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

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### 1 About the CustomNet Services section

#### Our Customer Terms

- 1.1 This is the CustomNet Services 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 CustomNet Services section, then the CustomNet Services section applies instead of the General Terms, to the extent of the inconsistency.
- 1.4 If a provision of the CustomNet Services 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.

#### Cease sale to new customers from 14 July 2016

- 1.5 CustomNet Services are not available to new customers from 14 July 2016. All existing customers who have purchased CustomNet Services before that date shall continue on the terms as set out or referenced in this CustomNet Services section until further notice.

#### CustomNet Cease Sale & Exit Notification

- 1.6 CustomNet numbers will no longer be able to be allocated to Corporate Virtual Private Network as of 1st July 2017.
- 1.7 CustomNet will not be available for purchase by customers who already receive CustomNet from 15 October 2018.
- 1.8 Configuration, software, and record changes will continue to be available from 15 October 2018 only to existing customers with CustomNet Control.
- 1.9 CustomNet will be disconnected on 15 April 2019.
- 1.10 Number re-direction, number diversion and Call forwarding from a Customnet service will cease on 15th April 2019.
- 1.11 Further details on the preceding are set out in the document titled RM5(B), 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>.

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## 2 CustomNet

### What is CustomNet?

- 2.1 CustomNet provides you advanced call handling features for your Business Telephone Service. The features are delivered directly to you from our private DMS switched Network.

### Availability

- 2.2 CustomNet service is not available in all areas. Please contact your Telstra Representative if you have any questions about service availability.
- 2.3 On and from 25 January 2008, CustomNet is not available to:
- (a) new wholesale customers; or
  - (b) new end customers of our wholesale customers.
- 2.4 You are a new wholesale customer if you are a wholesale customer of ours and none of your end customers are currently billed for CustomNet services through you.
- 2.5 A new end customer of our wholesale customer is an end customer that is not currently billed for CustomNet services through a wholesale customer.
- 2.6 If you are a wholesale customer and you demonstrate to our reasonable satisfaction that you have an end customer currently billed for CustomNet services through you, we agree to:
- (a) continue to supply CustomNet to you so that you may continue to supply CustomNet to that end customer;
  - (b) allow that end customer to make adds, moves and changes to the CustomNet services;
  - (c) allow that end customer to connect new CustomNet services; and
  - (d) allow that end customer to switch the CustomNet services to us (and become a retail customer of ours).
- 2.7 If you are a retail customer, you cannot switch your CustomNet services to a wholesale customer of ours (and become a wholesale end customer) unless you have existing

CustomNet services billed through that wholesale customer. If requested by us, you or the relevant wholesale customer must demonstrate to our reasonable satisfaction that you have existing CustomNet services billed through that wholesale customer.

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### 3 CustomNet Office telephone

#### Rental

3.1 You can rent a CustomNet Office telephone for use with your CustomNet service.

#### Delivery and installation

3.2 The CustomNet Office telephone is only available to you by courier. We charge you the following for delivery:

<b>Delivery charges</b>	<b>GST excl.</b>
For up to two items of rental equipment couriered at the same time	<b>\$8.00</b>
Each additional item of rental equipment couriered at the same time	<b>\$4.50</b>

3.3 You can ask one of our technicians to install your CustomNet Office telephone if:

- (a) they are already at your premises to carry out other cable installation work; and
- (b) the telephone has already been delivered to you by courier

Otherwise, you must install the telephone yourself. We charge you the following for installing your telephone:

<b>Installation charges</b>	<b>GST excl.</b>
Installation of rental equipment at your premises	<b>\$20.00</b>

#### Ongoing rental charges

3.4 We charge you the following monthly rental charges (in advance) for your CustomNet Office telephone depending on the length of your CustomNet Service contract:

<b>Monthly telephone rental charges</b>	<b>GST excl.</b>
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Monthly telephone rental charges	GST excl.
Each CustomNet Office telephone when you have signed a one year CustomNet service contract	<b>\$6.36</b>
Each CustomNet Office telephone when you have signed a two year CustomNet service contract	<b>\$5.00</b>
Each CustomNet Office telephone when you have signed a three year CustomNet service contract	<b>\$4.09</b>
Each CustomNet Office telephone when you have signed a four year CustomNet service contract	<b>\$3.18</b>
Each CustomNet Office telephone when you have signed a <u>five year</u> CustomNet service contract	<b>\$2.72</b>

### Upgrading to a CustomNet Office telephone

- 3.5 You can ask us to upgrade your existing basic rental telephone to a CustomNet Office telephone. We charge you the following for the upgrade:

Upgrade charge	GST excl.
For each item of rental equipment upgraded	<b>\$18.18</b>

### Other important terms

- 3.6 There are a number of other terms that are relevant to your CustomNet Office telephone. These terms deal with ownership of the telephone, new telephone technology, your obligations, replacing faulty rental equipment, caring for rental equipment, our liability to you and your liability to us. These terms are set out in the Rental Telephones section of [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

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## 4 CustomNet Professional telephone

### Rental

- 4.1 You can rent a CustomNet Professional telephone for use with your CustomNet service.

### Delivery and installation

- 4.2 The CustomNet Professional telephone is couriered to your site as part of the standard

installation charge. Our technicians will install your CustomNet Professional telephone once the internal cabling at your site has been completed.

### Ongoing rental charges

- 4.3 We charge you the following monthly rental charges (in advance) for your CustomNet Professional telephone depending on the length of your CustomNet Service contract:

Monthly rental charges	Professional telephone	Add-on Module
	GST excl.	GST excl
When you have signed a <u>one or two year</u> CustomNet service contract	\$30.41	\$12.09
When you have signed a three <u>year</u> CustomNet service contract	\$22.31	\$9.09
When you have signed a <u>four year</u> CustomNet service contract	\$17.05	\$6.86
When you have signed a <u>five year</u> CustomNet service contract	\$14.55	\$5.77
Single or Double Add-on Module base for a one to five year CustomNet service contract	\$1.45	

### Other important terms

- 4.4 There are a number of other terms that are relevant to your CustomNet Professional telephone. These terms deal with ownership of the telephone, new telephone technology, your obligations, replacing faulty rental equipment, caring for rental equipment, our liability to you and your liability to us. These terms are set out in the Rental Telephones section of [Part A – General of the Basic Telephone Service section of Our Customer Terms](#).

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## 5 CustomNet features and interfaces

### CustomNet feature packages

- 5.1 The CustomNet feature packages are fully described in “CustomNet Feature Package Description”. You can ask us for a copy of this document.
- 5.2 We charge you the following installation and monthly rental charges for CustomNet office feature packages. The installation of the features includes providing them up to our network boundary and basic testing of the telephone dial tone. It does not include

providing internal building cabling or installing a telephone. The monthly rental charges include the access line for the provision of the CustomNet service.

CustomNet office feature packages charges*	Installation	Monthly rental
	GST excl.	GST excl.
For each feature: - CustomNet Standard Office Extension - CustomNet Calling Number Display (CND) - CustomNet Cordless - CustomNet Professional - CustomNet Fax - CustomNet Modem (monthly charge is per extension)	<b>\$70.00</b>	<b>\$30.00</b>
CustomNet Executive (monthly charge is per extension)	<b>\$70.00</b>	<b>\$32.00</b>
CustomNet Receptionist Pack (monthly charge is per extension)	<b>\$140.00</b>	<b>\$41.50</b>
CustomNet Number Only (monthly charge is per extension)	<b>\$70.00</b>	<b>\$12.50</b>
CustomNet Virtual Office (monthly charge is per extension)	<b>\$70.00</b>	<b>\$20.00</b>
CustomNet Secondary Number (monthly charge is per extension)	<b>\$15.00</b>	<b>\$2.00</b>
CustomNet Attendant Console (monthly charge is per extension)	<b>\$140.00</b>	<b>\$125.00</b>
Customised features (additional) (monthly charge is per telephone number)	<b>\$15.00</b>	<b>\$2.00</b>

\* **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](#).

### CustomNet call centre feature packages

- 5.3 We charge you the following installation and monthly rental charges for CustomNet call centre features packages\*. The installation of the features includes providing them up to the network boundary and basic testing of the telephone dial tone. It does not include providing internal building cabling or installing a telephone. The monthly rental charges include the access line for the provision of the CustomNet service.



CustomNet call centre feature packages charges	Installation	Monthly rental per extension
	GST excl.	GST excl.
For each of ACD Agent, ACD Supervisor and ACD Manager	<b>\$70.00</b>	<b>\$50.00</b>
Statistics & Control Pack agent/supervisor	<b>\$70.00</b>	<b>\$16.50</b>
For each of Uniform Call Distribution (UCD) and Hunt group	<b>\$70.00</b>	<b>\$33.00</b>

\* **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](#).

**Uniform Call Distribution (UCD)** provides basic call queuing for one or more directory numbers, with an even distribution of calls to a number of answering positions.

### CustomNet call centre ACD group features

- 5.4 ACD is automatic call distribution. ACD group equally distributes large volumes of incoming calls to a designated group of ACD agents.
- 5.5 We charge you the following installation and monthly rental charges for CustomNet call centre ACD group features:

ACD group includes ACD queue slots equal to 30% of ACD Agents packages that you buy (see CustomNet call centre features packages above).

CustomNet call centre ACD group feature charges*	Installation	Monthly rental
	GST excl.	GST excl.
ACD group (monthly charge is per ACD group)	<b>\$140.00</b>	<b>\$25.00</b>
Nationwide ACD (monthly charge is per Nationwide group)	<b>\$140.00</b>	<b>\$200.00</b>
CustomNet Concierge Desk	<b>\$600.00</b>	<b>\$50.00</b>
Super Queue Virtual Agent Queue Slots for CustomNet Concierge Desk	<b>\$70.00</b>	<b>\$30.00</b>
Queue Announcer Options		

CustomNet call centre ACD group feature charges*	Installation	Monthly rental
	GST excl.	GST excl.
1. Short message duration announcer (33 secs) – (monthly charge is per announcement)	<b>\$70.00</b>	<b>\$50.00</b>
2. Flexible message duration announcer with archiving – Archiver Announcer	<b>\$240.00</b>	<b>\$80.00</b>
Additional ACD queue slots (over and above the queue slots provided with an ACD group) (per queue slot)	<b>\$70.00</b>	<b>\$15.00</b>
UCD queue slots (per queue slot)	<b>\$70.00</b>	<b>\$15.00</b>

\* **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](#).

### Network interfaces

5.6 We charge you the following installation and monthly rental charges for CustomNet network interfaces. The CustomNet ACD IP MIS feature is only available over our Frame Relay service. For Network PABX, call charges apply to both incoming and outgoing calls.

**Call Data** is a facility that provides call record data on a daily, weekly or monthly basis on diskette.

CustomNet network interface charges*	Installation	Monthly rental
	GST excl.	GST excl.
Telstra Network API (SCAI, TSAPI) (monthly charge is per interface)	<b>\$140.00</b>	<b>\$416.00</b>
- plus monthly charge per agent		<b>\$8.00</b>
Voice Message System interface (monthly charge is per interface)	<b>\$140.00</b>	<b>\$250.00</b>
ACD MIS interface (monthly charge is per interface)	<b>\$140.00</b>	<b>\$50.00</b>
ACD IP MIS interface (monthly charge is per MIS interface)	<b>\$240.00</b>	<b>\$350.00</b>
Managed IVR Service interface (monthly charge is per interface)	<b>\$2,000.00</b>	<b>\$1,250.00</b>

# Our Customer Terms

## CustomNet Services Section

<b>CustomNet network interface charges*</b>	<b>Installation</b>	<b>Monthly rental</b>
	<b>GST excl.</b>	<b>GST excl.</b>
CustomNet Call Data – outgoing (monthly charge is per extension)	<b>\$200.00</b>	<b>25¢</b>
CustomNet Call Data – incoming (monthly charge is per extension)	<b>\$200.00</b>	<b>25¢</b>
CustomNet Managed Music Service (network based customised music-on-hold) (monthly charge is per music source per state)	<b>\$240.00</b>	<b>\$80.00</b>
Customised Music-On-Hold (you must also acquire the CustomNet Ancillary service on the terms below) (monthly charge is per interface)	<b>\$140.00</b>	<b>\$30.00</b>
Network PABX (CustomNet Gateway) – includes two way call handling and dial plan. Monthly charge is per PABX	<b>\$2,000.00</b>	<b>\$100.00</b>
CustomNet Control – if you have up to 200 services (monthly charge is per licence)	<b>\$500.00</b>	<b>\$83.50</b>
CustomNet Control – if you have more than 200 services (monthly charge is per licence)	<b>\$500.00</b>	<b>\$167.00</b>

\* **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](#).

### Networking features

5.7 We charge you the following installation and monthly rental charges for CustomNet networking features:

<b>CustomNet networking features charges*</b>	<b>Installation</b>	<b>Monthly rental</b>
	<b>GST excl.</b>	<b>GST excl.</b>
Nationwide Attendant Service – no monthly charge if sites are in the same local call charge zone	<b>Nil</b>	<b>Nil</b>
- monthly charge for other cases (per site)		<b>\$416.67</b>

CustomNet networking features charges*	Installation	Monthly rental
	GST excl.	GST excl.
Nationwide Voice Messaging facility (monthly charge is per site)	Nil	\$100.00
Fax Bureau facility (monthly charge is per 100 numbers)	Nil	\$50.00
CustomNet Hot Standby (monthly charge is per extension)	\$70.00	\$10.00
Network Speed Call (monthly charge is per 1000 numbers)	Nil	\$50.00
CustomNet Number Reservation (monthly charge is per 100 number block)	Nil	\$50.00

\* **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](#).

### CustomNet PreSet Conference

- 5.8 The CustomNet PreSet Conference feature is available to you if you are:
- (a) a CustomNet customer;
  - (b) a police force or service;
  - (c) a fire service;
  - (d) an ambulance service;
  - (e) an emergency service specified in the numbering plan for the purpose of the Telecommunications (Consumer Protection and Service Standards Act) 1999;
  - (f) a service which dispatches a force or service referred to in paragraphs (a)-(d) above;
  - (g) an existing Emergency Reporting Services No. 7 customer migrating from the Emergency Reporting Service No. 7 product;
  - (h) a State Emergency Service; or

(i) the NSW Volunteer Rescue Association.

5.9 We charge you the following installation and monthly charges for CustomNet PreSet Conference:

CustomNet PreSet Conference charges*	GST excl.
Installation:	
- Bridge	<b>\$100.00</b>
- Bridge with PIN/access code feature	<b>\$254.00</b>
- Existing Bridge requiring PIN/access code upgrade	<b>\$154.00</b>
Bridge monthly rental charge	<b>\$50.00</b>

\* **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](#).

5.10 We charge conference calls at the standard rates for local and long distance voice calls set out in this section of Our Customer Terms.

5.11 We apply the call charges for each number used in the conference call, but charge them back to Bridge (directory) number. We itemise call charges for each connected number.

5.12 We charge the following for Bridge adds, moves and changes:

CustomNet PreSet Conference – adds, moves and changes	GST excl.
For each telephone number (25 numbers or less)	<b>\$15.00</b>
Batch orders – more than 25 telephone numbers	<b>Price on application</b>

### Moving and changing your features

5.13 We charge the following for moves and changes to your service:

Moves and changes charges	GST excl.
Feature changes (on 25 or less handsets) per 15 minutes	<b>\$15.00</b>

<b>Moves and changes charges</b>	<b>GST excl.</b>
Batch orders – more than 25 telephone numbers	<b>Price on application</b>

- 5.14 If you want to make other changes and changes to groups (Call Pick-up, MADN, Intercom, Directory Number Hunt, UCD and ACD), we will give you a quote based on our fee-for service charges.

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

- 5.15 If you want to change your numbering plan and this involves re-programming, we will charge you the following:

<b>Numbering plan change charges</b>	<b>GST excl.</b>
Quotation for each person (per day)	<b>\$800.00</b>
Minimum charge per request	<b>\$800.00</b>

### **Itemised local calls**

- 5.16 We charge the following for itemised local calls:

<b>Itemised local calls</b>	<b>GST excl.</b>
Paper based reports (per call record)	<b>2¢</b>
Electronic based reports (per call record)	<b>1¢</b>

### **Integrated Dial Plan**

- 5.17 An integrated dial plan is an optional feature which is available if you have a CustomNet service with us and an eligible Telstra IP Telephony which allows your users to make use of short code dialling between your Telstra IP Telephony service and your CustomNet service.

- 5.18 Integrated dial plan is only available if you have a Telstra IP Telephony service:

- (a) with a single virtual private network plan on a single or multiple site; and
- (b) a CustomNet service with us. Integrated dial plan is not available with Telstra SIP

Connect.

- 5.19 If you select to take up integrated dial plan it must be applied across all of your CustomNet and Telstra IP Telephony sites.
- 5.20 If you select to take up integrated dial plan you will be charged for all calls made between your:
- (a) CustomNet services (including calls made within one of your groups (i.e within the same site));
  - (b) Telstra IP Telephony services; and
  - (c) CustomNet services to Telstra IP Telephony services.
- 5.21 We will notify you of the charges that apply for the integrated dial plan at the time you apply for the service.

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## 6 CustomNet call charges

### Calls between the same site

- 6.1 We do not charge you for calls made within one of your groups (ie within the same site).

### Local voice calls

- 6.2 We charge you the following for local voice calls from your CustomNet service. Between 7am to 7pm Monday to Friday, we charge you a flat rate for the first five minutes and then the timed rate for the remainder of the call. At all other times, we charge you a flat rate for the first 10 minutes and then the timed rate for the remainder of the call.

Local voice calls		
Day 7am-7pm Mon-Fri	Economy All other times	GST excl.
First 4 minutes (or shorter)	First 10 minutes (or shorter)	18¢
For each minute after the first 4 minutes (or part thereof)	For every 2 minutes after the first 10 minutes (or part thereof)	4¢

This does not apply to 13 and 1300 call charges made from these services. See details on these call charge in the [Telstra Inbound Services Section](#).

### Local voice calls – flat rate option

- 6.3 A flat rate local call option is only available for voice calls made from standard analogue CustomNet services only. If you choose to use the flat rate local call option, you must do so for all your analogue CustomNet services.
- 6.4 Under the optional flat rate, we charge you the following for local voice calls. We charge you for calls that start between 8:00pm and midnight and extend into the following day as though they started at midnight.

Local voice calls – flat rate option	GST excl.
For each call completed before midnight	<b>25¢</b>
Plus an additional charge for each call that extends into the following day (per day or part thereof)	<b>25¢</b>

This does not apply to 13 and 1300 call charges made from these services. See details on these call charge in the [Telstra Inbound Services Section](#)

### Local data calls

- 6.5 We charge you the following for each local data call from your CustomNet service. Between 7am to 7pm Monday to Friday, we charge you a flat rate for the first 3 minutes and then the timed rate (calculated per second) for the remainder of the call. At all other times, we charge you a flat rate for the first 6 minutes and then the timed rate (calculated per second) for the remainder of the call. Where the total call charge results in a fraction of a cent, we round up or down to the nearest cent.

Local data calls	Day 7am-7pm Mon-Fri	Economy All other times)
	GST excl.	GST excl.
First 3 minutes (or shorter)	<b>20¢</b>	<b>N/A</b>
For each minute after the first 3 minutes	<b>3¢</b>	<b>N/A</b>
First 6 minutes (or shorter)	<b>N/A</b>	<b>20¢</b>
For every minute after the first 6 minutes	<b>N/A</b>	<b>1.464¢</b>

### Long distance voice calls

- 6.6 We charge you the following for long distance voice calls from your CustomNet service. We charge the connection fee for each call and then charge the timed rates (calculated per



second).

Long distance voice calls	Day 7am-7pm Mon-Fri	Economy All other times
	GST excl.	GST excl.
Connection fee (per call)	<b>22.73¢</b>	
Extended zone calls and calls up to 50 km distance (per minute)	<b>9¢</b>	<b>4¢</b>
Calls between 50 km and 85 km (per minute)	<b>16¢</b>	<b>9¢</b>
Calls between 85 km to 165 km and intercapital calls over 165 km (per minute)	<b>20¢</b>	<b>16¢</b>
Non-intercapital calls over 165 km (per minute)	<b>24¢</b>	<b>13¢</b>

### Long distance data calls

- 6.7 We charge you the following for long distance data calls from your CustomNet service. We charge the connection fee for each call and then charge the timed rates (calculated per second).

Long distance voice calls	Day 7am-7pm Mon-Fri (GST excl.)	Economy All other times (GST excl.)
	Connection fee (per call)	<b>22.73¢</b>
Extended zone calls and calls up to 50 km distance (per minute)	<b>11.8182¢</b>	<b>5.9088¢</b>
Calls between 50 km and 85 km (per minute)	<b>21.8184¢</b>	<b>10.9092¢</b>
Calls between 85 km to 165 km and intercapital calls over 165 km (per minute)	<b>23.6364¢</b>	<b>13¢</b>
Non-intercapital calls over 165 km (per minute)	<b>28.1820¢</b>	<b>16¢</b>

### Calls to mobiles

- 6.8 We charge you the following for calls to mobile numbers from your CustomNet service. We charge you the connection fee plus the timed rate (calculated per second) up to the

capped call amount (if it applies).

Calls to mobiles	Peak 7am-7pm Mon-Fri	Off peak All other times
	GST excl.	GST excl.
Connection fee (per call)	<b>22.7272¢</b>	
Calls to a Telstra mobile number (per minute)	<b>33.6363¢</b>	<b>20¢</b>
Calls to a non-Telstra mobile number (per minute)	<b>40¢</b>	<b>25¢</b>
Capped call The most you pay for a call to a Telstra mobile number (or that part of a call) between 7 am and 7 pm any day	<b>\$3.00</b>	

- 6.9 If a call to a Telstra mobile number is diverted to the MobileNet Callback Notification Service, we treat the call as lasting at least 7 seconds.
- 6.10 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

### International calls

- 6.11 We charge you for international calls from your CustomNet service in accordance with [Part D – Business Phone Services of the Basic Telephone Service section of Our Customer Terms](#).

### 1800 calls

- 6.12 We do not charge you for calls to 1800 numbers from your CustomNet service.

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## 7 CustomNet calling plans

### Types of calling plans

- 7.1 You can choose one of the following calling plans for your CustomNet services:
- (a) CustomNet CityWide;

(b) CustomNet StateWide; or

(c) CustomNet NationWide.

### **Local and national on-net calls**

7.2 Each of the calling plans apply to local on-net calls. A **local on-net call** is a local call made between CustomNet services within your network in a local calling area.

7.3 CustomNet StateWide and NationWide also apply to national on-net calls. A **national on-net call** is a long distance call made between CustomNet services within your network.

### **CustomNet CityWide**

7.4 CustomNet CityWide lets you make local on-net calls for a fixed monthly fee across multiple sites within:

(a) one of your groups; or

(b) your groups that are linked within the same local calling area.

### **CustomNet StateWide**

7.5 CustomNet StateWide lets you make local on-net calls and national on-net calls for a fixed monthly fee across all sites within a state.

7.6 This plan includes CustomNet CityWide.

7.7 Your use of CustomNet StateWide is subject to the reasonable use policy set out.

### **CustomNet NationWide**

7.8 CustomNet NationWide lets you make local on-net calls and national on-net calls for a fixed monthly fee across all sites nationally.

7.9 This plan includes CustomNet StateWide and CityWide.

7.10 Your use of CustomNet NationWide is subject to the reasonable use policy set out below.

### **Availability**

7.11 You must get CustomNet directly from our retail division to apply for any of the calling plans.

7.12 You can only get CustomNet StateWide and NationWide if you preselect us for long distance calls.

# Our Customer Terms

## CustomNet Services Section

- 7.13 CustomNet StateWide and NationWide services are not available on information channel (B channel) data services.
- 7.14 The calling plans are limited to analogue calls terminating on telephone handsets made on CustomNet services in one of your groups only.

### Plans must apply to all services

- 7.15 If you choose CustomNet CityWide at a site, it has to apply to all access lines at that site.
- 7.16 If you choose CustomNet NationWide or StateWide, it will apply to all access lines at all of your sites.

### Minimum commitment

- 7.17 You have to take the StateWide or NationWide calling plans for at least 12 months.
- 7.18 There is no minimum commitment for a CityWide calling plan.
- 7.19 We can withdraw CustomNet StateWide or NationWide, at any time, in accordance with the [General Terms of Our Customer Terms](#) (but we will at least give you reasonable warning).

### Charges

- 7.20 We charge you the following installation and monthly rental charges for the CustomNet calling plans.

CustomNet calling plan charges*	Installation	Monthly rental
	GST excl.	GST excl.
CustomNet CityWide - installation per day (by quotation) - monthly group rental  - monthly rental per extension	<b>\$800.00</b>	<b>\$166.50</b>  <b>\$4.25</b>
CustomNet StateWide (per extension) (This includes CustomNet CityWide)	<b>Nil</b>	<b>\$20.00</b>
CustomNet NationWide (per extension) (This includes CustomNet Statewide and CustomNet CityWide)	<b>Nil</b>	<b>\$25.00</b>

\* **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](#).

### Reasonable use policy

- 7.21 You must comply with the following reasonable use policy for CustomNet StateWide and NationWide.
- 7.22 You will make reasonable use of these calling plans if your average call usage profile for each service does not differ by more than 20% from the monthly charge for that calling plan as set out above.
- 7.23 We can collect information and carry out investigations to determine whether you are complying with this reasonable use policy.
- 7.24 If we determine that you are not making reasonable use of the calling plan, we can stop providing it to you. We have to tell you at least 14 days before we do so. If we stop providing the plan to you, we charge you the standard rates for local and long distance calls set out above under “CustomNet call charges”.
- 7.25 We may, 6 months after the date of providing you with a relevant calling plan:
- (a) collect information and carry out investigations, to determine your average call usage profile based on the actual past 6 months usage; and
  - (b) determine whether your actual average call usage profile differs by more than 10% from the CustomNet StateWide or NationWide calling plan; and
  - (c) if so, vary the charges for that calling plan (by giving you not less than 21 days written notice) so that if the varied charge had applied to the CustomNet StateWide or NationWide calling plan for that 6 month period, your actual average call usage profile as calculated under paragraph (a) above would have differed by less than 10% from the CustomNet StateWide or NationWide calling plan.

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## 8 MessageBank Corporate

### What is MessageBank Corporate?

- 8.1 MessageBank Corporate records messages left by callers to your CustomNet services. It stores them in a mailbox so you can retrieve them using your MessageBank Corporate number and PIN. The service also sends a special dial tone to the relevant service indicating when a message has been received.

### Availability

- 8.2 You can only get the MessageBank Corporate service if you:
- (a) get CustomNet from us;
  - (b) are connected to an exchange which is able to offer MessageBank services; and
  - (c) have a MessageBank compatible telephone; and
  - (d) have a service that is compatible with the MessageBank Corporate service.
- 8.3 MessageBank Corporate is a "whole of business" voicemail service and is not sold on a per line basis.

### Features

- 8.4 You can operate one mailbox per line. Each mailbox can store up to 40 messages of up to 5 minutes. New messages can be stored for up to 30 days. Once played, messages are stored for 30 days unless you delete them.
- 8.5 At service activation, call forward busy and no answer will be fixed to direct calls to MessageBank Corporate. You can change the call forwarding arrangements using CustomNet Control or through us using the Rapid Moves and Changes process.

For more details, see the [MessageBank Corporate User Guide](#).

- 8.6 If you select the Dial 0 Reception option those calls must terminate at the same site as your MessageBank Corporate service is located. If you subscribe to CustomNet CityWide, StateWide or NationWide call plans, you can terminate Dial 0 Receptionist calls at any of your CustomNet sites in the same local, state or national calling area (respectively).

For information on Dial 0 Reception, see the [MessageBank Corporate User Guide](#).

- 8.7 You can get the MessageBank Corporate service together with all BusinessLine Features, except call forward busy and call forward no answer when call forward is used in fixed mode and the auxiliary number of Multiple Number.

For information on BusinessLine Features, see [Part H – Managing Calls of the Basic Telephone Service section of Our Customer Terms](#).

### Charges

- 8.8 We charge you the following for MessageBank Corporate.

<b>MessageBank Corporate charges</b>	<b>GST excl.</b>
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MessageBank Corporate charges	GST excl.
Monthly charge	\$1.81

- 8.9 We do not charge you an additional charge for connecting MessageBank Corporate or for calling the MessageBank Corporate platform from your Basic Telephone Service. If you call the MessageBank platform from a service other than your Basic Telephone Service (for example, your mobile service or a payphone), the applicable charges for that service will apply to the call.

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## 9 CustomNet Ancillary service

- 9.1 The CustomNet Ancillary service is a dedicated point-to-point 2-wire or 4-wire service that allows you to access the music-on-hold exchange-based service.

### Availability

- 9.2 If you apply for a CustomNet Ancillary service on or after 1 January 2009, we can only provide you with the CustomNet Ancillary service if you are located within 4km of our terminal exchange.

### Connection charges

- 9.3 We charge you the following for connecting your CustomNet Ancillary service, and taking over a working circuit on an “intact” basis. The connection charge for providing each service 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 – CustomNet Ancillary service	GST excl.
Connecting each service:	
- for the first service	<b>\$459.60</b>
- for second and subsequent services installed at the same time as the first (per service)	<b>\$411.60</b>
For taking over a working circuit on an ‘intact’ basis	<b>\$81.84</b>

### Monthly charges

- 9.4 If you previously acquired a Private Line under the Voice Grade Dedicated Lines section of Our Customer Terms prior to 31 December 2009 and you were automatically migrated

# Our Customer Terms

## CustomNet Services Section

to the CustomNet Ancillary service, we charge you the following monthly charges\* for your CustomNet Ancillary service based on the type of private line and the radial distance between the terminal exchanges:

Monthly charge*	CustomNet Ancillary Service 2-Wire Standard Quality	CustomNet Ancillary Service 2-Wire Premium Quality	CustomNet Ancillary Service	CustomNet Ancillary Service 4-Wire Standard Quality	CustomNet Ancillary Service 4-Wire Premium Quality
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
0 km (same or designated exchange pairs)	\$88.08	\$95.88	\$48.72	\$163.68	\$171.60
> 0.75 km but ≤ 1.75 km	\$144.84	\$152.64	\$109.68	\$247.20	\$255.00
> 1.75 km but ≤ 2.75 km	\$165.36	\$173.16	\$132.36	\$275.52	\$285.00
> 2.75 km but ≤ 3.75 km	\$185.76	\$195.24	\$155.04	\$305.40	\$316.44
> 3.75 km but ≤ 4.75 km	\$206.28	\$217.32	\$179.40	\$333.96	\$348.00
> 4.75 km but ≤ 5.25 km	\$226.80	\$239.40	\$202.08	\$362.16	\$378.00
> 5.25 km but ≤ 6.25 km	\$245.64	\$261.48	\$221.28	\$388.92	\$404.76
> 6.25 km but ≤ 7.25 km	\$262.92	\$281.88	\$242.16	\$414.24	\$433.08
> 7.25 km but ≤ 8.25 km	\$281.88	\$303.96	\$261.36	\$441.00	\$459.96
> 8.25 km but ≤ 9.25 km	\$299.16	\$325.92	\$282.24	\$466.20	\$486.60
> 9.25 km but ≤ 10.25 km	\$318.12	\$348.00	\$301.32	\$491.40	\$513.48
> 10.25 km but ≤ 11.25 km	\$335.52	\$370.08	\$322.32	\$518.16	\$540.24
> 11.25 km but ≤ 12.25 km	\$354.36	\$390.48	\$341.40	\$543.48	\$565.44
> 12.25 km but ≤ 13.25 km	\$371.64	\$412.56	\$362.40	\$568.56	\$592.20
> 13.25 km but ≤ 14.25 km	\$390.48	\$434.64	\$381.48	\$595.44	\$617.52
> 14.25 km but ≤ 19.25 km	\$408.00	\$456.72	\$402.48	\$620.52	\$642.60
> 19.25 km but ≤ 24.25 km	\$478.80	\$527.64	\$480.84	\$691.56	\$713.64
> 24.25 km but ≤ 29.25 km	\$549.72	\$598.56	\$559.20	\$762.36	\$784.44



# Our Customer Terms

## CustomNet Services Section

Monthly charge*	CustomNet Ancillary Service 2-Wire Standard Quality	CustomNet Ancillary Service 2-Wire Premium Quality	CustomNet Ancillary Service	CustomNet Ancillary Service 4-Wire Standard Quality	CustomNet Ancillary Service 4-Wire Premium Quality
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
> 29.25 km but ≤ 34.25 km	\$620.52	\$667.92	\$635.88	\$833.28	\$855.36
> 34.25 km but ≤ 39.25 km	\$691.56	\$738.72	\$714.36	\$904.08	\$926.16
> 39.25 km but ≤ 44.25 km	\$762.36	\$809.52	\$792.72	\$973.56	\$997.20
> 44.25 km but ≤ 49.25 km	\$833.28	\$880.56	\$871.20	\$1,044.36	\$1,066.44
> 49.25 km but ≤ 59.25 km	\$902.64	\$951.48	\$949.56	\$1,115.16	\$1,137.24
> 59.25 km but ≤ 69.25 km	\$924.60	\$971.88	\$972.24	\$1,135.68	\$1,159.32
> 69.25 km but ≤ 79.25 km	\$945.24	\$992.40	\$994.80	\$1,157.76	\$1,179.84
> 79.25 km but ≤ 89.25 km	\$965.64	\$1,014.48	\$1,019.28	\$1,178.28	\$1,200.36
> 89.25 km but ≤ 99.25 km	\$986.16	\$1,034.88	\$1,041.84	\$1,198.68	\$1,220.76
> 99.25 km but ≤ 199.25 km	\$1,006.56	\$1,055.40	\$1,064.52	\$1,219.20	\$1,241.28
> 199.25 km but ≤ 299.25 km	\$1,131.00	\$1,179.84	\$1,202.16	\$1,343.76	\$1,365.72
> 299.25 km but ≤ 399.25 km	\$1,255.44	\$1,304.28	\$1,339.80	\$1,468.20	\$1,490.28
> 399.25 km but ≤ 499.25 km	\$1,379.88	\$1,427.28	\$1,475.76	\$1,592.64	\$1,614.72
> 499.25 km but ≤ 599.25 km	\$1,504.32	\$1,551.72	N/A	\$1,715.52	\$1,739.16
> 599.25 km but ≤ 699.25 km	\$1,627.32	\$1,676.16	N/A	\$1,839.96	\$1,862.04
> 699.25 km but ≤ 799.25 km	\$1,751.76	\$1,800.60	N/A	\$1,964.40	\$1,986.36
> 799.25 km but ≤ 899.25 km	\$1,876.20	\$1,923.36	N/A	\$2,088.96	\$2,111.04
> 899.25 km but ≤ 999.25 km	\$1,876.20	\$1,923.36	N/A	\$2,088.96	\$2,111.04
> 999.25 km but ≤ 1999.25 km	\$2,000.64	\$2,048.04	N/A	\$2,213.40	\$2,235.48
> 1999.25 km but ≤ 2999.25 km	\$2,181.84	\$2,229.00	N/A	\$2,394.60	\$2,416.56

# Our Customer Terms

## CustomNet Services Section

Monthly charge*	CustomNet Ancillary Service 2-Wire Standard Quality	CustomNet Ancillary Service 2-Wire Premium Quality	CustomNet Ancillary Service	CustomNet Ancillary Service 4-Wire Standard Quality	CustomNet Ancillary Service 4-Wire Premium Quality
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
> 2999.25 km but ≤ 3999.25 km	<b>\$2,363.04</b>	<b>\$2,410.32</b>	N/A	<b>\$2,575.68</b>	<b>\$2,597.76</b>

For a list of all designated exchange pairs, see the special meanings below. \* **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](#).

- 9.5 If you acquire a CustomNet Ancillary service on or after 1 January 2009 we charge you the following monthly charges\* for your CustomNet Ancillary service:

Monthly charge*	CustomNet Ancillary service
Radial distance	(GST excl.)
0 km - <4km	<b>\$179.40</b>

\* **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](#).

### Outdoor removal charges

- 9.6 You may apply to remove one end of your CustomNet Ancillary service to a different address within the same exchange area. We charge you the following outdoor removal charges:

Outdoor removal charge	Ancillary Service Private Lines
	(GST excl.)
Removing one end of a circuit to new premises:	

Outdoor removal charge	Ancillary Service Private Lines
	(GST excl.)
- within the same exchange area:	
- for the first service	<b>\$459.60</b>
- for second and subsequent services removed at the same time as the first (per service)	<b>\$411.60</b>

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## 10 Numbering

### Allocating numbers to you

- 10.1 We will allocate telephone numbers or a range of numbers to your CustomNet services. We can vary those numbers in accordance with any national regulatory policy on numbering.

### Number selection and dial plan

- 10.2 You must specify the numbers or number ranges at any particular site that are to be regarded as “on-net” destinations for your network.
- 10.3 CustomNet numbers can no longer be allocated as part of a Corporate Virtual Private Network as of 1<sup>st</sup> July 2017.
- 10.4 Your dial plan specifies the telephone number ranges that are allocated to you by us and allocates a unique short dial code for each service within your network.
- 10.5 We will try our best to give you a range of numbers that is consistent with your dial plan. Our ability to provide a particular selection of numbers depends on whether they are available for use.

### Short code dialling

- 10.6 A short code is an abbreviated form of its full national number (including area code). It is defined by your dial plan. The short code usually involves the last two, three, four or five digits of the full national number (depending on the size of your network).
- 10.7 Short code dialling is available for CustomNet services across all of your sites at no

additional charge.

10.8 Short code dialling is available between your sites if they are part of your network.

10.9 You will need to change your dial plans when numbers at a site outgrow the original allocation or if you move sites. Dial plan changes can be made in consultation with us.

### Number retention policy

10.10 The following table sets out policy on when you can retain your telephone numbers. We can change the policy from time to time.

CustomNet number policy		
Relocation Scenario	Conditions	Method of Relocation
<b>Employee relocation, same site:</b>  (Number Swap)	<ul style="list-style-type: none"> <li>CustomNet services being swapped are the same feature package</li> </ul>	<ul style="list-style-type: none"> <li>On request to us via Direct Access Moves &amp; Changes up to 15<sup>th</sup> October 2018</li> <li>Can be directly implemented by CustomNet Control for analogue lines up to 15<sup>th</sup> April 2019.</li> </ul>
<b>Employee relocation to nearby site:</b>  (Number Swap)	<ul style="list-style-type: none"> <li>You subscribe to CustomNet CityWide, StateWide or NationWide.</li> <li>Both sites are within the same local call precinct.</li> <li>Both lines belong to you</li> <li>Both lines on the same node.</li> </ul>	<ul style="list-style-type: none"> <li>On request to us via Direct Access Moves &amp; Changes up to 15<sup>th</sup> October 2018.</li> <li>Can be directly implemented by CustomNet Control for analogue lines and if the numbers are on the same remote exchange up to 15<sup>th</sup> April 2019.</li> </ul>
<b>Change in service type</b>  e.g. Number currently on an analogue line upgraded to a digital or P-Phone line (or vice versa)	<ul style="list-style-type: none"> <li>Both lines belong to you</li> </ul>	A line card and handset change are required. Requires service order to be sent to Teleservice, and fee-for-service charges will apply (see the <a href="#">Fee-for-Service (Other work we do for you)</a> section of Our Customer Terms up to 15 <sup>th</sup> October 2018.

CustomNet number policy		
Relocation Scenario	Conditions	Method of Relocation
<b>Re-location of business unit to nearby site</b>	<ul style="list-style-type: none"> <li>If both sites served by the <b>same</b> CustomNet node, relocation is based on neighbouring blocks of 100 numbers.</li> <li>If sites served by <b>different</b> nodes, relocation is based on neighbouring blocks of 100 numbers in CBD, or 1000 numbers in non-CBD areas.</li> <li>Both the existing and new site must be within the same local call precinct.</li> </ul>	Requires reprogramming of your group data at <b>both</b> sites. Dial plan consultancy and fee-for-service programming charges apply to work by quotation. For the fee-for-service charges see the <a href="#">Fee-for-Service (Other work we do for you)</a> section of Our Customer Terms up to 15 <sup>th</sup> October 2018.
<b>Company re-structure across different sites or movement of numbers across different customers.</b>	<ul style="list-style-type: none"> <li>If sites are served by the <b>same</b> CustomNet node, relocation is based on neighbouring blocks of 100 numbers.</li> <li>If sites are served by <b>different</b> nodes, relocation is based on neighbouring blocks of 100 numbers in CBD, or 1000 numbers in non-CBD areas.</li> <li>All customer sites must be within the same local call precinct.</li> <li>If there is a change of company name the existing owner must agree to relinquish the existing number range.</li> </ul>	May require reprogramming of your group data in the switch. Fee-for-service charges apply to programming work (by quotation) - see the <a href="#">Fee-for-Service (Other work we do for you)</a> section of Our Customer Terms up to 15 <sup>th</sup> October 2018.

CustomNet number policy		
Relocation Scenario	Conditions	Method of Relocation
<b>Number porting to another carrier</b>	<ul style="list-style-type: none"> <li>Your group and all telephone numbers within your group must be ported at the same time.</li> <li>If you have CustomNet CityWide, StateWide or NationWide then all telephone numbers within the relevant calling plan group must be ported at the same time.</li> <li>Partial number ranges within your group or calling plan group may be ported if the services are re-organised into separate groups before porting and the fragment to be ported is organised into a minimum size of 100 continuous telephone numbers.</li> </ul>	<p>Porting is to be organised through the requesting carrier.</p> <p>Rearrangements before porting require reprogramming of your group data in the switch through us. Fee-for-service charges apply to programming work (by quotation) set out below under "Other work we do for you" up to 15<sup>th</sup> October 2018.</p>
<b>Other premises or technology changes</b>	<p>Number Redirection conditions apply. Refer to <a href="#">Part I – Other Service Options of the Basic Telephone Service section of Our Customer Terms</a>.</p>	<p>All terms and charges are set out in <a href="#">Part I – Other Service Options of the Basic Telephone Service section of Our Customer Terms</a>. Number –redirection from a CustomNet service will cease on 15<sup>th</sup> April 2019.</p>

## 11 Number Redirection

- 11.1 Number Redirection is compatible with CustomNet. The terms and pricing for Number Redirection (including service limitations and the applicable charges) are set out in [Part I – Other Service Options of the Basic Telephone Service section of Our Customer Terms](#). Number –redirection from a CustomNet service will cease on 15th April 2019.

## 12 Local Number Portability

- 12.1 Local Number Portability is available as an option for customers changing their phone company who want to keep their existing telephone number. This process is known as porting.
- 12.2 We charge you the following administrative charge if you wish to port your local number:

Local Number Portability administration charge	GST excl.
Batch charge for the first 100 numbers (or part thereof)	<b>\$763.64</b>
Charge for each additional number	<b>\$3.52</b>

### 13 Service assurance

#### Fault reporting and repair

- 13.1 Where we provide CustomNet Services to you, we will also provide:
- (a) a 24 hour fault reporting service for telling us about service faults; and
  - (b) a maintenance and repair service for service faults during the coverage period of 7am to 9pm, Monday to Saturday, including public holidays.
- 13.2 The service charges cover repairing faults within our service assurance commitment during this coverage period.

#### Target response and repair times

- 13.3 Our target response and repair times only apply to service faults within our maintenance responsibilities.
- 13.4 If there is a fault in your service we aim to respond to you within two hours of you telling us about the fault (excluding time outside the above coverage period). You receive a response from us when we tell you that we have identified the fault.
- 13.5 If there is a fault in your service in an urban centre, we aim to repair your service to full working order within 12 hours of you telling us about the fault (excluding time outside the above coverage period). Our repair target is extended by one day in major and minor rural areas and by two days in remote areas.

An **urban area** is an area with a population of at least 10,000.

A **major rural area** is an area with a population of at least 2,500 but less than 10,000.

A **minor rural area** is an area with a population of at least 200 but less than 2,500 that is not within one of our extended charging zones.

A **remote area** is an area with a population of less than 200, or an area included in one of our extended charging zones.

#### Temporary repairs

- 13.6 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

- 13.7 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

- 13.8 We can charge you to repair the following faults:
- (a) faults from interference caused by you;
  - (b) faults caused by your negligence; and
  - (c) faults caused due to wilful damage by you to any of your CustomNet Services.

### Service appointment times

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

### Customer Select Assurance and Maintenance Options

- 13.10 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](#).

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## 14 Other work we do for you

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

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## 15 Special meanings

- 15.1 The following words and abbreviations have the following meanings:
- calls to mobile numbers** has the same meaning as that in [Part A – General of the Basic](#)



[Telephone Service section of Our Customer Terms.](#)

**calls to a non-Telstra mobile number** has the same meaning as that in [Part A – General of the Basic Telephone Service section of Our Customer Terms.](#)

**designated exchange pairs** means the following pairs of exchanges for the following States:

State	Designated Exchange Pairs
New South Wales	City South & Haymarket Dalley & Pitt Dalley & Kent Pitt & Kent
Victoria	Carlton & North Melbourne Batman & Lonsdale Geelong & Geelong Pivot
Queensland	Edison & Spring Hill Edison & Roma Street Spring Hill & Roma Street
Tasmania	Bathurst & Davey

an **extended zone call** is a call from a CustomNet service to a Basic Telephone Service, ISDN service, CustomNet service, Virtual Private Network service or public payphone where both services are in the same or adjoining extended zones.

For a list of charging zones that are extended zones, see [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms.](#)

a **local call** has the same meaning as that in [Part A – General of the Basic Telephone Service section of Our Customer Terms.](#)

a **long distance call** has the same meaning as that in [Part A – General of the Basic Telephone Service section of Our Customer Terms.](#)

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

an **on-net call** is a call made from a CustomNet service to another CustomNet Service at the same site or at other sites within your network.

an **off-net call** means a call made from any CustomNet service to a service outside of your network.

**site** means one or more properties which are:

- (a) neighbouring or in the same commercial building; and
- (b) used by you or by you and other customers and you are all related.

You and the other customers are related if you are related bodies corporate under the Corporations Act 2001 or they are government customers.

a **softclient** means a Windows application residing on a customer's PC providing a customer with a fully functional soft phone when used with a headset.

**your group** is a group of your CustomNet services at one site.

**your network** is a set of one or more of your groups.