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## Contents

Click on the section you're interested in.

<b>1</b>	<b>About this section</b>	<b>3</b>
	Our Customer Terms	3
	Inconsistencies	3
	When this section applies	3
<b>2</b>	<b>IP Networking Service</b>	<b>3</b>
	What is an IP Networking Service?	3
	What class of service applies?	4
	We have to approve your requests	4
	Cease Sale and Exit Notifications – IP MAN Services	4
	Cease Sale and Exit Notifications – IP WAN Service	5
<b>3</b>	<b>IP MAN – What is it?</b>	<b>5</b>
	What IP MAN connections are available?	5
	IP MAN single uplink	6
	IP MAN dual uplink	6
	IP MAN dual access	6
	IP MAN dual site diverse access	6
	IP MAN fully redundant	6
<b>4</b>	<b>IP MAN – Details of your service</b>	<b>7</b>
	What is IP MAN's minimum term?	7
	What happens if you cancel your IP MAN service?	7
	What ports are available with your IP MAN service?	8
	What access bandwidths are available?	8
	What is IP Fast Reroute?	8
	Where are cabling and the NTU located?	9
<b>5</b>	<b>IP MAN – What are the charges?</b>	<b>9</b>
	Charges depend on your location	9
	Connection and relocation charge	9
	Monthly port charge	10
	Annual access bandwidth charge	10
	IP MAN single uplink	10
	IP MAN dual access and dual site diverse access	11
	IP MAN dual uplink	11
	IP MAN fully redundant	12
	Access bandwidth change charge	13
	IP MAN design consultancy charge	13
	Port change charge	13
	Converting your IP MAN service	13
	Connecting your IP MAN service to another IP service	13
	Network extension charge	14
	Service extension charge	14
	Cabling charge	14
	ACT Government Utilities Tax Charge	14
<b>6</b>	<b>IP WAN</b>	<b>14</b>
	What is IP WAN?	14

**Our Customer Terms**  
**IP Solutions section**  
**Part B – IP Networking Services**

- What is IP WAN's minimum term? 15
- You must have a compatible access service 15
- Connection charge 15
- Monthly port charge – ADSL IP Access 16
- Monthly port charge – Frame Relay or ATM 16
- Monthly port charge – BTS/PSTN 17
- Monthly port charge – ISDN 17
- Monthly port charge – Ethernet Lite 18
- Monthly port charge – IP WAN redundant connection 18
- 7 IP Wireless 18**
- What is IP Wireless and its minimum term? 18
- You must have a compatible wireless connecting service 18
- Connection charge 19
- Monthly port charge 19
- 8 Cancelling your IP WAN or IP Wireless service 19**
- 9 Special meanings 19**

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

Certain words are used with the specific meanings set out on page 19 and in [the General Terms of Our Customer Terms](#) (“**General Terms**”).

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## 1 About this section

### Our Customer Terms

- 1.1 This is Part B of the IP Solutions section of Our Customer Terms. Other parts of the IP Solutions section may apply and to see how those parts are read together, go to clause 1 of Part A – General of the IP Solutions section ([http://www.telstra.com.au/customerterms/bus\\_ip\\_solutions.htm](http://www.telstra.com.au/customerterms/bus_ip_solutions.htm)).
- 1.2 The General Terms also apply unless you’ve entered into a separate agreement with us, which excludes the General Terms.

### Inconsistencies

- 1.3 This section applies to the extent of any inconsistency with the General Terms.
- 1.4 If a provision of this section lets us suspend or terminate your service, that’s in addition to our rights to suspend or terminate your service under the General Terms.

### When this section applies

- 1.5 This section applies if you sign up for your IP Networking Service on and from 1 November 2012.

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## 2 IP Networking Service

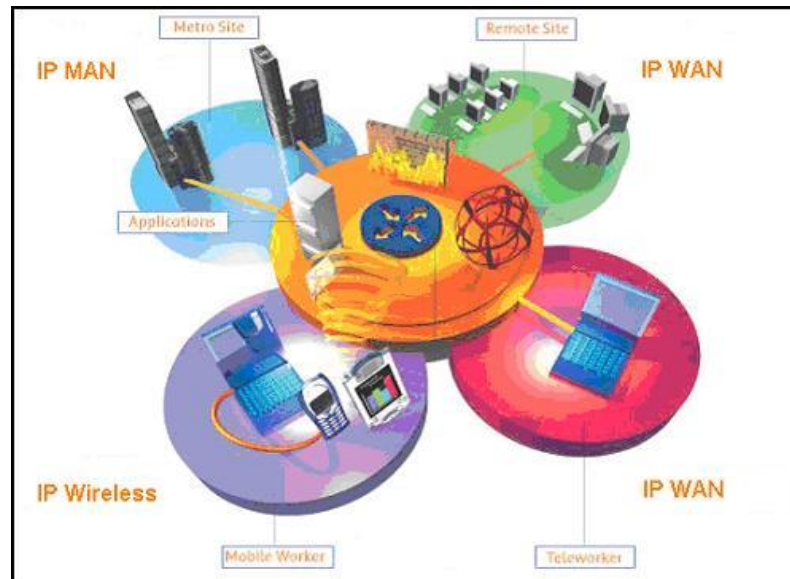
### What is an IP Networking Service?

- 2.1 Every IP Solution includes an IP Networking Service. The IP Networking Services are:
  - (a) **IP MAN** – connects sites in the same state using direct fibre or other connections;
  - (b) **IP WAN** – connects at least one site to an exchange; and
  - (c) **IP Wireless** – allows end users to access your sites using the Telstra Mobile Network.
- 2.2 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:

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services



#### What class of service applies?

- 2.3 For the different classes of service mentioned in this section, see Part D – Service Levels of the IP Solutions section of Our Customer Terms at <https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/bg-ips-sl.pdf>.

#### We have to approve your requests

- 2.4 In this section of Our Customer Terms, where you can apply, request, ask, are eligible (or any other similar wording) for a service, feature, functionality, or any other item (“**Request**”), we can accept or reject that Request at our choice.

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

- 2.5 The following notifications apply to the IP MAN service, including the Legacy IP MAN, Legacy Aggregate Interconnect, GWIP and Legacy GWIP products. The notifications do not apply to the Telstra Business IP and Connect IP Ethernet Services.
- 2.6 On and from 28 June 2018, these IP MAN services will no longer be available for order by new customers.
- 2.7 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.
- 2.8 On and from 30 June 2027, we will discontinue IP MAN and cancel remaining IP MAN services.

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

- 2.9 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.
- 2.10 On and from 28 June 2018, the IP WAN service will no longer be available for order by new customers.
- 2.11 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.
- 2.12 On and from 30 June 2019, there will be restrictions on the available AMC's (Add, Move, Changes) that existing customers may request for these IP WAN ATM services. These include recontracting, adding new services, or making external relocations of existing ATM services.
- 2.13 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.
- 2.14 On and from 30 June 2022, we will exit all IP WAN ATM services and cancel all remaining IP WAN ATM services.

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**3 IP MAN – What is it?**

**What IP MAN connections are available?**

- 3.1 For your IP MAN service, each site is connected to at least one exchange using one of the following access methods:
- (a) IP MAN single uplink;
  - (b) IP MAN dual uplink
  - (c) IP MAN dual access;
  - (d) IP MAN dual site diverse access; or
  - (e) IP MAN fully redundant.
- 3.2 New IP MAN dual uplink connections are only available if you have an existing IP MAN dual uplink connection.

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

#### **IP MAN single uplink**

3.3 Each IP MAN single uplink comprises:

- (a) a port;
- (b) a network termination unit (“NTU”);
- (c) IP routing; and
- (d) a single connection that terminates at an exchange.

#### **IP MAN dual uplink**

3.4 Each IP MAN dual uplink comprises:

- (a) a port;
- (b) a NTU;
- (c) IP routing; and
- (d) dual connections that terminate at an exchange.

#### **IP MAN dual access**

3.5 Each IP MAN dual access comprises:

- (a) two ports – one for each NTU;
- (b) two NTUs;
- (c) IP routing; and
- (d) dual connections that terminate at an exchange.

#### **IP MAN dual site diverse access**

3.6 Each IP MAN dual site diverse access comprises:

- (a) two single services, each to a different location;
- (b) a NTU per service;
- (c) IP routing; and
- (d) a single connection per service that terminates at an exchange.

#### **IP MAN fully redundant**

3.7 Each IP MAN fully redundant access comprises:

- (a) two ports – one for each NTU;
  - (b) two NTUs;
  - (c) IP routing; and
  - (d) dual connections that terminate at different exchanges.
- 3.8 IP MAN dual access and IP MAN dual site diverse access provides a backup connection that can only be used if the primary service fails.
- 3.9 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.

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## **4 IP MAN – Details of your service**

### **What is IP MAN’s minimum term?**

- 4.1 You must take each IP MAN service for a minimum term of at least 12 months or such other period set out in your separate agreement with us.

### **What happens if you cancel your IP MAN service?**

- 4.2 If you cancel an IP MAN service before it’s provisioned, you must pay us all reasonable costs we reasonably incur in provisioning that service. We’ll tell you what these costs are.

- 4.3 A cancellation charge also applies if:

- (a) you cancel an IP MAN service before the end of the applicable minimum term. No cancellation charge applies if you cancel because of our material breach; or
- (b) we cancel an IP MAN service due to your material breach before the end of the applicable minimum term.

- 4.4 The cancellation charge is 25% of  $A \times B$  where:

**A** is the average charges paid or payable each month by you for the IP MAN or any other service or feature under this section, up to the date of cancellation.

**B** is the number of months (or part of a month) from the date of cancellation until the end of the applicable minimum term.

You acknowledge that this is a genuine pre-estimate of our loss.

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

- 4.5 If you order an additional IP MAN service and cancel the order after the connection is provisioned, you must pay us all of the connection charges.

#### **What ports are available with your IP MAN service?**

- 4.6 After considering your transmission requirements, we'll agree with you, the type of ports to be used from the list below or such other list available from us from time to time:

Physical layer standard	Media	Approximate distance (metres)	Duplex	Interface
10/100/1000Base-Tx	Category 5	100	Full	IDC, RJ-45
1000Base-SX	62.5µ Multi-mode fibre (MMOF)	220	Full	SC
1000Base-LX	Single-mode fibre (SMOF)	10000	Full	SC
10GBASE SR	62.5µ Multi-mode fibre (MMOF)	26	Full	SC
10GBASE LR	Single-mode fibre (SMOF)	10000	Full	SC

#### **What access bandwidths are available?**

- 4.7 The maximum access bandwidth available at a site depends on the type of port used.
- 4.8 We'll agree with you, the initial access bandwidth for each site.
- 4.9 You can ask us to change the access bandwidth for a site at any time by submitting to us, an access bandwidth change request.
- 4.10 You're responsible for all access bandwidth change requests sent to us, regardless of how they're communicated to us.
- 4.11 You must check that your access bandwidth change requests are completed. However, we won't charge you for any access bandwidth change requests that we haven't completed.
- 4.12 Your IP MAN's bandwidth includes Ethernet and IP protocol payload and overheads.

#### **What is IP Fast Reroute?**

- 4.13 IP Fast Reroute aims to provide faster failover from the primary to secondary path.
- 4.14 You can apply for IP Fast Reroute as an optional feature if it's compatible with your chosen IP MAN service. We can confirm this on request.
- 4.15 To apply for and continue to use IP Fast Reroute, you must at all times ensure that your:
- (a) customer edge router supports rapid failover detection; and
  - (b) equipment is compatible with IP Fast Reroute.
- 4.16 The fees for IP Fast Reroute are set out in your separate agreement with us.



**Where are cabling and the NTU located?**

- 4.17 The standard location for our NTU at your site is the building communications room or the Main Distribution Frame Room (“**MDF Room**”), where this exists. We deliver the IP MAN service to this location.
- 4.18 For IP MAN fully redundant and IP MAN dual access connections, you can ask us to provide you with a separate NTU at an alternative location at your site. If we agree to your request, we’ll charge you the additional cost of extending cabling beyond the standard service delivery point. We confirm these charges on request.
- 4.19 If there’s a suitable NTU in a communications room or MDF Room at your site but you ask us to terminate your IP MAN service on a NTU located in another place at your site, additional charges apply, which we confirm on request. If you ask us to do this, you must do so at the time you order your IP MAN service.
- 4.20 You’re responsible for any internal building cable or infrastructure diversity.
- 4.21 You can ask us to supply and provide the following at your cost:
  - (a) diverse access links;
  - (b) cable upgrades from the property entry point to the building entry point via trenching supplied by you or us;
  - (c) alternate or diverse cable entry point to building;
  - (d) additional service commissioning tests; or
  - (e) any other work specifically requested on your property or premises.

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**5 IP MAN – What are the charges?**

**Charges depend on your location**

- 5.1 The charges for your IP MAN service depend on the zone or area advised to you when you apply for the service, and from time to time.
- 5.2 All charges in this section are GST exclusive, unless otherwise stated.

**Connection and relocation charge**

- 5.3 We charge you the following for connecting each new IP MAN service:

Connection & service relocation charges	IP MAN single uplink	IP MAN dual access	IP MAN dual site diverse access	IP MAN dual uplink	IP MAN fully redundant
Each site in a CBD zone	\$10,000.00	\$15,000.00	\$10,000.00	\$15,000.00	\$15,000.00
Each site in a business zone	\$12,000.00	\$20,000.00	\$12,000.00	\$20,000.00	\$20,000.00

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

Each site in a metropolitan zone	\$15,000.00	\$25,000.00	\$15,000.00	\$25,000.00	\$25,000.00
Each site in an urban zone or regional zone	In your separate agreement with us	n/a	n/a	n/a	n/a
Each port	n/a	n/a	n/a	\$3,600.00	n/a

#### Monthly port charge

5.4 A \$300 monthly port charge applies for each port connected using IP MAN dual uplink.

#### Annual access bandwidth charge

5.5 We bill your annual access bandwidth charges monthly in advance.

#### IP MAN single uplink

5.6 These annual access bandwidth charges apply for each site connected using IP MAN single uplink:

IP MAN single uplink – Annual access bandwidth charges								
Access b/w	Data transfer class of service				Dynamic class of service			
Mbit/s	CBD zone	Business zone	Metropolitan zone	Urban & Regional zones	CBD zone	Business zone	Metropolitan zone	Urban & Regional zones
2	\$16,656.00	\$21,636.00	\$36,324.00	*	\$19,164.00	\$24,876.00	\$41,784.00	*
4	\$17,232.00	\$22,368.00	\$37,548.00	*	\$19,812.00	\$25,716.00	\$43,176.00	*
6	\$17,928.00	\$23,268.00	\$39,060.00	*	\$20,616.00	\$26,760.00	\$44,916.00	*
8	\$19,080.00	\$24,768.00	\$41,592.00	*	\$21,948.00	\$28,488.00	\$47,832.00	*
10	\$21,033.00	\$27,227.00	\$45,592.00	*	\$24,180.00	\$31,308.00	\$52,428.00	*
12	\$25,644.00	\$33,192.00	\$48,912.00	*	\$29,496.00	\$38,172.00	\$56,256.00	*
14	\$30,264.00	\$39,252.00	\$51,876.00	*	\$34,800.00	\$45,132.00	\$59,652.00	*
16	\$34,872.00	\$45,132.00	\$54,564.00	*	\$40,116.00	\$51,912.00	\$62,760.00	*
20	\$37,500.00	\$48,804.00	\$59,421.00	*	\$43,128.00	\$56,136.00	\$68,328.00	*
24	\$39,780.00	\$52,044.00	\$63,636.00	N/A	\$45,744.00	\$59,856.00	\$73,176.00	N/A
28	\$41,940.00	\$54,960.00	\$67,488.00	N/A	\$48,240.00	\$63,216.00	\$77,616.00	N/A
30	\$42,840.00	\$56,352.00	\$68,760.00	*	\$49,188.00	\$64,680.00	\$79,296.00	*
32	\$43,764.00	\$57,552.00	\$70,992.00	N/A	\$50,340.00	\$66,192.00	\$81,648.00	N/A
36	\$45,480.00	\$60,036.00	\$74,220.00	N/A	\$52,308.00	\$69,048.00	\$85,356.00	N/A
40	\$47,184.00	\$62,304.00	\$77,280.00	*	\$54,264.00	\$71,652.00	\$88,872.00	N/A
44	\$48,672.00	\$64,356.00	\$80,064.00	N/A	\$55,968.00	\$74,016.00	\$92,064.00	N/A
50	\$50,724.00	\$67,284.00	\$84,105.00	*	\$58,332.00	\$77,376.00	\$96,720.00	*
60	\$53,916.00	\$71,820.00	\$90,108.00	*	\$62,004.00	\$82,584.00	\$103,632.00	*
70	\$56,652.00	\$75,696.00	\$95,592.00	*	\$65,148.00	\$87,060.00	\$109,932.00	*
80	\$59,280.00	\$79,380.00	\$100,524.00	*	\$68,160.00	\$91,284.00	\$115,608.00	*
90	\$61,560.00	\$82,716.00	\$101,257.00	*	\$70,788.00	\$95,136.00	\$117,240.00	*

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

100	\$63,720.00	\$85,860.00	\$101,957.00	*	\$73,284.00	\$98,736.00	\$120,864.00	*
150	\$72,840.00	\$98,916.00	\$118,932.00	POA	\$83,772.00	\$113,760.00	\$136,776.00	POA
200	\$80,136.00	\$109,392.00	\$132,648.00	POA	\$92,160.00	\$125,808.00	\$152,544.00	POA
300	\$91,644.00	\$126,132.00	\$154,728.00	POA	\$105,396.00	\$145,056.00	\$177,936.00	POA
400	\$100,656.00	\$139,416.00	\$172,632.00	POA	\$115,752.00	\$160,332.00	\$198,516.00	POA
500	\$108,408.00	\$150,768.00	\$187,855.00	POA	\$124,668.00	\$173,376.00	\$216,024.00	POA
600	\$115,140.00	\$160,692.00	\$201,132.00	POA	\$132,408.00	\$184,800.00	\$231,516.00	POA
800	\$126,540.00	\$177,756.00	\$224,568.00	POA	\$145,512.00	\$204,432.00	\$258,252.00	POA
1000	\$136,230.00	\$192,240.00	\$244,480.00	POA	\$156,660.00	\$221,064.00	\$281,148.00	POA

\*As referred to in your separate agreement with us, which sets out the specific arrangements for urban and regional zone pricing.

5.7 Access bandwidth speeds other than those in the above table may be available on request.

#### IP MAN dual access and dual site diverse access

5.8 For IP MAN dual access and dual site diverse access, your annual access bandwidth charge is set out in your separate agreement with us.

#### IP MAN dual uplink

5.9 These annual access bandwidth charges apply for each site connected using an IP MAN dual uplink:

IP MAN dual uplink – Annual access bandwidth charges						
Access b/w	Data transfer class of service			Dynamic class of service		
Mbit/s	CBD zone	Business zone	Metropolitan zone	CBD zone	Business zone	Metropolitan zone
2	\$17,544.00	\$24,041.00	\$42,747.00	\$20,175.00	\$27,647.00	\$49,159.00
3	\$17,764.00	\$24,351.00	\$43,309.00	\$20,428.00	\$28,003.00	\$49,805.00
4	\$18,142.00	\$24,854.00	\$44,181.00	\$20,863.00	\$28,582.00	\$50,808.00
5	\$18,458.00	\$25,288.00	\$44,951.00	\$21,227.00	\$29,081.00	\$51,694.00
6	\$18,873.00	\$25,856.00	\$45,961.00	\$21,704.00	\$29,734.00	\$52,855.00
7	\$19,364.00	\$26,528.00	\$47,156.00	\$22,268.00	\$30,507.00	\$54,230.00
8	\$20,095.00	\$27,530.00	\$48,936.00	\$23,109.00	\$31,659.00	\$56,277.00
9	\$21,000.00	\$28,770.00	\$51,142.00	\$24,150.00	\$33,086.00	\$58,813.00
10	\$22,140.00	\$30,252.00	\$53,645.00	\$25,461.00	\$34,790.00	\$61,692.00
11	\$24,570.00	\$33,570.00	\$55,651.00	\$28,256.00	\$38,606.00	\$63,999.00
12	\$27,000.00	\$36,888.00	\$57,552.00	\$31,050.00	\$42,421.00	\$66,185.00
13	\$29,430.00	\$40,206.00	\$59,347.00	\$33,845.00	\$46,237.00	\$68,249.00
14	\$31,860.00	\$43,524.00	\$61,037.00	\$36,639.00	\$50,053.00	\$70,192.00
15	\$34,290.00	\$46,842.00	\$62,621.00	\$39,434.00	\$53,868.00	\$72,014.00
16	\$36,720.00	\$50,160.00	\$64,205.00	\$42,228.00	\$57,684.00	\$73,836.00
20	\$39,480.00	\$54,240.00	\$69,907.00	\$45,402.00	\$62,376.00	\$80,393.00

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

24	\$41,880.00	\$57,840.00	\$74,870.00	\$48,162.00	\$66,516.00	\$86,101.00
28	\$44,160.00	\$61,080.00	\$79,411.00	\$50,784.00	\$70,242.00	\$91,323.00
32	\$46,080.00	\$63,960.00	\$83,530.00	\$52,992.00	\$73,554.00	\$96,059.00
36	\$47,880.00	\$66,720.00	\$87,331.00	\$55,062.00	\$76,728.00	\$100,431.00
40	\$49,680.00	\$69,240.00	\$90,922.00	\$57,132.00	\$79,626.00	\$104,560.00
44	\$51,240.00	\$71,520.00	\$94,195.00	\$58,926.00	\$82,248.00	\$108,324.00
50	\$53,400.00	\$74,760.00	\$98,947.00	\$61,410.00	\$85,974.00	\$113,789.00
60	\$56,760.00	\$79,800.00	\$106,022.00	\$65,274.00	\$91,770.00	\$121,926.00
70	\$59,640.00	\$84,120.00	\$112,464.00	\$68,586.00	\$96,738.00	\$129,334.00
80	\$62,400.00	\$88,200.00	\$118,272.00	\$71,760.00	\$101,430.00	\$136,013.00
90	\$64,800.00	\$91,920.00	\$123,658.00	\$74,520.00	\$105,708.00	\$142,206.00
100	\$67,080.00	\$95,400.00	\$119,950.00	\$77,142.00	\$109,710.00	\$137,942.00
150	\$76,680.00	\$109,920.00	\$139,925.00	\$88,182.00	\$126,408.00	\$160,914.00
200	\$84,360.00	\$121,560.00	\$156,062.00	\$97,014.00	\$139,794.00	\$179,472.00
300	\$96,480.00	\$140,160.00	\$182,040.00	\$110,952.00	\$161,184.00	\$209,346.00
400	\$105,960.00	\$154,920.00	\$203,098.00	\$121,854.00	\$178,158.00	\$233,562.00
500	\$114,120.00	\$167,520.00	\$221,006.00	\$131,238.00	\$192,648.00	\$254,157.00
600	\$121,200.00	\$178,560.00	\$236,849.00	\$139,380.00	\$205,344.00	\$272,376.00
800	\$133,200.00	\$197,520.00	\$264,204.00	\$153,180.00	\$227,148.00	\$303,835.00
1,000	\$143,400.00	\$213,600.00	\$287,623.00	\$164,910.00	\$245,640.00	\$330,767.00

#### IP MAN fully redundant

5.10 These annual access bandwidth charges apply for each site connected using an IP MAN fully redundant:

IP MAN fully redundant – Annual access bandwidth charges						
Access b/w	Data transfer class of service			Dynamic class of service		
	CBD zone	Business zone	Metropolitan zone	CBD zone	Business zone	Metropolitan zone
2	\$52,944.00	\$69,641.00	\$107,547.00	\$55,575.00	\$73,247.00	\$113,959.00
4	\$53,542.00	\$70,454.00	\$108,981.00	\$56,263.00	\$74,182.00	\$115,608.00
6	\$54,273.00	\$71,456.00	\$110,761.00	\$57,104.00	\$75,334.00	\$117,655.00
8	\$55,495.00	\$73,130.00	\$113,736.00	\$58,509.00	\$77,259.00	\$121,077.00
10	\$57,540.00	\$75,852.00	\$118,445.00	\$60,861.00	\$80,390.00	\$126,492.00
12	\$62,400.00	\$82,488.00	\$122,352.00	\$66,450.00	\$88,021.00	\$130,985.00
14	\$67,260.00	\$89,124.00	\$125,837.00	\$72,039.00	\$95,653.00	\$134,992.00
16	\$72,120.00	\$95,760.00	\$129,005.00	\$77,628.00	\$103,284.00	\$138,636.00
20	\$74,880.00	\$99,840.00	\$134,707.00	\$80,802.00	\$107,976.00	\$145,193.00
24	\$77,280.00	\$103,440.00	\$139,670.00	\$83,562.00	\$112,116.00	\$150,901.00
28	\$79,560.00	\$106,680.00	\$144,211.00	\$86,184.00	\$115,842.00	\$156,123.00
32	\$81,480.00	\$109,560.00	\$148,330.00	\$88,392.00	\$119,154.00	\$160,859.00
36	\$83,280.00	\$112,320.00	\$152,131.00	\$90,462.00	\$122,328.00	\$165,231.00

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

40	\$85,080.00	\$114,840.00	\$155,722.00	\$92,532.00	\$125,226.00	\$169,360.00
44	\$86,640.00	\$117,120.00	\$158,995.00	\$94,326.00	\$127,848.00	\$173,124.00
50	\$88,800.00	\$120,360.00	\$163,747.00	\$96,810.00	\$131,574.00	\$178,589.00
60	\$92,160.00	\$125,400.00	\$170,822.00	\$100,674.00	\$137,370.00	\$186,726.00
70	\$95,040.00	\$129,720.00	\$177,264.00	\$103,986.00	\$142,338.00	\$194,134.00
80	\$97,800.00	\$133,800.00	\$183,072.00	\$107,160.00	\$147,030.00	\$200,813.00
90	\$100,200.00	\$137,520.00	\$188,458.00	\$109,920.00	\$151,308.00	\$207,006.00
100	\$102,480.00	\$141,000.00	\$184,750.00	\$112,542.00	\$155,310.00	\$202,742.00
150	\$112,080.00	\$155,520.00	\$204,725.00	\$123,582.00	\$172,008.00	\$225,714.00
200	\$119,760.00	\$167,160.00	\$220,862.00	\$132,414.00	\$185,394.00	\$244,272.00
300	\$131,880.00	\$185,760.00	\$246,840.00	\$146,352.00	\$206,784.00	\$274,146.00
400	\$141,360.00	\$200,520.00	\$267,898.00	\$157,254.00	\$223,758.00	\$298,362.00
500	\$149,520.00	\$213,120.00	\$285,806.00	\$166,638.00	\$238,248.00	\$318,957.00
600	\$156,600.00	\$224,160.00	\$301,649.00	\$174,780.00	\$250,944.00	\$337,176.00
800	\$168,600.00	\$243,120.00	\$329,004.00	\$188,580.00	\$272,748.00	\$368,635.00
1,000	\$178,800.00	\$259,200.00	\$352,423.00	\$200,310.00	\$291,240.00	\$395,567.00

5.11 Access bandwidth speeds other than those in the above table may be available on request.

#### Access bandwidth change charge

5.12 A \$100 charge applies for each access bandwidth change request.

#### IP MAN design consultancy charge

5.13 A \$200 hourly fee (charged in whole hours) applies for the time we take to design your IP MAN. Each IP MAN has a minimum charge of four hours of design consultancy.

#### Port change charge

5.14 A \$3,600 charge applies each time any of your ports are changed between different media types. We confirm what the different media types are on request.

#### Converting your IP MAN service

5.15 You can ask us to convert or upgrade your IP MAN service to another compatible service type. Additional charges apply, which we confirm on request.

#### Connecting your IP MAN service to another IP service

5.16 You can ask us to connect an IP MAN service to another compatible Telstra IP service. The following charges apply for that connection:

Connection charge	Amount
Each connection from an IP MAN service to another compatible Telstra IP service	\$100.00
Wide Area Port Bandwidth change (via Feature Network Change or direct request)	\$100.00

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

Annual charge	Amount
This Wide Area Port bandwidth annual charge applies where you ask us to connect an IP MAN service to another compatible Telstra IP service. Doesn't apply if that connection is in the same state or territory as your IP MAN service.	As set out in your separate agreement with us

#### Network extension charge

- 5.17 If your property entry point is over 500 metres from the nearest part of our existing network that is used to connect your IP MAN service, additional charges apply, which we confirm on request.
- 5.18 This clause applies for any IP MAN service ordered under an agreement entered on or from 1 August 2019. If we assess that any network extension or upgrade work is required to deliver the service to your site, we may charge you additional charges and require you to agree to additional terms as notified at the time of order or when the work is identified.

#### Service extension charge

- 5.19 A charge applies (confirmed on request) for installing alternative cabling if you occupy premises for which our network boundary is a main distribution frame (“MDF”) and:
- (a) there's no suitable cabling system capacity at the premises to extend cabling from the MDF to the location you request; or
  - (b) you don't want your IP MAN service to be connected through the MDF.

#### Cabling charge

- 5.20 We charge you for providing and installing cabling to your site beyond the standard service delivery point. We confirm these charges on request.

#### ACT Government Utilities Tax Charge

- 5.21 **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 any other fees or charges set out in this section or in your separate agreement with us. 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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## 6 IP WAN

### What is IP WAN?

- 6.1 IP WAN connects at least one site to an exchange.

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

- 6.2 Each site is connected to an exchange using an IP WAN standard connection. You can also apply for an IP WAN redundant connection for that site.
- 6.3 Each IP WAN standard connection comprises of a port and IP routing.
- 6.4 An IP WAN redundant connection offers an optional second port, which is a backup port.

#### What is IP WAN's minimum term?

- 6.5 You must take your IP WAN service for at least one month or such longer period set out in your separate agreement with us.

#### You must have a compatible access service

- 6.6 To get an IP WAN service, you must have a compatible access service with us.
- 6.7 The following are compatible access services and we provide them on the terms (including pricing) set out below:
- (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); and
  - (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).
- 6.8 We may offer other compatible access services from time to time. Further details are available on request.

#### Connection charge

- 6.9 The following charge applies to connect a new site to your IP WAN:

IP WAN port connection charge	Amount
Each IP WAN standard connection	\$100.00
Each optional IP WAN redundant connection	\$100.00

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

#### Monthly port charge – ADSL IP Access

6.10 The following monthly charges apply for each IP WAN standard connection that's connected using ADSL IP Access:

IP WAN monthly port charge – ADSL IP access		
Speed downstream/upstream	Class of service	
	Data transfer	Dynamic
256 kbit/s / 64 kbit/s	\$85.00	\$110.50
512 kbit/s /128 kbit/s	\$126.00	\$163.80
1.5 Mbit/s / 256 kbit/s	\$190.40	\$247.52
512 kbit/s / 512 kbit/s	\$212.18	\$275.83

#### Monthly port charge – Frame Relay or ATM

6.11 The following monthly charges apply for each IP WAN standard connection that's connected using Frame Relay or ATM:

IP WAN monthly port charge – Frame Relay or ATM		
Speed	Class of service	
	Data transfer	Dynamic
16 kbit/s	\$118.00	\$153.40
24 kbit/s	\$141.00	\$183.30
32 kbit/s	\$165.00	\$214.50
48 kbit/s	\$239.00	\$310.70
64 kbit/s	\$314.00	\$408.20
96 kbit/s	\$461.00	\$599.30
128 kbit/s	\$598.00	\$777.40
192 kbit/s	\$850.00	\$1,105.00
256 kbit/s	\$1,070.00	\$1,391.00
384 kbit/s	\$1,512.00	\$1,965.60
512 kbit/s	\$1,890.00	\$2,457.00
768 kbit/s	\$2,495.00	\$3,243.50
1 Mbit/s	\$2,856.00	\$3,712.80
1.6 Mbit/s	\$4,424.00	\$5,751.20
2 Mbit/s	\$5,174.00	\$6,726.20
3 Mbit/s	\$7,490.00	\$9,737.00
4 Mbit/s	\$9,821.00	\$12,767.30
5 Mbit/s	\$11,867.00	\$15,427.10
6 Mbit/s	\$13,833.00	\$17,982.90
7 Mbit/s	\$15,792.00	\$20,529.60



# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

8 Mbit/s	\$17,707.00	\$23,019.10
9 Mbit/s	\$19,391.00	\$25,208.30
10 Mbit/s	\$21,027.00	\$27,335.10
11 Mbit/s	\$22,924.00	\$29,801.20
12 Mbit/s	\$24,776.00	\$32,208.80
13 Mbit/s	\$26,637.00	\$34,628.10
14 Mbit/s	\$28,443.00	\$36,975.90
15 Mbit/s	\$30,235.00	\$39,305.50
16 Mbit/s	\$31,961.00	\$41,549.30
17 Mbit/s	\$33,925.00	\$44,102.50
18 Mbit/s	\$35,884.00	\$46,649.20
19 Mbit/s	\$37,840.00	\$49,192.00
20 Mbit/s	\$39,792.00	\$51,729.60
21 Mbit/s	\$41,740.00	\$54,262.00
22 Mbit/s	\$43,684.00	\$56,789.20
23 Mbit/s	\$45,624.00	\$59,311.20
24 Mbit/s	\$47,560.00	\$61,828.00
25 Mbit/s	\$49,492.00	\$64,339.60
26 Mbit/s	\$51,420.00	\$66,846.00
27 Mbit/s	\$53,344.00	\$69,347.20
28 Mbit/s	\$55,265.00	\$71,844.50
29 Mbit/s	\$57,181.00	\$74,335.30
30 Mbit/s	\$59,094.00	\$76,822.20
31 Mbit/s	\$61,003.00	\$79,303.90
32 Mbit/s	\$62,908.00	\$81,780.40
33 Mbit/s	\$64,809.00	\$84,251.70
34 Mbit/s	\$66,706.00	\$86,717.80

Note that ATM and Frame Relay permanent virtual circuit charges are included in the above monthly charges. 96 kbit/s is not available for ATM connections.

#### Monthly port charge – BTS/PSTN

6.12 The following monthly charges apply for each IP WAN standard connection that's connected using PSTN:

Monthly port charge – BTS/PSTN	Amount
Data transfer	\$314.00

#### Monthly port charge – ISDN

6.13 NOT USED

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

#### Monthly port charge – Ethernet Lite

6.14 The following monthly charges apply for each IP WAN standard connection that's connected using Ethernet Lite:

IP WAN monthly port charge – Ethernet Lite		
Speed	Class of service	
	Data transfer	Dynamic
64 kbit/s	\$314.00	\$408.20
128 kbit/s	\$598.00	\$777.40
256 kbit/s	\$1,070.00	\$1,391.00
384 kbit/s	\$1,512.00	\$1,965.60
512 kbit/s	\$1,890.00	\$2,457.00
768 kbit/s	\$2,495.00	\$3,243.50
1024 kbit/s	\$2,856.00	\$3,712.80
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

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

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

## 7 IP Wireless

#### What is IP Wireless and its minimum term?

- 7.1 IP Wireless allows your end users to access your sites using compatible wireless technology. Your end users could be, for example, your employees or a mobile device.
- 7.2 You must take IP Wireless for at least one month or such longer period set out in your separate agreement with us.

#### You must have a compatible wireless connecting service

- 7.3 You must ensure that each end user has a compatible wireless service with us to use IP Wireless.

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

- 7.4 Our compatible wireless services include services on the Telstra Mobile Network and we provide them 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>.
- 7.5 From time to time, other compatible wireless services may be available on request.
- 7.6 Your end users can only access your sites using IP Wireless from within Telstra Mobile Network coverage areas.

#### Connection charge

- 7.7 A \$100 charge per port applies to connect each new IP Wireless service.

#### Monthly port charge

- 7.8 A \$750 charge for each port per VPN applies for all sites accessible via IP Wireless.
- 7.9 The above charges are in addition to the charges for your compatible wireless service.

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## 8 Cancelling your IP WAN or IP Wireless service

- 8.1 A cancellation charge applies if:
- you cancel an IP WAN or IP Wireless service (as applicable) before the end of the applicable minimum term (other than due to our material breach); or
  - we cancel an IP WAN or IP Wireless service (as applicable) due to your material breach before the end of the applicable minimum term.

- 8.2 The cancellation charge is 25% of  $A \times B$  where:

**A** is the average charges paid or payable each month by you for the IP WAN or IP Wireless service (as applicable), up to the date of cancellation.

**B** is the number of months (or part of a month) from the date of cancellation until the end of the applicable minimum term.

You acknowledge that this is a genuine pre-estimate of our loss .

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## 9 Special meanings

- 9.1 The following words have the following special meanings:

An **IP Solution** is an Internet Protocol based data network solution consisting of at least one IP Networking Service and may also include value added services.

# Our Customer Terms

## IP Solutions section

### Part B – IP Networking Services

**NTU** means 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).