Our Customer Terms
Digital Data Services Section

Part C – DDS Flexnet

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Certain words are used with the specific meanings set out in Part A – General of the Digital Data Services section, or in the General Terms of Our Customer Terms.

1 About this Part

1.1 This is part of the Digital Data Services section of Our Customer Terms. Provisions in other parts of the Digital Data Services section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of the General Terms of Our Customer Terms for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of Part A – General of the Digital Data Services section for more detail on how the various parts of the Digital Data Services section should be read together.

2 DDS Flexnet

What is DDS Flexnet?

2.1 DDS Flexnet enables the integration of data, voice and wideband applications on Digital Data Services (DDS).

2.2 We install a DDS Flexnet service with the minimum number of subracks, cabinets and modules needed to provide the service as set out in your order form. Any non-standard configuration needs our approval and will incur additional charges.

2.3 A low level service is an X.50 low speed service. Low level extended services off a Flexnet Unimux to a 2 wire network termination unit are only available within your property and cannot cross a public boundary. The speed range is limited to 1.2 kbit/s to 19.2 kbit/s.

Availability

2.4 We have withdrawn from sale for new retail customers, new wholesale customers and new end customers of our wholesale customers all services set out in this Part C - DDS Flexnet, except services used to support nx64Kbit/s networks.

2.5 On and from 1 December 2008, you will no longer be able to make adds, moves and changes to the services set out in this Part C - DDS Flexnet, except services used to support nx64Kbit/s networks.

2.6 On and from 31 December 2009, the Digital Data Services set out in this Part C – DDS

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Flexnet, except services used to support nx64Kbit/s network will be withdrawn from the market and no longer be provided to all customers.

Equipment requirements

2.7   We will install DDS Flexnet Unimux equipment in your cabinets, where:

(a)   the cabinet meets our requirements (including requirements for structural rigidity, access, electrical safety and passive thermal dissipation);

(b)   you agree that we will not be liable for any damage or disruption to your equipment located in the same cabinet (subject to all rights and remedies provided by law which cannot be excluded); and

(c)   you agree that our standard service levels will not apply where a fault occurs due to activity by you or your agent, in or in relation to the cabinet.

2.8   There are no discounts on installation or rental charges where a cabinet supplied by you is used.

2.9   Cabling connecting the low level service module to the on site network termination unit can be provided by us or by a licensed Australian Communications Authority cabler.

2.10   You must meet all costs incurred in the provision of at least two 240v AC, 10 Amp general purpose outlets, or three if the DDS Flexnet NMS is located at the same site. You must keep the general purpose outlets must be within 1 metre of the installation.

2.11   You must provide the general purpose outlets as individual circuits, on separate 10 Amp circuit breakers. You must have them fitted with a 240v retention device. If you use a retention device other than as recommended by us, you must meet all costs incurred to change over the cabinet plugs.

2.12   You must meet all costs incurred in providing a protective earth for all DDS Flexnet cabinets installed on your premises. You must supply a building protective earth tap (yellow/green), minimum 6mm squared, in the vicinity of the cabinet (Refer Australian Communications Authority Customer Premises Cabling Manual Volume 1, Extracts from AS3000, update 3 1992, Section 5.3.1)

2.13   If voice modules are used, you must provide a Telecommunication Reference Conductor (Refer Australian Communications Authority Technical Standard 9, update 1993, part 5.6 and TRC part 4).

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Service Assurance

2.14 Our obligations to maintain a DDS Flexnet service only apply to the subscribed DDS Flexnet service, including the specified service interfaces. You can negotiate further maintenance arrangements with us.

For more information on service assurance, see Part A – General of the Digital Data Service section of Our Customer Terms.

2.15 We may not provide the same response time and restoration time for derived services as for DDS Flexnet services.

A derived service is provisioned from a normal exchange based BAU / UNIMUX.

2.16 We only undertake to restore your service to the most recent back up configuration available from you.

3 Charges

Charging areas

3.1 A full list of primary, secondary and tertiary area centres is set out in Part A – General of the Digital Data Services section of Our Customer Terms.

Access charges

3.2 We charge you the following installation and monthly charges for accessing the DDS Flexnet service:

DDS Flexnet charges		Installation charge		
	Monthly charge*	Primary area	Secondary area	Tertiary area
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Flexnet 2 Mbit/s basic access	$2,231.25	$7,350.00	$11,025.00	$14,700.00
Flexnet 2 Mbit/s additional access	$1,115.63	$5,250.00	$7,875.00	$10,500.00
Flexnet 128 kbit/s basic access	$981.10	$3,622.50	$5,433.75	$7,245.00

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DDS Flexnet charges		Installation charge		
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Flexnet 128 kbit/s additional access	**$528.29**	**$2,415.00**	**$3,622.50**	**$4,830.00**

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Service interface charges

3.3   We charge you the following installation and monthly charges for service interfaces:

DDS Flexnet service interfaces charges		Installation charge		
Service interface:	**Monthly charge***	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
1200 bit/s and 2400 bit/s	**$54.34**	**$110.40**	**$165.60**	**$220.80**
4800 bit/s	**$72.45**	**$110.40**	**$165.60**	**$220.80**
9600 bit/s	**$96.60**	**$110.40**	**$165.60**	**$220.80**
19.2 kbit/s	**$126.79**	**$110.40**	**$165.60**	**$220.80**
64 kbit/s and 48 kbit/s X.21/X.21 bis	**$110.25**	**$132.00**	**$198.00**	**$264.00**
48 kbit/s X.22 (with TAE & X.21 Port)	**$380.36**	**$151.80**	**$227.70**	**$303.60**
nx64kbit/s V.35/X.21	**$110.25**	**$132.00**	**$198.00**	**$264.00**
nx64kbit/s G736 (2M)	**$110.25**	**$210.00**	**$315.00**	**$420.00**

G.736 is a 2 Mbit/s interface standard that can be channelised to a nx64kbit/s service, where n=1-31

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Nx64k v.35/X.21 is an interface standard suited to sub 2 Mbit/s services. X.21 is an interface between your data terminal unit and a network termination unit for synchronous operation on a digital data line.

X.21 bis/V35 is an interface between your data terminal equipment and a network termination unit that is compatible with V-series data modem interfaces.

X.22 is an interface between your data terminal unit and a multiplex network termination unit.

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Flexnet conversion charges

3.4   We charge you the following for converting a 2 Mbit/s DDS Flexnet service from a flexible to a fixed configuration:

DDS Flexnet conversion charges	GST excl.
Per conversion	**$380.00**

Flexnet change charges

3.5   We charge you the following charges to change your service from a multipoint to a point-to-point configuration. We charge you the charge for a new installation (set out above) for each additional interface.

DDS Flexnet change charges	GST excl.
First service changed.	**$264.50**
Each additional service changed at the same time as the first.	**$69.00**

Netplex charges

3.6   We charge you the following installation and monthly charges for Netplex ports into Flexnets:

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DDS Flexnet Netplex charges Point to Point	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Netplex LS service (per 48 kbit/s stream – X.54 configuration) plus Netplex LS ports as required	**$150.94**	**$151.80**	**$227.70**	**$303.60**
Netplex LS 1200 bit/s and 2400 bit/s	**$30.19**	**$110.40**	**$165.60**	**$220.80**
Netplex LS 4800 bit/s	**$36.23**	**$110.40**	**$165.60**	**$220.80**
Netplex LS 9600 bit/s	**$48.30**	**$110.40**	**$165.60**	**$220.80**
Netplex LS 19.2 kbit/s	**$63.39**	**$110.40**	**$165.60**	**$220.80**

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DDS Flexnet Netplex Multi Point charges	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Netplex LS Multi Point service (per 48 kbit/s stream – X.54 configuration) plus Netplex LS ports as required	**$150.94**	**$151.80**	**$227.70**	**$303.60**
Netplex LS Multi Point 1200 bit/s and 2400 bit/s	**$36.51**	**$110.40**	**$165.60**	**$220.80**
Netplex LS Multi Point 4800 bit/s	**$42.55**	**$110.40**	**$165.60**	**$220.80**

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DDS Flexnet Netplex Multi Point charges	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Netplex LS Multi Point 9600 bit/s	**$54.63**	**$110.40**	**$165.60**	**$220.80**
Netplex LS Multi Point 19.2 kbit/s	**$69.72**	**$110.40**	**$165.60**	**$220.80**

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Spare ports charges

3.7   We charge you the following installation and monthly charges for spare ports for flexibility and redundancy:

DDS Flexnet spare ports charges (per port)	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
nx64kbit/s G736 (2M)	**$110.25**	210.00	315.00	420.00
nx64kbit/s V.35/X.21	**$110.25**	132.00	198.00	264.00
64 kbit/s and 48 kbit/s X.21/X.21 bis/X.22	**$84.00**	132.00	198.00	264.00
LS Ports (1200-19200)	**$36.23**	**$110.40**	**$165.60**	**$220.80**
Analogue Voice 4W E&M	**$72.45**	**$110.40**	**$165.60**	**$220.80**

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Analogue voice 2 wire or 4 wire conversion equipment charges

3.8   We charge you the following installation and monthly charges for analogue voice 2 wire and 4 wire conversion equipment. These are additional charges on top of 4W + E&M interfaces.

Analogue voice 2w or 4w conversion equipment charges		Installation charge		
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
VFIC Sub-rack 19" – 2 or 4 Wire Max 12 VFIC Modules	**$23.00**	**$73.60**	**$110.40**	**$147.20**
VFIC P/S Housing 19" Max p/s units	**$11.50**	**$36.80**	**$55.20**	**$73.60**
VFIC P/S Unit 240/48V 19" Supports 2 full sub-racks	**$28.75**	**$85.10**	**$127.65**	**$170.20**
VFIC Module IU4 or IU6 (2 or 4 Wire) One per circuit	**$23.00**	**$62.10**	**$93.15**	**$124.20**
VFIC Module Ring/Meter Supplier Supports Max 12 VFIC modules	**$34.50**	**$85.10**	**$127.65**	**$170.20**
VFIC P/S Unit 240/48V 19" Supports 2 full sub-racks	**$28.75**	**$85.10**	**$127.65**	**$170.20**
VFIC Module IU4 or IU6 (2 or 4 Wire) One per circuit	**$23.00**	**$62.10**	**$93.15**	**$124.20**
VFIC Module Ring/Meter Supplier Supports Max 12 VFIC modules	**$34.50**	**$85.10**	**$127.65**	**$170.20**

* 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

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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.

Equipment extension charges

3.9 We charge you the following installation and monthly charges for extending your equipment within the same property:

DDS Flexnet equipment extension charges	Installation charge			
	Monthly charge*	Primary area	Secondary area	Tertiary area
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Basic Unimux Shell (inc. Cabinet, Sub-rack, P/S Control Module)	$416.59	$1,207.50	$1,811.25	$2,415.00
nx64kbit/s G736 (2M)	$110.25	$210.00	$315.00	$420.00
nx64kbit/s V.35/X.21	$110.25	$132.00	$198.00	$264.00
HS Port	$84.00	$132.00	$198.00	$264.00
LS Port	$36.23	$110.40	$165.60	$220.80
Business extension and cable	$175.09	$483.00	$724.50	$966.00

* **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.

Transmission cable charges

3.10 Charges for DDS Flexnet transmission cable need to be agreed between us.

Redundancy equipment charges

3.11 We charge you the following installation and monthly charges for redundancy equipment:

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DDS Flexnet redundancy equipment charges	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Power Supply	**$36.23**	**$121.90**	**$182.85**	**$243.80**
Business extension and cable	**$175.09**	**$483.00**	**$724.50**	**$966.00**
Control Module	**$175.09**	**$483.00**	**$724.50**	**$966.00**

Power supply is provided as standard with Flexnet 2M access. *** 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.

Low level extended services charges

3.12   We charge you the following installation and subscription charges for each low speed interface (1.2 kbit/s – 19.2kbit/s) provided using the low level module interface extended to a network termination unit. These charges are in addition to the standard installation and monthly charges for the service interface, but include the installation and subscription of the network termination unit.

DDS Flexnet low speed line extended services charges	GST excl.
Additional installation charge	**$322.00**
Additional monthly charge	**$43.13**

Multipoint charges

3.13   We charge you the following for adding or terminating an instation or outstation:

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DDS Flexnet multipoint charges	GST excl.
For each instation or outstation termination	**$75.90**

Flexnet documentation charges

3.14   One set of documents is included with Flexnet access. We charge you the following for additional copies of documents:

DDS Flexnet documentation charges	GST excl.
Unimux Operating Instruments – once only charge:	**$172.50**
Unimux User Guide – once only charge:	**$69.00**

4   Network management services

Service features

4.1   You can lease the DDS Flexnet service under control of your Flexnet Network Management Service. Where leased, only one Flexnet Network Management Service is needed for each of your networks.

4.2   If leased under the control of the Flexnet Network Management System, the service can be configured for speeds, interface types and allocation of timeslots in 2 Mbit/s or 128 kbit/s access on a needs or disaster basis.

4.3   We only provide you a Flexnet Network Management Service Host Computer to you on a rental basis.

Equipment requirements

4.4   You must ensure that the Flexnet Network Management Service Host is used exclusively for DDS Flexnet and that it is permanently turned on to provide us with 24 hour access for maintenance purposes.

4.5   You must ensure that Flexnet Network Management Service back-ups are made of DDS Flexnet configurations.

4.6   If you need remote Flexnet Network Management Service access, you must provide

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Flexnet Network Management Service remote user terminals (eg VT220 terminal).

Installation and monthly charges – Network Management Service

4.7 We charge you the following installation and monthly charges for Network Management Service terminals (including hardware and software). All new installations of a Network Management Service terminal or a Flexnet Network Management Service terminal are provided as version 6.

DDS Flexnet network management charges	Installation charge			
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Network Management Service terminal	**$1,050.00**	**N/A**	**N/A**	**N/A**
Network Management Service terminal (version 6).	**$1,223.25**	**3,500.00**	**4,750.00**	**6,000.00**
Flexnet Network Management Service terminal	**$1,050.00**	**N/A**	**N/A**	**N/A**
Flexnet Network Management Service terminal (version 6).	**$1,223.25**	**3,500.00**	**4,750.00**	**6,000.00**
New DDS Flexnet Management Service Interface - Primary	**$575.58**	**n/a**	**n/a**	**n/a**
Existing DDS Flexnet Management Service Interface - Primary	**$443.30**	**n/a**	**n/a**	**n/a**
New DDS Flexnet Management Service Interface - Secondary	**$836.00**	**n/a**	**n/a**	**n/a**
Existing DDS Flexnet Management Service Interface - Secondary	**$698.50**	**n/a**	**n/a**	**n/a**

* **For ACT customers:** If your service is at an address within the ACT Government area including the

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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.

Conversion charges – Network Management Service

4.8   We charge you the following for converting a Network Management Service terminal or a Flexnet Network Management Service terminal to version 6:

Conversion to version 6 charges	GST excl.
All zones	**$1,000.00**

5   Customer G.704 Aggregation

Service features

5.1   DDS Flexnet Customer G.704 Aggregation is available to you, if you have control of your DDS Flexnet service by our Flexnet Network Management Service. This service allows delivery of multiple services on a single G.704 framed, nx64k G.736 interface.

5.2   If we provide you with connection to a G.704 Aggregation port:

(a)   we commission the service to a point nominated by you; and

(b)   if we think the G.704 timeslot needs to be configured, we do so based upon the X.54 code nominated by you; and

(c)   we use our best efforts to repair a fault while the service is still connected to the G.704 port (we will connect the service to a spare port only where we believe it is necessary to isolate or rectify the fault).

Equipment requirements

5.3   You must provide port timeslot/channel connection details when applying for connection to a Customer G.704 Aggregation port. When requesting this configuration, you must subscribe to the following minimum number of spare ports within the DDS Flexnet to allow isolation of service during the service assurance process. You must reserve a complete module within each DDS Flexnet for this purpose but, one module type can

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cater for multiple service interface types.

Service interface type	Spare port type	Minimum number of ports required
1200 bit/s, 2400 bit/s, 4800 bit/s, 9600 bit/s and19.2 kbit/s	LS Ports (1200-19200)	**4**
64 kbit/s and 48 kbit/s X.21/X.21 bis	64k/48k X.21/X.21 bis/X.22	**4**
48k X.22 (with TAE & X.21 Port)	64k/48k X.21/X.21 bis/X.22	**4**
nx64kbit/s G736 (2M)	nx64k G736 (2M)	**2**
nx64kbit/s V.35/X.21	nx64k V.35/X.21	**4**

Charges

5.4   We charge you the following installation and monthly charges for DDS Flexnet Customer G.704 Aggregation:

DDS Flexnet aggregation charges		Installation charge		
	Monthly charge*	**Primary area**	**Secondary area**	**Tertiary area**
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
Installation per port:	**$1,074.68**	**$241.50**	**$362.25**	**$483.00**
Connection of service per service end		**$110.40**	**$165.60**	**$220.80**
Analogue voice – 4W VF+2E&M	**$143.75**	**$110.40**	**$165.60**	**$220.80**

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6 Discounts – Netplan 1

6.1 From 1 November 2004, Netplan 1 will no longer be available to new customers. If you already receive discounts under Netplan 1 you will continue to receive those discounts in accordance with the Netplan Discounts section of Our Customer Terms. If you held a DDS Flexnet service prior to 1 November 2004 and have yet to apply for a Netplan 1 discount in respect of that service, you may apply for a discount equivalent to the Netplan 1 discount relevant to that service.