

Part C – Private Lines

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Certain words are used with the specific meanings set out in Part A – General of the Voice Grade Dedicated Lines section, or in [the General Terms of Our Customer Terms](#).

1 About this Part

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

2 Private Lines services

What are the Private Lines services?

- 2.1 Private Lines services are 2-wire or 4-wire permanent connections between two end points that are suitable for supporting applications within the voice band of 300-3400Hz.

Services withdrawn from sale

- 2.2 We have withdrawn the 2-Wire Multi-Point Private Lines and 4-Wire Multi-Point Private Lines services from sale. See [Part D – Miscellaneous Services of the Voice Grade Dedicated Lines section of Our Customer Terms](#) for more information.
- 2.3 Unless otherwise agreed in writing, we have withdrawn all other Private Lines services set out in this Part C – Private Lines (Private Lines services) from sale for new retail customers, new wholesale customers and new end customers of our wholesale customers. The provisions set out below apply to the withdrawal from sale of all Private Lines services except the 2-Wire Multi-Point Private Lines and 4-Wire Multi-Point Private Lines services.
- 2.4 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 - Private Lines.
- 2.5 On and from 31 December 2009, the services set out in this Part C - Private Lines services will be withdrawn and no longer be provided to all customers.

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3 2-Wire Point-to-Point Private Lines

What are the 2-Wire Point-to-Point Private Lines?

3.1 The 2-Wire Point-to-Point Private Lines include:

- (a) **2-Wire Standard Quality Private Lines** – a dedicated point-to-point 2-wire service with standard performance specifications;
- (b) **2-Wire Premium Quality Private Lines** – a dedicated point-to-point 2-wire service with premium performance specifications, and
- (c) **Ancillary Service Private Lines** – a dedicated point-to-point 2-wire service that allows you to access certain exchange-based services such as music-on-hold.

See the performance specifications below.

Connection charges

3.2 We charge you the following for connecting a 2-Wire Point-to-Point Private Lines, converting a working point-to-point circuit to a private line between the same locations and taking over a working circuit on an “intact” basis. The connection charge for providing a new circuit 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	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines
	(GST excl.)	(GST excl.)
Providing a circuit between two points at different premises:		
- within the same exchange area:		
- for the first service	\$843.96	\$932.40
- for second and subsequent services installed at the same time as the first (per service)	\$747.96	\$836.40

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Connection charges	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines
	(GST excl.)	(GST excl.)
- between different exchange areas:		
- for the first service	\$1,251.84	\$1,353.48
- for second and subsequent services installed at the same time as the first (per service)	\$1,155.84	\$1,257.48
Converting a working point-to-point circuit to a private line between the same locations:		
- within the same exchange area	\$444.84	\$489.72
- between different exchange areas	\$649.44	\$699.60
For taking over a working circuit on an 'intact' basis	\$73.92	\$73.92

- 3.3 We charge you the following for connecting Ancillary Service Private Lines, 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 – Ancillary Service Private Lines	GST excl.
Connecting each service:	
- for the first service	\$459.60
- for second and subsequent services installed at the same time as the first (per service)	\$411.60
Providing each inter-exchange segment where applicable	\$451.44
For taking over a working circuit on an 'intact' basis	\$81.84

Additional connection charges

- 3.4 Additional connection charges (such as a network extension charge, property extension charge, service extension charge or fee-for-service charge) may also

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apply to certain connections. For more information, see [Part A – General of the Voice Grade Dedicated Lines section of Our Customer Terms](#).

Monthly charges

3.5 We charge you the following monthly charges* for your 2-Wire Point-to-Point Private Lines based on the radial distance between the terminal exchanges:

Monthly charge*	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines	Ancillary Service Private Lines
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)
0 km (same or designated exchange pairs)	\$88.08	\$95.88	\$48.72
> 0.75 km but ≤ 1.75 km	\$144.84	\$152.64	\$109.68
> 1.75 km but ≤ 2.75 km	\$165.36	\$173.16	\$132.36
> 2.75 km but ≤ 3.75 km	\$185.76	\$195.24	\$155.04
> 3.75 km but ≤ 4.75 km	\$206.28	\$217.32	\$179.40
> 4.75 km but ≤ 5.25 km	\$226.80	\$239.40	\$202.08
> 5.25 km but ≤ 6.25 km	\$245.64	\$261.48	\$221.28
> 6.25 km but ≤ 7.25 km	\$262.92	\$281.88	\$242.16
> 7.25 km but ≤ 8.25 km	\$281.88	\$303.96	\$261.36
> 8.25 km but ≤ 9.25 km	\$299.16	\$325.92	\$282.24
> 9.25 km but ≤ 10.25 km	\$318.12	\$348.00	\$301.32
> 10.25 km but ≤ 11.25 km	\$335.52	\$370.08	\$322.32
> 11.25 km but ≤ 12.25 km	\$354.36	\$390.48	\$341.40
> 12.25 km but ≤ 13.25 km	\$371.64	\$412.56	\$362.40
> 13.25 km but ≤ 14.25 km	\$390.48	\$434.64	\$381.48
> 14.25 km but ≤ 19.25 km	\$408.00	\$456.72	\$402.48

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Monthly charge*	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines	Ancillary Service Private Lines
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)
> 19.25 km but ≤ 24.25 km	\$478.80	\$527.64	\$480.84
> 24.25 km but ≤ 29.25 km	\$549.72	\$598.56	\$559.20
> 29.25 km but ≤ 34.25 km	\$620.52	\$667.92	\$635.88
> 34.25 km but ≤ 39.25 km	\$691.56	\$738.72	\$714.36
> 39.25 km but ≤ 44.25 km	\$762.36	\$809.52	\$792.72
> 44.25 km but ≤ 49.25 km	\$833.28	\$880.56	\$871.20
> 49.25 km but ≤ 59.25 km	\$902.64	\$951.48	\$949.56
> 59.25 km but ≤ 69.25 km	\$924.60	\$971.88	\$972.24
> 69.25 km but ≤ 79.25 km	\$945.24	\$992.40	\$994.80
> 79.25 km but ≤ 89.25 km	\$965.64	\$1,014.48	\$1,019.28
> 89.25 km but ≤ 99.25 km	\$986.16	\$1,034.88	\$1,041.84
> 99.25 km but ≤ 199.25 km	\$1,006.56	\$1,055.40	\$1,064.52
> 199.25 km but ≤ 299.25 km	\$1,131.00	\$1,179.84	\$1,202.16
> 299.25 km but ≤ 399.25 km	\$1,255.44	\$1,304.28	\$1,339.80
> 399.25 km but ≤ 499.25 km	\$1,379.88	\$1,427.28	\$1,475.76
> 499.25 km but ≤ 599.25 km	\$1,504.32	\$1,551.72	N/A
> 599.25 km but ≤ 699.25 km	\$1,627.32	\$1,676.16	N/A
> 699.25 km but ≤ 799.25 km	\$1,751.76	\$1,800.60	N/A
> 799.25 km but ≤ 899.25 km	\$1,876.20	\$1,923.36	N/A
> 899.25 km but ≤ 999.25 km	\$1,876.20	\$1,923.36	N/A
> 999.25 km but ≤ 1999.25 km	\$2,000.64	\$2,048.04	N/A

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Monthly charge*	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines	Ancillary Service Private Lines
Radial distance	(GST excl.)	(GST excl.)	(GST excl.)
> 1999.25 km but ≤ 2999.25 km	\$2,181.84	\$2,229.00	N/A
> 2999.25 km but ≤ 3999.25 km	\$2,363.04	\$2,410.32	N/A

For a list of all designated exchange pairs, see [Part A – General of the Voice Grade Dedicated Lines section of Our Customer Terms](#). * **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.

Outdoor removal charges

- 3.6 We charge you the following outdoor removal charges to remove one end of your service to a different address within the same exchange area or to another exchange area:

Outdoor removal charge	2-Wire Standard Quality Private Lines	2-Wire Premium Quality Private Lines	Ancillary Service Private Lines
	(GST excl.)	(GST excl.)	(GST excl.)
Removing one end of a circuit to new premises:			
- within the same exchange area:			
- for the first service	\$421.32	\$464.88	\$459.60
- for second and subsequent services removed at the same time as the first (per service)	\$373.32	\$416.88	\$411.60
- in a different exchange area:			
- for the first service	\$829.20	\$887.28	\$911.04
- for second and subsequent services removed at the same time as the first (per service)	\$781.20	\$839.28	\$863.04

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4 4-Wire Point-to-Point Private Lines

What are the 4-Wire Point-to-Point Private Lines?

4.1 The 4-Wire Point-to-Point Private Lines services include:

- (a) **4-Wire Standard Quality Private Lines** – a dedicated point-to-point 4-wire service with standard performance specifications; and
- (b) **4-Wire Premium Quality Private Lines** – a dedicated point-to-point 4-wire service with premium performance specifications.

See the performance specifications below.

Connection charges

4.2 We charge you the following for connecting a 4-Wire Point-to-Point Private Lines service, converting a working point-to-point circuit to a private line between the same locations and taking over a working circuit on an “intact” basis. The connection charge for providing a new circuit 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	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
	(GST excl.)	(GST excl.)
Providing a circuit between two points at different premises:		
- within the same exchange area:		
- for the first service	\$1,432.68	\$1,604.28
- for second and subsequent services installed at the same time as the first (per service)	\$1,336.68	\$1,508.28
- between different exchange areas:		
- for the first service	\$2,000.28	\$2,207.52
- for second and subsequent services installed at the same time as the first (per service)	\$1,904.28	\$2,111.52

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Connection charges	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
	(GST excl.)	(GST excl.)
Converting a working point-to-point circuit to a private line between the same locations:		
- within the same exchange area	\$744.48	\$797.28
- between different exchange areas	\$1,023.00	\$1,125.96
For taking over a working circuit on an 'intact' basis	\$73.92	\$73.92

Additional connection charges

- 4.3 Additional connection charges (such as a network extension charge, property extension charge, service extension charge or fee-for-service charge) may also apply to certain connections. For more information, see [Part A – General of the Voice Grade Dedicated Lines section of Our Customer Terms](#).

Monthly charges

- 4.4 We charge you the following monthly charges* for your 4-Wire Point-to-Point Private Lines service based on the radial distance between the terminal exchanges:

Monthly charge*	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
Radial distance	(GST excl.)	(GST excl.)
0 km (on same or designated exchange pairs)	\$163.68	\$171.60
> 0.75 km but ≤ 1.75 km	\$247.20	\$255.00
> 1.75 km but ≤ 2.75 km	\$275.52	\$285.00
> 2.75 km but ≤ 3.75 km	\$305.40	\$316.44
> 3.75 km but ≤ 4.75 km	\$333.96	\$348.00
> 4.75 km but ≤ 5.25 km	\$362.16	\$378.00

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Monthly charge*	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
Radial distance	(GST excl.)	(GST excl.)
> 5.25 km but ≤ 6.25 km	\$388.92	\$404.76
> 6.25 km but ≤ 7.25 km	\$414.24	\$433.08
> 7.25 km but ≤ 8.25 km	\$441.00	\$459.96
> 8.25 km but ≤ 9.25 km	\$466.20	\$486.60
> 9.25 km but ≤ 10.25 km	\$491.40	\$513.48
> 10.25 km but ≤ 11.25 km	\$518.16	\$540.24
> 11.25 km but ≤ 12.25 km	\$543.48	\$565.44
> 12.25 km but ≤ 13.25 km	\$568.56	\$592.20
> 13.25 km but ≤ 14.25 km	\$595.44	\$617.52
> 14.25 km but ≤ 19.25 km	\$620.52	\$642.60
> 19.25 km but ≤ 24.25 km	\$691.56	\$713.64
> 24.25 km but ≤ 29.25 km	\$762.36	\$784.44
> 29.25 km but ≤ 34.25 km	\$833.28	\$855.36
> 34.25 km but ≤ 39.25 km	\$904.08	\$926.16
> 39.25 km but ≤ 44.25 km	\$973.56	\$997.20
> 44.25 km but ≤ 49.25 km	\$1,044.36	\$1,066.44
> 49.25 km but ≤ 59.25 km	\$1,115.16	\$1,137.24
> 59.25 km but ≤ 69.25 km	\$1,135.68	\$1,159.32
> 69.25 km but ≤ 79.25 km	\$1,157.76	\$1,179.84
> 79.25 km but ≤ 89.25 km	\$1,178.28	\$1,200.36
> 89.25 km but ≤ 99.25 km	\$1,198.68	\$1,220.76

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Monthly charge*	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
Radial distance	(GST excl.)	(GST excl.)
> 99.25 km but ≤ 199.25 km	\$1,219.20	\$1,241.28
> 199.25 km but ≤ 299.25 km	\$1,343.76	\$1,365.72
> 299.25 km but ≤ 399.25 km	\$1,468.20	\$1,490.28
> 399.25 km but ≤ 499.25 km	\$1,592.64	\$1,614.72
> 499.25 km but ≤ 599.25 km	\$1,715.52	\$1,739.16
> 599.25 km but ≤ 699.25 km	\$1,839.96	\$1,862.04
> 699.25 km but ≤ 799.25 km	\$1,964.40	\$1,986.36
> 799.25 km but ≤ 899.25 km	\$2,088.96	\$2,111.04
> 899.25 km but ≤ 999.25 km	\$2,088.96	\$2,111.04
> 999.25 km but ≤ 1999.25 km	\$2,213.40	\$2,235.48
> 1999.25 km but ≤ 2999.25 km	\$2,394.60	\$2,416.56
> 2999.25 km but ≤ 3999.25 km	\$2,575.68	\$2,597.76

For a list of all designated exchange pairs, see [Part A – General of the Voice Grade Dedicated Lines section of Our Customer Terms](#). * **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.

Outdoor removal charges

- 4.5 We charge you the following outdoor removal charges to remove one end of your service to a different address within the same exchange area or to another exchange area:

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Outdoor removal charges	4-Wire Standard Quality Private Lines	4-Wire Premium Quality Private Lines
Removing one end of a circuit to new premises:	(GST excl.)	(GST excl.)
- within the same exchange area:		
- for the first service	\$722.28	\$801.48
- for second and subsequent services removed at the same time as the first (per service)	\$674.28	\$753.48
- in a different exchange area:		
- for the first service	\$1,278.00	\$1,404.72
- for second and subsequent services removed at the same time as the first (per service)	\$1,230.00	\$1,356.72

5 Performance specifications – 2-Wire & 4-Wire Private Lines

5.1 We aim to maintain performance parameters within the ranges listed below for 2-Wire and 4-Wire Private Lines:

Performance specifications	Insertion loss (at 1 kHz)	Attenuation/ Frequency distortion (1 kHz to 3kHz)	Random circuit noise
2-Wire and 4-Wire Standard Quality Private Lines	≤ 20 dB	≤ 16 dB	≤ -38 dBm0p
2-Wire and 4-Wire Premium Quality Private Lines	≤ 10 dB	≤ 6 dB	≤ -38 dBm0p
Ancillary Service Private Lines	≤ 6.5 dB	≤ 10 dB	≤ -38 dBm0p

5.2 We do not support use of Private Lines for data applications that depend on direct current continuity or direct current signalling being available. We also do not accept requests for the service to be provided over uninterrupted copper. You should not rely on any incidental direct current characteristics as these may stop

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without us telling you.

6 MDATS

What is MDATS?

6.1 Our Multi Point Dedicated Alarm and Telemetry Service (MDATS) provides alarm or telemetry data transmission between different locations within a single exchange area.

6.2 A MDATS consists of:

- (a) a drive line with a MDATS unit – which normally connects to the control office, and
- (b) a drop line – which normally connects to the premises being monitored or where telemetry data is collected.

A maximum of eight drop lines can be connected to one drive line.

Equipment requirements

6.3 You must provide insulation displacement connector blocks complete with primary protection modules fitting with 350 V surge arresters and lightning protection where appropriate.

Connection charges

6.4 We charge you the following for providing a MDATS unit, providing each new MDATS drive line or drop line and converting a 2-Wire Standard Quality Private Line to a MDATS drive line or drop line:

Connection charges	GST excl.
Providing a MDATS unit	\$822.36
Providing a new MDATS drive line or drop line (same exchange)	
- for the first line	\$444.84
- for the second or subsequent line installed at the same time as the first (per line)	\$378.84

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Connection charges	GST excl.
For each MDATS drive line or drop line converted from a 2-Wire Standard Quality Private Line, where a line has been installed from the exchange to your premises and the conversion can be done without the need for work external to the exchange	\$73.92

Additional connection charges

- 6.5 Additional connection charges (such as a network extension charge, property extension charge, service extension charge or fee-for-service charge) may also apply to certain connections. For more information, see [Part A – General of the Voice Grade Dedicated Lines section of Our Customer Terms](#).

Monthly charges

- 6.6 We charge you the following monthly charge for your MDATS (payable in arrears):

Monthly charge*	GST excl.
For a MDATS unit	\$89.52
For each MDATS drive line or drop line (same exchange)	\$43.80

* **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.

Discounts – Netplan 2

- 6.7 From 1 November 2004, Netplan 2 will no longer be available to new customers. If you already receive discounts under Netplan 2 you will continue to receive those discounts in accordance with [the Netplan Discounts section of Our Customer Terms](#). If you held a MDATS service prior to 1 November 2004 and have yet to apply for a Netplan 2 discount in respect of that service, you may still apply for a discount equivalent to the Netplan 2 discount relevant to that service.

Outdoor removal charges

- 6.8 We charge you the following outdoor removal charges to one end of your MDATS drive line or drop line to a different address within the same exchange area:

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Outdoor removal charges	GST excl.
Removing an end of a MDATS drive line or drop line to new premises in the same exchange area:	
- for the first line	\$444.84
- the second or subsequent line removed at the same time as the first (per line)	\$378.84