

### Part B - ISDN Services

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

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## 1 About this Part

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

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

See clause 1 of Part A – General of the ISDN section for more detail on how the various parts of the ISDN section should be read together.

- 1.2 In this Part C, references to calls to mobiles means calls to an Australian mobile number and does include calls to international mobile numbers. Calls to international mobiles are international calls. See clause 6 of this Part C.

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## 2 ISDN access services

### What ISDN access services do we provide?

- 2.1 We provide the following ISDN access services for our business customers:

- (a) ISDN 2;
- (b) ISDN 2 Enhanced (available for consumer customers as well); and
- (c) ISDN 10/20/30 which is an ISDN Primary Rate Access Service.

- 2.2 You must use these services predominantly for business purposes (except in the case of ISDN 2 Enhanced which, if you are a consumer customer, can be used for the primary purpose of personal, domestic or household use).

### What is ISDN 2?

- 2.3 ISDN 2 is one of our business versions of ISDN Basic Rate services. ISDN 2 converts your existing analogue telephone into two digital lines. ISDN 2 gives you two phone numbers as standard (one for each information/B channel), but you can buy more numbers (except where you take the ISDN Xpress pricing option, when you only get one number).

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For more information on ISDN Basic Rate services, see [Part A – General of the ISDN section](#) of Our Customer Terms.

- 2.4 Each channel can be used for a mix of incoming and outgoing traffic.
- 2.5 With ISDN 2, we provide you an NT1 to which you connect your ISDN equipment.
- 2.6 We configure ISDN 2 services as either point-to-point or point-to-multipoint services. Please discuss your requirements (including feature requirements) with your equipment provider before ordering services.

#### **What is ISDN 2 Enhanced?**

- 2.7 ISDN 2 Enhanced is one of our versions of ISDN Basic Rate services. ISDN 2 Enhanced converts your existing analogue telephone into two digital lines. It gives you two phone numbers as standard (one for each information/B channel), but you can buy more numbers (except where you take the ISDN Xpress pricing option, when you only get one number).

For more information on ISDN Basic Rate services, see Part A – General of the ISDN section of Our Customer Terms.

- 2.8 With ISDN 2 Enhanced, we provide you an NT1 Plus with a built in terminal adaptor, which allows you to directly connect phones, faxes and PCs. It also provides additional feature functionality between both channels. The NT1 provided with ISDN 2 is different because it does not have built-in terminal adaptor functionality.
- 2.9 We give you the following standard features as part of ISDN 2 Enhanced: call waiting, call forward (immediate, busy and no answer) and calling number display.
- 2.10 We only configure ISDN 2 Enhanced services as a point-to-multipoint service and as Multiple Number with Line Hunt optional. A minimum of two ISDN 2 Enhanced services are required for Line Hunt.

#### **What is ISDN 10/20/30?**

- 2.11 ISDN 10/20/30 is our ISDN Primary Rate Access service and usually consists of between ten and 30 information/B channels and a control/D channel. Each B channel carries digitised information at a rate of 64 kbit/s. The D channel also operates at 64 kbit/s but has a lower effective throughput as it is used primarily for network supervision of the B channels and to configure and reconfigure the service. Each channel can be used for a mix of incoming and outgoing traffic.
- 2.12 A single ISDN 10/20/30 service can be made up of one or multiple 2 Mbit/s links

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with a common global directory number. Each 2Mbit/s link has the capacity to deliver up to 30 channels that are delivered in blocks of 10 channels. Where less than 30 channels are activated, the remaining capacity is considered idle channels.

- 2.13 An ISDN 10/20/30 service can have up to thirty three 2 Mbit/s links (with a specific full national telephone number) bought in groups of ten channels. Services with more than thirty three 2 Mbit/s links are only available in groups of 30 channels. You can only have up to ninety nine 2 Mbit/s links for a single ISDN 10/20/30 service (with a specific full national telephone number).
- 2.14 You can add additional channels to an existing ISDN 10/20/30 service. These channels are added to an existing 2 Mbit/s link where there is capacity available. We only provide extra 2 Mbit/s links when you have fully used the maximum 30 channel capacity on all existing 2 Mbit/s links.
- 2.15 You can choose an ISDN 10/20/30 service if you live in a capital city or provincial centre in Australia. The service may not be available in remote areas.
- 2.16 ISDN 10/20/30 services are provided on the available network infrastructure between your premises and your local exchange. This might be copper wires or fibre optic cables. How we deliver it is our decision. If you want more than one ISDN 10/20/30 service at the same premises, it is subject to availability and we need to agree this with you separately.
- 2.17 We only configure ISDN 10/20/30 services as Indial services with at least a 100-number Indial range for each service. You can buy extra Indial number ranges in 100-number blocks or reserve number ranges for future expansion for an additional charge.

#### **Dual Node**

- 2.18 Dual Node gives you incoming and outgoing call traffic dispersion between two ISDN exchanges over two 2 Mbit/s links with a common number range. How much traffic is dispersed depends on route availability and traffic levels.
- 2.19 Dual Node does not provide dual physical access routes between your premises and the exchange.
- 2.20 You have to take at least 40 channels across two exchanges to take an ISDN Dual Node service. If you add additional channels, you have to add them in blocks of 20 channels across the duplicate 2 Mbit/s link. Each 2 Mbit/s link has to be configured identically (number of channels, incoming, outgoing, both way).

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2.21 You can use Dual Node with Diverse Access.

2.22 We investigate the feasibility of providing the service before we can accept your order. We may not be able to provide it to you because of technical restrictions.

#### **Diverse Access**

2.23 Diverse Access gives duplicate 2 Mbit/s links along diverse access routes between your premises and one of our exchanges, with a common number range.

2.24 You have to take at least 40 channels across the duplicate 2 Mbit/s links. If you add additional channels, you have to add them in blocks of 20 channels across the two services. Each 2 Mbit/s link has to be configured identically (number of channels, incoming, outgoing, both way).

2.25 You can use Diverse Access with Dual Node.

2.26 We investigate the feasibility of providing the service before we can accept your order. We may not be able to provide it to you because of technical restrictions.

#### **Ported numbers**

2.27 Where you use ISDN 2 with Direct Indial or ISDN 10/20/30 service with a telephone number you ported to us from another telephone company, your ability to make a data call to a number with another telephone company depends on our agreement with that company.

#### **Optional features**

2.28 There are a number of optional features that you can choose for ISDN 2, ISDN 2 Enhanced and ISDN 10/20/30. For more information on the standard and optional features, see [Part D – Associated Services of the ISDN](#) section of Our Customer Terms.

#### **Capped national long distance voice calls**

2.29 We may provide capped calling offers for national long distance voice calls. Data calls are not eligible for any of these offers.

2.30 We may reasonably determine that you have made national long distance data calls, but those calls were treated as national long distance voice calls (as a result of your conduct). If we do, we can:

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- (a) charge you the appropriate data call charges for those calls; or
- (b) recover from you the difference between what you have already paid and the correct data call charges for those calls.

#### Rewards and packages

- 2.31 You may be eligible for discounts or other special benefits for your service under our various rewards and packages.

See [Our Customer Terms](#) for more details.

#### 1411 override code

- 2.32 On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

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## 3 BusinessLine Complete

#### Availability

- 3.1 When you choose ISDN 2, ISDN 2 Enhanced or ISDN 10/20/30, you can choose the BusinessLine Complete pricing plan for your ISDN service.

#### Monthly access charge

- 3.2 We charge you the following monthly charge for your ISDN service with BusinessLine Complete:

BusinessLine Complete monthly access charge*	GST excl.	GST incl.
ISDN 2 (per service)	\$92.27	\$101.50
ISDN 2 Enhanced (per service)	\$96.82	\$106.50
ISDN 10 channel service (per service)	\$450.00	\$495.00
ISDN 20 channel service (per service)	\$900.00	\$990.00
ISDN 30 channel service (per service)	\$1,322.73	\$1,455.00
ISDN 10/20/30 (for every subsequent 10 channels)	\$422.73	\$465.00
ISDN 10/20/30 Dual Node (40 service channel)	\$1,666.00	\$1,832.60

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<b>BusinessLine Complete monthly access charge*</b>	<b>GST excl.</b>	<b>GST incl.</b>
ISDN 10/20/30 Dual Node (for every subsequent 20 channels)	<b>\$748.00</b>	<b>\$822.80</b>
ISDN 10/20/30 Diverse Access (for every 60 channels or part thereof)	<b>\$2,130.00</b>	<b>\$2,343.00</b>

\*The monthly charge for Diverse Access is in addition to the monthly charge for a standard service or the monthly charge for Dual Node. There is also a monthly charge for Direct Indial (see [Part D – Associated Services of the ISDN section](#) of Our Customer Terms). **For ACT customers:** If your ISDN service with BusinessLine Complete is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you a monthly ACT Government Utilities Tax Charge in addition to the amount above. If you are a consumer customer, see the [Consumer General Terms](#) for further details. If you are not a consumer customer, see the [the Small Business or Corporate General Terms](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).

#### Local voice calls

- 3.3 We charge you the following rate for local voice calls from your ISDN service with BusinessLine Complete.

<b>BusinessLine Complete local voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Per call	<b>20¢</b>	<b>22¢</b>

#### Local data calls

- 3.4 We charge you the following timed rates for local data calls from your ISDN service with BusinessLine Complete. Between 7am to 7pm Monday to Friday, we charge you a flat rate for the first five minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. At all other times, we charge you a flat rate for the first ten minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. These charges apply for each information/B channel you use.

	<b>BusinessLine Complete local data calls</b>
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<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>GST excl.</b>	<b>GST incl.</b>
First five minutes (or shorter)	First ten minutes (or shorter)	<b>13.63¢</b>	<b>15.0¢</b>
For each minute after the first five minutes	For every two minutes after the first ten minutes	<b>3.63¢</b>	<b>4.0¢</b>

ISDN Xpress discounts on local data calls are set out below on page 291.

- 3.5 When you choose ISDN 2 Enhanced with BusinessLine Complete, we charge you the following timed rate (calculated per second) for local data calls you make to an 01983 telephone number. These charges apply for each information/B channel you use.

<b>ISDN 2 Enhanced BusinessLine Complete local data calls to 01983 numbers</b>	<b>GST excl.</b>	<b>GST incl.</b>
Local data calls to 01983 numbers (per channel, per hour)	<b>27.272¢</b>	<b>30.0¢</b>

This charge is not eligible for the ISDN Xpress discount.

#### **National long distance voice calls**

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 3.6 We charge you the following for untimed national long distance voice calls from your ISDN service with BusinessLine Complete:

<b>BusinessLine Complete untimed national long distance voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Preferential calls (per call)	<b>20¢</b>	<b>22¢</b>
Extended zone calls (per call)	<b>20¢</b>	<b>22¢</b>

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- 3.7 We charge you the following for timed national long distance voice calls from your ISDN service with BusinessLine Complete. We charge the connection fee for each call and then charge the timed rates per minute block.

<b>BusinessLine Complete timed national long distance voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>50¢</b>	<b>55¢</b>
Community calls, concessional A rate calls and calls up to 50 km (per minute block)	<b>5.45¢</b>	<b>6¢</b>
All other calls (per minute block)	<b>20¢</b>	<b>22¢</b>

#### **National long distance data calls**

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 3.8 We charge you the following for timed national long distance data calls from your ISDN service with BusinessLine Complete. We charge the connection fee for each call and then charge the timed rates (calculated per second). These charges apply for each information/B channel you use.

<b>BusinessLine Complete timed national long distance data calls</b>	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>	<b>GST excl.</b>	<b>GST incl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>25¢</b>		<b>27.5¢</b>	
Community calls, preferential calls, concessional A rate calls, extended zone calls and calls between 25 km and 50 km distance (per minute)	<b>11.82¢</b>	<b>5.91¢</b>	<b>13.0¢</b>	<b>6.5¢</b>
Calls between 50 km and 85 km and concessional F rate calls (per minute)	<b>21.82¢</b>	<b>10.91¢</b>	<b>24.0¢</b>	<b>12.0¢</b>
Calls between 85 km to 165 km and intercapital calls over 165 km (per minute)	<b>23.64¢</b>	<b>13¢</b>	<b>26.0¢</b>	<b>14.3¢</b>
Non-intercapital calls over 165 km (per minute)	<b>28.18¢</b>	<b>16¢</b>	<b>31.0¢</b>	<b>17.6¢</b>

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ISDN Xpress discounts on national long distance data calls are set out below on page 291.

#### Calls to mobiles

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 3.9 We charge you the following for calls to mobile numbers from your ISDN service with BusinessLine Complete. We charge you the connection fee plus the timed rate per minute block.

BusinessLine Complete calls to mobiles	GST excl.	GST incl.
Connection fee (per call)	50¢	55¢
Calls to a mobile number (per minute block)	32.73¢	36¢

- 3.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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## 4 BusinessLine Plus

#### Availability

- 4.1 When you choose ISDN 2 or ISDN 2 Enhanced, you can choose the BusinessLine Plus pricing plan for your ISDN service, if:
- (a) you preselect us for national long distance calls, international calls and calls to mobile numbers;
  - (b) you do not acquire these services for the purpose of resupply to another person; and
  - (c) you are not a wholesale customer.

#### Monthly access charge

- 4.2 We charge you the following monthly charge for your ISDN 2 or ISDN 2 Enhanced

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service with BusinessLine Plus:

<b>BusinessLine Plus monthly access charge*</b>	<b>GST excl.</b>	<b>GST incl.</b>
ISDN 2 (per service)	<b>\$102.27</b>	<b>\$112.50</b>
ISDN 2 Enhanced (per service)	<b>\$106.82</b>	<b>\$117.50</b>

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

#### Local voice calls

- 4.3 We charge you the following rate for local voice calls from your ISDN 2 or ISDN Enhanced service with BusinessLine Plus.

<b>BusinessLine Plus local voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Per call	<b>16.37¢</b>	<b>18.0¢</b>

#### Local data calls

- 4.4 We charge you the following timed rates for local data calls from your ISDN 2 or ISDN 2 Enhanced service with BusinessLine Plus. Between 7am to 7pm Monday to Friday, we charge you a flat rate for the first five minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. At all other times, we charge you a flat rate for the first ten minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. These charges apply for each information/B channel you use.

<b>BusinessLine Plus local data calls</b>			
<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>GST excl.</b>	<b>GST incl.</b>
First five minutes (or shorter)	First ten minutes (or shorter)	<b>13.63¢</b>	<b>15.0¢</b>
For each minute after the first five minutes	For every two minutes after the first ten minutes	<b>3.63¢</b>	<b>4.0¢</b>

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ISDN Xpress discounts on local data calls are set out below on page 291.

- 4.5 When you choose ISDN 2 Enhanced with BusinessLine Plus, we charge you the following timed rate (calculated per second) for local data calls you make to an 01983 telephone number. These charges apply for each information/B channel you use.

<b>ISDN 2 Enhanced BusinessLine Plus local data calls to 01983 numbers</b>	<b>GST excl.</b>	<b>GST incl.</b>
Local data calls to 01983 numbers (per channel, per hour)	<b>27.272¢</b>	<b>30.0¢</b>

This charge is not eligible for the ISDN Xpress discount.

#### **National long distance voice calls**

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 4.6 We charge you the following for untimed national long distance voice calls from your ISDN 2 or ISDN 2 Enhanced service with BusinessLine Plus.

<b>BusinessLine Plus untimed national long distance voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Preferential calls (per call)	<b>20¢</b>	<b>22¢</b>
Extended zone calls (per call)	<b>16.37¢</b>	<b>18.0¢</b>

- 4.7 We charge you the following for timed national long distance voice calls from your ISDN 2 or ISDN 2 Enhanced service with BusinessLine Plus. We charge the connection fee for each call and then charge the timed rates per minute block. We charge you no more than the national long distance capped call amount for the first ten minutes of any call.

<b>BusinessLine Plus timed national long distance voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>45.45¢</b>	<b>50.0¢</b>

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<b>BusinessLine Plus timed national long distance voice calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Community calls, concessional A rate calls and calls up to 50 km distance (per minute block)	<b>7.27¢</b>	<b>8.0¢</b>
All other calls (per minute block)	<b>13.64¢</b>	<b>15.0¢</b>
National long distance Capped Call The most you pay for the first 10 minutes of any call any day any time (per minute rates apply after 10 minutes)	<b>\$1.364</b>	<b>\$1.50</b>

#### National long distance data calls

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 4.8 We charge you the following for timed national long distance data calls from your ISDN 2 or ISDN 2 Enhanced service with BusinessLine Plus. We charge the connection fee for each call and then charge the timed rates (calculated per second). These charges apply for each information/B channel you use. Please note that video conferencing calls require a minimum of two (64kbps) channels.

<b>BusinessLine Plus timed national long distance data calls</b>	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>	<b>GST excl.</b>	<b>GST incl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>22.7¢</b>		<b>25.0¢</b>	
Community calls, preferential calls, concessional A rate calls, extended zone calls and calls between 25 km and 50 km distance (per minute)	<b>11.82¢</b>	<b>5.91¢</b>	<b>13.0¢</b>	<b>6.5¢</b>
Calls between 50 km and 85 km and concessional F rate calls (per minute)	<b>21.82¢</b>	<b>10.91¢</b>	<b>24.0¢</b>	<b>12.0¢</b>
Calls between 85 km to 165 km and intercapital calls over 165 km (per minute (per minute)	<b>23.64¢</b>	<b>13¢</b>	<b>26.0¢</b>	<b>14.3¢</b>

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<b>BusinessLine Plus timed national long distance data calls</b>	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>	<b>GST excl.</b>	<b>GST incl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>22.7¢</b>		<b>25.0¢</b>	
Non-intercapital calls over 165 km (per minute)	<b>28.18¢</b>	<b>16¢</b>	<b>31.0¢</b>	<b>17.6¢</b>

ISDN Xpress discounts on national long distance data calls are set out below on page 291.

#### Calls to mobiles

**Note** - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

- 4.9 We charge you the following for calls to mobile numbers from your ISDN 2 or ISDN 2 Enhanced service with BusinessLine Plus. We charge you the connection fee plus the timed rate (charged per minute block). We charge you no more than the calls to mobiles capped call amount for the first 10 minutes.

<b>BusinessLine Plus calls to mobiles</b>	<b>GST excl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>45.45¢</b>	<b>50.0¢</b>
Calls to a Telstra mobile number (per minute block)	<b>21.82¢</b>	<b>24.0¢</b>
Calls to a non-Telstra mobile number (per minute block)	<b>34.55¢</b>	<b>38.0¢</b>
Capped Call The most you pay for the first ten minutes of any call to a Telstra mobile number (per minute rates apply after ten minutes, charged per minute block)	<b>\$1.364</b>	<b>\$1.50</b>

- 4.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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## 5 BusinessLine Part

### Availability

- 5.1 When you choose ISDN 2, and you do not preselect us for your national long distance, international calls and calls to mobile numbers, we apply the BusinessLine Part pricing plan to your ISDN 2 service

### Monthly access charge

- 5.2 We charge you the following monthly charge for your ISDN 2 service with BusinessLine Part:

BusinessLine Part monthly access charge	GST excl.	GST incl.
Monthly charge for ISDN 2 (per service)	\$92.27	\$101.50

### Local voice calls

- 5.3 We charge you the following rate for local voice calls from your ISDN 2 service with BusinessLine Part.

BusinessLine Part local voice calls	GST excl.	GST incl.
Per call	20¢	22¢

### Local data calls

- 5.4 We charge you the following timed rates for local data calls from your ISDN service with BusinessLine Part. Between 7am to 7pm Monday to Friday, we charge you a flat rate for the first five minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. At all other times, we charge you a flat rate for the first ten minutes or shorter, and then the timed rate (calculated per second) for the remainder of the call. These charges apply for each information/B channel you use.

BusinessLine Part local data calls			
Day 7am-7pm Mon-Fri	Economy All other times	GST excl.	GST incl.



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<b>BusinessLine Part local data calls</b>			
<b>Day</b> 7am-7pm Mon-Fri	<b>Economy</b> All other times	<b>GST excl.</b>	<b>GST incl.</b>
First five minutes (or shorter)	First ten minutes (or shorter)	<b>13.63¢</b>	<b>15.0¢</b>
For each minute after the first five minutes	For every two minutes after the first ten minutes	<b>3.63¢</b>	<b>4.0¢</b>

ISDN Xpress discounts on local data calls are set out below on page 291.

#### Other calls

- 5.5 You can't make national long distance calls, calls to mobiles or international direct dial calls from services on a BusinessLine Part plan.

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## 6 International calls

#### International voice calls

- 6.1 We charge you the following connection fee for international voice calls from your ISDN service

<b>International Voice - Connection fee (per call)</b>	<b>GST excl.</b>	<b>GST incl.</b>
ISDN BusinessLine Complete	<b>50.00¢</b>	<b>55.0¢</b>
ISDN BusinessLine Plus	<b>45.45¢</b>	<b>50.0¢</b>

- 6.2 Per minute call rates for international voice calls from your ISDN service with BusinessLine Complete or BusinessLine Plus are charged at the rates set out for those plans in [Part D – Business Phone Services of the Basic Telephone Service section of Our Customer Terms](#).
- 6.3 On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.

### Part B - ISDN Services

#### International data calls

- 6.4 We charge you the following for international data calls from your ISDN service with BusinessLine Complete and BusinessLine Plus.
- 6.5 We charge you a connection fee plus the per-minute rate (calculated per second). These charges apply for each information/B channel you use. Please note that video conferencing calls require a minimum of two (64kbps) channels.

<b>BusinessLine Complete and BusinessLine Plus international data calls</b>				
<b>Note</b> - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.				
	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>		<b>GST incl.</b>	
<b>Connection fee (per call)</b>	<b>22.73¢</b>		<b>25.0¢</b>	
	per minute		per minute	
Argentina	<b>\$3.15</b>	<b>\$2.52</b>	<b>\$3.47</b>	<b>\$2.77</b>
Austria	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Bahrain	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Belgium	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Brazil	<b>\$3.15</b>	<b>\$2.52</b>	<b>\$3.47</b>	<b>\$2.77</b>
Canada	<b>\$2.52</b>	<b>\$2.00</b>	<b>\$2.77</b>	<b>\$2.20</b>
Chile	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
China	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Columbia	<b>\$3.15</b>	<b>\$2.52</b>	<b>\$3.47</b>	<b>\$2.77</b>
Croatia	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>

### Part B - ISDN Services

<b>BusinessLine Complete and BusinessLine Plus international data calls</b>				
<b>Note</b> - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.				
	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>		<b>GST incl.</b>	
<b>Connection fee (per call)</b>	<b>22.73¢</b>		<b>25.0¢</b>	
	per minute		per minute	
Cyprus	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Czech Republic	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Denmark	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>
Egypt	<b>\$3.06</b>	<b>\$2.43</b>	<b>\$3.37</b>	<b>\$2.67</b>
Fiji	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Finland	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>
France	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>
Germany	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Greece	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Hong Kong	<b>\$2.65</b>	<b>\$2.12</b>	<b>\$2.92</b>	<b>\$2.33</b>
Hungary	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
India	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Indonesia	<b>\$2.85</b>	<b>\$2.29</b>	<b>\$3.14</b>	<b>\$2.52</b>
Ireland	<b>\$2.52</b>	<b>\$2.00</b>	<b>\$2.77</b>	<b>\$2.20</b>
Israel	<b>\$3.15</b>	<b>\$2.52</b>	<b>\$3.47</b>	<b>\$2.77</b>
Italy	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>

### Part B - ISDN Services

<b>BusinessLine Complete and BusinessLine Plus international data calls</b>				
<b>Note</b> - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.				
	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>		<b>GST incl.</b>	
<b>Connection fee (per call)</b>	<b>22.73¢</b>		<b>25.0¢</b>	
	per minute		per minute	
Jamaica	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Japan	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Jordan	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Republic of Korea	<b>\$2.85</b>	<b>\$2.29</b>	<b>\$3.14</b>	<b>\$2.52</b>
Liechtenstein	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Lithuania	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Luxembourg	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Macau	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Malaysia	<b>\$2.85</b>	<b>\$2.29</b>	<b>\$3.14</b>	<b>\$2.52</b>
Mexico	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Monaco	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Netherlands	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
New Caledonia	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
New Zealand	<b>\$1.56</b>	<b>\$1.24</b>	<b>\$1.72</b>	<b>\$1.36</b>
Norway	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>
Palestine, (State of)	<b>\$3.15</b>	<b>\$2.52</b>	<b>\$3.47</b>	<b>\$2.77</b>

### Part B - ISDN Services

<b>BusinessLine Complete and BusinessLine Plus international data calls</b>				
<b>Note</b> - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.				
	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>		<b>GST incl.</b>	
<b>Connection fee (per call)</b>	<b>22.73¢</b>		<b>25.0¢</b>	
	per minute		per minute	
Peru	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Philippines	<b>\$2.85</b>	<b>\$2.29</b>	<b>\$3.14</b>	<b>\$2.52</b>
Poland	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Portugal	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Qatar	<b>\$3.06</b>	<b>\$2.43</b>	<b>\$3.37</b>	<b>\$2.67</b>
Romania	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Russia	<b>\$3.60</b>	<b>\$2.88</b>	<b>\$3.96</b>	<b>\$3.17</b>
Serbia	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Singapore	<b>\$2.65</b>	<b>\$2.12</b>	<b>\$2.92</b>	<b>\$2.33</b>
Slovak Republic	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Slovenia	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
South Africa	<b>\$3.06</b>	<b>\$2.43</b>	<b>\$3.37</b>	<b>\$2.67</b>
Spain	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Sweden	<b>\$2.72</b>	<b>\$2.16</b>	<b>\$2.99</b>	<b>\$2.38</b>
Switzerland	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Taiwan	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>

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<b>BusinessLine Complete and BusinessLine Plus international data calls</b>				
<b>Note</b> - On and from 23 May 2011, the 1411 override code will no longer be available. Accordingly, on and from this date, no customers will be able to make calls using our 1411 override code to access certain call rates on our network.				
	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times	<b>Day</b> 7am-8pm Mon-Fri	<b>Economy</b> All other times
	<b>GST excl.</b>		<b>GST incl.</b>	
<b>Connection fee (per call)</b>	<b>22.73¢</b>		<b>25.0¢</b>	
	per minute		per minute	
Thailand	<b>\$2.85</b>	<b>\$2.29</b>	<b>\$3.14</b>	<b>\$2.52</b>
Turkey	<b>\$2.80</b>	<b>\$2.24</b>	<b>\$3.08</b>	<b>\$2.46</b>
Ukraine	<b>\$3.60</b>	<b>\$2.88</b>	<b>\$3.96</b>	<b>\$3.17</b>
United Arab Emirates	<b>\$3.60</b>	<b>\$2.88</b>	<b>\$3.96</b>	<b>\$3.17</b>
United Kingdom	<b>\$2.52</b>	<b>\$2.00</b>	<b>\$2.77</b>	<b>\$2.20</b>
United States	<b>\$2.52</b>	<b>\$2.00</b>	<b>\$2.77</b>	<b>\$2.20</b>
Uruguay	<b>\$2.95</b>	<b>\$2.38</b>	<b>\$3.25</b>	<b>\$2.62</b>
Vietnam	<b>\$3.60</b>	<b>\$2.88</b>	<b>\$3.96</b>	<b>\$3.17</b>

ISDN International Data calls can only be made to the countries listed in the table above.

## 7 ISDN Xpress pricing option

### What is ISDN Xpress?

- 7.1 ISDN Xpress is a pricing option for business customers who have high point-to-point data call usage. ISDN Xpress offers discounted data call rates, and a “limited cap” for data calls made to the two selected B numbers in a nominated distance band. If data call charges fall below the monthly cap, then you only pay for what you use.

### Part B - ISDN Services

#### Availability

7.2 You can choose ISDN Xpress in conjunction with selected other ISDN services. ISDN Xpress does not alter the features and terms and conditions of these services, only the call charges. Xpress is only available to ISDN business services that we provide directly.

7.3 You can only choose ISDN Xpress with the following ISDN services:

- (a) ISDN 2 with Multiple Number services with one telephone number only and no auxiliary number;

If you wish to convert your ISDN 2 service to obtain ISDN Xpress, you will need to cancel your auxiliary number.

- (b) ISDN 2 Enhanced services with one telephone number only and no auxiliary number;

If you wish to convert your ISDN 2 Enhanced service to obtain ISDN Xpress, you will need to cancel your auxiliary number.

- (c) ISDN 2 with Direct Indial service without extension billing; and

- (d) ISDN 10/20/30 services without extension billing.

You must use these ISDN services predominantly for business purposes.

7.4 You cannot choose ISDN Xpress with any of the following services:

- (a) ISDN 2 with Multiple Number services with auxiliary numbers;

- (b) ISDN 2 with Direct Indial services with extension level billing;

- (c) ISDN 2 Enhanced services with auxiliary numbers; and

- (d) ISDN 10/20/30 services with extension level billing.

#### How does it work?

7.5 Under the "limited cap", you incur the applicable ISDN Xpress call charges for local and national long distance data calls made to the two selected B numbers during the billing period (ordinarily a calendar month) until those call charges reach the call charge cap specified for the nominated distance band. Calls made during the billing period to those B numbers after the call charge cap has been reached are

### Part B - ISDN Services

not charged to you until the “data bandwidth cap” is reached.

- 7.6 The B numbers are automatically selected. They are the two B numbers in the nominated distance band that accrue the highest local and national long distance data call charges during the billing period.
- 7.7 The data bandwidth cap is the maximum bandwidth you could use for carrying a single, continuous data call for either the one or two capped information/B channels that you have bought, 24 hours a day, 7 days a week for a billing period. The term "bandwidth" referred to in data bandwidth cap does not relate merely to a measure of time, but is calculated on the basis of usage charges over a billing period (including day and economy rates and call connection charges).
- 7.8 We no longer sell ISDN Xpress plans greater than two B channels (128kbit/s). If you already have an Xpress plan with more than two B channels then we will continue to supply it to you.
- 7.9 Where capacity exists for the customer to make calls in excess of the data bandwidth cap, we charge you for those calls in excess of the data bandwidth cap in accordance with our standard data call rates.
- 7.10 All other calls are charged in accordance with usual ISDN charges.
- 7.11 You have to make sure that the call usage charges for your data calls do not unintentionally exceed the data bandwidth cap (eg, because you make too many short calls, use the available information/B channels excessively or do not have your modem set up correctly).

#### Monthly plan charge and limited cap

- 7.12 We charge you the monthly plan charge for the plan and distance band you have chosen for your ISDN Xpress pricing option, and provide the following “limited cap”:

ISDN Xpress monthly plan charge and limited cap						
Plan Name	Plan and Prime Charge Band	No of channels	Monthly plan charge GST excl.	Limited cap GST excl.	Monthly plan charge GST incl.	Limited cap GST incl.
XP1A1	1 * Xpress in local call area	1	\$99.23	\$150.00	\$109.15	\$165.00



### Part B - ISDN Services

ISDN Xpress monthly plan charge and limited cap						
Plan Name	Plan and Prime Charge Band	No of channels	Monthly plan charge GST excl.	Limited cap GST excl.	Monthly plan charge GST incl.	Limited cap GST incl.
XP1B1	1 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			\$435.00		\$478.50
XP1C1	1 * Xpress between 50 km and 165 km and concessional F rate			\$750.00		\$825.00
XP1D1	1 * Xpress between 165 km and 500 km (Inter-capital)			\$795.00		\$874.50
XP1E1	1 * Xpress between 500 km and 745 km (Inter-capital)			\$1,375.00		\$1,512.50
XP1G1	1 * Xpress between 165 km and 500 km (non Inter-capital)			\$795.00		\$874.50
XP1H1	1 * Xpress between 500 km and 745 km (non Inter-capital)			\$1,375.00		\$1,512.50
XP1I1	1 * Xpress between 745 km and 2000 km (Inter-capital)			\$1,515.00		\$1,666.50
XP1J1	1 * Xpress over 2000 km (Inter-capital)			\$1,930.00		\$2,123.00
XP1K1	1 * Xpress between 745 km and 2000 km (non Inter-capital)			\$1,515.00		\$1,666.50
XP1L1	1 * Xpress over 2000 km (non Inter-capital)			\$1,930.00		\$2,123.00
XP1A2	2 * Xpress in local call area			2		\$99.23
XP1B2	2 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km	\$850.00	\$935.00			
XP1C2	2 * Xpress between 50 km and 165 km and concessional F rate	\$1,395.00	\$1,534.50			
XP1D2	2 * Xpress between 165 km and 500 km (Inter-capital)	\$1,520.00	\$1,672.00			
XP1E2	2 * Xpress between 500 km and 745 km (Inter-capital)	\$2,695.00	\$2,964.50			
XP1G2	2 * Xpress between 165 km and 500 km (non Inter-capital)	\$1,520.00	\$1,672.00			
XP1H2	2 * Xpress between 500 km and 745 km (non Inter-capital)	\$2,695.00	\$2,964.50			

### Part B - ISDN Services

<b>ISDN Xpress monthly plan charge and limited cap</b>						
<b>Plan Name</b>	<b>Plan and Prime Charge Band</b>	<b>No of channels</b>	<b>Monthly plan charge</b> GST excl.	<b>Limited cap</b> GST excl.	<b>Monthly plan charge</b> GST incl.	<b>Limited cap</b> GST incl.
XP1I2	2 * Xpress between 745 km and 2000 km (Inter-capital)			<b>\$2,990.00</b>		<b>\$3,289.00</b>
XP1J2	2 * Xpress over 2000 km (Inter-capital)			<b>\$3,780.00</b>		<b>\$4,158.00</b>
XP1K2	2 * Xpress between 745 km and 2000 km (non Inter-capital)			<b>\$2,990.00</b>		<b>\$3,289.00</b>
XP1L2	2 * Xpress over 2000 km (non Inter-capital)			<b>\$3,780.00</b>		<b>\$4,158.00</b>
We no longer sell ISDN Xpress plans greater than two B channels (128kbit/s). If you already have an Xpress plan with more than two B channels then we will continue to supply it to you.						
XP1A3	3 * Xpress in local call area			<b>\$343.20</b>		<b>\$377.52</b>
XP1B3	3 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			<b>\$1,071.00</b>		<b>\$1,178.10</b>
XP1C3	3 * Xpress between 50 km and 165 km and concessional F rate			<b>\$1,751.00</b>		<b>\$1,926.10</b>
XP1E3	3 * Xpress between 500 km and 745 km (Inter-capital)			<b>\$3,867.00</b>		<b>\$4,253.70</b>
XP1G3	3 * Xpress between 165 km and 500 km (non Inter-capital)	3	<b>\$198.45</b>	<b>\$2,220.00</b>	<b>\$218.30</b>	<b>\$2,442.00</b>
XP1H3	3 * Xpress between 500 km and 745 km (non Inter-capital)			<b>\$3,867.00</b>		<b>\$4,253.70</b>
XP1I3	3 * Xpress between 745 km and 2000 km (Inter-capital)			<b>\$4,251.00</b>		<b>\$4,676.10</b>
XP1K3	3 * Xpress between 745 km and 2000 km (non Inter-capital)			<b>\$4,251.00</b>		<b>\$4,676.10</b>
XP1L3	3 * Xpress over 2000 km (non Inter-capital)			<b>\$5,337.00</b>		<b>\$5,870.70</b>
XP1A4	4 * Xpress in local call area			<b>\$326.70</b>		<b>\$359.37</b>
XP1B4	4 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			<b>\$1,230.00</b>	<b>\$369.89</b>	<b>\$1,353.00</b>
XP1C4	4 * Xpress between 50 km and 165 km and concessional F rate			<b>\$2,033.00</b>		<b>\$2,236.30</b>

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ISDN Xpress monthly plan charge and limited cap						
Plan Name	Plan and Prime Charge Band	No of channels	Monthly plan charge GST excl.	Limited cap GST excl.	Monthly plan charge GST incl.	Limited cap GST incl.
XP1D4	4 * Xpress between 165 km and 500 km (Inter-capital)			\$2,667.00		\$2,933.70
XP1E4	4 * Xpress between 500 km and 745 km (Inter-capital)			\$4,888.00		\$5,376.80
XP1G4	4 * Xpress between 165 km and 500 km (non Inter-capital)			\$2,667.00		\$2,933.70
XP1H4	4 * Xpress between 500 km and 745 km (non Inter-capital)			\$4,888.00		\$5,376.80
XP1J4	4 * Xpress over 2000 km (Inter-capital)			\$6,800.00		\$7,480.00
XP1K4	4 * Xpress between 745 km and 2000 km (non Inter-capital)			\$5,425.00		\$5,967.50
XP1A5	5 * Xpress in local call area	5	\$450.92	\$311.30	\$496.01	\$342.43
XP1B5	5 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			\$1,361.00		\$1,497.10
XP1C5	5 * Xpress between 50 km and 165 km and concessional F rate			\$2,256.00		\$2,481.60
XP1J5	5 * Xpress over 2000 km (Inter-capital)			\$8,172.00		\$8,989.20
XP1A6	6 * Xpress in local call area	6	\$552.35	\$294.80	\$607.59	\$324.28
XP1B6	6 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			\$1,473.00		\$1,620.30
XP1G6	6 * Xpress between 165 km and 500 km (non Inter-capital)			\$3,376.00		\$3,713.60
XP1I6	6 * Xpress between 745 km and 2000 km (Inter-capital)			\$7,610.00		\$8,371.00
XP1A7	7 * Xpress in local call area	7	\$638.35	\$280.50	\$702.19	\$308.55
XP1B7	7 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			\$1,571.00		\$1,728.10
XP1C7	7 * Xpress between 50 km and 165 km and concession F rate			\$2,579.00		\$2,836.90

### Part B - ISDN Services

<b>ISDN Xpress monthly plan charge and limited cap</b>						
<b>Plan Name</b>	<b>Plan and Prime Charge Band</b>	<b>No of channels</b>	<b>Monthly plan charge</b> GST excl.	<b>Limited cap</b> GST excl.	<b>Monthly plan charge</b> GST incl.	<b>Limited cap</b> GST incl.
XP1A8	8 * Xpress in local call area	8	<b>\$713.32</b>	<b>\$266.20</b>	<b>\$784.65</b>	<b>\$292.82</b>
XP1B8	8 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			<b>\$1,656.00</b>		<b>\$1,821.60</b>
XP1C8	8 * Xpress between 50 km and 165 km and concessional F rate			<b>\$2,697.00</b>		<b>\$2,966.70</b>
XP1G8	8 * Xpress between 165 km and 500 km (non Inter-capital)			<b>\$3,923.00</b>		<b>\$4,315.30</b>
XP1J8	8 * Xpress over 2000 km (Inter-capital)			<b>\$11,782.00</b>		<b>\$12,960.20</b>
XP1A10	10 * Xpress in local call area	10	<b>\$833.49</b>	<b>\$240.90</b>	<b>\$916.84</b>	<b>\$264.99</b>
XP1B10	10 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			<b>\$1,792.00</b>		<b>\$1,971.20</b>
XP1C10	10 * Xpress between 50 km and 165 km and concessional F rate			<b>\$2,868.00</b>		<b>\$3,154.80</b>
XP1D10	10 * Xpress between 165 km and 500 km (Inter-capital)			<b>\$4,342.00</b>		<b>\$4,776.20</b>
XP1G10	10 * Xpress between 165 km and 500 km (non Inter-capital)			<b>\$4,342.00</b>		<b>\$4,776.20</b>
XP1H10	10 * Xpress between 500 km and 745 km (non Inter-capital)			<b>\$10,056.00</b>		<b>\$11,061.60</b>
XP1K10	10 * Xpress between 745 km and 2000 km (non Inter-capital)			<b>\$11,428.00</b>		<b>\$12,570.80</b>
XP1A12	12 * Xpress in local call area	12	<b>\$929.41</b>	<b>\$217.80</b>	<b>\$1,022.35</b>	<b>\$239.58</b>
XP1B12	12 * Xpress in community, preferential, concessional A rate and extended zones or between 25 km and 50 km			<b>\$1,902.00</b>		<b>\$2,092.20</b>
XP1C12	12 * Xpress between 50 km and 165 km and concessional F rate			<b>\$2,985.00</b>		<b>\$3,283.50</b>
XP1A14	14 * Xpress in local call area	14	<b>\$1,006.58</b>	<b>\$195.80</b>	<b>\$1,107.24</b>	<b>\$215.38</b>
XP1J14	14 * Xpress over 2000 km (Inter-capital)			<b>\$17,206.00</b>		<b>\$18,926.60</b>
XP1A20	20 * Xpress in local call area	20	<b>\$1,185.19</b>	<b>\$144.10</b>	<b>\$1,303.71</b>	<b>\$158.51</b>

### Part B - ISDN Services

ISDN Xpress monthly plan charge and limited cap						
Plan Name	Plan and Prime Charge Band	No of channels	Monthly plan charge GST excl.	Limited cap GST excl.	Monthly plan charge GST incl.	Limited cap GST incl.
XP1C20	20 * Xpress between 50 km and 165 km and concessional F rate			\$3,206.00		\$3,526.60
XP1G20	20* Xpress between 165km and 500km (non inter-capital)			\$5,359.00		\$5,894.90
XP1A30	30 * Xpress in local call area	30	\$1,389.15	\$85.80	\$1,528.07	\$94.38
XP1E30	30 * Xpress between 500 km and 745 km (Inter-capital)			\$19,566.00		\$21,522.60
XP1L30	30 * Xpress over 2000 km (non Inter-capital)			\$25,348.00		\$27,882.80
XP1A40	40 * Xpress in local call area	40	\$1,549.01	\$401.50	\$1,703.91	\$441.65
XP1C40	40 * Xpress between 50 km and 165 km and concessional F rate			\$5,265.00		\$5,791.50

#### ISDN Xpress call discounts

7.13 We provide you with the following discounts for eligible data calls under the ISDN Xpress pricing option until you reach the “limited cap” for your plan. Our standard charges for BusinessLine Complete, BusinessLine Plus and BusinessLine Part continue to apply to all other data calls (as applicable).

7.14 We provide you a 20% discount on our standard charges for local data calls under BusinessLine Complete, BusinessLine Plus and BusinessLine Part (rounded to the nearest cent).

See on page 8 for our BusinessLine Complete standard charges, on page 12 for our BusinessLine Plus standard charges, and on page 16 for our BusinessLine Part standard charges.

7.15 We provide you with the following discounts on our standard charges for national long distance data calls under BusinessLine Complete, BusinessLine Plus and BusinessLine Part (rounded to the nearest cent):

See on page 10 for our BusinessLine Complete standard charges, on page 14 for our BusinessLine Plus standard charges, and on page 17 for our BusinessLine Part standard charges.

### Part B - ISDN Services

<b>ISDN Xpress data calls</b>	<b>Discount factor</b>
Community calls, preferential calls, concessional A rate calls, extended zone calls and calls between 25 km and 50 km	<b>56.5%</b>
Calls between 50 km and 85 km and concessional F rate calls	<b>57%</b>
Calls between 85 km and 165 km and intercapital calls between 165 km and 745 km	<b>40%</b>
Calls between 165 km and 745 km (non intercapital)	<b>38%</b>
Calls over 745 km (intercapital)	<b>23%</b>
Calls over 745 km (non-intercapital)	<b>22%</b>

#### **Flexi-Plan option**

- 7.16 When you choose ISDN Xpress, you are eligible for the following ISDN Xpress Flexi-Plan discounts on your monthly local and national long distance data calls (excluding call connection charges). The ISDN Xpress Flexi-Plan discounts apply to all eligible accounts.

<b>ISDN Xpress Flexi-Plan</b>	<b>Discount factor</b>
Monthly local and national long distance data call charges up to \$416.99 (GST excl.)	<b>Nil</b>
Monthly local and national long distance data call charges more than \$417 (GST excl.)	<b>3%</b>

- 7.17 You are not eligible for any other Flexi-Plan discounts on your local and national long distance data calls.

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## **8 Argent services**

- 8.1 For information on our Argent services that use our ISDN services, see [the Argent Services section of Our Customer Terms](#).

### Part B - ISDN Services

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## 9 Pensioner Discount

### What is the Pensioner Discount?

- 9.1 We offer a discount to eligible pensioners on monthly access charges for the ISDN 2 Enhanced BusinessLine Complete plan (if you are a consumer customer). For information on whether you are an eligible pensioner for the discount and how you apply for it, see [Part C – Home Telephone Discounts of the Basic Telephone Service Section of Our Customer Terms](#).

### Monthly access charges

- 9.2 We give the following discount off the monthly access charges:

Pensioner discount off monthly access charges	GST excl.	GST incl.
Minimum discount	\$2.73	\$3.00
Maximum discount	\$11.14	\$12.25

- 9.3 In addition to the minimum discount, we give an additional discount of \$1.00 (GST incl.) for every \$1.00 (GST incl.) or part thereof that you spend on eligible calls, up to the maximum discount. The eligible calls are:

- (a) local calls (voice and data);
- (b) national long distance calls (voice and data);
- (c) calls to mobile numbers;
- (d) calls to 01983 services (dial up Internet services); and
- (e) international calls (voice and data).

For example, if you spend between \$4.01 and \$5.00 on eligible calls, you get a discount off your monthly access charge of \$8.00. If you spend \$9.01 or more on eligible calls, you get a discount off your monthly access charge of \$12.25 (the maximum).

# Our Customer Terms

## ISDN Section

### Part B - ISDN Services

