

Part F – Digital Metropolitan Services (DMS)

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

1 About this part

1.1 This is part of the Digital Data Services section of Our Customer Terms. Provisions in other parts of the Digital Data Services 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 Digital Data Services section](#) for more detail on how the various parts of the Digital Data Services section should be read together.

2 Digital Metropolitan Service

What is DMS?

2.1 Our Digital Metropolitan Service (DMS) is a basic digital service that is only available for use within the metropolitan telephone districts of Sydney, Canberra, Melbourne, Hobart, Adelaide, Perth, Darwin and Brisbane (if network infrastructure is available).

2.2 The transmitting speeds for DMS are:

- (a) 1200 bits/s;
- (b) 2400 bits/s;
- (c) 4800 bits/s;
- (d) 9600 bits/s; and
- (e) 19.2 kbits/s.

2.3 You can get DMS on either on:

- (a) a **point-to-point basis** – where two data stations are connected by a dedicated line; or
- (b) a **multipoint basis** – where three or more stations are connected on a single

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digital data line.

- 2.4 You can only get DMS and connect on a multipoint service (whether currently existing or otherwise) if you are the holder of the account under which all the services connected on a multipoint basis are billed.

Availability

- 2.5 We have withdrawn from sale for new retail customers, new wholesale customers and new end customers of our wholesale customers all services set out in this Part F – Digital Metropolitan Services (DMS) section.
- 2.6 On and from 31 December 2009, the Digital Data Services section set out in this Part F – DMS section will be withdrawn from the market and no longer be provided to all customers.
- 2.7 You are a new retail customer of DMS if you are a retail customer of ours and are not currently connected to any Digital Data Services (DDS).
- 2.8 You are a new wholesale customer of DMS if you are wholesale customer of ours and you do not currently have any of your end customers connected to any DDS.
- 2.9 A new end customer of one of our wholesale customers is an end customer that is not currently connected to any DDS through that wholesale customer.
- 2.10 If you are a retail customer and you are currently connected to DMS, we agree to:
- (a) continue to supply the service to you;
 - (b) allow you to make adds, moves and changes to it; and
 - (c) allow you to connect new DMS,
- until otherwise notified.
- 2.11 If you are a wholesale customer and you have an end customer currently connected to DMS through you, we agree to:
- (a) continue to supply the service to you so that you may continue to supply it to that end customer;
 - (b) allow that end customer to make adds, moves and changes to it; and

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- (c) allow that end customer to connect new DMS, until otherwise notified.

Service features

2.12 For DMS we give you:

- (a) connection from our network boundary point at your first specified address to the local exchange;
- (b) connection from our network boundary point at your second specified address to the local exchange; and
- (c) connection of the service between your two addresses.

2.13 The service interface for DMS is X.21 bis (V.24) synchronous/asynchronous.

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

Minimum commitment

2.14 You have to take DMS for at least 12 months, unless you want a temporary service.

Temporary services

2.15 Where you need DMS for less than 12 months, it may be provided on a temporary basis and temporary service charges will apply. You must tell us that you want a temporary service.

Cancelling your service

2.16 If you cancel your service within 6 months of installation, temporary charges will apply for the period of operation.

2.17 If you cancel your service before the end of the 12-month period, but more than 6 months after installation, then our monthly charges will apply for the full year.

3 Connecting DMS

Connection charges

3.1 We charge you the following for connecting DMS (including a temporary service). The

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connection charge covers connecting you to our network and connecting your property (ie, installing and testing cabling from the building entry point to our network boundary).

Connection charges	GST excl.
For the first service	\$862.50
For second and subsequent services installed at the same time as the first (per service)	\$816.50
- if the line from the exchange and other equipment are already installed at your premises:	\$69.00

- 3.2 Additional connection charges (such as a network extension charge, property extension charge, service extension charge or fee-for-service charge) may also apply to certain connections. For more information, see [Part A – General of the Digital Data Services section of Our Customer Terms](#).

Network termination unit cabinet installation charges

- 3.3 We charge you the following for installing a network termination unit cabinet:

Network termination unit cabinet installation charges	GST excl.
Small cabinet – per cabinet	\$216.20
Large cabinet – per cabinet	\$349.60

Reconnection charges

- 3.4 We charge you the following for reconnecting your DMS if it has been disconnected because you have not paid your account:

Reconnection charges	GST excl.
For reconnecting a DMS:	
- if the line from the exchange and other equipment are already installed at your premises:	\$69.00
- if line and equipment are not in place:	\$862.50

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4 Changing to DMS

Changing between DMS and Digital Data Service

- 4.1 We charge you the following for changing between DMS and our Digital Data Service at the same location:

Changing between DMS and Digital Data service	GST excl.
Charge per network termination unit (at either 2400 bit/s, 4800 bit/s, 9600 bit/s or 19.2 kbit/s)	\$322.00

5 DMS charges

Point-to-point monthly access charges

- 5.1 We charge you the following monthly charges for point-to-point DMS:

Point-to-point DMS monthly charges*	GST excl.
1200 bit./s and 2400 bit/s (asynchronous and synchronous)	\$134.09
4800 bit/s (asynchronous and synchronous)	\$184.69
9600 bit/s (asynchronous and synchronous)	\$239.09
19.2 kbit/s (asynchronous and synchronous)	\$365.59

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

Multipoint monthly access charges

- 5.2 We charge you the following monthly charges for multipoint DMS (either control station or tributary station):

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Multipoint DMS monthly charges*	GST excl.
1200 bit/s and 2400 bit/s (asynchronous and synchronous)	\$140.42
4800 bit/s (asynchronous and synchronous)	\$191.02
9600 bit/s (asynchronous and synchronous)	\$245.41
19.2 kbit/s (asynchronous and synchronous)	\$371.91

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

Temporary service charges

- 5.3 If you have a temporary service, we charge you double the monthly charge that would apply if you had a 12-month term (set out above) calculated on a daily basis (or part thereof) for the number of days we supply you the service. A minimum charge of **\$120.00** (GST excl.) applies. Our maximum charge over your term is equal to the monthly charges payable over 12 months.

Network termination unit standby facility charges

- 5.4 We charge you the following monthly charge and an administrative charge for network termination unit standby facilities:

Network termination unit standby facility charges*	GST excl.
Monthly charge per network termination unit (asynchronous and synchronous)	\$59.80
Administrative charge per unit	\$66.70

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

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6 Changing your DMS service

Changing the data rate

6.1 We charge you the following for changing the data rate of your service:

Changing the data rate	GST excl.
Per change	\$322.00

Changing to a multipoint service

6.2 We charge you the following for changing your service at the same location from point-to-point to multipoint:

Changing to a Multipoint service	GST excl.
Changing to multipoint at the same location	\$322.00

Changing from a synchronous to an asynchronous service

6.3 We charge you the following for changing from a synchronous to asynchronous service:

Changing from synchronous to asynchronous service	GST excl.
Charge per network termination unit	\$138.00

Changing the type of network termination unit

6.4 We charge you the following for changing your type of network termination unit:

Changing the network termination unit type	GST excl.
For 2400 bit/s, 4800 bit/s and 9600 bit/s	\$322.00
Changing from a four wire to two wire network termination unit	\$322.00

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Changing network termination unit configuration or switches

- 6.5 We charge you the following for changing the configuration or switches of your network termination units (strapping):

Changing the network termination unit strapping	GST excl.
For the first change	\$138.00
For each additional change provided at the same time and same location:	\$69.00

Outdoor removal charges

- 6.6 We charge you the following for removing a network termination unit to a place that is connected via the same exchange as your original network termination unit. Our network extension, property extension and service extension charges may also apply (these are set out in [Part A – General of the Digital Data Services section of Our Customer Terms](#)).

Outdoor removal charge – same exchange	GST excl.
For the first service removed	\$483.00
For second and subsequent services removed at the same time as the first (per service)	\$437.00

- 6.7 If the network termination unit is being removed to another exchange area, we charge you the full connection charges set out above on page 45.

Indoor removal charges

- 6.8 We charge you our fee-for-service charges for moving your service to another point in the same premises.

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

Relocation charges

- 6.9 We charge you the following for relocating your service:

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Relocation charges	GST excl.
For relocation of multi-junction equipment at the same exchange:	
- for the first circuit:	\$264.50
- for each additional circuit at the same time:	\$69.00

7 Discounts – Netplan 2

- 7.1 From 1 November 2004, Netplan 2 will no longer 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](#). If you held a DMS service prior to 1 November 2004 and have yet to apply for a Netplan 2 discount in respect of that service, you may apply for a discount equivalent to the Netplan 2 discount relevant to that service.