

Part A – General

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Our Customer Terms

Digital Data Services Section

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Certain words are used with the specific meanings set out on page 39 or in the [General Terms of Our Customer Terms](#).

1 About the Digital Data Services section

Our Customer Terms

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

Parts of the Digital Data Services section

- 1.5 The Digital Data Services section is divided into separate documents:
 - (a) Part A – General
 - (b) Part B – DDS
 - (c) Part C – DDS Flexnet
 - (d) Part D – DDS Fastway
 - (e) Part E – DDS Local Area Service
 - (f) Part F – Digital Metropolitan Service (DMS)

2 Availability

- 2.1 We have withdrawn Digital Data Services set out in:

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- (a) Part B – DDS;
- (b) Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
- (c) Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
- (d) Part F – Digital Metropolitan Services (DMS),

from sale for new retail customers, new wholesale customers and new end customers of our wholesale customers.

2.2 On and from 1 December 2008, you will no longer be able to make adds, moves and changes to the services set out in:

- (a) Part B – DDS;
- (b) Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
- (c) Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
- (d) Part F – Digital Metropolitan Services (DMS).

2.3 On and from 31 December 2009, the Digital Data Services set out in:

- (a) Part B – DDS;
- (b) Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
- (c) Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
- (d) Part F – Digital Metropolitan Services (DMS),

will be withdrawn from the market and no longer be provided to all customers.

DDS Fastway Cease Sale and Exit Notification

2.4 DDS Fastway will not be available for purchase by new customers from 30 June 2018.

2.5 DDS Fastway will not be available for purchase by customers who already receive DDS Fastway from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.

2.6 DDS Fastway will be disconnected on 31 May 2019 in areas where the area's nbn rollout region disconnection date falls on or before 31 May 2019; in areas where the area's nbn

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rollout region disconnection date falls after 31 May 2019, DDS Fastway will be disconnected in accordance with the nbn rollout region disconnection timetable.

- 2.7 DDS Fastway is scheduled for exit in any remaining areas by 2022, with any specific date to be communicated in due course.
- 2.8 Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

3 General

Cabling and data terminal equipment

- 3.1 We only connect any telecommunications cabling on your premises to a Digital Data Service if:
- (a) a registered cabling service provider installed the cabling; and
 - (b) the cabling meets the Australian Communications Authority's minimum technical requirements.
- 3.2 You must take all reasonably necessary measures to ensure the safe and proper performance of all work we perform at your premises.
- 3.3 You can connect data terminal equipment to a Digital Data Service, if the equipment supplier complies with the Australian Communication Authority's data terminal equipment permit requirements.
- 3.4 You must pay us any costs we reasonably incur in repairing or replacing any of our property, that is damaged or destroyed as a result of you connecting data terminal equipment to our network.

Equipment requirements

- 3.5 We need an acceptable working temperature (ambient 10 – 35°C) to allow our service personnel to maintain and add new services.
- 3.6 We also need sufficient lighting and space at your site at all times to let us install, inspect, maintain and/or replace equipment.

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- 3.7 Where we connect you to three or more network termination units for a Digital Data Service, you must keep them in a modem cabinet.
- 3.8 You must provide a standard mains voltage AC double point with adequate lighting within one metre of the installation site for each network termination unit. You must keep the power point outside the network termination unit cabinet.
- 3.9 When the service is provided on optical fibre, you must provide a standard mains voltage and a protective telecommunications earth as set out in AS/NZS3000.

Charging

- 3.10 We determine the distance of a chargeable circuit by reference to the shortest distance between designated area centres.

4 Connecting a Digital Data Service

Provisioning times

- 4.1 We aim to meet our standard provisioning time for Digital Data Services. We are not required to meet them – they are indicative only and depend on the availability of existing infrastructure. The only exception is DDS Fastway, which our Provisioning Commitment applies to (see below).
- 4.2 Some DDS Fastway and DDS Flexnet 2 Mbit/s services may be considered wideband services. Provisioning of these services fall under the guidelines of the [Wideband Provisioning Times section of Our Customer Terms](#).
- 4.3 We will negotiate the target national standard provisioning times for DDS enhanced facilities such as DDS Flexnet, DDS Vitalink and DDS Austplex.
- 4.4 Our provisioning times for DDS Local Area Service are set out in [Part E – DDS Local Area Service of the Digital Data Service section of Our Customer Terms](#).

Provisioning commitment – DDS Fastway

- 4.5 Our Provisioning Commitment and Enhanced Provisioning Commitment is available for Digital Data Service 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](#)

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Actual provisioning times

- 4.6 Actual provisioning times are affected by a number of factors including:
- (a) the availability of equipment and network infrastructure; and
 - (b) whether the site is metropolitan or regional; and
 - (c) us having sufficient and timely access to your premises and equipment in order to undertake the provisioning.

Information we need

- 4.7 When ordering new services, you must provide us with the following information:
- (a) a fully completed application form;
 - (b) address(es) at which the service is to be provided;
 - (c) description of work needed in each location;
 - (d) nominated contact (including phone number) who is aware of the work needed in each location; and
 - (e) date by which the service is needed to be operational (taking into account our target standard provisioning time).
- 4.8 If you cannot provide a date by which the service is needed to be operational at the time that you submit your order to us, then we contact you within ten working days. If you cannot provide a date in writing within seven days of this follow-up contact, we consider that you have withdrawn the order.

Target standard provisioning times

- 4.9 Our target standard provisioning times do not apply if you order more than ten services for the one location in a month.
- 4.10 Our target standard provisioning times start on the date that we have received all the information we need from you and end on the completion of provisioning. The times are expressed in working days (ie Monday – Friday, excluding public holidays).
- 4.11 The standard provisioning time for a new Digital Data Service depends on the location

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(urban or non-urban) and the category of order.

Urban is any area within Australia of population greater than 10,000 people. Non-urban are all areas within Australia outside of the urban areas.

4.12 The category of order is determined by the amount of work we need to do to install your service. There are two categories:

(a) **1. basic:** orders that need minor internal or external work before installation.

These orders may need minor internal plant work at our exchange, or minor internal plant work at your site that we can perform at the same time as the site visit.

For example, orders that require the installation of network termination units, or the sliding of cards into free slots in Multiplexer racks; or copper pair jumpering in the access network.

(b) **2. other:** orders that need some internal and/or external plant installation work by us, or major construction activity or consent of someone other than you.

For example, orders that need inter-exchange network work, exchange building work, a new multiplexer, substantial internal cabling, require council approval or a long access optical fibre or a copper cable haul.

4.13 Our target standard provisioning times are as follows:

Target standard provisioning times – a new Digital Data Service		
Category of order	Urban	Non-urban
1. Basic	9 working days	19 working days
2. Other	A provisioning assessment is made on a case by case basis	A provisioning assessment is made on a case by case basis

4.14 The standard provisioning times for indoor removals and indoor relocations of a service within a building are:

(a) five working days (six working days for Digital Metropolitan Service) for an urban area; and

(b) ten working days for a non-urban area.

4.15 The standard provisioning time for minor changes to your equipment and minor network

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changes is ten working days.

- 4.16 The standard provisioning times for changing a service interface, the access data rate from 64 kbit/s to 128 kbit/s or the data rate between 128 kbit/s and 1984 kbit/s are:
- (a) five working days for an urban area; and
 - (b) ten working days for a non-urban area.

Rapid Bandwidth Expansion is available for changes of data rates between 64 kbit/s and 128 kbit/s and between 128 kbit/s and 1984 kbit/s for both DDS Fastway and DDS Flexnet. See below under “Rapid Bandwidth Expansion” on page 14.

Standard connection charges

- 4.17 The standard charges for connecting a new Digital Data Service are set out in the relevant sections of the other parts of [the Digital Data Service section of Our Customer Terms](#).

Network extension charges

- 4.18 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.

- 4.19 We can also charge you our fee-for-service charges where your new service will be supplied by radio and we have to install any combination of:
- (a) a new network radio tower;
 - (b) new network radio equipment on an existing network structure;
 - (c) a repeater section; or
 - (d) a non-standard supporting structure on your premises.

We will tell you this cost and get your consent before we start work.

A standard supporting structure is a triad with a 9-metre mast that extends up to 3 metres or a similar structure that costs the same or less.

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

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Property extension charges

- 4.20 We can charge you our fee-for-service charges where we have to install trenching for cabling from the property entry point to the building entry point.

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

Service extension charge

- 4.21 We can charge you our fee-for-service charges for installing additional or 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

- 4.22 We will apply materials charges set out in individual quotations

5 Withdrawing or putting an order on hold

Withdrawing an order

- 5.1 We can charge you to withdraw an order for a Digital Data Service (DDS, DDS Flexnet, DDS Fastway, DDS Local Area Service, and DMS), depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order	
Stage of installation	Charge payable

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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

- 5.2 We can charge you the following percentage of the connection charges if you put an order for a Digital Data Service (DDS, DDS Flexnet, DDS Fastway, DDS Local Area Service and DMS) 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
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

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Charges for placing an order on hold		
Stage of installation		Charge payable
Stage 4	Service order finalisation	100% of the total connection charges applicable
New Order	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 monthly charge to apply, less existing and/or agreed additional discount

- 5.3 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.

6 Not used

7 DDS Internet Customer Access Facility (ICAF)

What is DDS ICAF?

- 7.1 ICAF allows you to monitor your DDS, DDS Fastway and DDS Flexnet services using a standard internet browser.
- 7.2 You can monitor, test, configure and inquire on your own services within our dedicated digital network. This includes command sets that allow redirection, or initiate physical loopback of network termination unit for physical continuity tests.

No software required

- 7.3 As you connect to the service via the Internet, you do not need any specific client software at your premises.

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Charges

7.4 We charge you the following connection charges and monthly charge for DDS ICAF:

DDS ICAF charges	GST Excl.
Connection charge	\$500.00
Monthly access charge	\$375.00

8 Customer to Customer Interconnection

What is Customer to Customer Interconnection?

8.1 Customer to Customer Interconnection is a facility which allows you to:

- (a) connect a DDS Flexnet or DDS Austplex service supporting your service and the equipment supporting the DDS Flexnet or DDS Austplex service that we provide to another one of our customers; and
- (b) connect a DDS Fastway or DDS Flexnet service between the equipment supporting your service and the equipment supporting the DDS Fastway or DDS Flexnet service of another customer.

8.2 This facility applies to the interconnection of two or more data stations on a single digital data line and service redirection. It is not available to Netplex Interconnected Channel.

8.3 This facility is not available between carriers.

Charges

8.4 We charge you the following charges for Customer to Customer Interconnection. These charges are not eligible for Netplan or Netstream discounts.

Customer to Customer Interconnection charges	GST excl.
Activation of CCI facility per service	\$560.00
Monthly charge per service*	\$82.50

* **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

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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](#).

- 8.5 You must also pay the connection or installation charges applicable to the service and any applicable access, transmission and service interface charges.

9 Rapid Bandwidth Expansion

What is Rapid Bandwidth Expansion?

- 9.1 Rapid Bandwidth Expansion is an optional facility where we upgrade or move your DDS Fastway service or DDS Flexnet service within two business days.
- 9.2 We do not charge you the Rapid Bandwidth Expansion activation charge if we do not meet the two business day target.

Availability

- 9.3 Rapid Bandwidth Expansion is available where you require:
- (a) a speed change of a DDS Flexnet service or DDS Fastway service from 64 kbit/s to 128 kbit/s (or vice versa);
 - (b) a speed change of a DDS Flexnet service or DDS Fastway service in the range 192 kbit/s to 1984 kbit/s; and
 - (c) indoor and outdoor relocations of your DDS Flexnet service at the same or different address if the service is supported by existing infrastructure and a visit by a technician is not required.

Available speeds and bandwidth

- 9.4 We upgrade service speed in 64 kbit/s increments.
- 9.5 Rapid Bandwidth Expansion is not available if you wish to change service/access speed from 64 kbit/s or 128kbit/s to a speed within the range 192 kbit/s to 1984 kbit/s (or vice versa).
- 9.6 For services in the 192-1984 kbit/s band, the Rapid Bandwidth Expansion facility will not be available if your access capacity is not sufficient to cater for the upgrade.

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Work on your service

- 9.7 We do work on your service within the standard installation hours of business for DDS Flexnet and DDS Fastway.
- 9.8 We charge you our fee-for-service charges if you ask us to do work outside of our standard installation hours of business. The fee-for-service charges are set out in the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms

Charges

- 9.9 We charge you the following activation charge for Rapid Bandwidth Expansion. If a speed change is performed at the same time as a relocation to the same or different address, we only charge you for the relocation.

Rapid Bandwidth Expansion activation charge	GST excl.
Charge per DDS Fastway and DDS Flexnet service end (as applicable)	\$420.00
Relocation of your service at the same address (per DDS Flexnet or DDS Fastway service)	\$485.00
Relocation of your service to a different address (per DDS Flexnet or DDS Fastway service)	\$550.00

10 Vitalink

What is Vitalink?

- 10.1 Vitalink is a feature that protects against cable and cable equipment faults by providing duplicated DDS access by a geographically diverse route. This feature is only available for DDS Austplex and DDS Flexnet services.

Connection charges

- 10.2 We charge you the following charge for connecting Vitalink when cables are in place:

Vitalink charges	GST excl.
Installation of Vitalink facilities on a DDS Austplex or DDS Flexnet service	\$6405.50

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- 10.3 If alternate routing or lead-in cabling is required then we must agree the installation terms. If Vitalink is provided by the installation of another service, the installation fee for that service will apply instead of the Vitalink installation fee.

Monthly charges

- 10.4 We charge you the following monthly charges for Vitalink:

Vitalink charges	GST excl.
Monthly charge*	\$1,386.21

* **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](#).

11 Service levels and performance

Performance specifications

- 11.1 Digital Data Services have the following performance specifications. Performance specifications for services in or passing through certain places may be less than those shown due to difficulties in providing service in some geographic regions.

DDS performance specifications	
Availability	Long-term availability of 99.5% for the DDS Local Area Service Long-term availability of 99.9% for all other DDS services Long-term availability of 99.8% for the Digital Metropolitan Service (DMS)
Error free seconds	Long-term error performance of 99.5% error free seconds

- 11.2 In respect of the performance specification for availability, a data-link is considered to be unavailable if ten consecutive error seconds occur. The data link is unavailable from the start of the ten error seconds, until an error free second occurs. Available time starts at the beginning of an error free second.

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11.3 An error free second is a period of one second in which no errors have been detected in the framing bits of the x50 data-link. An error second is a period of one second in which an error has been detected in one or more framing bits of the x50 data-link.

11.4 The performance specification for error free seconds refers to the number of seconds that no error occurs expressed as a percentage of the duration of the test excluding unavailable time.

Unavailable time means the period for which the performance of the service degrades below a useable level.

Where unavailable time is caused by hardware failing, the period is measured from when you tell us about the fault condition and release the service to us for maintenance action to the point at which we return or try to return the circuit to you.

During maintenance action, if we find that the circuit performance is consistent with the performance objectives, we will not include this period as unavailable time.

When we calculate the periods of unavailable time for the purposes of this performance specification, we will not take into account:

- those periods where there has been a planned service interruption and we have told you at least five working days (Monday – Friday 9am – 5pm, excluding public holidays) in advance;
- each period where the service is interrupted because of your equipment or procedures failing, or your equipment repair, operation or incompatibility, or error on your part or on the part of your employees or agents, or to any other circumstance under your control;
- each period where we cannot gain access to the circuit to rectify the fault for any reason;
- interruptions you tell us about, but where we do not observe or confirm a fault;
- those periods where your staff were inaccessible (eg to confirm service operation after clearing a fault); and
- each period where the service interruption is caused by circumstances beyond our control.

12 Service assurance

Fault reporting and repair

12.1 As part of the Digital Data Services, we 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 following coverage

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periods

Maintenance and repair coverage periods	Coverage periods
DDS – 1200 bit/s to 19.2 kbit/s DDS Fastway subrate x50 DDS Local Area Service Digital Metropolitan Service (DMS)	7am to 9pm Monday to Saturday, including public holidays
DDS – 48k bit/s DDS Austplex DDS Flexnet DDS Fastway nx64kbit/s	24 hrs 7 days a week, including public holidays

- 12.2 The service charges covers maintenance up to our network boundary and the DDS 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

- 12.3 Our target response and repair times only apply to service faults within our maintenance responsibilities.
- 12.4 If there is a fault in your service we aim to respond to you within the following times 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 started action to identify the fault.

Fault response timeframes	Response time
DDS Austplex 2M access with Vitalink DDS Flexnet 2M access with Vitalink	15 minutes
DDS – 48 kbit/s DDS Austplex 2M access DDS Flexnet DDS Fastway nx64kbit/s	1 hour
DDS – 1200 bit/s to 19.2 kbit/s DDS Fastway subrate x50 DDS Local Area Service Digital Metropolitan Service (DMS)	2 hours

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- 12.5 If there is a fault in your service in an urban centre, we aim to repair your service to full working order within the following times of you telling us about the fault (excluding time outside the above coverage period). Our repair target is extended by one day in rural areas and by two days in remote areas.

Fault repair timeframes	Repair time
DDS Austplex 2M access with Vitalink DDS Flexnet 2M access with Vitalink	4 hours
DDS Austplex 2M access DDS Flexnet 128k and 2M access	8 hours
DDS DDS Flexnet DDS Fastway subrate x50 DDS Fastway nx64kbit/s DDS Local Area Service Digital Metropolitan Service (DMS)	12 hours

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

- 12.6 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

- 12.7 We will 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

- 12.8 We can charge you to repair the following faults:

- (a) faults caused by your interference or interference within your control;

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- (b) faults caused by your negligence; and
- (c) faults caused due to wilful damage by you to your Digital Data Service.

Service appointment times

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

Customer Select Assurance and Maintenance Options

- 12.10 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](#).

FLEXPAC maintenance option

- 12.11 FLEXPAC lets you nominate response and repair targets for faults in your service. For information in relation to our FLEXPAC maintenance option, see the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

13 Other work we do for you

- 13.1 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.
- 13.2 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 \(Other work we do for you\)](#).

14 Charging zones and areas

Why is this information relevant?

- 14.1 Some of the charges for Digital Data Services depend on the type of access you have (eg primary, secondary or tertiary access).
- 14.2 Working out what type of access you have depends on which charging area we provide

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you with access to the service.

14.3 This information is relevant to the DDS and DDS Flexnet.

Charging zones

14.4 Every service is in a charging zone. The zones are made up of the states and territories with the following exceptions:

- (a) **North Queensland** – is made up of the part of Queensland to the north of the northern boundary of the Mackay, Emerald, Longreach and Charleville telephone charging districts;
- (b) **South Queensland** -is made up of the rest of Queensland;
- (c) **North Western Australia** – is made up of the part of Western Australia to the north of the northern boundary of the Carnarvon, Meekatharra and Kalgoorlie telephone charging districts; and
- (d) **South Western Australia** – is made up of the rest of Western Australia.

Charging areas

14.5 Charging zones are made up of three area centres: primary, secondary and tertiary. A full list of each area is set out below.

14.6 A **primary area centre** is the principle centre in each charging area. The centre is made up of:

- (a) in the case of Sydney, Melbourne, Adelaide, Hobart, Perth and Brisbane, their telephone charging district;
- (b) in the case of Townsville, the area serviced by the Townsville telephone charging zone;
- (c) in the case of Karratha, the area serviced by the Karratha telephone exchange; and
- (d) in the case of Darwin, the area serviced by the Darwin, Berrimah, Casuarina and Nightcliff telephone exchanges.

Telephone charging districts and zones are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms](#).

14.7 Each **secondary area centre** is made up of the telephone charging zone of the same

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name. Each **tertiary area centre** is made up of the area serviced by the telephone exchange of the same name.

Telephone charging districts are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms](#).

Dual zone centres

- 14.8 You can include all of your services in the following tertiary area centres in either of the listed charge zones:

Tertiary Area Centre	Charging Zones
Albury	New South Wales, Victoria
Alice Springs	Northern Territory, South Australia
Buronga	New South Wales, Victoria
Coolangatta	New South Wales, Queensland
Echuca	New South Wales, Victoria
Kununarra	Western Australia North, Northern Territory
Mildura	New South Wales, Victoria
Moama	New South Wales, Victoria
Mulwala	New South Wales, Victoria
Tweed Heads	New South Wales, Queensland
Wodonga	New South Wales, Victoria
Yarrawonga	New South Wales, Victoria

List of charging zones and areas

- 14.9 The charging zones and charging areas are shown in the following table:

Charging Zones and Charging Areas
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Charging Zone	New South Wales	
Primary Area Centre	Sydney	
Secondary Area Centre	Canberra, Wollongong, Newcastle (including below)	

Belmont	Lanyon	Thirroul
Boolaroo	Mayfield	Tomago
Charlestown	Mereweather	Tralee
Corrimal	Melba	Toronto
Cardiff	Manuka	Tuggeranong
Civic	Monash	Unanderra
Dapto	Mt Hutton	Weston Creek
Dudley	Mawson	Wollongong
Deakin	New Lambton	Wallsend
Fyshwick	Port Kembla	Williamtown
Hall Village	Queanbeyan	Wolfe St
Hamilton	Scullin	Warilla
Jerrabomberra	Stockton	West Wallsend
Kambah	Tarro	

Tertiary Area Centre

Avoca Beach	Bathurst	Blayney
Aberdeen	Batlow	Belconnen
Abermain	Baradine	Bellingen
Armidale	Bega	Blackheath
Adelong	Belford	Ballina
Albury	Berrima	Berkeley Vale
Albion Park	Bemboka	Berambing
Alstonville	Bermagui	Bungowannah
Anna Bay	Berry	Bogan Gate
Appin	Berrigan	Broken Hill
Ardlethan	Bungendore	Barnawartha
Ariah Park	Bethanga	Binnaway
Attunga	Brocklehurst	Bombala
Barraba	Bingara	Boorowa
Batemans Bay	Brunswick Heads	

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Bowral	Crace	Griffith
Bowraville	Corryong	Gearys Gap
Bargo	Casino	Gulargambone
Bringelly	Crescent Head	Grong Grong
Bourke	Cootamundra	Gilgandra
Balranald	Clarence Town	Glenbrook
Brewarrina	Cudal	Goulburn
Banora Point	Culcairn	Glenfield
Barton	Currarong	Galong
Braidwood	Crookwell	Gloucester
Burrawang	Cowpastures	Glen Innes
Bulahdelah	Dubbo	Gunning
Buff Point	Dedderang	Goonellabah
Byron Bay	Dunedoo	Greta
Callala Bay	Delegate	Gorokan
Canyonleigh	Denman	Grafton
Canowindra	Dungog	Gosford
Cobar	Deniliquin	Gulgong
Coonamble	Dorrigo North	Gunnedah
Condobolin	Dorrigo	Guyra
Collarenebri	Eden	Hanwood
Campbelltown	East Gresford	Harrington
Cds Canberra	Emerald Beach	Hastings Point
Cessnock	Erina	Hay
Coffs Harbour	Evans Head	Helensburgh
Coleambally	Estella	Harwood
Coolamon	Emu Plains	Henty
Coonabarabran	Failford	Holbrook
Cranebrook	Fernhill	Harden
Clarence	Finley	Hillston
Cooma	Forster	Huskisson
Coolah	Forbes	Iluka
Corowa	Ganmain	Inverell
Cowra	Gundagai	Jindera
Cooranbong	Grenfell	

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Jindabyne	Maclean	Narellan
Junction Hill	Medlow Bath	Narooma
Junee	Menindee	Nowra
Jervis Bay	Merimbula	Nyngan
Kandos	Mungindi	Oakdale
Kingscliff	Menangle	Ourimbah
Kiewa	Mulgoa	Old Bar
Khancoban	Manning Park	Oberon
Kiama	Mt Hunter	Oaklands
Kurri Kurri	Mittagong	Orange
Kempsey	Moulamein	Orchard Hills
Kincumber	Manildra	Pambula
Karuah	Molong	Patonga Beach
Kariong	Moruya	Picton
Katoomba	Murrurundi	Pitt Town
Kyogle	Moree	Peak Hill
Lavington	Marulan	Pacific Palms
Lake Cathie	Morisset	Portland
Lake Cargelligo	Merriwa	Penrith
Lockhart	Moss Vale	Pokolbin
Lismore	Mt Thorley	Porters Retreat
Lightning Ridge	Mudgee	Parkes
Lithgow	Mullumbimby	Paterson
Long Jetty	Muswellbrook	Port Macquarie
Lake Munmorah	Mt Victoria	Peats Ridge
Llandilo	Mangrove Mtn	Quirindi
Laurieton	Narara	Ravensworth
Leeton	Nabiac	Richmond
Lochinvar	Nambucca Heads	Regentville
Lawson	Narrabri	Raglan
Malua Bay	Narrandera	Rutherglen
Macksville	North Richmond	Raleigh
Maitland	Nelson Bay	Robertson
Manilla	Narromine	The Rock
Murwillumbah	Nords Wharf	

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Raymond Terrace	Toukley	Warragamba
Rutherford	Talangatta	Wagga East
Rylstone	Tanilba	Woolgoolga
Sanctuary Point	Tumbarumba	Wagga South
Sawtell	Tregeagle	Wilcannia
Scone	Trangie	Wilton
Shoalhaven Heads	Terrigal	Wingham
Singleton	Transit Hill	Wyrallah
Soldiers Point	Tambar Springs	Walgett
Spring Hill	Tenterfield	Walcha
Springwood	Tumut	Williamsdale
Saratoga	Tura Beach	Wangi Wangi
Swansea	Tullamore	Winmalee
Stratford (NSW)	Ulan	Woy Woy
Stroud	Ulladulla	Warialda
Sussex Inlet	Urunga	Warren
Sth West Rock	Uralla	Werris Creek
Tamworth	Urana Scax	Windsor
Tahmoor	Valla Beach	Wagstaff Point
Tarcutta	Wagga Wagga	West Tamworth
Taree	Wallerawang	Willow Tree
Tibooburra	Windellama	Wee Waa
Tweed Heads	Warkworth	West Wyalong
Trundle	Wauchope	Wyee
Terranorra Lodge	White Cliffs	Wyong
Temora	Wodonga	Yass
Tottenham	Widgelli	Yamba
Thredbo Village	Wellington	Young
Thurgoona	Wilberforce	
Tintenbar	Wisemans Ferry	

Charging Zones and Charging Areas		
Charging Zone	Victoria	



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Primary Area Centre	Melbourne	
Secondary Area Centre	Geelong (including below)	
Belmont	Moolap	North Geelong
Ceres	Moorabool	Waurm Ponds
Corio		

Tertiary Area Centre

Apollo Bay	Benalla	Cowes
Alfredton	Balnarring	Carwarp
Allansford	Bolinda	Creswick
Ararat	Boort	Crib Point
Anglesea	Ballarat	Charlton
Avoca	Broadford	Casterton
Alexandra	Bullarto	Darnum
Axedale	Buninyong	Dareton
Bacchus Marsh	Bunyip	Dartmoor
Baranduda	Beechworth	Daylesford
Barooga	Cann River	Dimboola
Bairnsdale	Carisbrook	Derrinallum
Ballan	Castlemaine	Dixons Creek
Balmoral	Cavendish	Donald
Barongarook	Cranbourne	Drouin
Baxter	Cranbourne North	Dromana
Bannockburn	Camperdown	Drysdale
Beeac	Churchill	Dunolly
Beaconsfield Upp	Chiltern	Eaglehawk
Beulah	Coleraine	Echuca
Beaufort	Clunes	Eildon
Bright	Clyde	Elmore
Bendigo	Cobden	Emerald
Barham	Cobram	Edenhope
Birregurra	Cockatoo	Epsom
Birchip	Cohuna	Euroa
Barjarg	Colac	
Barwon Heads	Cororooke	

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Fish Creek	Kialla	Monak
Fingal	Kilmore	Moama
Flinders	Koroit	Moe
Foster	Korumburra	Moorooduc
Garfield	Koorlong	Mooroopna
Glengarry	Koo Wee Rup	Moriac
Gellibrand River	Kyabram	Mornington
Gembrook	Kyneton	Mortlake
Gisborne	Lara	Merino
Goroke	Lake Bolac	Mildura Sth
Gre Gre	Leitchville	Mt Buller
Gruyere	Lemnos	Mt Beauty
Glenrowan	Lakes Entrance	Mt Clear
Gladysdale	Leongatha	Mt Martha
Hastings	Leopold	Mt Macedon
Heathmere	Lang Lang	Metung
Heathcote	Little River	Murtoa
Hopetoun	Launching Place	Murrayville
Heywood	Longford	Morwell
Heyfield	Lorne	Myrtleford
Hamilton	Maffra	Nagambie
Horsham	Maldon	Napoleons
Halls Gap	Malmsbury	Nirranda
Healesville	Maryborough	Nathalia
Hazelwood North	Marysville	Nandaly
Inverloch	Macarthur	Nelson
Inverleigh	Mc Ivor Road	Newhaven
Inglewood	Mallacoota	Newstead
Irymple	Merbein	Nhill
Jeparit	Meredith	Noorat
Kinglake	Mansfield	Numurkah
Kinglake West	Manangatang	Nyah
Kaniva	Mirboo North	Nyora
Kerang	Mildura	Ocean Grove
Kangaroo Flat	Milawa	

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Omeo	Shepparton	Underbool
Orbost	Skipton	Warburton
Orford	Stanhope	Wandin
Ouyen	Somerville	Wandong
Paynesville	Sorrento	Wangaratta
Pearcedale	Seaspray	Warrnambool
Peterborough	Spring Gully	West Wodonga
Piangil	Sebastopol	Woodend
Pakenham	St Arnaud	Wedderburn
Port Campbell	Stawell	Wentworth
Port Fairy	St Leonards	Wendouree
Portland	Stratford	Warragul South
Portarlington	Strath Village	Warragul
Puckapunyal	Swan Reach	Winchelsea
Quambatook	Swifts Creek	Warracknabeal
Queenscliff	Swan Hill	Wallan
Rainbow	Traralgon	Werrimull
Rosedale	Tatura	Wonthaggi
Red Cliffs	Tooradin	Woori Yallock
Riddells Creek	Terang	Welshpool
Rochester	Tongala	Wycheproof
Robinvale	Taggerty	Yarrajunction
Romsey	Timboon	Yallourn Nth.
Rosebud	Thornton	Yarragon
Rushworth	Toolangi	Yea
Rye	Toora	Yellingbo
Sale	Torquay	Yinnar
San Remo	Trafalgar	Yarram
Sealake	Trentham	Yarrawonga
Seymour	Tocumwal	
Shoreham	Tyabb	

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Charging Zones and Charging Areas		
Charging Zone	Queensland	
Primary Area Centre	Brisbane	
Secondary Area Centre	Southport	
Arundel	Carrara	Paradise Point
Ashmore	Merrimac	Robina
Bundall	Nerang	Southport (Gold Coast)
Coombabah	Oxenford	Surfers Paradise

Tertiary Area Centre

Agnes Waters	Buderim	Currumbin
Airlie Beach	Burleigh Heads	Curtis
Allora	Caboolture	Dalby
Amberley	Caloundra	Deeragun
Augathella	Canungra	Delta
Avoca	Capella	Dirranbandi
Bajool	Chillagoe	Drayton
Barcaldine	Chinchilla	Dunwich
Bargara	Childers	Dysart
Bundaberg	Charleville	Eidsvold
Brandon	Claredale	El Arish
Beaunesert	Clifton	Eimeo
Burnett Heads	Clermont	Emerald
Biggenden	Coolum Beach	Esk
Biloela	Calen	Eton
Blackall	Clinton	Eumundi
Blackwater	Crows Nest	Farleigh
Boonah	Coominya	Frenchville
Boyne_Island	Coen	Gatton
Bribie Island	Cordalba	Gayndah
Beerwah	Cooroy	Georgetown
Banksia Beach	Cracow	Glasshouse Mtns
Bucasia	Cunnamulla	

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Gin Gin	Mt Garnet	Pittsworth
Giru	Middle Ridge	Quilpie
Gladstone	Middlemount	Richmond
Golden Beach	Mission Beach	Roma
Glenden	Mitchell	Rosewood
Goondiwindi	Mackay	Rockhampton
Gracemere	Miles	Riverside
Gunpowder	Millmerran	Sarina
Gympie	Moranbah	Seaforth
Halifax	Monto	Sharon
Hamilton Island	Morayfield	South Johnstone
Helidon	Mooloolaba	Slade Point
Herberton	Moura	Stephens
Highfields	Mt Surprise	Springsure
Hay Point	Mudjimba	St George
Inglewood	Murgon	Stanthorpe
Injune	Maroochydore	Tara
Jandowae	Nanango	Taroom
Jimboomba	Nambour	Tin Can Bay
Julia Ck	Nebo	Tamborine Mtn
Kilcoy	Newtown	Tieri
Killarney	Nerimbera	Texas
Kingaroy	Noosa Heads	Tugun
Kowanyama	Noosaville	Theodore
Laidley	North Mackay	Toowoomba
Lammermoor	Oakey	Tolga
Landsborough	Ormeau	Torquay
Lawnhill	Paget	Toologawah
Lowood	Parkhurst	Wandoan
Longreach	Peak Crossing	Wallangarra
Maleny	Pialba	Wallaville
Maryborough	Palmview	Wamuran
Mundubbera	Palmwoods	Warwick
Meandarra	Pomona	Wondai
Mudgeeraba	Proserpine	

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Wolffdene
Winton
Walkerston
Wallumbilla
Woombye

Woodford
Woongarra
Woorabinda
White Rock
Wurtulla

Yabulu
Yeppoon
Yandina
Yarraman

Charging Zones and Charging Areas		
Charging Zone	Queensland	
Primary Area Centre	Townsville	
Secondary Area Centre	Nil	

Tertiary Area Centre

Atherton
Ayr
Babinda
Bamaga
Bowen
Cairns
Cairns Airport
Cardwell
Charters Towers
Cooktown
Cloncurry
Collinsvale
Dimbula
Earlville

Edge Hill
Edmonton
Freshwater
Gordonvale
Home Hill
Hughenden
Ingham
Innisfail
Island Point
Kairi
Kuranda
Leyshon
Malanda
Mareeba

Mission Beach
Mossman
Mt. Isa
Mourilyan
Normanton
Portsmith
Ravenshoe
Smithfield
Thursday Island
Trinity Beach
Tully
Weipa



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Charging Zones and Charging Areas		
Charging Zone	South Australia	
Primary Area Centre	Adelaide	
Secondary Area Centre	Null	

Tertiary Area Centre

Aldinga	Coonawarra	Langhorne Creek
Allendale East	Edithburgh	Lameroo
Petermann	Elliston	Lock
Andamooka	Eudunda	Lucindale
Angaston	Freeling	Laura
Ardrossan	Gladstone	Loxton
Blanchetown	Glossop	Lyndock
Bordertown	Goolwa	Lyrup
Birdwood	Glencoe	Mallala
Berri	Greenock	Mundulla
Beachport	Gawler	Meningie
Balaklava	Hawker	Mount Gambier
Brinkworth	Hamley Bridge	Millicent
Booleroo Centre	Jamestown	Minlaton
Blyth	Kalangadoo	Milang
Barmera	Kapunda	Melrose
Barmera West	Kadina	Mannum
Burra	Keith	Manoora
Bute	Keyneton	Monarto
Ceduna	Kingston Se	Moonta
Crystal Brook	Kimba	Monash
Clare	Koolunga	Mypolonga
Cleve	Kingscote	Marla
Cummins	Kingston Murray	Moorak
Coonalpyn	Koonibba	Mount Burr
Cowell	Karatta	Mount Compass
Cooper Pedy	Leigh Creek	

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Maitland	Parndana	Tanunda
Mount Pleasant	Pages Flat	Tintinara
Mintaro	Port Augusta	Tailem Bend
Murray Bridge	Pt Elliot	Two Wells
Naracoorte	Pt. Lincoln	Tarpeena
Nangwarry	Port Vincent	Tarlee
North Shields	Port Wakefield	Tantanoola
Nelshaby	Quorn	Tumby Bay
Narrung	Roxby Downs	Victor Harbor
Nuriootpa	Rendelsham	Whyalla Jenkins
Orroroo	Renmark	Whyalla
Owen	Renmark North	Willunga
Port Broughton	Renmark West	Waikerie
Policemans Point	Robe	Wilmington
Padthaway	Rosedale	Williamstown
Penola	Roseworthy	Woomera
Peterborough	Riverton	Warooka
Port Germein	Strathalbyn	Walleroo
Pt. Pirie	Sedan	Wasleys
Pinnaroo	Stirling North	Wudinna
Penneshaw	Snowtown	Watervale
Penong	Swan Reach	Yankalilla
Petermann	Streaky Bay	Yorke town
Price	Stansbury	Yunta

Charging Zones and Charging Areas		
Charging Zone	Northern Territory	
Primary Area Centre	Darwin	
Secondary Area Centre	Nil	

Tertiary Area Centre

Adelaide River	Alyangula	Batchelor
Alice Springs	Borroloola	

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Berry Springs
Gregory Ddn
Howard Springs
Jabiru Est Airpt
Jabiru

Katherine
Nhulunbuy
Noonamah
Palmerston
Tanami

Timber Creek
Tennant Creek
Yulara

Charging Zones and Charging Areas		
Charging Zone	Tasmania	
Primary Area Centre	Hobart	
Secondary Area Centre	Nil	

Tertiary Area Centre

Bicheno
Boat Harbour
Bridport
Burnie
Coles Bay
Currie
Cygnnet
Deloraine Termin
Devonport
Dover
Dunalley
East Devonport
Evandale
Exeter
Georgetown Term.
Gretna
Legana
Longford Term.

Launceston Airpo
Latrobe
Lymwood
Mowbray,L'ton
Nubeena
Oatlands
Penguin
Perth
Prospect Term
Port Sorell
Queenstown
Railton
Riverside
Rosebery
Scottsdale
Sheffield
South Launceston
Sidmouth

St John
Smithton Termina
Somerset Termina
Spreyton
Strahan
St Helens
St. Marys
Triabunna
Ulverstone
Waverley
Westbury
Whitemark
Winnaleah
Wilmot
Wynyard
Wesley Vale
Zeehan



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Charging Zones and Charging Areas		
Charging Zone	Western Australia	
Primary Area Centre	Perth	
Secondary Area Centre	Nil	

Tertiary Area Centre

Albany North	Byford	Dwellingup
Albany	Carnamah	Dowerin
Ambergate	Coolgardie	Eaton
Augusta	Collie	Esperance
Australind	Cable Beach	Esperance North
Baldivis	Cunderdin	Exmouth
Bullsbrook East	Capel	Greenfields
Becher	Collie Power Stn	Golden Grove
Bremer Bay	Cranbrook	Geraldton
Bridgetown	Corrigin	Gelorup
Bakers Hill	Carnarvon North	Goomalling
Bindoon	Carnarvon	Gin Gin
Ballidu	Dalwallinu	Gnowangerup
Bulong Mine	Darkan	Greenbushes
Boddington	Bencubbin	Halls Head
Boyanup	Dunsborough	Harvey
Boyup Brook	Broomehill	Hannans
Burekup	Dandaragan	Halls Creek
Brunswick Junction	Denmark	Hyden
Broome	Dumbleyung	Irvine Hill
Bruce Rock	Marvel Loch	Jigalong
Bunbury	Denham	Jurien
Busselton West	Dongara	Kalbarri
Brookton	Donnybrook	Boulder
Busselton	Thunderbox Mine	Kellerberrin
Beverley	Dawesville	

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Kemerton	Meadow Springs	Tambellup
Kalgoorlie	Mt. Keith Mine	Three Springs
King River	Mt Magnet	Telfer
Kambalda	Mt. Helena	Tincurrin
Kal Nickel Smelter	Mukinbudin	Toodyay
Kojonup	Northcliffe	Vasse
Kondinin	Newdegate	Warnbro
Koorda	Nifty Mine	Walpole
Kirup	New Norcia	Williams
Katanning	Narembeen	Welford
Kulin	Narrogin	Wagin
Lancelin	Northam	Wongan Hills
Lake Clifton	Norseman	Waroona
Leeman	Northampton	Worsley Refinery
Leinster	Onslow	Wickepin
Leonora	Oyster Harbour	Wooroloo
Lake Grace	Picton	Woorree
Laverton	Perenjori	Wubin
Mandurah	Pemberton	Wundowie
Marble Bar	Pingelly	Wyalkatchem
Mount Barker	Pinjarra	Smoke Creek-Argy
Merredin	Perseverance	Yalgoo
Mundijong	Quairading	Yarloop
Meekatharra	Ravensthorpe	Yallingyup
Mullewa	Rockingham	Yarrie Minesite
Mingenew	Southern Cross	York
Manjimup	Serpentine	Yunderup
Moonyoonooka	Salmon Gums	Asarco Gold Mine
Morawa	South Hedland	Davenport
Moora	Somerville	
Margaret River	Tammin	

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Part A – General

Charging Zones and Charging Areas		
Charging Zone	Western Australia	
Primary Area Centre	Karratha	
Secondary Area Centre	Nil	

Tertiary Area Centre

Argyle Mine
Barrow Island
Broome
Cue
Dampier
Derby
Fitzroy Crossing
Jerramungup
Karratha South
Kununarra (also NT)
Newman
Pannwonica
Paraburdoo
Port Hedland
Port Hedland West
Roebourne
South Hedland
Tom Price
Thevenard Island
Wickham
Withnell Bay
Wyndham

Part A – General

15 Special meanings

15.1 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:

- where we supply you a service using cable or fibre, the point where the cable or fibre enters your property;
- where we supply you a service using radio, the base of the antenna's supporting structure on your property;