

## TELSTRA SITELINE SERVICES SECTION OF THE STANDARD FORM OF AGREEMENT

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Words that appear *like this* in this Section have the special meanings set out in clause 10.1.

### 1 TERM OF SECTION

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This Section takes effect on 22 July 2008.

### 2 GENERAL TERMS AND CONDITIONS

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- 2.1 *Telstra's General Terms and Conditions* form part of this Section.
- 2.2 Where any provision of this Section specifies the circumstances in which *Telstra* may suspend, limit or cancel the provision of a particular service, that provision applies in addition to, and not instead of, the provisions set out in *Telstra's General Terms and Conditions*.
- 2.3 Except as provided for in Clause 2.2 above, if there is an inconsistency between *Telstra's General Terms and Conditions* and this Section then this Section prevails.

### 3 DESCRIPTION OF SERVICE

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**As of 1 December 2001, there are no new sales of SiteLine services, only changes to existing services will be permitted from that date.**

- 3.1 A SiteLine Service is a service that offers indial, outdial, or bothway channels over a 2Mbit/s link to provide up to 30 channels of 64Kbit/s high quality digital transmission between the PSTN exchange and the *Customer*. The interfaces are in accordance with *G703* and the line *P2* signalling scheme.
- 3.2 A SiteLine Service with an indial channel enables incoming telephone calls to *CPE* to be directly switched to the end-user terminal equipment, for example a telephone handset (see the Basic Telephone Service section of Our Customer Terms for a further description of indial functionality). Indial channels may be used to support PABX, *Direct Dial Call* Distribution, Voicemail systems or other *CPE*.
- 3.3 A SiteLine Service with an outdial channel provides an outgoing link from *CPE* to the PSTN exchange, with the capacity of 20 or 30 channels of 64Kbit/s high quality digital transmission per 2Mbit link.
- 3.4 A bothway channel combines incoming and outgoing functions on the same channel.
- 3.5 SiteLine Standard *National Long Distance Calls* and SiteLine Standard *International Long Distance Calls* are eligible for those Optional *Customer* Calling Plans and Call Savers (as specified in the Basic Telephone Service section of Our Customer Terms) which are available to business *Customers*, other than those which apply to *Local Calls*.
- 3.6 The SiteLine Service includes:
- (a) connection from *Telstra's* network boundary to the local exchange;
  - (b) *P2* channel associated signalling to the *Customer CPE*; call signalling to the *Customer CPE* is:

Bothway	DTMF
Outdial	DTMF or decadic
Indial	DTMF, decadic or MFC

- (c) a *Call Route* through the *Telstra* network supporting the operation of 100 extension numbers (indial and bothway channels only);
- (d) maintenance of *Telstra* owned plant and facilities; and
- (e) general service restoration during *Telstra*'s hours of business as specified in Attachment 1 and a service guarantee as specified in Attachment 2.

3.7 The SiteLine Special Service is an indial only service provided at *Telstra*'s discretion between *Customer*'s premises and an exchange providing special *Customer* features including :

- (a) connection from *Telstra*'s network boundary in Sydney and Melbourne to a special exchange;
- (b) *P2* channel associated signalling to the *Customer CPE*; call signalling to the *Customer CPE* is decadic;
- (c) *Call Routes* through the *Telstra* network supporting the operation of extension numbers (indial only) is limited to a maximum of 5 routes;
- (d) maintenance of *Telstra* owned plant and facilities; and
- (e) general service restoration during *Telstra*'s hours of business as specified in Attachment 1 but excluding the additional Customer Select Maintenance option in clause 4, and a service guarantee as specified in Attachment 2.

### 3.8 **Number Reservation**

To assist with business communications planning and to allow for business expansion, *Telstra* PSTS number ranges (where available) may be reserved by *Customers* for future SiteLine indial use. Number ranges are allocated in blocks of 100 numbers.

### 3.9 **Malicious Call Trace**

Malicious Call Trace allows call tracing to be invoked if a malicious call is received.

### 3.10 **Personalised Announcement Service**

Deleted.

### 3.11 **Call Redirection**

Call Redirection forwards external calls for answer at an alternate service nominated by the SiteLine Indial *Customer*. The alternate service must be adequately dimensioned so as to terminate all forwarded calls. The alternate service must be a single telephone number outside the existing SiteLine Indial number range.

## 4 **TERMS AND CONDITIONS OF SERVICE**

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### 4.1 **Minimum Rental Period**

The minimum rental period for the SiteLine Service is 12 months.

### 4.2 **Termination**

The *Customer* may cancel a SiteLine Service at any *time* after the minimum rental period by providing 1 month's written notice. The annual charges will be applied pro rata to the date of termination.

## 5 **CUSTOMER OBLIGATIONS**

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- 5.1 Telstra will connect existing *Customer Premises Cabling* to the SiteLine Service provided that :
- (a) the cabling has been installed by a registered cabling provider; and
  - (b) the cabling has been installed to, and continues to meet, minimum technical standards determined by ACA for such cabling.
- 5.2 Only ACA approved cabling and equipment may be connected to the SiteLine Service and the *Main Distribution Frame*.
- 5.3 If the *Customer* cancels an order for a SiteLine Service prior to its commissioning date, the *Customer* must pay Telstra's costs incurred up to the *time* of receipt of written notice of termination. The amount payable will not exceed the connection charge.
- 5.4 Maintenance and other work on a SiteLine Service must only be undertaken with Telstra's authorisation. If as a result of any unauthorised maintenance or work, in the opinion of Telstra, it is necessary for Telstra to perform corrective works to the SiteLine Service, the *Customer* must pay Telstra costs directly incurred to perform such work. Charges based on these costs will be determined in accordance with Telstra's Non-standard Works Policy and Guidelines current at the *time* and a written account will be rendered to the *Customer*.
- 5.5 Maintenance and other work on Telstra equipment related to a SiteLine Service at the *Customer's* premises may be undertaken by Telstra at the request of the *Customer*. The *Customer* is responsible for arranging reasonable access, at its own expense if applicable, from the building owner on request by Telstra.
- 5.6 The *Customer* must ensure that any faults reported to Telstra are in the SiteLine Service or an incorrect call-out fee will apply.

## 6 BASIC CHARGES

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### 6.1 Connection Charge

The connection charge for installation of a SiteLine Service is set out in Table 2 or part thereof.

- 6.1A Telstra reserves the right to recover from the *Customer*, a charge for the withdrawal of an order for provision of a SiteLine service, depending on the stage to which the order has progressed at the time Telstra receives notice to withdraw the order. The calculation of charges payable by the *Customer* in these circumstances are set out in Table 2.

### 6.2 SiteLine Configuration Charge (subsequent to installation and at the Telstra exchange only)

The charges for SiteLine Configuration (subsequent to installation at the Telstra exchange only) are set out in Table 1.

### 6.3 Annual Charges

The annual charges for the SiteLine Service are set out in Table 1.

## 7 CALL CHARGES

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- 7.1 Outgoing calls made on the SiteLine Service are charged in accordance with the SiteLine Section of the *Standard Form of Agreement* unless otherwise specified in this Section of the *Standard Form of Agreement*.
- 7.2 *Customers* must nominate whether they wish to be charged for *Local Calls* in accordance with *SiteLine Standard Local OR SiteLine Optional QuickCall (Local) Rates*. *Customers* who fail to make a nomination for *Local Calls* will be charged Standard Local Rates.

**7.3 Local Calls**

Subject to the Basic Telephone Service section of Our Customer Terms, outgoing *Local Calls* made on the SiteLine Service are charged at the rates set out in Table 3.

7.4 *Local Call* charges are not eligible for Flexi-Plan or Call Saver pricing options.

**7.5 SiteLine National Long Distance Calls**

Clauses 7.6 and 7.7 do not apply to *Local Calls*, international Freecall services, Indial calls, InfoCall calls, Securidial services or Caller Pays Paging, except where shown.

7.6 The charges for a *SiteLine National Long Distance Call* for *Customers* whose service is provided with CCR charging are set out in Table 5. Details of the *Distance Bands* are set out in Table 5.

**7.7 SiteLine International Long Distance Call Charges**

The charges for SiteLine *International Long Distance Calls* are calculated in accordance with clauses 7.8 and 7.9.

7.8 The charges for a SiteLine *International Long Distance Call* are set out in Table 6.

7.9 In Table 6, charging commences at the *time* a connection is established, corresponding to the answering of the call.

**7.10 SiteLine Local Business Saver Flexi-Plan**

The SiteLine service is eligible for the Local Business Saver Flexi-Plan in Table 7.

**7.11 SiteLine Calls to mobiles**

Calls from a SiteLine service to *mobile numbers* are charged in the same manner as calls to mobile numbers from a Basic Telephone Service with BusinessLine Complete. The relevant charges are set out in Part D - Business Phone Service of the Basic Telephone Service Section of Our Customer Terms.

**7.12 Calls from a SiteLine Service to Priority One3, Priority 1300 and SecuriDial1345 numbers**

Calls made from a SiteLine service to Priority One3, Priority 1300 and 1345 numbers will be charged to the caller at the call rate set out in Part A - General of the Inbound Services section of Our Customer Terms.

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**OTHER CHARGES**

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8.1 The annual reservation charge for future use of a block of numbers under clause 3.8 for each 100 number block is \$600.00 [\$660.00 GST incl.].

8.2 The annual charge for each channel for the malicious call trace service is \$60.00 [\$66.00 GST incl.].

8.3 The installation charge for call redirection for each 100 number block is as specified in the Basic Telephone Service section of Our Customer Terms.

8.4 The annual charge for call diversion immediate for each 100 number block or for one number only are as specified in the Basic Telephone Service section of Our Customer Terms.

8.5 The usage charge for call diversion immediate is as specified in the Basic Telephone Service section of Our Customer Terms.

- 8.6 The charge for signalling conversion (ie decadic/MFC/DTMF) on a SiteLine service is \$400.00 [\$440.00 GST incl.].
- 8.7 The annual charge for Line Hunt Groups, per channel is \$28.36 [\$31.20 GST incl.]. Additional Line Hunt charges apply. Refer to the Basic Telephone Service section of Our Customer Terms.
- 8.8 Local Number Portability
- (a) Local Number Portability (LNP) is available as an option for customers changing their carrier/carriage service provider. LNP enables a customer to keep their existing telephone number when changing access service to another carrier's/carriage service provider's network.
  - (b) Telstra charges a one-off administration charge if a customer elects to change their carrier/carriage service provider and keep their existing telephone number through the LNP process. The charges will vary for the porting of telephone numbers associated with 'Simple' or 'Complex' services as defined in the ACIF Local Number Portability code.
  - (c) The administrative charges relating to Local Number Portability are set out in Table 8.
- 8.9 The Number Redirection service is compatible with *ISDN 10/20/30, Analogue Indial, ISDN 2 Direct Indial (DID) or Siteline* services associated with a *Destination Number*. A description of the Number Redirection service and details of the applicable charges are set out in the Basic Telephone Service section of Our Customer Terms.

## 9 PRODUCT PROVISIONING

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The national standard provisioning *time* for the SiteLine Service is 40 working days from date of order issue.

## 10 INTERPRETATION

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- 10.1 In this Section, the following words and abbreviations have the following meanings:

**ACA** means the Australian Communications Authority.

**Act** means the Telecommunications Act 1997.

**Band** in respect of call distances has the meaning set out in Table 5.

**CCR** means, in relation to a *Basic Telephone Service*, call charge recording.

**Call Route** means the provisioning of the *Telstra* PSTS which, when used with appropriate *CPE*, allows external callers to direct dial, without the intervention of an operator, an extension, paging service, *Direct Dial Call* distributor or voice messaging service.

**Customer** has the same meaning as in *Telstra's General Terms and Conditions*.

**Customer Premises Equipment or CPE** means any equipment owned or used by the *Customer* in connection with a telecommunications service.

**Customer Premises Cabling** means all telecommunications cabling beyond *Telstra's* network boundary, and covers both internal and external cabling.

**Direct Dial Call** means a call connected without the assistance of an operator or without the assistance of an operator otherwise than at the receiving exchange.

**Extended Zone Call** means a call between a Basic Telephone Service and a Basic Telephone Service, public payphone or *Public Creditphone* where:

- both services are in the same *Extended Charging Zone*; or
- both services are in adjoining *Extended Charging Zones*;

**GST** means the tax imposed or to be imposed by the A New Tax System (Goods and Services Tax) Act 1999 (C'th) and the related imposition Acts of the Commonwealth.

**International Long Distance Call** means directly dialed International Long Distance Calls from the SiteLine Accesses.

**ITU-T** means the International Telecommunications Union Telecommunications Standardization Sector.

**Local Call** has the meaning given to it in the Basic Telephone Service section of Our Customer Terms.

**Main Distribution Frame** means the frame or equivalent device in *Customer* premises that provides the termination point for the lead-in cabling and the *Customer Premises Cabling* and provides facilities for cross jumpering between the two.

**National Long Distance Call** unless otherwise shown in this Section, when indicated by one of the *Bands* set out in Table 5, means a call over a distance between *Telstra* Charging Centres within the range shown opposite the *Band*.

**P2** means the Channel Associated Signalling for the 30 channels within the 2Mbit/s link.

**SiteLine Standard Local** has the same meaning as in clause 16 of the PSTS Section of the *Standard Form of Agreement*.

**SiteLine Optional QuickCall (Local)** is an optional *local call* tariff designed for SiteLine *Customers* with the majority of *local calls* under 2 minutes.

**SiteLine National Long Distance Call** means a call other than a local or preferential call, made using the Public Switched Telephone Service between destinations located in Australia.

**Standard Business Hours** is defined by clause 1(a) of Attachment 1.

**Standard Form of Agreement** or **Our Customer Terms** means *Telstra's* standard form of agreement formulated for the purposes of section 479 of the *Act*.

**Telstra** means Telstra Corporation Limited ACN 051 775 556, ABN 33 051 775 556, and includes *Telstra's* successors and assigns.

**Telstra's General Terms and Conditions** means the General Terms and Conditions Section of *Telstra's Standard Form of Agreement*, a copy of which is available for inspection at most *Telstra* shops.

**Time** means the standard time or summer time in operation in the capital city of the State or Territory relevant to the location at which the charges apply.

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## 11 SPECIAL PROMOTIONS

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TABLE 1

	\$	
	GST excl.	GST incl.
<b>SiteLine Connection Charge</b>		
For each block 30 channels	3,000.00	3,300.00
<b>First SiteLine Service Rental per annum</b>		
With indial or bothway component (for the first 20 channels)	8,315.45	9,147.00
Outdial only (for the first 20 channels)	7,484.73	8,233.20
Subsequent orders		
Additional module of 10 channels	2,838.00	3,121.80
Each additional 100 number <i>Call Route</i>	384.00	422.40
<b>SiteLine Configuration Charge (subsequent to installation and at the Telstra exchange only)</b>		
For activation of idle channels, change of call traffic direction of existing channels, application of additional services (eg. call barring) for each activation, charge or item. The charge applies for each configuration change to a group of channels on a SiteLine Service.	50.00	55.00
The charge for reconfiguration of routing associated with a SiteLine Special Service per change per SiteLine Service.	5,000.00	5,500.00

TABLE 2

<b>Charges Payable When a Customer Withdraws an Order for Provision of SiteLine Service</b>		
<b>Stage of Installation</b>		<b>Calculation of Charge Payable by Customer</b>
Stage 1	Dispatch From Sales Dispatch From Plant Layout Order Issue	30% of the total installation charges applicable in Table 1
Stage 2	Transmission Path Building	55% of the total installation charges applicable in Table 1
Stage 3	Terminal Equipment Provisioning Digital Service Packet Switching Test	95% of the total installation charges applicable in Table 1
Stage 4	Service Order Finalisation	100% of the total installation charges applicable in Table 1

TABLE 3

<b>Local Calls</b>			
	<b>cents</b>		<b>Call Duration (seconds)</b>
	<b>GST excl.</b>	<b>GST incl.</b>	
<i>SiteLine Standard Local</i>	17.0 plus 10.0	18.7 plus 11.0	first 300 each subsequent 180
<i>SiteLine Extended Zone</i>	17.0 plus 10.0	18.7 plus 11.0	first 300 each subsequent 180
<i>SiteLine Optional QuickCall</i>	15.0 plus 10.0	16.5 plus 11.0	first 120 each subsequent 180
<i>SiteLine Extended Zone QuickCall</i>	15.0 plus 10.0	16.5 plus 11.0	first 120 each subsequent 180

TABLE 4

The *times* used for determining the calling periods in this Table are the *times* at the exchange at which the caller's charges are automatically or manually recorded.

<b>Peak</b>	7.00 am-7.00pm, Mon-Fri
<b>Off-Peak</b>	All Other Times

TABLE 5

**SiteLine Standard *National Long Distance Call* (Including FaxStream Calls made from a SiteLine Service)**

The charge for each SiteLine *National Long Distance Call* made from a *Customer's* service that is provided with CCR or CCR/MM charging is an amount calculated as follows and rounded to the nearest whole cent:

- (a) an initial charge of 22.73 cents [25 cents GST incl.]; plus
- (b) a further amount for each one second chargeable period as follows:

<b><i>National Long Distance Call</i></b>	<b><i>Distance Band</i></b>	<b>Peak</b>		<b>Off-Peak</b>	
		<b>cents</b>		<b>cents</b>	
		<b>GST excl.</b>	<b>GST incl.</b>	<b>GST excl.</b>	<b>GST incl.</b>
Near	>25 km – 165 km	0.25000	0.27500	0.16666	0.18333
Intercapital	> 165 km	0.33333	0.36666	0.16666	0.18333
Far	> 165 km	0.41666	0.45833	0.16666	0.18333

TABLE 6



**SiteLine International Long Distance Calls (Including 0015 International Fax and FaxStream 0011 International calls made from a SiteLine Service) - Per-Minute Rates**

The charge for each SiteLine *International Long Distance Call* made from a *Customer's* service that is provided with CCR or CCR/MM charging is an amount calculated as follows and rounded to the nearest whole cent:

$$\text{Call Charge} = \$0.2273 \text{ [\$0.25 GST incl.]} + (\text{Time connected (seconds)} \times \text{Per minute rate shown below} / 60).$$

The rates are applicable 24 hours. A \$0.2273 [\\$0.25 GST incl.] call connection fee applies.

International calls (including calls to Norfolk Island) made from Australia

Destination	24 Hours Rate (\$/min)		Destination	24 Hours Rate (\$/min)	
	GST excl.	GST incl.		GST excl.	GST incl.
Alaska	0.33	0.363	Liberia	1.85	2.035
Albania	1.85	2.035	Libya	1.85	2.035
Algeria	1.85	2.035	Liechtenstein	0.70	0.770
Andorra	0.70	0.770	Lithuania	1.85	2.035
Angola	1.85	2.035	Luxembourg	1.85	2.035
Anguilla	1.85	2.035	Macau	1.85	2.035
Antarctica	0.43	0.473	Macedonia	1.00	1.100
Antigua	1.85	2.035	Madagascar	1.85	2.035
Argentina	0.70	0.770	Malawi	1.85	2.035
Armenia	1.85	2.035	Malaysia	0.70	0.770
Aruba	1.85	2.035	Maldives	1.85	2.035
Ascension Island	1.85	2.035	Mali	1.85	2.035
Austria	0.70	0.770	Malta	1.00	1.100
Azerbaijan	1.85	2.035	Mariana Islands	1.85	2.035
Bahamas	1.85	2.035	Marshall Islands	1.85	2.035
Bahrain	1.85	2.035	Martinique	1.85	2.035
Bangladesh	1.85	2.035	Mauritania	1.85	2.035
Barbados	1.85	2.035	Mauritius	1.85	2.035
Belarus	1.85	2.035	Mayotte	1.85	2.035
Belgium	0.70	0.770	Mexico	1.85	2.035
Belize	1.85	2.035	Micronesia (FS)	1.85	2.035
Benin	1.85	2.035	Moldova	1.85	2.035
Bermuda	1.85	2.035	Monaco	0.70	0.770
Bhutan	1.85	2.035	Mongolia	1.85	2.035
Bolivia	1.85	2.035	Montserrat	1.85	2.035
Bosnia Herzegovina	1.00	1.100	Morocco	1.85	2.035
Botswana	1.85	2.035	Mozambique	1.85	2.035

Brazil	0.70	0.770	Myanmar (Burma)	1.85	2.035
Brunei	1.00	1.100	Namibia	1.85	2.035
Bulgaria	1.85	2.035	Nauru	0.70	0.770
Burkina Faso	1.85	2.035	Nepal	1.85	2.035
Burundi	1.85	2.035	Netherlands	0.70	0.770
Cambodia	1.85	2.035	Netherlands Antilles	1.85	2.035
Cameroon	1.85	2.035	New Caledonia	1.00	1.100
Canada	0.43	0.473	New Zealand	0.33	0.363
Cape Verde	1.85	2.035	Nicaragua	1.85	2.035
Cayman Islands	1.85	2.035	Niger	1.85	2.035
Central African Republic	1.85	2.035	Nigeria	1.85	2.035
Chad	1.85	2.035	Niue Island	0.70	0.770
Chile	1.85	2.035	Norfolk Island	0.43	0.473
China	1.00	1.100	Norway	0.70	0.770
Colombia	1.85	2.035	Oman	1.00	1.100
Comoros	1.85	2.035	Pakistan	1.85	2.035
Congo (formerly Zaire)	1.85	2.035	Palau	1.85	2.035
Congo Republic	1.85	2.035	Palestinian Authority	0.70	0.770
Cook Islands	1.00	1.100	Panama	1.85	2.035
Costa Rica	1.85	2.035	Papua New Guinea	0.70	0.770
Croatia	1.00	1.100	Paraguay	1.85	2.035
Cuba	1.85	2.035	Peru	1.85	2.035
Cyprus	1.85	2.035	Philippines	0.70	0.770
Czech Republic	1.85	2.035	Poland	1.00	1.100
Denmark	0.70	0.770	Portugal	1.00	1.100
Diego-Garcia	1.85	2.035	Puerto Rico	0.70	0.770
Djibouti	1.85	2.035	Qatar	1.85	2.035
Dominica	1.85	2.035	Reunion	1.85	2.035
Dominican Republic	1.85	2.035	Romania	1.85	2.035
Ecuador	1.85	2.035	Russia	1.85	2.035
Egypt	1.85	2.035	Rwanda	1.85	2.035
El Salvador	1.85	2.035	Samoa (US)	0.70	0.770
Equatorial Guinea	1.85	2.035	Samoa (Western)	0.70	0.770
Eritrea	1.85	2.035	San Marino	0.70	0.770
Estonia	1.85	2.035	Sao Tome & Principe	1.85	2.035
Ethiopia	1.85	2.035	Saudi Arabia	1.85	2.035
Faeroe Island	1.00	1.100	Senegal	1.85	2.035

Falkland Island	1.85	2.035	Seychelles	1.85	2.035
Fiji	0.70	0.770	Sierra Leone	1.85	2.035
Finland	0.70	0.770	Singapore	0.43	0.473
France	0.43	0.473	Slovak Republic	1.85	2.035
French Guiana	1.85	2.035	Slovenia	1.00	1.100
French Polynesia	1.00	1.100	Solomon Islands	0.70	0.770
Gabon	1.85	2.035	Somalia	1.85	2.035
Gambia	1.85	2.035	South Africa	0.70	0.770
Georgia	1.85	2.035	Spain	0.70	0.770
Germany	0.43	0.473	Sri Lanka	0.70	0.770
Ghana	1.85	2.035	St Helena	1.85	2.035
Gibraltar	1.85	2.035	St Kitts & Nevis	1.85	2.035
Greece	0.70	0.770	St Lucia	1.85	2.035
Greenland	1.00	1.100	St Pierre & Miquelon	1.85	2.035
Grenada	1.85	2.035	St Vincent & Bequia	1.85	2.035
Guadeloupe	1.85	2.035	Sudan	1.85	2.035
Guam	0.70	0.770	Surinam	1.85	2.035
Guantanamo	1.85	2.035	Swaziland	1.85	2.035
Guatemala	1.85	2.035	Sweden	0.70	0.770
Guinea Bissau	1.85	2.035	Switzerland	0.70	0.770
Guinea Republic	1.85	2.035	Syria	1.85	2.035
Guyana	1.85	2.035	Taiwan	1.00	1.100
Haiti	1.85	2.035	Tajikistan	1.85	2.035
Hawaii	0.33	0.363	Tanzania	1.85	2.035
Honduras	1.85	2.035	Thailand	1.00	1.100
Hong Kong	0.43	0.473	Togo	1.85	2.035
Hungary	1.00	1.100	Tokelau	0.70	0.770
Iceland	1.85	2.035	Tonga	0.70	0.770
India	1.00	1.100	Trinidad & Tobago	1.85	2.035
Indonesia	0.70	0.770	Tunisia	1.85	2.035
Inmarsat - AOR East	12.00	13.200	Turkey	1.00	1.100
Inmarsat - AOR West	12.00	13.200	Turkmenistan	1.85	2.035
Inmarsat – IOR	9.00	9.900	Turks & Caicos Islands	1.85	2.035
Inmarsat – POR	9.00	9.900	Tuvalu	1.00	1.100
Iran	1.85	2.035	Uganda	1.85	2.035
Iraq	1.85	2.035	Ukraine	1.85	2.035
Ireland	0.43	0.473	United Arab Emirates	1.00	1.100

Israel & Palestinian Authority	0.70	0.770	United Kingdom	0.33	0.363
Italy	0.43	0.473	Uruguay	1.85	2.035
Ivory Coast	1.85	2.035	United States of America (other than Alaska and Hawaii)	0.33	0.363
Jamaica	1.85	2.035	Uzbekistan	1.85	2.035
Japan	0.43	0.473	Vanuatu	0.70	0.770
Jordan	1.85	2.035	Vatican City	0.70	0.770
Kazakhstan	1.85	2.035	Venezuela	1.00	1.100
Kenya	1.85	2.035	Vietnam S.R.	1.00	1.100
Kiribati	0.70	0.770	Virgin Islands (British)	1.85	2.035
Korea PDR	1.85	2.035	Virgin Islands (US)	0.70	0.770
Korea, Republic of	0.70	0.770	Wallis & Futuna Is	1.85	2.035
Kuwait	1.85	2.035	Yemen AR	1.85	2.035
Kyrgyzstan	1.85	2.035	Yugoslavia	1.00	1.100
Laos	1.85	2.035	Zambia	1.85	2.035
Latvia	1.85	2.035	Zimbabwe	1.85	2.035
Lebanon	1.85	2.035			
Lesotho	1.85	2.035			

<b>Table 7 – Local Business Saver Flexi-Plan</b>			
<b>Eligible calls</b>	<b>Flexi-Plan charge</b>	<b>Discount factor</b>	<b>Special conditions</b>
SiteLine Local and SiteLine QuickCall	Nil	A 10% discount applies to monthly charges for eligible calls once \$400.00 [\$440.00 GST incl.] of eligible calls per month are made on the account.	Only available to Business Customers.

<b>Table 8 – Local Number Portability Charge</b>		
	<b>GST excl.</b>	<b>GST incl.</b>
<b>SiteLine</b>		
- batch charge for the first 100 numbers (or part thereof)	\$763.64	\$840.00
- charge for each additional 100 numbers (or part thereof)	\$351.82	\$387.00

## ATTACHMENT 1

### SERVICE ASSURANCE

#### 1. SERVICE OVERVIEW

- (a) *Telstra's* Standard Hours of Business for **installation** of SiteLine services are :  
**8am to 5pm Monday to-Friday, excluding Public Holidays.**
- (b) *Telstra* will provide a 24 hour fault reporting service for the lodgement of service faults.
- (c) **Maintenance and repair** of service faults will be confined to the following *times* ("Coverage Period") :  
**7am-9pm Monday to Saturday, including Public Holidays.**
- (d) The service may be used throughout Australia, subject to the availability of network infrastructure.

#### 2. MAINTENANCE COMMITMENTS

- (a) The annual Service Charge covers maintenance up to the *Telstra* network boundary and, where applicable, of the network terminating unit only. Maintenance of *Customer* cabling (cabling beyond the network boundary) and *Customer* equipment is not included.
- (b) *Telstra* will aim to restore services to working order within the following periods after a fault report is received for a service in an urban centre:  
**Response Time - 2 hours**  
**Restoration Target - 12 hours**
- (c) A service is restored when it is returned to full working order. In some cases a temporary repair may be performed to enable use of the service before permanent repair is effected.
- (d) The restoration target applies to urban centres only and will be extended by one day in rural areas, and by two days in remote areas. In this regard, the following definitions apply:  
**Urban Centres** - population of 30,000 or greater - service coverage up to 30 km (road distance) from a *Telstra* Service Centre in Capital Cities, and Major Regional and Provincial Centres.  
**Rural Areas** - service coverage 30 km and over, but under 65 km (road distance) from the *Telstra* Service Centre.  
**Remote Areas** - service coverage for 65 km and over (road distance) from the *Telstra* Service Centre.
- (e) Response Time is the *time* elapsed between the report of the fault by the *Customer* to one of *Telstra's* Fault Reporting Centres, and contact by a *Telstra* representative advising that action has been taken to identify and rectify the fault by remote diagnostics or that a site visit is required, and/or the attendance at a site by a *Telstra* representative.
- (f) Service restoration time is defined as the period commencing when a fault report is received by *Telstra* and ending when the service has been restored.

- (g) Service Response and Restoration targets shall be calculated to include only *time* accrued during *Telstra's* maintenance and repair *times* identified in 1 (c).
- (h) Service Response and Restoration targets apply only to service difficulties found to be within *Telstra's* maintenance responsibilities, as described in paragraph (a), above.
- (i) The repair of faults caused by interference, the *Customer's* negligence, or wilful damage to the SiteLine Service is not covered by the prescribed charges. *Telstra* reserves the right to repair such faults at the *Customer's* expense.
- (j) Service appointment *times* for the restoration and repair of faulty services will be agreed with the *Customer*.
- (k) Attendance to service faults is available outside the maintenance and repair *times* identified in 1 (c) at the *Customer's* request, in which case an after hours service charge as specified in 3 (d) shall apply (see the [Fee-for-service \(Other work we do for you\) section](#) of Our Customer Terms).
- (l) In the event that *Telstra* is requested to attend the *Customer's* site to attend to a fault condition which is subsequently proven to be in *Customer* equipment or cabling, an incorrect callout charge shall apply, unless such equipment or cabling is covered by a separate maintenance agreement with *Telstra*. *Telstra* will inform the *Customer* of the relevant charges and seek the *Customer's* approval before attending the *Customer's* site or commencing work. For information in relation to the incorrect callout charge, see [the Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.
- (m) Notwithstanding the above, major fault outages affecting a number of *Customers* shall receive priority maintenance.

### **3. ADDITIONAL WORKS CHARGES**

- (a) The standard Network Connection charge specified in Clause 6.1 of this Section for Service activation includes work performed during *Telstra's* Standard Hours of Business only as specified in 1 (a).
- (b) For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see "Our Customer Terms [Fee-for-service \(Other work we do for you\)](#)"
- (c) Maintenance and repair of SiteLine India services shall be confined to the *times* identified in 1 (c).
- (d) Where applicable, material charges shall be in accordance with individual quotations.

### **4. SERVICE ASSURANCE PACKAGES:**

Refer to clause 7 of the Service Assurance section of the *Standard Form of Agreement*

### **5. ENHANCED CUSTOMER SELECT MAINTENANCE OPTIONS :**

Refer to clause 7 of the Service Assurance section of the *Standard Form of Agreement*.

### **6. ENHANCED CUSTOMER SELECT ASSURANCE OPTIONS :**

Refer to clause 7 of the Service Assurance section of the *Standard Form of Agreement*.

## ATTACHMENT 2

### SERVICE GUARANTEE

*Telstra* is committed to offering a continually improving level of service to its *Customers*. To assist in this endeavour, *Telstra* has introduced a Service Guarantee Scheme which provides *Telstra Customers* with a *Service Rebate* if *Telstra* fails to restore a service in accordance with the specified standard service restoration targets.

If *Customers* are not satisfied that *Telstra* restored their service(s) within the specified maximum restoration targets for the service(s) concerned, *Telstra* will pay those *Customers* a *Service Rebate*. The types of *Service Rebates* available and conditions which apply to them are set out in clause 10 of the Service Assurance Section of the *Standard Form of Agreement*.