \$74,870.00               | \$48,162.00                           | \$66,516.00          | \$86,101.00               |
| 28 Mbit/s  | \$44,160.00                           | \$61,080.00          | \$79,411.00               | \$50,784.00                           | \$70,242.00          | \$91,323.00               |
| 32 Mbit/s  | \$46,080.00                           | \$63,960.00          | \$83,530.00               | \$52,992.00                           | \$73,554.00          | \$96,059.00               |
| 36 Mbit/s  | \$47,880.00                           | \$66,720.00          | \$87,331.00               | \$55,062.00                           | \$76,728.00          | \$100,431.00              |
| 40 Mbit/s  | \$49,680.00                           | \$69,240.00          | \$90,922.00               | \$57,132.00                           | \$79,626.00          | \$104,560.00              |
| 44 Mbit/s  | \$51,240.00                           | \$71,520.00          | \$94,195.00               | \$58,926.00                           | \$82,248.00          | \$108,324.00              |
| 50 Mbit/s  | \$53,400.00                           | \$74,760.00          | \$98,947.00               | \$61,410.00                           | \$85,974.00          | \$113,789.00              |

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| <b>IP MAN DUAL UPLINK ANNUAL ACCESS BANDWIDTH CHARGES*</b> |                                       |                      |                           |                                       |                      |                           |
|--|---------------------------------------|----------------------|---------------------------|---------------------------------------|----------------------|---------------------------|
| <b>ACCESS BANDWIDTH</b>                                    | <b>DATA TRANSFER CLASS OF SERVICE</b> |                      |                           | <b>DYNAMIC CLASS OF SERVICE</b>       |                      |                           |
|  | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> |
|  | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        |
|  |                                       |                      |                           |                                       |                      | 0                         |
| 60 Mbit/s  | \$56,760.00                           | \$79,800.00          | \$106,022.00              | \$65,274.00                           | \$91,770.00          | \$121,926.00              |
| 70 Mbit/s  | \$59,640.00                           | \$84,120.00          | \$112,464.00              | \$68,586.00                           | \$96,738.00          | \$129,334.00              |
| 80 Mbit/s  | \$62,400.00                           | \$88,200.00          | \$118,272.00              | \$71,760.00                           | \$101,430.00         | \$136,013.00              |
| 90 Mbit/s  | \$64,800.00                           | \$91,920.00          | \$123,658.00              | \$74,520.00                           | \$105,708.00         | \$142,206.00              |
| 100 Mbit/s   | \$67,080.00                           | \$95,400.00          | \$119,950.00              | \$77,142.00                           | \$109,710.00         | \$137,942.00              |
| 150 Mbit/s   | \$76,680.00                           | \$109,920.00         | \$139,925.00              | \$88,182.00                           | \$126,408.00         | \$160,914.00              |
| 200 Mbit/s   | \$84,360.00                           | \$121,560.00         | \$156,062.00              | \$97,014.00                           | \$139,794.00         | \$179,472.00              |
| 300 Mbit/s   | \$96,480.00                           | \$140,160.00         | \$182,040.00              | \$110,952.00                          | \$161,184.00         | \$209,346.00              |
| 400 Mbit/s   | \$105,960.00                          | \$154,920.00         | \$203,098.00              | \$121,854.00                          | \$178,158.00         | \$233,562.00              |
| 500 Mbit/s   | \$114,120.00                          | \$167,520.00         | \$221,006.00              | \$131,238.00                          | \$192,648.00         | \$254,157.00              |
| 600 Mbit/s   | \$121,200.00                          | \$178,560.00         | \$236,849.00              | \$139,380.00                          | \$205,344.00         | \$272,376.00              |
| 800 Mbit/s   | \$133,200.00                          | \$197,520.00         | \$264,204.00              | \$153,180.00                          | \$227,148.00         | \$303,835.00              |
| 1,000 Mbit/s   | \$143,400.00                          | \$213,600.00         | \$287,623.00              | \$164,910.00                          | \$245,640.00         | \$330,767.00              |

\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

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## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

3.40 We calculate the access bandwidth charge for each access bandwidth provided to a site by determining the number of seconds the access bandwidth was provided (rounded to the next second) and multiplying it by the annual access bandwidth charge (calculated as a per-second rate).

*Example: For a site in a metro zone with dynamic class of service and an access bandwidth of 7 Mbit/s, with access provided to that site for 9200 seconds in a particular month – the access bandwidth charge is \$15.82 GST excl. (ie \$54,230 ÷ (365 x 24 x 60 x 60) x 9200).*

#### Access bandwidth charge – IP MAN Fully Redundant Connection

3.41 If you signed up for your IP MAN fully redundant connection before 30 January 2012, we charge you the following annual access bandwidth charge\* (based on the number of seconds the access bandwidth was provided) (billed monthly) for each site connected using an IP MAN Fully Redundant:

| IP MAN FULLY REDUNDANT ANNUAL ACCESS BANDWIDTH CHARGES* |                                |               |                    |                                |               |                    |
|---|--------------------------------|---------------|--------------------|--------------------------------|---------------|--------------------|
| ACCESS BANDWIDTH  | DATA TRANSFER CLASS OF SERVICE |               |                    | DYNAMIC CLASS OF SERVICE       |               |                    |
|   | CENTRAL BUSINESS DISTRICT ZONE | BUSINESS ZONE | METRO-POLITAN ZONE | CENTRAL BUSINESS DISTRICT ZONE | BUSINESS ZONE | METRO-POLITAN ZONE |
|   | (GST EXCL.)                    | (GST EXCL.)   | (GST EXCL.)        | (GST EXCL.)                    | (GST EXCL.)   | (GST EXCL.)        |
| 2 Mbit/s  | \$52,944.00                    | \$69,641.00   | \$107,547.00       | \$55,575.00                    | \$73,247.00   | \$113,959.00       |
| 3 Mbit/s  | \$53,164.00                    | \$69,951.00   | \$108,109.00       | \$55,828.00                    | \$73,603.00   | \$114,605.00       |
| 4 Mbit/s  | \$53,542.00                    | \$70,454.00   | \$108,981.00       | \$56,263.00                    | \$74,182.00   | \$115,608.00       |
| 5 Mbit/s  | \$53,858.00                    | \$70,888.00   | \$109,751.00       | \$56,627.00                    | \$74,681.00   | \$116,494.00       |
| 6 Mbit/s  | \$54,273.00                    | \$71,456.00   | \$110,761.00       | \$57,104.00                    | \$75,334.00   | \$117,655.00       |
| 7 Mbit/s  | \$54,764.00                    | \$72,128.00   | \$111,956.00       | \$57,668.00                    | \$76,107.00   | \$119,030.00       |
| 8 Mbit/s  | \$55,495.00                    | \$73,130.00   | \$113,736.00       | \$58,509.00                    | \$77,259.00   | \$121,077.00       |
| 9 Mbit/s  | \$56,400.00                    | \$74,370.00   | \$115,942.00       | \$59,550.00                    | \$78,686.00   | \$123,613.00       |
| 10 Mbit/s   | \$57,540.00                    | \$75,852.00   | \$118,445.00       | \$60,861.00                    | \$80,390.00   | \$126,492.00       |
| 11 Mbit/s   | \$59,970.00                    | \$79,170.00   | \$120,451.00       | \$63,656.00                    | \$84,206.00   | \$128,799.00       |
| 12 Mbit/s   | \$62,400.00                    | \$82,488.00   | \$122,352.00       | \$66,450.00                    | \$88,021.00   | \$130,985.00       |
| 13 Mbit/s   | \$64,830.00                    | \$85,806.00   | \$124,147.00       | \$69,245.00                    | \$91,837.00   | \$133,049.00       |
| 14 Mbit/s   | \$67,260.00                    | \$89,124.00   | \$125,837.00       | \$72,039.00                    | \$95,653.00   | \$134,992.00       |
| 15 Mbit/s   | \$69,690.00                    | \$92,442.00   | \$127,421.00       | \$74,834.00                    | \$99,468.00   | \$136,814.00       |
| 16 Mbit/s   | \$72,120.00                    | \$95,760.00   | \$129,005.00       | \$77,628.00                    | \$103,284.00  | \$138,636.00       |
| 20 Mbit/s   | \$74,880.00                    | \$99,840.00   | \$134,707.00       | \$80,802.00                    | \$107,976.00  | \$145,193.00       |

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| <b>IP MAN FULLY REDUNDANT ANNUAL ACCESS BANDWIDTH CHARGES*</b> |                                       |                      |                           |                                       |                      |                           |
|--|---------------------------------------|----------------------|---------------------------|---------------------------------------|----------------------|---------------------------|
| <b>ACCESS BANDWIDTH</b>  | <b>DATA TRANSFER CLASS OF SERVICE</b> |                      |                           | <b>DYNAMIC CLASS OF SERVICE</b>       |                      |                           |
|  | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> | <b>CENTRAL BUSINESS DISTRICT ZONE</b> | <b>BUSINESS ZONE</b> | <b>METRO-POLITAN ZONE</b> |
|  | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        | <b>(GST EXCL.)</b>                    | <b>(GST EXCL.)</b>   | <b>(GST EXCL.)</b>        |
| 24 Mbit/s  | \$77,280.00                           | \$103,440.00         | \$139,670.00              | \$83,562.00                           | \$112,116.00         | \$150,901.00              |
| 28 Mbit/s  | \$79,560.00                           | \$106,680.00         | \$144,211.00              | \$86,184.00                           | \$115,842.00         | \$156,123.00              |
| 32 Mbit/s  | \$81,480.00                           | \$109,560.00         | \$148,330.00              | \$88,392.00                           | \$119,154.00         | \$160,859.00              |
| 36 Mbit/s  | \$83,280.00                           | \$112,320.00         | \$152,131.00              | \$90,462.00                           | \$122,328.00         | \$165,231.00              |
| 40 Mbit/s  | \$85,080.00                           | \$114,840.00         | \$155,722.00              | \$92,532.00                           | \$125,226.00         | \$169,360.00              |
| 44 Mbit/s  | \$86,640.00                           | \$117,120.00         | \$158,995.00              | \$94,326.00                           | \$127,848.00         | \$173,124.00              |
| 50 Mbit/s  | \$88,800.00                           | \$120,360.00         | \$163,747.00              | \$96,810.00                           | \$131,574.00         | \$178,589.00              |
| 60 Mbit/s  | \$92,160.00                           | \$125,400.00         | \$170,822.00              | \$100,674.00                          | \$137,370.00         | \$186,726.00              |
| 70 Mbit/s  | \$95,040.00                           | \$129,720.00         | \$177,264.00              | \$103,986.00                          | \$142,338.00         | \$194,134.00              |
| 80 Mbit/s  | \$97,800.00                           | \$133,800.00         | \$183,072.00              | \$107,160.00                          | \$147,030.00         | \$200,813.00              |
| 90 Mbit/s  | \$100,200.00                          | \$137,520.00         | \$188,458.00              | \$109,920.00                          | \$151,308.00         | \$207,006.00              |
| 100 Mbit/s   | \$102,480.00                          | \$141,000.00         | \$184,750.00              | \$112,542.00                          | \$155,310.00         | \$202,742.00              |
| 150 Mbit/s   | \$112,080.00                          | \$155,520.00         | \$204,725.00              | \$123,582.00                          | \$172,008.00         | \$225,714.00              |
| 200 Mbit/s   | \$119,760.00                          | \$167,160.00         | \$220,862.00              | \$132,414.00                          | \$185,394.00         | \$244,272.00              |
| 300 Mbit/s   | \$131,880.00                          | \$185,760.00         | \$246,840.00              | \$146,352.00                          | \$206,784.00         | \$274,146.00              |
| 400 Mbit/s   | \$141,360.00                          | \$200,520.00         | \$267,898.00              | \$157,254.00                          | \$223,758.00         | \$298,362.00              |
| 500 Mbit/s   | \$149,520.00                          | \$213,120.00         | \$285,806.00              | \$166,638.00                          | \$238,248.00         | \$318,957.00              |
| 600 Mbit/s   | \$156,600.00                          | \$224,160.00         | \$301,649.00              | \$174,780.00                          | \$250,944.00         | \$337,176.00              |
| 800 Mbit/s   | \$168,600.00                          | \$243,120.00         | \$329,004.00              | \$188,580.00                          | \$272,748.00         | \$368,635.00              |
| 1,000 Mbit/s   | \$178,800.00                          | \$259,200.00         | \$352,423.00              | \$200,310.00                          | \$291,240.00         | \$395,567.00              |

Access bandwidth speeds other than those in the table above may be available. We can discuss this further with you on request.

*\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.*



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3.42 If you signed up for your IP MAN fully redundant connection on and from 30 January 2012, the following access bandwidths are no longer available: 3, 5, 7, 9, 11, 13 and 15 Mbit/s.

#### Access bandwidth change charge

3.43 We use the following bands to determine the access bandwidth change charges:

| BAND     | BANDWIDTH |     |     |      |     |     |    |    |    |
|----------|-----------|-----|-----|------|-----|-----|----|----|----|
| <b>1</b> | 2         | 3   | 4   | 5    | 6   | 7   | 8  | 9  | 10 |
| <b>2</b> | 10        | 11  | 12  | 13   | 14  | 15  | 16 | 20 |    |
| <b>3</b> | 16        | 20  | 24  | 28   | 32  | 36  | 40 |    |    |
| <b>4</b> | 32        | 36  | 40  | 44   | 50  | 60  | 70 | 80 |    |
| <b>5</b> | 60        | 70  | 80  | 90   | 100 | 150 |    |    |    |
| <b>6</b> | 100       | 150 | 200 | 300  |     |     |    |    |    |
| <b>7</b> | 200       | 300 | 400 | 500  |     |     |    |    |    |
| <b>8</b> | 500       | 600 | 800 | 1000 |     |     |    |    |    |

3.44 We charge you the following charge for each access bandwidth change request that is performed resulting in a change from one band to an adjacent band. More than one access bandwidth change charge is payable for an access bandwidth change request resulting in a change from a band to a non-adjacent band.

*Example: for a change from band 5 to band 7, two access bandwidth change charges apply (band 5 to band 6, plus band 6 to band 7).*

| ACCESS BANDWIDTH CHANGE CHARGES  | GST EXCL.   |
|--|---|
| For one or more access bandwidth change requests we receive at the same time (not notified to us using the bandwidth-on-demand dial).  | <b>\$100.00</b>   |
| For each individual access bandwidth change request notified to us using the bandwidth-on-demand dial:   |   |
| <ul style="list-style-type: none"> <li>• Changes between adjacent bands in bands 1 to 5</li> <li>• Changes between adjacent bands in bands 5 to 6</li> <li>• Changes between adjacent bands in bands 6 to 8</li> </ul> | <p style="text-align: right;"><b>Nil</b></p> <p style="text-align: right;"><b>\$50.00</b></p> <p style="text-align: right;"><b>\$500.00</b></p> |

#### Additional secure ID device charge

3.45 You can ask us to provide you with an additional secure ID device. We charge you the following for each additional secure ID device you ask us to provide:

| IP MAN ADDITIONAL SECURE ID DEVICE CHARGE | GST EXCL.       |
|---|-----------------|
| Each device                               | <b>\$100.00</b> |

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**IP MAN design consultancy charge**

3.46 We charge you the following hourly fee for the time we take to design your IP MAN. Each IP MAN needs at least four hours of design consultancy.

| <b>DESIGN CONSULTANCY CHARGE</b> | <b>GST EXCL.</b> |
|----------------------------------|------------------|
| Per hour                         | <b>\$200.00</b>  |

**Port change charge**

3.47 We charge you the following charge if any of your ports are changed between a UTP Media Type and a MMOF Media Type, or from a MMOF Media Type to a UTP Media Type:

| <b>IP MAN PORT CHANGE CHARGE</b> | <b>GST EXCL.</b>  |
|----------------------------------|-------------------|
| Per change                       | <b>\$3,600.00</b> |

**Service conversion charge**

3.48 You can ask us to convert:

- (a) two IP MAN dual uplinks to a Ethernet MAN service;
- (b) two IP MAN fully redundant connections to a Ethernet MAN service;
- (c) an IP MAN single uplink to an IP MAN dual uplink if you signed up for IP MAN single uplink prior to 30 September 2008;
- (d) an IP MAN single uplink to an IP MAN dual access;
- (e) an Ethernet MAN service to two IP MAN dual uplink if you signed up for Ethernet MAN prior to 30 September 2008;
- (f) an Ethernet MAN service to two IP MAN fully redundant connections; or
- (g) an Ethernet MAN service to IP MAN single uplink; or
- (h) an Ethernet MAN service to IP MAN dual access.

We charge you the following for the conversion:

| <b>IP MAN SERVICE CONVERSION CHARGE</b>   | <b>GST EXCL.</b>  |
|---|-------------------|
| For a conversion from an IP MAN single uplink or an Ethernet MAN single uplink to an IP MAN dual access or dual uplink (per conversion) | <b>\$5,000.00</b> |
| For all other conversions (per conversion)  | <b>\$1,000.00</b> |

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

#### Interconnect

3.49 You can ask us to connect an IP MAN:

- (a) to an IP WAN; or
- (b) to another IP MAN, where neither IP MAN is connected to an IP WAN.

3.50 There are two interconnection models:

- (a) Aggregate model (annual charges set out below) – where the specified interconnection bandwidth is shared by IP MAN sites in your VPN; or
- (b) Per service model (IP MAN Wide Area Port) (annual charges set out in your agreement with us) – where the interconnection bandwidth is specified for each IP MAN Service in your VPN.

3.51 It is not possible to utilise both an aggregate model and a per service model within the same VPN. If you obtain a new VPN our preference is that your new VPN is connected through the per service model using IP MAN Wide Area Port connections.

3.52 We may, in our sole discretion, connect your IP MAN service using the aggregate model if you request.

#### Interconnect connection charges

3.53 We charge you the following once-off charge (regardless of whether your interconnection model is the aggregate model or the per service model):

| <b>IP MAN INITIAL INTERCONNECT CHARGE</b>  | <b>GST EXCL.</b> |
|--|------------------|
| Each connection from an IP MAN to an IP WAN  | <b>\$100.00</b>  |
| Each connection from an IP MAN to another IP MAN, where neither IP MAN is connected to an IP WAN | <b>\$200.00</b>  |

#### Interconnect – Aggregate model charges

3.54 We charge you the following annual charge\* (billed monthly) if you ask us to connect an IP MAN to an IP WAN using the aggregate model and we agree. We charge you twice the following annual charge (billed monthly) if you ask us to connect an IP MAN to another IP MAN, where neither IP MAN is connected to an IP WAN.

*For the different classes of service, see Part D – Service Levels of the IP Solutions section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_ip\\_solutions.htm](http://www.telstra.com.au/customerterms/bus_ip_solutions.htm).*

| <b>ANNUAL INTERCONNECT CHARGE (AGGREGATE MODEL)*</b> |                                      |                                |
|--|--------------------------------------|--------------------------------|
| <b>SPEED</b>   | <b>CLASS OF SERVICE</b>              |                                |
|  | <b>DATA TRANSFER<br/>(GST EXCL.)</b> | <b>DYNAMIC<br/>(GST EXCL.)</b> |
| 16 kbit/s  | <b>\$1,416.00</b>                    | <b>\$1,840.80</b>              |

**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

| <b>ANNUAL INTERCONNECT CHARGE (AGGREGATE MODEL)*</b> |                         |                     |
|--|-------------------------|---------------------|
| <b>SPEED</b>   | <b>CLASS OF SERVICE</b> |                     |
|  | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>      |
|  | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b>  |
| 24 kbit/s  | <b>\$1,692.00</b>       | <b>\$2,199.60</b>   |
| 32 kbit/s  | <b>\$1,980.00</b>       | <b>\$2,574.00</b>   |
| 48 kbit/s  | <b>\$2,868.00</b>       | <b>\$3,728.40</b>   |
| 64 kbit/s  | <b>\$3,768.00</b>       | <b>\$4,898.40</b>   |
| 96 kbit/s  | <b>\$5,532.00</b>       | <b>\$7,191.60</b>   |
| 128 kbit/s   | <b>\$7,176.00</b>       | <b>\$9,328.80</b>   |
| 192 kbit/s   | <b>\$10,200.00</b>      | <b>\$13,260.00</b>  |
| 256 kbit/s   | <b>\$12,840.00</b>      | <b>\$16,692.00</b>  |
| 384 kbit/s   | <b>\$18,144.00</b>      | <b>\$23,587.20</b>  |
| 512 kbit/s   | <b>\$22,680.00</b>      | <b>\$29,484.00</b>  |
| 768 kbit/s   | <b>\$29,940.00</b>      | <b>\$38,922.00</b>  |
| 1 Mbit/s   | <b>\$34,272.00</b>      | <b>\$44,553.60</b>  |
| 1.6 Mbit/s   | <b>\$53,088.00</b>      | <b>\$69,014.40</b>  |
| 2 Mbit/s   | <b>\$62,088.00</b>      | <b>\$80,714.40</b>  |
| 3 Mbit/s   | <b>\$89,880.00</b>      | <b>\$116,844.00</b> |
| 4 Mbit/s   | <b>\$117,852.00</b>     | <b>\$153,207.60</b> |
| 5 Mbit/s   | <b>\$142,404.00</b>     | <b>\$185,125.20</b> |
| 6 Mbit/s   | <b>\$165,996.00</b>     | <b>\$215,794.80</b> |
| 7 Mbit/s   | <b>\$189,504.00</b>     | <b>\$246,355.20</b> |
| 8 Mbit/s   | <b>\$212,484.00</b>     | <b>\$276,229.20</b> |
| 9 Mbit/s   | <b>\$232,692.00</b>     | <b>\$302,499.60</b> |
| 10 Mbit/s  | <b>\$252,324.00</b>     | <b>\$328,021.20</b> |
| 11 Mbit/s  | <b>\$275,088.00</b>     | <b>\$357,614.40</b> |
| 12 Mbit/s  | <b>\$297,312.00</b>     | <b>\$386,505.60</b> |
| 13 Mbit/s  | <b>\$319,644.00</b>     | <b>\$415,537.20</b> |
| 14 Mbit/s  | <b>\$341,316.00</b>     | <b>\$443,710.80</b> |
| 15 Mbit/s  | <b>\$362,820.00</b>     | <b>\$471,666.00</b> |
| 16 Mbit/s  | <b>\$383,532.00</b>     | <b>\$498,591.60</b> |
| 17 Mbit/s  | <b>\$407,100.00</b>     | <b>\$529,230.00</b> |
| 18 Mbit/s  | <b>\$430,608.00</b>     | <b>\$559,790.40</b> |
| 19 Mbit/s  | <b>\$454,080.00</b>     | <b>\$590,304.00</b> |

**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

| <b>ANNUAL INTERCONNECT CHARGE (AGGREGATE MODEL)*</b> |                         |                       |
|--|-------------------------|-----------------------|
| <b>SPEED</b>   | <b>CLASS OF SERVICE</b> |                       |
|  | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>        |
|  | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b>    |
| 20 Mbit/s  | <b>\$477,504.00</b>     | <b>\$620,755.20</b>   |
| 21 Mbit/s  | <b>\$500,880.00</b>     | <b>\$651,144.00</b>   |
| 22 Mbit/s  | <b>\$524,208.00</b>     | <b>\$681,470.40</b>   |
| 23 Mbit/s  | <b>\$547,488.00</b>     | <b>\$711,734.40</b>   |
| 24 Mbit/s  | <b>\$570,720.00</b>     | <b>\$741,936.00</b>   |
| 25 Mbit/s  | <b>\$593,904.00</b>     | <b>\$772,075.20</b>   |
| 26 Mbit/s  | <b>\$617,040.00</b>     | <b>\$802,152.00</b>   |
| 27 Mbit/s  | <b>\$640,128.00</b>     | <b>\$832,166.40</b>   |
| 28 Mbit/s  | <b>\$663,180.00</b>     | <b>\$862,134.00</b>   |
| 29 Mbit/s  | <b>\$686,172.00</b>     | <b>\$892,023.60</b>   |
| 30 Mbit/s  | <b>\$709,128.00</b>     | <b>\$921,866.40</b>   |
| 31 Mbit/s  | <b>\$732,036.00</b>     | <b>\$951,646.80</b>   |
| 32 Mbit/s  | <b>\$754,896.00</b>     | <b>\$981,364.80</b>   |
| 33 Mbit/s  | <b>\$777,708.00</b>     | <b>\$1,011,020.40</b> |
| 34 Mbit/s  | <b>\$800,472.00</b>     | <b>\$1,040,613.60</b> |

\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

**Interconnect – Per service model charges**

3.55 We charge you the annual charge (billed monthly) that is set out in your agreement with us, if you ask us to connect an IP MAN to another IP MAN or IP WAN using the per service model. We will not charge you an annual charge if you ask us to connect an IP MAN Service to another IP MAN Service or to an IP WAN standard connection if it is within the same state or territory as your IP MAN service.

**4 IP WAN**

**Cease Sale and Exit Notifications – IP WAN Service**

4.1 On and from 12 May 2018, all IP WAN Ethernet Lite services will not be available for purchase by new or existing customers in areas where the area’s nbn rollout region standard cease sale commencement date is on or before 12 May 2018; in areas where the area’s nbn rollout region standard cease sale commencement date is after 12 May 2018, the cease sale will be that later date.

## **OUR CUSTOMER TERMS**

### **IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**

#### **(Non-current plans – before 1 November 2012)**

- 4.2 On and from 28 June 2018, the IP WAN service will no longer be available for order by new customers.
- 4.3 On and from 30 June 2018, all IP WAN ISDN and IP WAN Frame Relay products will not be available for purchase by customers who already receive ISDN; however, such existing customers will continue to be able to make configuration, software, and record changes.
- 4.4 On and from 30 June 2019, customers with existing ATM services will no longer be allowed to add new ATM services, make external relocations of existing ATM services, or recontract existing ATM services.
- 4.5 On and from 15 November 2020, we will exit all IP WAN PSTN Type 2 services and cancel all remaining IP WAN PSTN Type 2 services.
- 4.6 On and from 30 June 2022, we will exit all IP WAN ATM services and cancel all remaining IP WAN ATM services.

#### **What is IP WAN?**

- 4.7 IP WAN connects at least one site to an exchange.
- 4.8 Each site is connected to an exchange using either an IP WAN standard connection or an IP WAN redundant connection.
- 4.9 Each IP WAN standard connection is comprised of:
  - (a) a port; and
  - (b) IP routing.
- 4.10 An IP WAN redundant connection includes two ports for each site, one of which is a backup port that can only be used if the other port fails.

#### **Minimum commitment**

- 4.11 You have to take IP WAN standard connection or IP WAN redundant connection for at least one month.

#### **Cancelling your service**

- 4.12 We charge you a cancellation charge if:
  - (a) you cancel an IP WAN standard connection or an IP WAN redundant connection before it has been provisioned (other than due to our material breach);
  - (b) you cancel an IP WAN standard connection or an IP WAN redundant connection after it has been provisioned, but before the end of the minimum one month term (other than due to our material breach); or
  - (c) we cancel an IP WAN standard connection or an IP WAN redundant connection due to your material breach after it has been provisioned, but before the end of the minimum one-month term.
- 4.13 The cancellation fee is equal to the minimum charge payable by you. You acknowledge that

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

this is a genuine pre-estimate of our loss (including loss of profits).

#### Connecting services

- 4.14 To get an IP WAN standard connection, you also have to have an ADSL IP Access, Frame Relay, ATM, Basic Telephone Service (PSTN), Ethernet Lite or our Iterra Digital satellite service from us.
- 4.15 To get an IP WAN redundant connection, you also have to have an ADSL IP Access, Frame Relay ATM, Basic Telephone Service (PSTN) or our Iterra Digital satellite service from us.
- 4.16 We provide the following services on the terms (including pricing) set out in the following documents:
- (a) ADSL IP Access – the ADSL IP Access section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_data.htm](http://www.telstra.com.au/customerterms/bus_data.htm);
  - (b) Frame Relay – the Frame Relay Services section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_data.htm](http://www.telstra.com.au/customerterms/bus_data.htm);
  - (c) ATM – the ATM section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_data.htm](http://www.telstra.com.au/customerterms/bus_data.htm);
  - (d) Basic Telephone Service (PSTN) – the Basic Telephone Service section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_phone\\_services.htm](http://www.telstra.com.au/customerterms/bus_phone_services.htm);
  - (e) NOT USED.
  - (f) Ethernet Lite – the Ethernet Lite section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_data.htm](http://www.telstra.com.au/customerterms/bus_data.htm); or
  - (g) Iterra Digital – the Iterra section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_other\\_services.htm](http://www.telstra.com.au/customerterms/bus_other_services.htm).

#### Connection charge

4.17 We charge you the following to connect a new site to your IP WAN:

| IP WAN PORT CONNECTION CHARGE*              | GST EXCL.       |
|---|-----------------|
| Each IP WAN standard connection (per port)  | <b>\$100.00</b> |
| Each IP WAN redundant connection (per port) | <b>\$200.00</b> |

*\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.*

#### Monthly port charge – ADSL IP Access (IP WAN standard)

4.18 We charge you the following monthly charges for each IP WAN standard connection that is connected using ADSL IP Access:

**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

| <b>IP WAN MONTHLY PORT CHARGE* ADSL IP ACCESS</b> |                         |                    |
|---|-------------------------|--------------------|
| <b>SPEED<br/>DOWNSTREAM/UPSTREAM</b>              | <b>CLASS OF SERVICE</b> |                    |
|   | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>     |
|   | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b> |
| 256 kbit/s / 64 kbit/s                            | <b>\$850.00</b>         |                    |
| 512 kbit/s / 128 kbit/s                           | <b>\$1,512.00</b>       | <b>\$1,105.00</b>  |
| 1.5 Mbit/s / 256 kbit/s                           | <b>\$2,856.00</b>       | <b>\$3,712.80</b>  |

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**Monthly port charge – Frame Relay, ATM or Iterra Digital (IP WAN standard)**

4.19 We charge you the following monthly charges\* for each IP WAN standard connection that is connected using Frame Relay, ATM or our Iterra Digital satellite service.

*ATM and Frame Relay PVC charges are included in the following monthly charges. 96 kbit/s is not available for ATM connections. IP WAN ports for Iterra Digital are only available at speeds of 2 Mbit/s or less.*

| <b>IP WAN MONTHLY PORT CHARGE* – FRAME RELAY, ATM OR ITERRA DIGITAL</b> |                         |                    |
|---|-------------------------|--------------------|
| <b>SPEED</b>  | <b>CLASS OF SERVICE</b> |                    |
|   | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>     |
|   | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b> |
| 16 kbit/s   | <b>\$118.00</b>         | <b>\$153.40</b>    |
| 24 kbit/s   | <b>\$141.00</b>         | <b>\$183.30</b>    |
| 32 kbit/s   | <b>\$165.00</b>         | <b>\$214.50</b>    |
| 48 kbit/s   | <b>\$239.00</b>         | <b>\$310.70</b>    |
| 64 kbit/s   | <b>\$314.00</b>         | <b>\$408.20</b>    |
| 96 kbit/s   | <b>\$461.00</b>         | <b>\$599.30</b>    |
| 128 kbit/s  | <b>\$598.00</b>         | <b>\$777.40</b>    |
| 192 kbit/s  | <b>\$850.00</b>         | <b>\$1,105.00</b>  |
| 256 kbit/s  | <b>\$1,070.00</b>       | <b>\$1,391.00</b>  |
| 384 kbit/s  | <b>\$1,512.00</b>       | <b>\$1,965.60</b>  |
| 512 kbit/s  | <b>\$1,890.00</b>       | <b>\$2,457.00</b>  |
| 768 kbit/s  | <b>\$2,495.00</b>       | <b>\$3,243.50</b>  |
| 1 Mbit/s  | <b>\$2,856.00</b>       | <b>\$3,712.80</b>  |
| 1.6 Mbit/s  | <b>\$4,424.00</b>       | <b>\$5,751.20</b>  |
| 2 Mbit/s  | <b>\$5,174.00</b>       | <b>\$6,726.20</b>  |



**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

| <b>IP WAN MONTHLY PORT CHARGE* – FRAME RELAY, ATM OR ITERRA DIGITAL</b> |                         |                    |
|---|-------------------------|--------------------|
| <b>SPEED</b>  | <b>CLASS OF SERVICE</b> |                    |
|   | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>     |
|   | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b> |
| 3 Mbit/s  | <b>\$7,490.00</b>       | <b>\$9,737.00</b>  |
| 4 Mbit/s  | <b>\$9,821.00</b>       | <b>\$12,767.30</b> |
| 5 Mbit/s  | <b>\$11,867.00</b>      | <b>\$15,427.10</b> |
| 6 Mbit/s  | <b>\$13,833.00</b>      | <b>\$17,982.90</b> |
| 7 Mbit/s  | <b>\$15,792.00</b>      | <b>\$20,529.60</b> |
| 8 Mbit/s  | <b>\$17,707.00</b>      | <b>\$23,019.10</b> |
| 9 Mbit/s  | <b>\$19,391.00</b>      | <b>\$25,208.30</b> |
| 10 Mbit/s   | <b>\$21,027.00</b>      | <b>\$27,335.10</b> |
| 11 Mbit/s   | <b>\$22,924.00</b>      | <b>\$29,801.20</b> |
| 12 Mbit/s   | <b>\$24,776.00</b>      | <b>\$32,208.80</b> |
| 13 Mbit/s   | <b>\$26,637.00</b>      | <b>\$34,628.10</b> |
| 14 Mbit/s   | <b>\$28,443.00</b>      | <b>\$36,975.90</b> |
| 15 Mbit/s   | <b>\$30,235.00</b>      | <b>\$39,305.50</b> |
| 16 Mbit/s   | <b>\$31,961.00</b>      | <b>\$41,549.30</b> |
| 17 Mbit/s   | <b>\$33,925.00</b>      | <b>\$44,102.50</b> |
| 18 Mbit/s   | <b>\$35,884.00</b>      | <b>\$46,649.20</b> |
| 19 Mbit/s   | <b>\$37,840.00</b>      | <b>\$49,192.00</b> |
| 20 Mbit/s   | <b>\$39,792.00</b>      | <b>\$51,729.60</b> |
| 21 Mbit/s   | <b>\$41,740.00</b>      | <b>\$54,262.00</b> |
| 22 Mbit/s   | <b>\$43,684.00</b>      | <b>\$56,789.20</b> |
| 23 Mbit/s   | <b>\$45,624.00</b>      | <b>\$59,311.20</b> |
| 24 Mbit/s   | <b>\$47,560.00</b>      | <b>\$61,828.00</b> |
| 25 Mbit/s   | <b>\$49,492.00</b>      | <b>\$64,339.60</b> |
| 26 Mbit/s   | <b>\$51,420.00</b>      | <b>\$66,846.00</b> |
| 27 Mbit/s   | <b>\$53,344.00</b>      | <b>\$69,347.20</b> |
| 28 Mbit/s   | <b>\$55,265.00</b>      | <b>\$71,844.50</b> |
| 29 Mbit/s   | <b>\$57,181.00</b>      | <b>\$74,335.30</b> |
| 30 Mbit/s   | <b>\$59,094.00</b>      | <b>\$76,822.20</b> |
| 31 Mbit/s   | <b>\$61,003.00</b>      | <b>\$79,303.90</b> |
| 32 Mbit/s   | <b>\$62,908.00</b>      | <b>\$81,780.40</b> |
| 33 Mbit/s   | <b>\$64,809.00</b>      | <b>\$84,251.70</b> |

**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

| <b>IP WAN MONTHLY PORT CHARGE* – FRAME RELAY, ATM OR ITERRA DIGITAL</b> |                         |                    |
|---|-------------------------|--------------------|
| <b>SPEED</b>  | <b>CLASS OF SERVICE</b> |                    |
|   | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>     |
|   | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b> |
| 34 Mbit/s   | <b>\$66,706.00</b>      | <b>\$86,717.80</b> |

*\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.*

**Monthly port charge – BTS/PSTN (IP WAN standard)**

4.20 We charge you the following monthly charges for each IP WAN standard connection that is connected using PSTN:

|                       |
|-----------------------|
| <b>DATA TRANSFER*</b> |
| <b>(GST EXCL.)</b>    |
| <b>\$314.00</b>       |

*\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.*

**Monthly port charge – ISDN (IP WAN standard)**

NOT USED

**Monthly port charge – Ethernet Lite (IP WAN standard)**

4.21 We charge you the following monthly charges for each IP WAN standard connection connected using Ethernet Lite:

| <b>IP WAN MONTHLY PORT CHARGE* – ETHERNET LITE</b> |                         |                    |
|--|-------------------------|--------------------|
| <b>SPEED</b>                                       | <b>CLASS OF SERVICE</b> |                    |
|  | <b>DATA TRANSFER</b>    | <b>DYNAMIC</b>     |
|  | <b>(GST EXCL.)</b>      | <b>(GST EXCL.)</b> |
| 64 kbit/s  | <b>\$314.00</b>         | <b>\$408.20</b>    |
| 128 kbit/s   | <b>\$598.00</b>         | <b>\$777.40</b>    |
| 256 kbit/s   | <b>\$1,070.00</b>       | <b>\$1,391.00</b>  |
| 384 kbit/s   | <b>\$1,512.00</b>       | <b>\$1,965.60</b>  |
| 512 kbit/s   | <b>\$1,890.00</b>       | <b>\$2,457.00</b>  |
| 768 kbit/s   | <b>\$2,495.00</b>       | <b>\$3,243.50</b>  |
| 1024 kbit/s  | <b>\$2,856.00</b>       | <b>\$3,712.80</b>  |

## OUR CUSTOMER TERMS

### IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES (Non-current plans – before 1 November 2012)

| IP WAN MONTHLY PORT CHARGE* – ETHERNET LITE |                  |             |
|---|------------------|-------------|
| SPEED                                       | CLASS OF SERVICE |             |
|   | DATA TRANSFER    | DYNAMIC     |
|   | (GST EXCL.)      | (GST EXCL.) |
| 1536 kbit/s                                 | \$4,424.00       | \$5,751.20  |
| 2048 kbit/s                                 | \$5,174.00       | \$6,726.20  |
| 3072 kbit/s                                 | \$7,490.00       | \$9,737.00  |
| 4096 kbit/s                                 | \$9,821.00       | \$12,767.30 |
| 5120 kbit/s                                 | \$11,867.00      | \$15,427.10 |
| 6144 kbit/s                                 | \$13,833.00      | \$17,982.90 |
| 8192 kbit/s                                 | \$17,707.00      | \$23,019.10 |
| 10240 kbit/s                                | \$21,027.00      | \$27,335.10 |

\* 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 at [http://www.telstra.com.au/customerterms/bus\\_government.htm](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Monthly port charge – IP WAN redundant connection

4.22 The monthly charge for each IP WAN redundant connection is 10% of the relevant monthly port charge for an IP WAN standard connection.

#### IP WAN design consultancy charge

4.23 We charge you the following hourly fee for the time we take to design your IP WAN. Each IP WAN needs at least four hours of design consultancy.

| IP WAN DESIGN CONSULTANCY CHARGE | GST EXCL. |
|----------------------------------|-----------|
| Per hour                         | \$200.00  |

#### Discounts – Netplan 2

4.24 From 1 November 2004, Netplan 2 will not be available to new customers. If you already receive discounts under Netplan 2 you will continue to receive those discounts in accordance with the Netplan Discounts section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_data.htm](http://www.telstra.com.au/customerterms/bus_data.htm). If you held an IP WAN service before 1 November 2004 and have yet to apply for a Netplan 2 discount in respect of that service, you can apply for a discount equivalent to the Netplan 2 discount relevant to that service.

## 5 IP WIRELESS

### What is IP Wireless?

5.1 IP Wireless allows end users to access your sites using the Telstra Mobile Network.

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

#### Minimum commitment

5.2 You have to take IP Wireless for at least one month.

#### Cancelling your service

5.3 We charge you the cancellation fee if:

- (a) you cancel IP Wireless before it has been provisioned (other than as a result of our material breach);
- (b) you cancel IP Wireless after it has been provisioned, but before the end of the minimum one month term (other than as a result of our material breach); or
- (c) we cancel IP Wireless due to your material breach after it has been provisioned, but before the end of the minimum one-month term.

5.4 The cancellation fee for IP Wireless is equal to the monthly charge payable by you for the minimum one-month term. You acknowledge that this is a genuine pre-estimate of our loss (including loss of profits).

#### Connecting services

5.5 Each end user needs a Telstra Mobile service to use IP Wireless.

5.6 We provide Telstra Mobile services on the terms (including pricing) set out in the Telstra Mobile section of Our Customer Terms at <https://www.telstra.com.au/customer-terms/business-government#telstra-mobile>.

5.7 End users can only access your sites using IP Wireless from within Telstra Mobile Network coverage areas.

#### Connection charge

5.8 We charge you the following to connect a new IP Wireless service:

| <b>IP WIRELESS CONNECTION CHARGE</b> | <b>GST EXCL.</b> |
|--------------------------------------|------------------|
| Per port                             | <b>\$100.00</b>  |

#### Monthly port charge

5.9 We charge you the following monthly charges for each site that is accessible via IP Wireless:

| <b>MONTHLY PORT CHARGE</b> | <b>GST EXCL.</b> |
|----------------------------|------------------|
| Per port                   | <b>\$750.00</b>  |

5.10 These charges are in addition to Telstra Mobile service charges.

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

#### 6 SPECIAL MEANINGS

6.1 If you apply for an IP Solution before 1 June 2012, the charges you pay for your service are based on the following zones or areas, as defined in clause **Error! Reference source not found.**:

- (a) business zone;
- (b) central business district zone;
- (c) metropolitan area;
- (d) metropolitan zone;
- (e) urban zone;
- (f) regional zone;
- (g) zone 1 area;
- (h) zone 2 area; and
- (i) zone 3 area.

6.2 If you apply for an IP Solution on and from 1 June 2012, the charges you pay for your service are based on the zone or area advised to you when you apply for the IP Solution, and from time to time.

The following words have the following special meanings:

a **business zone** is any of our following exchange service areas:

- (a) in Sydney – Glebe, Mascot, St Leonards, Chatswood, Willoughby, Frenchs Forest, North Ryde, Burwood, Concord, Homebush, Parramatta, Castle Hill, Baulkham Hills, Liverpool, Lane Cove, Blacktown, Epping, Silverwater;
- (b) in Melbourne – South Yarra, Tullamarine, Collingwood, Richmond, Box Hill, Clayton, Port Melbourne, Oakleigh, Carlton, Highett;
- (c) in Brisbane – Brisbane Airport, Lutwyche, Coorparoo, Eight Mile Plains;
- (d) in Adelaide – Brooklyn Park, Hampstead, Woodville, Port Adelaide, Salisbury, Modbury, Lonsdale, Elizabeth, Norwood, Edwardstown, St Marys, Gepps Cross, Croydon;
- (e) in Perth – Tuart Hill, Ascot, Doubleview, Fremantle, Cannington, Midland, Maylands, Ascot, Victoria Park, Mt Hawthorn, Morley, South Coogee, Kewdale, South Perth, Applecross, Nedlands, Cottesloe, Bulwer, Balcatta, Joondalup Kingsley; and
- (f) in Canberra – Tuggeranong, Fyshwick, Crace, Hume, Weston Creek, Queanbeyan.

a **central business district zone** is any of our following exchange service areas:

- (a) in Sydney – Pitt, Haymarket, City South, Kent, Dalley, North Sydney, Balmain, East, Redfern;

# OUR CUSTOMER TERMS

## IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES

### (Non-current plans – before 1 November 2012)

- (g) in Melbourne – Batman, Exhibition, Lonsdale, Russell, North Melbourne, Windsor, South Melbourne;
- (h) in Brisbane – Edison, Charlotte, Springhill, Roma, Woolloongabba, Valley, Paddington, South Brisbane, Toowong;
- (i) in Adelaide – Flinders, Waymouth, North Adelaide, West Adelaide, Prospect, St Peters, Unley;
- (j) in Perth – Bulwer, Pier, Wellington, Subiaco; and
- (k) in Canberra – Civic, Barton, Deakin, Belconnen.

a **metropolitan area** is the metropolitan areas of the following cities: Sydney, Canberra, Melbourne, Adelaide, Perth, Hobart, Darwin and Brisbane.

a **metropolitan zone** is :

- (a) all our exchange service areas in Geelong, Newcastle, Wollongong and Southport where access bandwidths are available up to 100Mbps and where the IP MAN Wide Area Port is used; and
- (l) any of our exchange service areas within a metropolitan area that is not designated as a central business district zone or a business zone.

an **urban zone** is an urban centre within Australia with a population of greater than 10,000 people and which is not more than 30 km by road from one of our services centres in a capital city or a major regional and provincial centre but excludes any area within the business zone, the central business district zone and the metropolitan zone

a **regional zone** is any location outside of a 10 kilometre radial distance from the Urban Zone locations as listed in your separate agreement with us but excludes any area within the business zone, central business district zone, metropolitan zone or urban zone.

an **NTU** is a Network Termination Unit and is a Telstra network device, which can be either a switch or an Optical Media Converter (OMC), which supports one or more of your ports, each port providing a network boundary and/or service delivery demarcation point. The ports on an NTU may support more than one Virtual Private Network (VPN).

a **shared access switch** is a switch device which can support multiple ports for more than one customer, where each port provides a network boundary demarcation point.

a **zone 1 area** is the local call area of one of the locations listed below:

| STATE | LOCATION   |
|-------|--|
| NSW   | Adelong, Albury, Armidale, Balranald, Barraba, Bawley Point, Bingara, Bourke, Bowral, Broke, Broken Hill, Burruga, Campbelltown, Canberra, Cobar, Coffs Harbour, Coolah, Cooma, Coonabarabran, Coonamble, Condobolin, Corowa, Cowra, Dorrigo, Dubbo, Forbes, Gilgandra, Glen Innes, Gloucester, Gosford, Goulburn, Grafton, Griffith, Gunnedah, Hay, Harden, Inverell, Jindabyne South, Lightning Ridge, Lismore, Lithgow, Merimbula, Moree, Mudgee, Mungindi, Muswellbrook, Narooma, Narrabri, Narrandera, Newcastle, Nowra, Nyngan, Orange, Penrith, Port Macquarie, Rand, Stroud, |

**OUR CUSTOMER TERMS**  
**IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**  
**(Non-current plans – before 1 November 2012)**

|                    |   |
|--------------------|---|
|                    | Stuarts Point, Sydney, Tamworth, Taree, Temora, Tenterfield, Wagga Wagga, Walcha, Walgett, Warialda, Warren, Wellington, West Wyalong, Wilcannia, Willow Tree, Wollongong, Yass   |
| Northern Territory | Alice Springs, Darwin, Katherine, Nhulunbuy, Tennant Creek  |
| Queensland         | Atherton, Ayr, Barcaldine, Beaudesert, Biloela, Blackwater, Bowen, Brisbane, Bundaberg, Caboolture, Cairns, Central Coast (Rockhampton), Charleville, Charters Towers, Chinchilla, Clermont, Cooktown, Dalby, Dysart, Emerald, Gladstone, Gold Coast, Goondiwindi, Gympie, Ingham, Innisfail, Ipswich, Kingaroy, Laidley, Longreach, Mackay, Maroochydore, Maryborough, Moranbah, Mossman, Mount Isa, Mundubbera, Pittsworth, Proserpine, Roma, Stanthorpe, St George, Thursday Island, Toowoomba, Townsville, Tully, Tweed Heads, Warwick, Weipa, Yarraman |
| South Australia    | Adelaide, Bordertown, Ceduna, Clare, Coober Pedy, Kadina, Keith, Kingscote, Loxton, Millicent, Mount Gambier, Murray Bridge, Naracoorte, Penola, Peterborough, Port Augusta, Port Lincoln, Port Pirie, Roxby Downs, Tanunda, Victor Harbor, Waikerie, Whyalla, Yorketown  |
| Victoria           | Ararat, Bacchus Marsh, Baimsdale, Ballarat, Benalla, Bendigo, Bright, Casterton, Cobden, Colac, Cudgewa, Deniliquin, Derrinallum, Echuca, Edenhope, Finley, Foster, Geelong, Hamilton, Horsham, Kerang, Kilmore, Kyneton, Lorne, Mansfield, Maryborough, Melbourne, Mildura, Mornington, Morwell, Nhill, Orbost, Pakenham, Portland, Sale, Seymour, Shepparton, St Arnaud, Swan Hill, Taggerty, Wangaratta, Warracknabeal, Warragul, Warrnambool, Wonthaggi, Woomelang, Yarram, Yarrawonga  |
| Western Australia  | Albany, Broome, Bruce Rock, Bunbury, Canarvon, Carnamah, Dalwallinu, Denmark, Derby, Esperance, Exmouth, Geraldton, Harvey, Kalgoorlie, Karratha, Katanning, Kondinin, Kununurra, Leopold, Manjimup, Margaret River, Merredin, Moora, Narrogin, Northam, Newman, Perth, Port Hedland, Rockingham, Tom Price, Upper Preston, Wagin, Wongan Hills   |
| Tasmania           | Bothwell, Campbelltown, Colebrook, Currie, Deloraine, Dunalley, Geeveston, George Town, Gladstone, Hobart, Launceston, Little Swanport, Maydena, Queenstown, Rossarden, Scottsdale, Smithton, St. Marys, Tarraleah, Ulverstone, Whitemark, Yolla  |

a **zone 2 area** is a location outside a zone 1 area but within an 85km radius of a zone 1 centre locality, with the distance measured in the same way as distances are measured in determining STD rates in the Basic Telephone Service Section of Our Customer Terms at [http://www.telstra.com.au/customerterms/bus\\_phone\\_services.htm](http://www.telstra.com.au/customerterms/bus_phone_services.htm).

a **zone 3 area** is a location that is not covered by a zone 1 area or a zone 2 area.

a **zone 1 (local termination) call** is a call that is:

- (m) initiated by an end user located in a zone 1 area and is routed to you via a nominated exchange located in the zone 1 area in which the end user is located, or a nominated exchange whose nearest zone 1 area is the zone 1 area in which the end user is located; or
- (n) initiated by an end user located within the local call area of a capital city zone and which is routed to you via a nominated exchange located in the same capital city.

## **OUR CUSTOMER TERMS**

### **IP SOLUTIONS SECTION – PART B – IP NETWORKING SERVICES**

#### **(Non-current plans – before 1 November 2012)**

a **zone 1 (Austwide termination) call** is a call that is initiated by an end user located in a zone 1 area but is not a zone 1 (local termination) call.

a **zone 2 (local termination) call** is a call that is initiated by an end user located in a zone 2 area and is routed to you via a nominated exchange in which the end user is located, or a nominated exchange whose nearest zone 1 area is the zone 1 area nearest to the end user.

a **zone 2 (Austwide termination) call** is a call that is initiated by an end user located in a zone 2 area but is not a zone 2 (local termination) call.

a **zone 3 (local termination) call** is a call that is initiated by an end user located in a zone 3 area and is routed to you via a nominated exchange in which the end user is located, or a nominated exchange whose nearest zone 1 area is the zone 1 area nearest to the end user.

a **zone 3 (Austwide termination) call** is a call that is initiated by an end user located in a zone 3 area but is not a zone 3 (local termination) call, or a call that is initiated by an end user located in Australia and terminates on Infonet Mobilexpress infrastructure.

**Infonet Mobilexpress** is the dialup service offered by our approved international supplier.