

Part C – Argent Dial Up

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Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

1 About this Part

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

2 Argent Dial Up

What is Argent Dial Up?

- 2.1 Argent carries transaction based applications, including EFTPOS transactions.
- 2.2 Argent Dial Up provides local and national switched data communication between terminals and host computers.
- 2.3 There are two types of Argent Dial Up service:
- (a) **Argent Dial Up Type 1** – provides synchronous or asynchronous dialup to our dial gateways with protocol translation and delivery to hosts by way of X.25; and
 - (b) **Argent Dial Up Type 3** – provides dialup to dial gateways owned by you and within your premises.

Availability

- 2.4 Argent Dial Up is available to our retail customers throughout Australia, if network infrastructure is available. The service is not available to Telstra Wholesale customers.

Argent Dial Up Cease Sale and Exit Notification

- 2.5 Argent Dial Up will not be available for purchase by new customers from 30 June 2018.
- 2.6 Argent Dial Up will not be available for purchase by customers who already receive

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Argent Dial Up from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.

- 2.7 From 30 June 2019, customers with existing Argent Dial Up services will no longer be allowed to:
- (a) add new services;
 - (b) make changes to existing services which require infrastructure changes; or
 - (c) recontract existing Argent Dial Up services.
- 2.8 Argent Dial Up will be disconnected on 30 September 2019 in areas where the area's nbn rollout region disconnection date falls on or before 30 September 2019; in areas where the area's nbn rollout region disconnection date falls after 30 September 2019, Argent Dial Up will be disconnected in accordance with the nbn rollout region disconnection timetable.
- 2.9 From 30 June 2020, we will exit Argent Dial Up and cancel remaining Argent Dial Up services.
- 2.10 Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

Access to the service

- 2.11 We give you a unique national number (starting with 1800 031) per service for access to our public switched telephone network. We own this number, but you are responsible for its security.
- 2.12 You access Argent Dial Up through our public switched telephone network and integrated services digital network (ISDN) to your access number which terminates on:
- (a) our equipment for delivery via an X.25 link to your host computer, for Argent Dial Up Type 1; and
 - (b) your host equipment for Argent Dial Up Type 3.

Terminal distribution and traffic profiles

- 2.13 So that we can maintain the level of performance for the service you must give us details

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of terminal distribution and traffic profiles in the way we say from time to time. You must also tell us about any significant change in terminal distribution, traffic volume or traffic profile.

3 Establishing an Argent Dial Up service

Provisioning Commitment

- 3.1 Our Provisioning Commitment is available for Argent Dial Up new connections and indoor removals where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. For further information see the Service Assurance and Provisioning Commitment Section of Our Customer Terms.

Establishment charge

- 3.2 We charge you the following for establishing an Argent Dial Up service:

Establishment Charges	GST excl.
Argent Dial Up Type 1	\$6,000.00
Argent Dial Up Type 3	\$160.00

- 3.3 We can charge you additional fee-for-service charges for other works associated with establishing your service. The fee-for-service charges are set out in the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.

Withdrawing an order

- 3.4 We can charge you to withdraw an order for an Argent Dial Up service, depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total establishment charges applicable

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Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 2	Transmission path building	55% of the total charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total establishment charges applicable
Stage 4	Service order finalisation	100% of the total establishment charges applicable

Putting an order on hold

- 3.5 If you put an order for an Argent Dial Up services on hold, we can charge you the establishment costs incurred to the time of the order being held as set out in the table below:

Charges for putting an order on hold		
Stage of Installation		Charge Payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total establishment charges applicable
Stage 2	Transmission path building	55% of the total establishment charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total establishment charges applicable
Stage 4	Service order finalisation	100% of the total establishment charges applicable

- 3.6 When your order is completed, full establishment charges, less any existing and/or agreed

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discounts.

4 Charges

Transaction charges

- 4.1 We charge you the following for each call made using your access number for Argent Dial Up:

Transaction charges	Calls made in metropolitan areas		Calls made in non-metropolitan areas	
	Day rate (6am – midnight) (GST excl.)	Night-owl rate (midnight – 6am) (GST excl.)	Day rate (6am – midnight) (GST excl.)	Night-owl rate (midnight – 6am) (GST excl.)
Argent Dial Up Type 1				
First 25 seconds	10.80¢	10.00¢	12.60¢	12.00¢
Per second from then on	0.09¢	0.09¢	0.34¢	0.34¢
Argent Dial Up Type 3				
First 25 seconds	10.80¢	10.00¢	12.00¢	12.00¢
Per second from then on	0.50¢	0.50¢	1.00¢	1.00¢

Metropolitan areas refer to the metropolitan telephone areas of the Sydney, Canberra, Melbourne, Hobart, Adelaide, Perth, Darwin and Brisbane.

Discounts

- 4.2 We give you the following discounts on your monthly transaction charges based on your monthly spend. The discounts are calculated as follows:

Discount Levels		Discount
Monthly spend		
GST excl.	GST incl.	

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Discount Levels		
Monthly spend		Discount
GST excl.	GST incl.	
Nil to \$9,999.99	Nil to \$10,999.99	Nil
\$10,000.00 to \$19,999.99	\$11,000.00 to \$21,999.99	10%
\$20,000.00 to \$29,999.99	\$22,000.00 to \$32,999.99	20%
\$30,000.00 or more	\$33,000.00 or more	30%

If we do not bill you monthly, the discount is based on the average monthly transaction charges over each billing cycle.

5 Service levels and performance

Performance – Argent Dial Up Type 1

- 5.1 Our network availability target is 99.80% measured over a 3 month period.

Delay – Argent Dial Up Type 1

- 5.2 The average packet transfer delay objective through the network is 3.6 seconds for the following conditions:
- (a) Call setup (public switched telephone network, ISDN information/B channel or ISDN control/D channel and virtual circuit establishment to host) through the Argent network has been completed. Terminal Sign-On option switched off.
 - (b) Terminal link speed is 2400 bit/s. Host link speed is 9600 bit/s.
 - (c) Delay is round trip from terminal to host to terminal ignoring host delay.
 - (d) Delay is from first bit sent to last bit received by terminal.
 - (e) Data length is 100 octets.