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

1 About the ATM section

Our Customer Terms

- 1.1 This is the ATM section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the ATM section, then the ATM section applies instead of the General Terms, to the extent of the inconsistency.
- 1.4 If a provision of the ATM section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

ATM Cease Sale and Exit Notification

- 1.5 The ATM Service will not be available for purchase by new customers from 9 April 2018.
- 1.6 From 30 June 2019, customers with existing ATM services will no longer be allowed to add new ATM services, make external relocations of existing ATM services, or recontract existing ATM services.
- 1.7 From 31 August 2022, we will exit ATM and cancel all remaining ATM Services.

IP Remote Standalone Frame Relay/ATM access Cease Sale and Exit Notification

- 1.8 On and from 30 June 2018, existing customers will not be able to purchase the IP Remote Standalone Frame Relay/ATM access; however, existing customers will still be able to make configuration, software and record changes until 30 June 2022 or the date of the nbn rollout region disconnection, whichever occurs first.
- 1.9 From 30 September 2019, IP Remote Standalone Frame Relay/ATM access will be disconnected in areas where the nbn rollout region disconnection date falls on or before 30 September 2019; in areas where the nbn rollout region disconnection date falls on or after 1 October 2019, the IP Remote Standalone Frame Relay/ATM access will be disconnected in accordance with the nbn rollout region disconnection timetable.

2 The ATM service

Availability

What is the ATM service?

- 2.1 The Asynchronous Transfer Mode or ATM service is a cell-switched data carriage network connecting intelligent end-points within Australia and internationally.

Service features

- 2.2 The service consists of:

- (a) at least two ATM access interfaces and one or more permanent virtual circuits (PVCs) or permanent virtual paths (PVPS); or

Permanent virtual circuits (PVCs) are virtual links between your sites for transmitting data over our ATM network.

Permanent virtual paths (PVPs) are virtual address associations between your sites for transmitting data over our ATM network.

- (b) a single ATM interface with one or more associated PVC's terminating on Business DSL or Frame Relay services; or
- (c) a single ATM interface used as access into IP WAN or Internet Direct.
- (d) a single ATM interface with an associated PVC to the international access node and an international PVC.

Many PVCs and PVPs can be configured between an interface and other multiple interfaces.

The international access node is the switch that has been installed in the Broadway exchange for interconnecting the national and international service.

- 2.3 For the ATM service we give you:

- (a) connection from our network boundary at your first specified address to the local exchange;
- (b) connection from our network boundary at your second or subsequent specified address to the local exchange;
- (c) connection of the service between the two addresses if you nominate a PVC to connect the two; and
- (d) interface to the service.

Interfaces and bandwidths

- 2.4 An interface is the dedicated digital transmission for your service from your premises to a point of presence.

A **point of presence** is the nearest accessible network facility from which our existing network needs to be extended to reach your property entry point. A list of points of presence is provided under "ATM points of presence" below.

- 2.5 The ATM interface supports the ATM user network interface (UNI) 3.1 and is available at the following standard physical line speeds:

- (a) 2 Mbit/s;
- (b) 155 Mbit/s; and
- (c) 622 Mbit/s.

- 2.6 Nominal interface rates 4 Mbit/s, 6 Mbit/s, 8 Mbit/s, 12 Mbit/s, 16 Mbit/s, 34 Mbit/s, 45 Mbit/s and 200 Mbit/s to 550 Mbit/s are available provided on physical lines rates of either 155 Mbit/s or 622 Mbit/s. We decide on the physical line rate after consulting with you.

- 2.7 Unless we otherwise agree, we provide ATM access services greater than 2 Mbit/s on an optical interface and your equipment must have an optical interface capability. 2Mbit/s ATM access services may be provided on either an electrical or an optical interface. We alone decide whether we provide ATM services at greater than 2 Mbit/s on IMA or an electrical 34 Mbit/s or 45 Mbit/s interface.

IMA is inverse multiplexing ATM access that lets multiple interfaces of 2 Mbit/s each to be used to deliver access bandwidth of 4-16 Mbit/s.

- 2.8 If there is no adequate cabling from your premises to our nearest network exchange, we can provide an alternate interface speed to that originally ordered if you agreed beforehand.

- 2.9 A summary of ATM access bandwidths which are available is shown in the following table:

ATM access bandwidths & standard/non-standard physical interfaces		
Access bandwidth	Physical bandwidth	
	Standard	Non-standard

ATM access bandwidths & standard/non-standard physical interfaces		
Access bandwidth	Physical bandwidth	
	Standard	Non-standard
2 Mbit/s	2 Mbit/s	34 Mbit/s 45 Mbit/s 155 Mbit/s
4 Mbit/s 6 Mbit/s 8 Mbit/s 12 Mbit/s 16 Mbit/s	155 Mbit/s	IMA 34 Mbit/s 45 Mbit/s
34 Mbit/s	155 Mbit/s	34 Mbit/s 45 Mbit/s
45 Mbit/s	155 Mbit/s	45 Mbit/s
155 Mbit/s	155 Mbit/s	622 Mbit/s
200 Mbit/s 250 Mbit/s 300 Mbit/s 350 Mbit/s 400 Mbit/s 450 Mbit/s 500 Mbit/s 550 Mbit/s 622 Mbit/s	622 Mbit/s	

Business Continuity

- 2.10 You can also ask us to provide Business Continuity for an ATM Service that has a physical bandwidth of either 155 Mbit/s or 622 Mbit/s. We don't have to provide you with Business Continuity.
- 2.11 Business Continuity provides you with diversity or redundancy on an ATM Service. It uses Bellcore GR253 Sonet APS (auto protection switching) technology. There are a number of types:
- (a) **BC1** provides redundancy for the interface through the use of dual line cards on a single fibre path;
 - (b) **BC2** provides redundancy on the transmission path through the use of a

single line card and dual and diverse fibre paths; and

- (c) **BC3** provides redundancy on both the interface and transmission path through the use of dual line cards and dual and diverse fibre paths.

2.12 We also provide Business Continuity with:

- (a) your choice of either bi-directional mode or unidirectional mode; and

Bi-directional mode initiates traffic signalling at both our and your ends of the ATM service in determining which virtual connection will be used to transmit data.

Unidirectional mode disables traffic signalling between you and us. You and we determine independently of each other which virtual connection will be used to transmit data.

- (b) either revertive switching or non-revertive switching.

With **revertive switching** if the primary virtual connection fails, traffic will be automatically switched to the secondary virtual connection. When the primary virtual connection is available again, traffic will be automatically switched back to it.

With **non-revertive switching** if the primary virtual connection fails, traffic will be automatically switched to the secondary virtual connection. When the primary virtual connection is available again, traffic remains on the secondary virtual connection unless manually switched back to the primary virtual connection.

2.13 If you have asked for BC2 or BC3 for an ATM service, we will tell you if it is available for that service. This may be after we complete a feasibility study.

2.14 You must take Business Continuity on an ATM service for a minimum term of 12 months.

Minimum commitment

2.15 You have to take ATM for at least 12 months.

Cancelling your service

2.16 You can cancel the service at any time by telling us in writing 30 days beforehand. If you cancel a service before the end of your contract term, you must still pay us for the monthly access and permanent virtual circuit/path charges for the remainder of the term.

Cabling and data terminal equipment

2.17 You must use equipment that complies with all relevant Australian Communications Authority technical requirements for connection to a public switched data service. We recommend that all your equipment comply with either:

- (a) ITU-T G703 for 2 Mbit/s, 34 Mbit/s and 45 Mbit/s physical interface;
- (b) ITU-T G957 for 155 Mbit/s physical interface; or
- (c) ITU-T G958 for 622 Mbit/s physical interface.

2.18 Your equipment must terminate the ATM access at the physical access speed, even if you have chosen a lower nominal interface speed.

Nominal interfaces are provided at interface speeds derived by limiting sustained information rate (SIR) and peak information rate (PIR) values within the speed range provided by the physical interface.

2.19 We only connect your existing cabling at your premises to the service if:

- (a) it has been installed by a registered cabling service provider; and
- (b) it has been installed to and continues to meet the Australian Communications Authority's minimum technical requirements.

2.20 You can connect data terminal equipment to the service if the equipment supplier complies with the Australian Communications Authority's data terminal equipment permit requirements.

2.21 You must tell us the data terminal equipment configuration so that we can set up the service with compatible configurations throughout the network. If you do not tell us of the correct configuration, you will be liable to us for any expenses we incur relating to identifying the fault and reconfiguring the service. We charge these expenses at the fee-for-service charges (set out in the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms.

2.22 At your cost, you must give us all reasonable assistance and take all safety precautions reasonably necessary to ensure the safe and proper performance by us of all work at your premises.

Your liability to us

2.23 You must pay us any costs and expenses we incur in replacing or repairing our plant, equipment or other property that is damaged or destroyed at any time as a result of:

- (a) connecting data terminal equipment to our network; or
- (b) any change to the data terminal equipment or interference by it with any of our property.

3 Connecting an ATM service

Provisioning times

- 3.1 Our standard provisioning times for the service are set out in the [Wideband Provisioning Times section of Our Customer Terms](#).
- 3.2 We activate additional PVC/PVPs to an existing network within three working days.
- 3.3 There may be a delay in the provisioning of PVCs or PVPs with speeds greater than 34 Mbit/s. This is to allow the proper conditioning of the ATM physical interface to accommodate the high speed PVC or PVP connections. In some cases, the delay may be similar to that for the provisioning of a new ATM access.

Provisioning Commitment

- 3.4 Our Provisioning Commitment and Enhanced Provisioning Commitment are available for ATM new connections, upgrade, external removal and indoor removal where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. The Enhanced Provisioning Commitment provides for shortened activation times in some circumstances. For further information see the Service Assurance and Provisioning Commitment Section of Our Customer Terms.

Connection charges

- 3.5 We charge you the following charges for connecting a new ATM service. The charges cover connection to our network and connection of your property (ie, installing and testing cabling from the building entry point to our network boundary).

Connection charges (per site)	GST excl.
New standard ATM 2 Mbit/s interface	\$1,750.00
New standard ATM interface at greater than 2 Mbit/s without Business Continuity	\$10,000.00
New standard ATM interface at greater than 2 Mbit/s with Business Continuity	\$30,000.00

Installation of interface speeds listed at price on application

- 3.6 If you require an interface speed listed as price on application in the monthly interface charges tables set out below, we only install the interface at our discretion

and at charges we agree with you.

Non-standard Physical interface charges

- 3.7 We can charge you an additional infrastructure charge for installing a non-standard physical ATM interface. This charge is based on time and materials. We will tell you about this additional infrastructure charge when we complete a feasibility study and before we confirm your order.

Business continuity installation charges

- 3.8 If it costs us more than \$60,000 (GST excl) to install a Business Continuity ATM service, we can charge you an additional infrastructure charge for installing the service. This charge is based on time and materials. We will tell you about this additional infrastructure charge when we complete a feasibility study and before we confirm your order.

Network extension charges

- 3.9 Where your new service will be supplied by cable and your property entry point is more than 500 metres from the nearest part of our existing network to be used to connect your service, we can charge you our fee-for-service charges to lay cable from our existing network to your property entry point. We charge you beyond the first 500 metres. We will tell you this cost and get your consent before we start work.

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

Service extension charges

- 3.10 We can charge you our fee-for-service charges for installing alternative cabling where you occupy premises for which our network boundary is a main distribution frame (or MDF) and:
- (a) there is no suitable spare capacity in the cabling system at the premises to extend cabling from the MDF to the location you request; or
 - (b) you do not want your service to be connected through the MDF.

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

Materials

- 3.11 We will apply materials charges set out in individual quotations.

Withdrawing an order

- 3.12 If you order a new service interface and withdraw that order after 15 working days, you must pay us the full connection charge.
- 3.13 However, if you withdraw the order within 15 working days, we can charge you the following depending on the progress of your order at the time you tell us to withdraw it. The following scale of charges applies:

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 connection charges applicable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable

Putting an order on hold

- 3.14 We can charge you the following percentage of the connection charges if you put an order for an ATM service on hold, depending on the stage at which you put the order on hold. We can also charge you the applicable rental charge (less any applicable discount) for the period that you keep your order on hold after the date that you originally required the service.

Charges for placing an order on hold		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable

Charges for placing an order on hold		
Stage of installation		Charge payable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable
Any	Starting from the date that you originally required the service until you tell us that the order can go ahead or be withdrawn	100% of the applicable distance rental charge to apply, less existing and/or agreed additional discount

- 3.15 If you tell us that the order can go ahead, then full rental and connection charges apply (less any existing and/or agreed discounts) from when your order is completed. These charges are in addition to the charges in the table above. If you have already paid the total connection charges applicable, but we have incurred additional installation costs as a result of you placing your order on hold, then we may recover any additional connection charges from you. We will tell you what these additional charges are before we finalise your order.

4 Interfaces and Business Continuity charges

Charging zones

- 4.1 Our charges for a metropolitan local calling area zone charges apply if your site is located:
- (a) within the local calling area of a metropolitan location listed under “ATM points of presence” below; and
 - (b) within 50 kilometres of a metropolitan location listed under “ATM points of presence” below.

For more information on what a **local calling area** is see the meaning of local call under [Part A – General of the Basic Telephone Service section of Our Customer Terms](#). You can also see a full list of charging zones and charging precincts in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms](#).

- 4.2 Our charges for a regional zone apply if your site is located:

- (a) outside of the metropolitan charging zone; and
- (b) within the Telstra's digital network infrastructure boundaries.

Monthly charges

4.3 We charge you the following monthly charges:

Monthly interface charges		
Access bandwidth	Metropolitan zone	Regional zone
	(GST excl.)	(GST excl.)
2 Mbit/s UNI	\$2,639.82	\$3,434.40
4 Mbit/s UNI	\$3,775.72	\$4,784.12
6 Mbit/s UNI	\$4,712.19	\$6,133.85
8 Mbit/s UNI	\$5,476.67	\$7,483.60
12 Mbit/s UNI	\$6,298.17	\$8,448.20
16 Mbit/s UNI	\$6,937.70	\$9,020.60
34 Mbit/s UNI	\$8,497.67	\$11,384.40
45 Mbit/s UNI	\$9,195.50	\$12,522.84
155 Mbit/s UNI	\$11,660.00	\$15,179.20
200 Mbit/s UNI	\$13,185.52	Price on application
250 Mbit/s UNI	\$13,185.52	Price on application
300 Mbit/s UNI	\$13,185.52	Price on application
350 Mbit/s UNI	\$13,185.52	Price on application
400 Mbit/s UNI	\$13,185.52	Price on application
450 Mbit/s UNI	\$13,185.52	Price on application

Monthly interface charges		
Access bandwidth	Metropolitan zone	Regional zone
	(GST excl.)	(GST excl.)
500 Mbit/s UNI	\$13,185.52	Price on application
550 Mbit/s UNI	\$13,185.52	Price on application
622 Mbit/s UNI	\$13,185.52	Price on application

Business Continuity charges

4.4 If you ask for BC1 or BC2 or BC3 for an ATM service, we charge you the following access bandwidth monthly charges:

- (a) for BC1: as set out in the table above;
- (b) for BC2: 1.3 times the charge set out in the tables above; and
- (c) for BC3: 1.6 times the charge set out in the tables above.

5 Permanent Virtual Circuits (PVCs) and Permanent Virtual Paths (PVPs)

Sustained information rate

5.1 ATM PVCs and PVPs are based on throughput specified by the sustained information rate (SIR) that you nominate. They are available between 64 kbit/s and 152 Mbit/s.

The **sustained information rate (SIR)** is the maximum average rate over time that data can be transmitted over a virtual circuit.

Effective information rate

5.2 The maximum PVC and PVP rate carried on an interface is limited by the effective information rate (ER) of the nominal and/or physical line rates of the interface upon which the PVC or PVP is provided.

The **effective information rate (ER)** is based on the peak information rate (PIR), sustained information rate (SIR), maximum burst size, PVC/PVP service class, and cell delay variation

tolerance.

The effective information rate of an access bandwidth will equal the access bandwidth where this is less than the physical bandwidth

The effective information rate will be less than the (nominal) access bandwidth, where this is equal to the physical bandwidth.

The **peak information rate (PIR)** is the maximum rate at which data can be introduced into the network by a user on a circuit.

Service classes

5.3 Each PVC and PVP may be one of the following different ATM service classes:

- (a) Variable Bit Rate – Non Real Time (VBR-NRT);
- (b) Variable Bit Rate – Real Time (VBR-RT); and
- (c) Constant Bit Rate (CBR).

Variable Bit Rate PVCs and PVPs – parameters

5.4 The VBR PVCs and PVPs have the following parameters:

- (a) sustained information rate (SIR);
- (b) peak information rate (PIR); and
- (c) maximum burst size (MBS), which defines the duration of transmission at peak rate for each ATM PVC.

5.5 The peak information rate is equal to the lower of either:

- (a) the interface speed; or
- (b) twice the sustained information rate.

Constant Bit Rate PVCs and PVPs – parameters

5.6 For CBR PVCs or PVPs:

- (a) maximum burst size does not apply; and
- (b) the peak information rate is equal to the sustained information rate.

Interworking with Frame Relay and Business DSL (Interworking PVCs)

5.7 ATM Variable Bit Rate – Non Real Time (VBR-NRT) PVCs can also interwork with Frame Relay sites. The interworking PVCs are based on throughput rates

specified by the sustained information rate that you nominate. They are available between 8 kbit/s and 16 Mbit/s. When ATM is interworking with Frame Relay, the peak information rate will normally be set at the Frame Relay line interface rate.

- 5.8 ATM Variable Bit Rate – Non Real Time (VBR-NRT) PVCs can also interwork with Business DSL sites. The interworking PVCs are based on throughput rates specified by the sustained information rate that you nominate. They are available between 128 kbit/s and 4 Mbit/s. When ATM is interworking with Business DSL, the peak information rate will be set at the Business DSL line interface rate.
- 5.9 The other ATM PVCs (VBR-RT and CBR) do not interwork with Frame Relay or Business DSL.

6 Monthly charges for PVCs and Interworking PVCs

General

- 6.1 We charge you the below monthly charges for PVCs and Interworking PVCs between:
- (a) two ATM services; and
 - (b) one ATM service and one Frame Relay service; and
 - (c) one ATM service and one Business DSL service.
- 6.2 We charge you for sub 64 kbit/s Frame Relay Interworking PVCs as set out in [the Frame Relay Services section of Our Customer Terms](#).

Basis of charges

- 6.3 The monthly charge depends on your nominated sustained information rate and the distance between the two sites. It also depends on the service class you choose, ie:
- (a) Variable Bit Rate – Non Real Time (VBR-NRT);
 - (b) Variable Bit Rate – Real Time (VBR-RT); or
 - (c) Constant Bit Rate (CBR).

VBR-NRT PVCs (in Australia)

- 6.4 We charge you the following monthly charges for Variable Bit Rate – Non Real Time (VBR-NRT) PVCs:

1.5 Mbit/s PVCs are only for interconnecting with International PVCs of the same speed.

Intrastate covers distance between two sites in the same state or territory and includes the

distance between one site in the ACT and another site anywhere in NSW.

Interstate covers distance between two sites located in two different states or territories.

Monthly VBR-NRT PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
64 kbit/s	\$53.00	\$879.80
128 kbit/s	\$101.76	\$1,671.62
192 kbit/s	\$144.16	\$2,375.46
256 kbit/s	\$181.26	\$2,990.26
384 kbit/s	\$256.52	\$4,221.98
512 kbit/s	\$320.12	\$5,277.74
768 kbit/s	\$422.94	\$6,966.32
1024 kbit/s	\$487.60	\$8,022.08
1.5 Mbit/s	\$822.37	\$12,205.45
1.6 Mbit/s	\$822.37	\$12,205.45
2 Mbit/s	\$861.69	\$14,479.86
2.5 Mbit/s	\$1,049.40	\$17,663.49
3 Mbit/s	\$1,237.02	\$20,847.02
4 Mbit/s	\$1,619.94	\$27,511.68
5 Mbit/s	\$1,944.04	\$33,302.02
6 Mbit/s	\$2,260.36	\$38,795.81
7 Mbit/s	\$2,562.02	\$44,344.04
8 Mbit/s	\$2,562.02	\$44,344.04
9 Mbit/s	\$3,180.00	\$54,325.00
10 Mbit/s	\$3,180.00	\$54,325.00
11 Mbit/s	\$3,754.52	\$64,307.02

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Monthly VBR-NRT PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
12 Mbit/s	\$3,754.52	\$64,307.02
12.5 Mbit/s	\$4,059.27	\$69,563.03
13 Mbit/s	\$4,364.02	\$74,819.04
14 Mbit/s	\$4,364.02	\$74,819.04
15 Mbit/s	\$4,947.02	\$84,889.04
16 Mbit/s	\$4,947.02	\$84,889.04
17 Mbit/s	\$5,543.18	\$95,140.74
18 Mbit/s	\$5,543.18	\$95,140.74
19 Mbit/s	\$6,182.98	\$106,121.20
20 Mbit/s	\$6,182.98	\$106,121.20
21 Mbit/s	\$6,820.12	\$117,057.40
22 Mbit/s	\$6,820.12	\$117,057.40
23 Mbit/s	\$7,454.71	\$127,949.42
24 Mbit/s	\$7,454.71	\$127,949.42
25 Mbit/s	\$8,086.74	\$138,797.46
26 Mbit/s	\$8,086.74	\$138,797.46
27 Mbit/s	\$8,716.29	\$149,601.60
28 Mbit/s	\$8,716.29	\$149,601.60
29 Mbit/s	\$9,343.18	\$160,362.01
30 Mbit/s	\$9,343.18	\$160,362.01
31 Mbit/s	\$9,967.62	\$171,078.78
32 Mbit/s	\$9,967.62	\$171,078.78
33 Mbit/s	\$10,589.48	\$181,752.10



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Monthly VBR-NRT PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
34 Mbit/s	\$10,589.48	\$181,752.10
35 Mbit/s	\$10,861.02	\$186,548.34
40 Mbit/s	\$12,225.24	\$210,532.51
45 Mbit/s	\$13,582.04	\$234,031.65
48 Mbit/s	\$14,388.25	\$248,002.28
50 Mbit/s	\$14,919.50	\$257,212.18
56 Mbit/s	\$16,512.94	\$284,839.75
60 Mbit/s	\$17,559.24	\$302,992.17
64 Mbit/s	\$18,605.46	\$321,144.57
70 Mbit/s	\$20,153.78	\$348,028.65
72 Mbit/s	\$20,670.18	\$356,989.98
80 Mbit/s	\$22,710.68	\$392,432.14
88 Mbit/s	\$24,729.45	\$427,515.40
90 Mbit/s	\$25,229.24	\$436,205.45
96 Mbit/s	\$26,728.69	\$462,275.62
100 Mbit/s	\$27,719.00	\$479,509.02
104 Mbit/s	\$28,710.28	\$496,742.41
112 Mbit/s	\$30,675.68	\$530,940.66
120 Mbit/s	\$32,626.27	\$564,891.30
128 Mbit/s	\$34,562.89	\$598,612.74
136 Mbit/s	\$36,486.79	\$632,120.48
144 Mbit/s	\$38,398.58	\$665,428.43
152 Mbit/s	\$40,299.16	\$698,548.82

VBR-NRT PVCs (International Half Circuits)

- 6.5 We charge you the following monthly charges for Variable Bit Rate – Non Real Time (VBR-NRT) PVCs – International Half Circuits to USA, Singapore and Japan. The charges for the international PVCs are for a half circuit. The charges from the corresponding telecommunications company at the connecting end must be added to these charges to provide an end-to-end service.

Monthly VBR-NRT International Half Circuits service charges			
Sustained information rate	GST excl.	Sustained information rate	GST excl.
64 kbit/s	\$5,088.00	5 Mbit/s	\$88,552.40
128 kbit/s	\$6,614.40	6 Mbit/s	\$104,802.20
192 kbit/s	\$8,598.72	7 Mbit/s	\$121,428.30
256 kbit/s	\$11,178.76	8 Mbit/s	\$138,298.20
384 kbit/s	\$14,364.06	9 Mbit/s	\$155,318.62
512 kbit/s	\$18,314.68	10 Mbit/s	\$172,428.08
768 kbit/s	\$23,808.66	11 Mbit/s	\$189,589.48
1024 kbit/s	\$27,351.18	12 Mbit/s	\$206,780.56
1.5M bit/s	\$36,006.08	13 Mbit/s	\$223,987.54
1.6 Mbit/s	\$36,006.08	14 Mbit/s	\$241,205.12
2 Mbit/s	\$43,306.30	15 Mbit/s	\$258,426.94
3 Mbit/s	\$57,813.46	16 Mbit/s	\$275,650.88
4 Mbit/s	\$72,845.32	17 Mbit/s – 34 Mbit/s	Price on application

VBR-RT PVCs

- 6.6 We charge you the following charges for Variable Bit Rate – Real Time (VBR-RT) PVCs:

Intrastate covers distance between two sites in the same state or territory and includes the distance between one site in the ACT and another site anywhere in NSW.

Interstate covers distance between two sites located in two different states or territories.

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Monthly VBR-RT PVC service charges		
Sustained information rate	Intrastate	Interstate A (under 1200 km)
	(GST excl.)	(GST excl.)
64 kbit/s	\$58.30	\$967.78
128 kbit/s	\$111.91	\$1,838.75
192 kbit/s	\$158.55	\$2,612.98
256 kbit/s	\$199.36	\$3,289.26
384 kbit/s	\$282.14	\$4,644.20
512 kbit/s	\$352.10	\$5,805.53
768 kbit/s	\$465.25	\$7,662.92
1024 kbit/s	\$536.36	\$8,824.31
1.6 Mbit/s	\$807.45	\$13,426.04
2 Mbit/s	\$947.82	\$15,927.82
3 Mbit/s	\$1,369.52	\$23,850.00
4 Mbit/s	\$1,781.94	\$30,262.91
5 Mbit/s	\$2,164.52	\$36,659.04
6 Mbit/s	\$2,486.41	\$42,675.41
7 Mbit/s	\$2,871.54	\$49,025.00
8 Mbit/s	\$2,871.54	\$49,025.00
9 Mbit/s	\$3,489.52	\$60,067.02
10 Mbit/s	\$3,489.52	\$60,067.02
11 Mbit/s	\$4,046.02	\$70,049.04
12 Mbit/s	\$4,046.02	\$70,049.04
13 Mbit/s	\$4,726.54	\$81,267.02
14 Mbit/s	\$4,726.54	\$81,267.02
15 Mbit/s	\$5,411.30	\$92,750.00

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Monthly VBR-RT PVC service charges		
Sustained information rate	Intrastate	Interstate A (under 1200 km)
	(GST excl.)	(GST excl.)
16 Mbit/s	\$5,411.30	\$92,750.00
17 Mbit/s	\$6,097.46	\$104,654.86
18 Mbit/s	\$6,097.46	\$104,654.86
19 Mbit/s	\$6,801.22	\$116,733.37
20 Mbit/s	\$6,801.22	\$116,733.37
21 Mbit/s	\$7,502.15	\$128,763.23
22 Mbit/s	\$7,502.15	\$128,763.23
23 Mbit/s	\$8,200.24	\$140,744.49
24 Mbit/s	\$8,200.24	\$140,744.49
25 Mbit/s	\$8,895.43	\$152,677.28
26 Mbit/s	\$8,895.43	\$152,677.28
27 Mbit/s	\$9,587.88	\$164,561.90
28 Mbit/s	\$9,587.88	\$164,561.90
29 Mbit/s	\$10,277.49	\$176,398.31
30 Mbit/s	\$10,277.49	\$176,398.31
31 Mbit/s	\$10,964.37	\$188,186.75
32 Mbit/s	\$10,964.37	\$188,186.75
33 Mbit/s	\$11,648.34	\$199,927.39
34 Mbit/s	\$11,648.34	\$199,927.39
40 Mbit/s	\$13,447.77	\$231,585.80
45 Mbit/s	\$14,940.17	\$257,434.86
48 Mbit/s	\$15,827.04	\$272,802.47
56 Mbit/s	\$18,164.24	\$313,323.72



Monthly VBR-RT PVC service charges		
Sustained information rate	Intrastate	Interstate A (under 1200 km)
	(GST excl.)	(GST excl.)
64 Mbit/s	\$20,466.03	\$353,259.04
72 Mbit/s	\$22,737.26	\$392,688.92
80 Mbit/s	\$24,981.73	\$431,675.27
88 Mbit/s	\$27,202.33	\$470,266.88
96 Mbit/s	\$29,401.56	\$508,503.11
104 Mbit/s	\$31,581.37	\$546,416.66
112 Mbit/s	\$33,743.32	\$584,034.74
120 Mbit/s	\$35,888.86	\$621,380.48
128 Mbit/s	\$38,019.20	\$658,473.93
136 Mbit/s	\$40,135.49	\$695,332.52
144 Mbit/s	\$42,238.43	\$731,971.25
152 Mbit/s	\$44,329.01	\$768,403.72

CBR PVCs (in Australia)

6.7 We charge you the following charges for Constant Bit Rate (CBR) PVCs:

1.5 Mbit/s PVCs are only for interconnecting with International PVCs of the same speed.

Intrastate covers distance between two sites in the same state or territory and includes the distance between one site in the ACT and another site anywhere in NSW.

Interstate covers distance between two sites located in two different states or territories.

Monthly CBR PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
64 kbit/s	\$63.60	\$1,055.76

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Monthly CBR PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
128 kbit/s	\$122.08	\$2,005.96
192 kbit/s	\$172.96	\$2,850.52
256 kbit/s	\$217.48	\$3,588.28
384 kbit/s	\$307.84	\$5,066.35
512 kbit/s	\$384.16	\$6,333.31
768 kbit/s	\$507.55	\$8,359.60
1024 kbit/s	\$585.12	\$9,626.47
1.5 Mbit/s	\$880.86	\$14,646.55
1.6 Mbit/s	\$880.86	\$14,646.55
2 Mbit/s	\$1,034.03	\$17,375.78
3 Mbit/s	\$1,414.04	\$25,175.00
4 Mbit/s	\$1,943.95	\$33,014.04
5 Mbit/s	\$2,297.02	\$40,191.67
6 Mbit/s	\$2,712.45	\$46,555.01
7 Mbit/s	\$3,092.02	\$53,176.67
8 Mbit/s	\$3,092.02	\$53,176.67
9 Mbit/s	\$3,799.04	\$65,366.67
10 Mbit/s	\$3,799.04	\$65,366.67
11 Mbit/s	\$4,505.00	\$76,850.00
12 Mbit/s	\$4,505.00	\$76,850.00
13 Mbit/s	\$5,167.50	\$89,216.67
14 Mbit/s	\$5,167.50	\$89,216.67
15 Mbit/s	\$5,901.02	\$101,583.32

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Monthly CBR PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
16 Mbit/s	\$5,901.02	\$101,583.32
17 Mbit/s	\$6,651.84	\$114,168.89
18 Mbit/s	\$6,651.84	\$114,168.89
19 Mbit/s	\$7,419.55	\$127,345.48
20 Mbit/s	\$7,419.55	\$127,345.48
21 Mbit/s	\$8,184.17	\$140,468.89
22 Mbit/s	\$8,184.17	\$140,468.89
23 Mbit/s	\$8,945.68	\$153,539.41
24 Mbit/s	\$8,945.68	\$153,539.41
25 Mbit/s	\$9,704.11	\$166,557.00
26 Mbit/s	\$9,704.11	\$166,557.00
27 Mbit/s	\$10,459.46	\$179,521.94
28 Mbit/s	\$10,459.46	\$179,521.94
29 Mbit/s	\$11,211.80	\$192,434.43
30 Mbit/s	\$11,211.80	\$192,434.43
31 Mbit/s	\$11,961.04	\$205,294.62
32 Mbit/s	\$11,961.04	\$205,294.62
33 Mbit/s	\$12,707.28	\$218,102.60
34 Mbit/s	\$12,707.28	\$218,102.60
40 Mbit/s	\$14,670.31	\$252,638.99
45 Mbit/s	\$16,298.37	\$280,837.99
48 Mbit/s	\$17,265.89	\$297,602.68
56 Mbit/s	\$19,815.55	\$341,807.68



Monthly CBR PVC service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
64 Mbit/s	\$22,326.51	\$385,373.51
72 Mbit/s	\$24,804.26	\$428,387.95
80 Mbit/s	\$27,252.78	\$470,918.51
88 Mbit/s	\$29,675.31	\$513,018.45
96 Mbit/s	\$32,074.45	\$554,730.67
104 Mbit/s	\$34,452.38	\$596,090.91
112 Mbit/s	\$36,810.88	\$637,128.71
120 Mbit/s	\$39,151.44	\$677,869.65
128 Mbit/s	\$41,475.49	\$718,335.23
136 Mbit/s	\$43,784.09	\$758,544.56
144 Mbit/s	\$46,078.28	\$798,514.08
152 Mbit/s	\$48,358.97	\$838,258.60

CBR PVCs (International Half Circuits)

- 6.8 We charge you the following monthly charges for Constant Bit Rates (CBR) PVCs – International Half Circuits to USA, Singapore and Japan. The charges for the international PVCs are for a half circuit. The charges from the corresponding telecommunications company at the connecting end must be added to these charges to provide an end-to-end service.

Monthly CBR International Half Circuits service charges			
Sustained information rate	GST excl.	Sustained information rate	GST excl.
64 kbit/s	\$5,724.00	5 Mbit/s	\$132,829.66
128 kbit/s	\$7,727.40	6 Mbit/s	\$157,203.30
192 kbit/s	\$10,432.52	7 Mbit/s	\$182,142.98

Monthly CBR International Half Circuits service charges			
Sustained information rate	GST excl.	Sustained information rate	GST excl.
256 kbit/s	\$13,252.12	8 Mbit/s	\$207,448.36
384 kbit/s	\$18,308.32	9 Mbit/s	\$232,977.40
512 kbit/s	\$23,800.18	10 Mbit/s	\$258,642.12
768 kbit/s	\$35,163.38	11 Mbit/s	\$284,384.22
1024 kbit/s	\$42,403.18	12 Mbit/s	\$310,169.78
1.5 Mbit/s	\$54,939.80	13 Mbit/s	\$335,981.84
1.6 Mbit/s	\$54,939.80	14 Mbit/s	\$361,806.62
2 Mbit/s	\$64,796.74	15 Mbit/s	\$387,639.88
3 Mbit/s	\$86,720.72	16 Mbit/s	\$413,477.38
4 Mbit/s	\$109,267.98	17 Mbit/s – 34 Mbit/s	Price on application

7 Monthly PVP charges

- 7.1 We charge you the following monthly charges for PVPs between two ATM services.
- 7.2 The PVP charge will be the same irrespective of whether you choose a VBR-NRT, VBR-RT or CBR class of service.

1.5 Mbit/s PVCs are only for interconnecting with International PVCs of the same speed.

Monthly PVP service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
64 kbit/s	\$63.60	\$1,055.76
128 kbit/s	\$122.08	\$2,005.96

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Monthly PVP service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
192 kbit/s	\$172.96	\$2,850.52
256 kbit/s	\$217.48	\$3,588.28
384 kbit/s	\$307.84	\$5,066.35
512 kbit/s	\$384.16	\$6,333.31
768 kbit/s	\$507.55	\$8,359.60
1024 kbit/s	\$585.12	\$9,626.47
1.5 Mbit/s	\$880.86	\$14,646.55
1.6 Mbit/s	\$880.86	\$14,646.55
2 Mbit/s	\$1,034.03	\$17,375.78
3 Mbit/s	\$1,414.04	\$25,175.00
4 Mbit/s	\$1,943.95	\$33,014.04
5 Mbit/s	\$2,297.02	\$40,191.67
6 Mbit/s	\$2,712.45	\$46,555.01
7 Mbit/s	\$3,092.02	\$53,176.67
8 Mbit/s	\$3,092.02	\$53,176.67
9 Mbit/s	\$3,799.04	\$65,366.67
10 Mbit/s	\$3,799.04	\$65,366.67
11 Mbit/s	\$4,505.00	\$76,850.00
12 Mbit/s	\$4,505.00	\$76,850.00
13 Mbit/s	\$5,167.50	\$89,216.67
14 Mbit/s	\$5,167.50	\$89,216.67
15 Mbit/s	\$5,901.02	\$101,583.32
16 Mbit/s	\$5,901.02	\$101,583.32

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Monthly PVP service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
17 Mbit/s	\$6,651.84	\$114,168.89
18 Mbit/s	\$6,651.84	\$114,168.89
19 Mbit/s	\$7,419.55	\$127,345.48
20 Mbit/s	\$7,419.55	\$127,345.48
21 Mbit/s	\$8,184.17	\$140,468.89
22 Mbit/s	\$8,184.17	\$140,468.89
23 Mbit/s	\$8,945.68	\$153,539.41
24 Mbit/s	\$8,945.68	\$153,539.41
25 Mbit/s	\$9,704.11	\$166,557.00
26 Mbit/s	\$9,704.11	\$166,557.00
27 Mbit/s	\$10,459.46	\$179,521.94
28 Mbit/s	\$10,459.46	\$179,521.94
29 Mbit/s	\$11,211.80	\$192,434.43
30 Mbit/s	\$11,211.80	\$192,434.43
31 Mbit/s	\$11,961.04	\$205,294.62
32 Mbit/s	\$11,961.04	\$205,294.62
33 Mbit/s	\$12,707.28	\$218,102.60
34 Mbit/s	\$12,707.28	\$218,102.60
40 Mbit/s	\$14,670.31	\$252,638.99
45 Mbit/s	\$16,298.37	\$280,837.99
48 Mbit/s	\$17,265.89	\$297,602.68
56 Mbit/s	\$19,815.55	\$341,807.68
64 Mbit/s	\$22,326.51	\$385,373.51

Monthly PVP service charges		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
72 Mbit/s	\$24,804.26	\$428,387.95
80 Mbit/s	\$27,252.78	\$470,918.51
88 Mbit/s	\$29,675.31	\$513,018.45
96 Mbit/s	\$32,074.45	\$554,730.67
104 Mbit/s	\$34,452.38	\$596,090.91
112 Mbit/s	\$36,810.88	\$637,128.71
120 Mbit/s	\$39,151.44	\$677,869.65
128 Mbit/s	\$41,475.49	\$718,335.23
136 Mbit/s	\$43,784.09	\$758,544.56
144 Mbit/s	\$46,078.28	\$798,514.08
152 Mbit/s	\$48,358.97	\$838,258.60

8 Backup PVC or PVP

What is a Backup PVC/PVP?

- 8.1 A Backup PVC or PVP provides you with a backup circuit to allow continued service operation if the primary PVC or PVP fails.
- 8.2 If the primary PVC or PVP fails, you can transfer traffic to the Backup PVC or PVP for the period of outage on the primary circuit.

Availability

- 8.3 Backup PVCs or PVPs must be associated with a PVC or PVP that you specify. You can only have one backup for each primary circuit. At least one end of the Backup PVC or PVP must terminate at the same site address as your specified primary circuit.
- 8.4 Backup PVC or PVP is only available on circuits within Australia. That is, on the

following charging routes: Intrastate and Interstate.

Monthly service charges

- 8.5 We charge you a monthly service charge for Backup PVCs and PVPs at 10% of the monthly circuit charges listed above. If the Backup PVC terminates at a different site to the primary PVC, then we will charge you 10% of the cost of a PVC to this second site.

Excess use charges

- 8.6 We monitor traffic use on Backup PVC or PVPs. We can revert to charging you the primary circuit charges if in any month you use the backup circuit for more than 10% of the time (measured in terms of sustained information rate use or throughput).

9 Changing your service

Network changes

- 9.1 We charge you the following charge for:
- (a) rearranging a PVC or PVP bandwidth size;
 - (b) changing the Virtual Channel Identifier or Virtual Path Identifier address; and
 - (c) changing the access speed where the physical line rate of the interface does not change.

We charge you one charge for one or more of these changes that you request at the same time.

Network change charge	GST excl.
Per request	\$100.00

- 9.2 If the physical line rate of the interface changes as a result of changing the access speed, we charge you a new connection charge as set out above under “Connection charges” above.

Indoor removal

- 9.3 We charge you our fee-for-service charges for any indoor removal of 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. These also cover any miscellaneous works.

Moving your service to other premises

- 9.4 We charge you our connection charges if you move your ATM service to other premises. The charges are set out above under “Connection charges” above.

10 Service Assurance

Australian services only

- 10.1 The service assurance terms apply to all services wholly within Australia. Please contact us for further information on international services.

Fault reporting and repair

- 10.2 As part of the ATM service, we also provide:
- (a) a 24-hour fault reporting service for telling us about service faults; and
 - (b) a 24-hour maintenance and repair service for service faults, including public holidays.
- 10.3 The monthly service charge covers maintenance up to our network boundary and, where applicable, of the network termination unit only. Maintenance of any telecommunications cabling on your premises (ie cabling beyond our network boundary) or any telecommunications equipment owned or used by you is not included.

Target response and repair times

- 10.4 Our target response and repair times only apply to service faults within our maintenance responsibilities.
- 10.5 If there is a fault in your service we aim to respond to you within one hour of you telling us about the fault. You receive a response from us when we tell you that we started action to identify the fault.
- 10.6 If there is a fault in your service in an urban centre, we aim to repair your service to full working order within eight hours of you telling us about the fault. Our repair target is extended by one day in rural areas and by two days in remote areas.

An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of our service centres in capital cities and major regional and provincial centres.

A rural area is a location over 30 km but under 65 km by road from one of our service centres in capital cities and major regional and provincial centres.

A remote area is a location 65 km and over by road from one of our service centres in capital cities and major regional and provincial centres.

Temporary repairs

- 10.7 In some cases, we may perform a temporary repair, so that you can use the service before we finish a full repair. A temporary repair that lets you use the service counts as a repair for the purposes of working out our service repair obligations to you.

Emergency repairs

- 10.8 We give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for repairing your service.

Faults caused by interference or you

- 10.9 We can charge you to repair the following faults:
- (a) faults caused by interference;
 - (b) faults caused by your negligence; and
 - (c) faults caused due to wilful damage by you to your ATM service.

Service appointment times

- 10.10 We will agree service appointment times for restoring and repairing faulty services with you.

Customer Select Assurance and Maintenance Options

- 10.11 Enhanced service assurance options may be available at an additional cost to you. These offer faster response and repair targets for faults. For information in relation to our Customer Select Assurance and Maintenance Options, see the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

11 Other work we do for you

- 11.1 The standard network connection charge for service activation includes work performed during our standard hours of business, which are 8am to 5pm, Monday to Friday, excluding public holidays.
- 11.2 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 \(Other work we do for you\)](#).

12 ATM points of presence

12.1 The points of presence for the ATM service are set out in the table below.

ATM points of presence	
Location	Exchange
Metro	
Sydney	Pitt
Melbourne	Exhibition
Brisbane	Woollongabba
Adelaide	Waymouth
Perth	Wellington
Canberra	Deakin
Darwin	Darwin
Hobart	Hobart

13 Special meanings

13.1 The following words have the following special meanings:

building entry point is the point where cable crosses or goes through the perimeter of your building.

network boundary means the boundary as ascertained in accordance with section 22 of the Telecommunications Act 1997.

property entry point means the point where the cable or optic fibre enters your property.