

Part B – Connect IP Telephony

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

1 About this Part

1.1 This is part of the Connect IP section of Our Customer Terms. Provisions in other parts of the Connect IP section, as well as in the General Terms of Our Customer Terms, may apply to your Connect IP Telephony site service.

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 Connect IP section for more detail on how the various parts of the Connect IP section should be read together.

1.1 This part only applies if you have a Connect IP Telephony site service.

1.2 If there is an inconsistency between this part and the other parts of the Connect IP section of Our Customer Terms, this part prevails to the extent of the inconsistency.

2 About Connect IP Telephony

What is Connect IP Telephony?

2.1 Your Connect IP Telephony service is made up of various components that we package together for you and is available with the following access services:

- (a) Ethernet Lite, which is a copper based connecting carriage service (“**Connect IP Telephony Ethernet Lite**”); or
- (b) Ethernet, which is a fibre based connecting carriage service (“**Connect IP Telephony Ethernet**”).

2.2 If you signed up for your Connect IP Telephony Ethernet Lite service before 30 October 2011, the following service packages are available with your service:

Connect IP Telephony Ethernet Lite service package	Number of users included in package	Site access bandwidth
CIPT Package A	5	512K
CIPT Package A2	5	1024K
CIPT Package A3	5	1536K

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Connect IP Telephony Ethernet Lite service package	Number of users included in package	Site access bandwidth
CIPT Package A4	5	2048K
CIPT Package B	10	512K
CIPT Package B2	10	1024K
CIPT Package B3	10	1536K
CIPT Package B4	10	2048K
CIPT Package C	20	1024K
CIPT Package C2	20	2048K
CIPT Package C3	20	3072K
CIPT Package C4	20	4096K
CIPT Package D	35	1024K
CIPT Package D2	35	2048K
CIPT Package D3	35	3072K
CIPT Package D4	35	4096K
CIPT Package E	50	1024K
CIPT Package E2	50	2048K
CIPT Package E3	50	3072K
CIPT Package E4	50	4096K
CIPT Package E5	50	5120K
CIPT Package E6	50	6144K
CIPT Package E7	50	8192K
CIPT Package E8	50	10240K
CIPT Package F	100	5120K
CIPT Package F2	100	6144K
CIPT Package F3	100	8192K

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Connect IP Telephony Ethernet Lite service package	Number of users included in package	Site access bandwidth
CIPT Package F4	100	10240K
CIPT Package G	150	6144K
CIPT Package G2	150	8192K
CIPT Package G3	150	10240K
CIPT Package H	200	8192K
CIPT Package H2	200	10240K

2.3 If you sign up for your:

- (a) Connect IP Telephony Ethernet Lite service on and from 30 October 2011; or
- (b) Connect IP Telephony Ethernet service on and from 15 August 2011,

then the available service packages are set out in your separate agreement with us.

2.4 The components of each Connect IP Telephony service package and the applicable terms for those components are set out below:

Components of each Connect IP Telephony service package	Applicable terms
Basic Internet gateway providing IP Connectivity to Telstra Internet Direct, starting at 64Kbit/s up to 2048 Kbit/s (but not Internet access or usage) for your chosen site.	Part A of the Connect IP section of Our Customer Terms and Telstra IP Solutions section of Our Customer Terms.
Connect IP Ethernet Lite site service with Managed End to End DCoS service level, comprising of an Ethernet Lite service and supplied equipment (a router) for your chosen site (including maintenance of the supplied equipment).	Part A of the Connect IP section of Our Customer Terms and Telstra Ethernet Lite section of Our Customer Terms.
Connect IP Ethernet site service, comprising of an Ethernet service and supplied equipment (a router) for your chosen site (including maintenance of the supplied equipment).	The IP MAN section of Part B – IP Networking Services of the IP Solutions section of Our Customer Terms.
Telstra IP Telephony service (except for PBX Connect Tieline, Hoteling/Hot Desking Pack and Call Centre Group Pack which is not available) for your chosen site, which includes the number of Regular User (Standard Pack) feature packages equal to your	Telstra IP Telephony section of Our Customer Terms.

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Components of each Connect IP Telephony service package	Applicable terms
<p>selected number of included users.</p> <p>At additional cost, you can upgrade to Regular User (Executive Pack) feature packages.</p> <p>At additional cost, you can also add Remote Office, Web Attendant Console or MiReception Console Optional User feature packages.</p>	
<p>Equipment to use the Telstra IP Telephony service component of your Connect IP Telephony service (which will be the number of standard IP telephone handsets equal to your selected number of included users), including maintenance services for such handsets.</p> <p>At additional cost, you can add additional standard users or upgrade your included standard IP telephone handsets to enhanced IP telephone handsets that we may make available from time to time.</p>	<p>Telstra IP Telephony section of Our Customer Terms.</p>
<p>Telstra IP Telephony Managed Voice Service for your chosen site.</p>	<p>Managed Voice Section of Our Customer Terms.</p>
<p>Installation.</p>	<p>Set out below.</p>
<p>Proactive management of your Connect IP Telephony network and supplied equipment</p>	<p>Part A of the Connect IP section of Our Customer Terms.</p> <p>Proactive management is only available on your Connect IP router and does not extend to handsets.</p>

Availability

2.5 Connect IP Telephony services are only available to our retail customers throughout Australia, if network infrastructure is available. Connect IP Telephony services are not available to Telstra wholesale customers or for resale. You cannot assign or resupply Connect IP Telephony services to a third party.

2.1 Refer to the [Ethernet Lite](#) and [Frame Relay](#) Our Customer Terms Sections for information on the cease sale, disconnection and exit of Ethernet Lite and Frame Relay products as this will determine the availability of these access types for Connect IP.

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Minimum commitment

- 2.2 You have to take the Connect IP Telephony service for at least 36 months.

Configuration

- 2.3 We will configure the Connect IP Telephony service in accordance with the network diagram designed by us.
- 2.4 We will configure your router to prioritise voice traffic over data traffic and we will provide call admission control on the Connect IP telephony network platform. Call admission control is designed so that the amount of voice traffic remains within safe levels to maintain voice quality levels. From time to time, this may mean that a call is blocked if the number of simultaneous calls cannot be supported.
- 2.5 We will configure your Connect IP Telephony service with a default maximum number of simultaneous calls that we will tell you at the time you apply for your Connect IP Telephony service. The default maximum number of simultaneous calls is based on the number of users, bandwidth and the Connect IP Telephony service package that you select. You may apply to increase or decrease the number of simultaneous calls that you wish to support up to a maximum that we specify to you.
- 2.6 If you signed up for your Connect IP Telephony service on and from 15 August 2011, you must verify with us, the maximum number of additional users that can be added to each Connect IP Telephony service package. There may be deterioration of service performance, including the loss of voice and video (where applicable) if the maximum number of allowable users is exceeded.

Network design

- 2.7 If we design your network service, then all intellectual property rights connected with the design of your network service, including any intellectual property rights relating to:
- (a) network diagrams;
 - (b) management IP addresses; and
 - (c) supplied equipment configurations,

remain with us at all times, and all information relating to the design of your network service, including the information identified in paragraphs (a) to (c), is our confidential information.

Target provisioning time

- 2.8 We will aim to provision a new Connect IP Telephony service involving standard

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installation and connection within the following time periods:

- (a) for installation in a Metro area, 21 business days for your Connect IP Telephony Ethernet Lite service, and 34 business days for your Connect IP Telephony Ethernet service, from the day we tell you that we have processed your application; and
- (b) for installation in all other areas, 40 business days for your Connect IP Telephony Ethernet Lite service, from the day we tell you that we have processed your application. For your Connect IP Telephony Ethernet service, please contact us to confirm the applicable installation time frames.

Installation

2.9 The Installation component of a Connect IP Telephony service package includes the following:

- (a) configuration and installation of the router provided as part of your Connect IP Telephony Ethernet Lite or Connect IP Telephony Ethernet site service component as described in Part A - General of the Connect IP section of Our Customer Terms;
- (b) configuration of the IP telephone handsets included as part of your Connect IP Telephony service package and on-site installation of one such IP telephone handset; and
- (c) configuration and on-site installation of the Managed LAN switch.

2.10 The installation of your Connect IP Telephony service will be on the same terms as the installation terms and conditions set out in Part A - General of the Connect IP section of Our Customer Terms.

2.11 In addition to those features of installation not included in Part A - General of the Connect IP section of Our Customer Terms, standard installation of a new Connect IP Telephony service does not include professional installation of the IP telephone handsets.

Service Assurance Levels

2.12 The service assurance level for Connect IP Telephony Ethernet Lite is Business and for Connect IP Telephony Ethernet is Business Plus, as described in the Service Assurance and Provisioning section of Our Customer Terms. The service assurance does not apply to your IP Telephone handset or any third party software or equipment used in connection with your Connect IP Telephony service.

2.13 Premium (enhanced) Service Assurance Levels may be available to you upon

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application to us. Additional charges apply.

Specific terms for your Connect IP Telephony Ethernet service

- 2.14 There may be restrictions associated with cabling, shared access switches and NTU locations in providing you with the Connect IP Telephony Ethernet service to certain sites. These restrictions are specified in Part B – IP Networking Services of the IP Solutions section of Our Customer Terms.

3 Optional features

- 3.1 You can select from a number of optional features for your Connect IP Telephony service as described below.

Upgrade or additional IP telephone handsets

- 3.2 At additional cost, you can upgrade the standard IP telephone handsets that are included in your selected Connect IP Telephony service package to enhanced IP telephone handsets that we may make available from time to time.
- 3.3 We may charge you an Early Termination Charge for your IP telephone handset if you wish to upgrade the standard IP telephone handsets that are included in your selected Connect IP Telephony service package before the expiry of the term you agree with us.
- 3.4 You can purchase additional IP telephone handsets during the term of your Connect IP Telephony service. We will charge you the charges in our Price List for upgrading or purchasing additional IP telephone handsets.

Upgrade or add on Telstra IP Telephony feature packages

- 3.5 At additional cost, you can upgrade the Telstra IP Telephony service Regular User (Standard Pack) feature packages that are included in your selected Connect IP Telephony service package to Regular User (Executive Pack) feature packages. You can upgrade some or all of your users.
- 3.6 At additional cost, you can also add one or more of the following Telstra IP Telephony service Optional User feature packages to your Telstra IP Telephony service:
- (a) Remote Office;
 - (b) Web Attendant Console; and
 - (c) MiReception Console.

You can add the above Telstra IP Telephony service Optional User feature packages for

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some or all of your users.

- 3.7 The charges payable by you for upgrading or adding a Telstra IP Telephony feature package will be set out in our Price List as notified to you.

Connect IP Telephony deployment services

- 3.8 At additional cost, you can request the following deployment services in connection with your Connect IP Telephony service:

Connect IP Telephony deployment service	Description of deployment service
Customer Integration Workshop	This is a high-level workshop to assist you with the installation of your Telstra IP Telephony equipment.
Training	You can choose any combination of the following training courses in connection with your Telstra IP Telephony equipment: (a) End user; (b) Reception; and (c) Train the trainer.

- 3.9 If you request us to conduct a customer integration workshop, then you agree to pay a charge for the customer integration workshop which we will notify you of at the time you apply for your equipment. We may choose to conduct customer integration workshops by telephone.
- 3.10 If you request us to provide you with training for your Telstra IP Telephony equipment, then you agree to pay a charge for the training which we will notify you of at the time you apply for your equipment.

Connect IP Telephony IAD

- 3.11 A Connect IP Telephony IAD is an integrated access device that allows you to connect analogue telephone handsets and facsimile machines to run through your Connect IP Telephony service.
- 3.12 Connect IP Telephony IADs are available to you as an optional feature of your Connect IP Telephony service. You must pay additional charges for Connect IP Telephony IADs.
- 3.13 The use of Connect IP Telephony IADs must conform to the dimensioning and call

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admission control design rules applicable to your Connect IP Telephony service.

Additional users

- 3.14 The number of included users in each Connect IP Telephony service package defines the number of:
- (a) Telstra IP Telephony service Regular User (Standard Pack) feature packages; and
 - (b) standard IP telephone handsets,
- included in the service package.
- 3.15 At additional cost, you can add additional users to your Connect IP Telephony service. For each additional user you add you will get:
- (a) one additional Telstra IP Telephony service Regular User (Standard Pack) feature package; and
 - (b) one additional standard IP telephone handset.
- 3.16 If you signed up for your Connect IP Telephony Ethernet Lite service before 30 October 2011, the maximum number of included users you can have for your Connect IP Telephony service depends on the Connect IP Telephony service package that you select. The maximum number of included users for each package are:

Connect IP Telephony (CIPT) Ethernet Lite service package	Maximum Number of included users for each package
CIPT Package A, A2, A3 and A4	5
CIPT Package B, B2, B3 and B4	10
CIPT Package C, C2, C3 and C4	20
CIPT Package D, D2, D3 and D4	35
CIPT Package E, E2, E3 and E4, E5, E6, E7 and E8	50
CIPT Package F, F2, F3 and F4	100
CIPT Package G, G2 and G3	150
CIPT Package H and H2	200

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3.17 If you sign up for your:

- (a) Connect IP Telephony Ethernet Lite service on and from 30 October 2011; or
- (b) Connect IP Telephony Ethernet service on and from 15 August 2011,

then the maximum number of included users you can have for your Connect IP Telephony service is set out in your separate agreement with us.

Connect IP optional features

3.18 The following Connect IP optional features are available to you as optional features of your Connect IP Telephony service:

- (a) CIPT Next G™ Back Up service, as described further below;
- (b) ISDN data backup connection for your Connect IP Telephony Ethernet Lite service;
- (c) Simple software reconfiguration changes;
- (d) Complex software reconfiguration changes;
- (e) Supply of network data or audit;
- (f) Regular testing of ISDN backup services;
- (g) Restricted topology service;
- (h) Managed LAN switch service which includes:
 - (i) a switch device which you can select from a range which we make available from time to time that can be rented or purchased;
 - (ii) initial configuration and set up of your selected device;
 - (iii) proactive ongoing break/fix management of your selected device; and
- (i) Multicast services for the Connect IP Ethernet Lite site service component of your Connect IP Telephony service package.

and the terms (other than relevant charges) applicable to each optional feature are set out in Part A - General - Optional Features of this Connect IP section of Our Customer Terms. The charges payable by you for each optional feature will be set out in our Price

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List as notified to you.

- 3.19 Refer to the [ISDN](#) Our Customer Terms Section for information on the cease sale, disconnection and exit of ISDN as this will determine the availability of ISDN backup for Connect IP.

Specific terms for a CIPT Next G™ Back Up service

- 3.20 In addition to your Connect IP Telephony Ethernet Lite primary access service or Connect IP Telephony Ethernet primary access service, you may also apply for a Connect IP Telephony Next G™ back up service as a data back up if your primary access service fails (“**CIPT Next G™ Back Up**”).
- 3.21 Unless otherwise set out in this Connect IP Telephony Section, the terms upon which we provide the CIPT Next G™ Back Up service are set out in Part G of the Mobile Services section of Our Customer Terms
- 3.22 You must have a Connect IP Telephony service and meet minimum technical requirements to obtain the CIPT Next G™ Back Up service.
- 3.23 If you are an existing Connect IP Telephony customer and wish to apply for a CIPT Next G™ Back Up service, you must acquire the CIPT Next G™ Back Up service for the remaining minimum term of your primary access service. If you are a new Connect IP Telephony customer, you must acquire the CIPT Next G™ Back Up service for the same minimum term as your primary access service.
- 3.24 The CIPT Next G™ Back Up service comprises Next G™ compatible wireless equipment with a Connect IP service and a mobile data plan.
- 3.25 As part of your CIPT Next G™ Back Up service, we’ll provide a compatible router and interface card and the terms applicable to supplied equipment within this section of Our Customer Terms apply. You may need to purchase an antenna and cabling from us, depending on the Telstra Next G™ coverage available at your site. We’ll provide you with advice and pricing on suitable antenna models and cabling for your CIPT Next G™ Back Up service, if applicable.
- 3.26 You must have a suitable Telstra Next G™ mobile data plan for your CIPT Next G™ Back Up service. You acknowledge that the SLA Premium (customer select assurance level) you apply for will determine the associated data plan. Unless otherwise set out in this section of Our Customer Terms, the terms for your data plan are set out in the Mobile Services section (Part G) of Our Customer Terms.
- 3.27 For your CIPT Next G™ Back Up service, you must have at least one IP WAN Wireless port service for every network being connected. The terms for your IP WAN Wireless Port (including pricing) are set out in Part B – IP Networking Services of the IP Solutions section of Our Customer Terms.

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- 3.28 The CIPT Next G™ Back Up service is only available in areas where the Telstra Next G™ network is available. Information on availability of the Next G™ network can be found on <http://www.telstra.com.au/mobile/networks/coverage/maps.cfm>. The availability information is indicative only so you should not rely on it and we do not guarantee that the CIPT Next G™ Back Up service can be provided if you satisfy the service qualification.
- 3.29 You may request a site survey prior to obtaining the CIPT Next G™ Back Up service to determine the availability of the Telstra Next G™ network. If you ask us to conduct the site survey, we may do so for an additional charge, which we'll tell you at the time you apply for the survey.
- 3.30 We don't guarantee the availability of your CIPT Next G™ Back Up service in required locations or any service level or service target associated with the Next G network as part of your CIPT Next G™ Back Up service.
- 3.31 The CIPT Next G™ Back Up service only supports data and does not support Connect IP Telephony voice or video telephony services.
- 3.32 You must, in relation to your CIPT Next G™ Back Up service:
- (a) comply with the Fair Play Policy set out in Part A of the Mobile Services section of Our Customer Terms;
 - (b) not alter the configuration of the service without our prior written consent;
 - (c) not use the service as a primary access;
 - (d) only use the service as a service back up for the period of time that your primary access into your network has failed; and
 - (e) not remove or tamper with the SIM card provided as a part of the service, or move or relocate any equipment from its installed location.

We may suspend or cancel your CIPT Next G™ Back Up service, or a component of these services, if you breach this clause.

- 3.33 You acknowledge that the Telstra Next G™ network is a shared network and therefore throughput and latency is impacted by the amount of users and traffic. We don't guarantee throughput of data.

4 Fees and charges

- 4.1 You agree to pay all the applicable fees and charges incurred in respect of your Connect IP Telephony service. Apart from the charges described below, the fees and charges for

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your Connect IP Telephony service are set out in the Price List as notified to you.

Charges to upgrade or downgrade service package

- 4.2 We will charge you the following charges if you upgrade or downgrade your selected Connect IP Telephony service package.

Modification type	Charge (GST excl.)
Upgrade to a service package with higher access bandwidth but with the same number of included users	\$280.00 per site
Downgrade to a service package with lower access bandwidth but with the same number of included users	\$280.00 per site
Upgrade to a service package with a higher number of included users	\$50.00 per additional user per site
Downgrade to a service package with a lower number of included users	\$280.00 per site <u>plus</u> the early termination charge applicable to your IP telephone handsets and the early termination charges applicable to downgrading to a service package with lower number of included users set out in the Early Termination Charges section below.

- 4.3 To avoid doubt, we will start charging you the monthly site service fees applicable to your upgraded or downgraded service package (as applicable) from the time the upgrade or downgrade takes effect.

Fees for software reconfiguration changes

- 4.4 You must pay the applicable fee as set out in Part A - General of this Connect IP section of Our Customer Terms if you make simple software reconfiguration changes and/or complex software reconfiguration changes to the Connect IP Ethernet Lite Managed End to End DCoS component of the service.

Additional charges

- 4.5 You agree to pay a call out fee reflecting our costs incurred if:
- (a) we are requested to attend a site to attend to a fault condition at a time agreed with you and you fail to provide immediate access to the supplied equipment or the relevant site at that time; or

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- (b) you report a fault to us and request us to attend a site to repair that fault and we determine that there is no fault in the site service (for example, if the fault is caused by your equipment).

5 Cancellation and termination

Cancellation

5.1 Without limiting any of our rights, we may immediately cancel your Connect IP Telephony service (or any part of it) if, despite providing you reasonable notice in the circumstances:

- (a) we are unable to enter the premises to inspect, repair or maintain a facility; or
- (b) you fail to rectify any defect or inadequacy in a facility not owned or maintained by us after being requested to do so by us.

Early termination charges

5.2 You must pay the relevant early termination charge as set out below if you cancel your Connect IP Telephony service (or any part of it), or downgrade to a service package with a lower number of included users, before the expiry of your agreed term for any reason other than:

- (a) a cancellation due to our breach; or
- (b) a cancellation by us without your default in accordance with the [General Terms of Our Customer Terms](#).

Cancellation type	Early termination charge (GST excl.)
Cancellation of Connect IP Telephony Ethernet Lite site service	\$150 per remaining contracted month
Handset early termination charge	\$10 per handset per remaining contracted month for each user
Cancellation of Connect IP Telephony Ethernet site service	65% of A x B A – Monthly access bandwidth charge. B – Number of months from the date of cancellation until the end of the minimum term for the of 24 months.

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<p>CIPT Next G™ Back Up service</p>	<p>65% of A x B</p> <p>A – Monthly Back Up fee.</p> <p>B – Number of months from the date of cancellation until the end of the minimum term for the CIP Next G™ Back Up service,</p> <p>plus:</p> <p>(a) any installation fees we have waived or you have not paid us for; and</p> <p>(b) cost of equipment we have provided to you that you have not paid us for (as long as the equipment can be used in connection with services supplied by another provider).</p>
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5.3 The early termination charge is a genuine pre-estimate of the loss that we are likely to suffer.

Return of supplied equipment

5.4 Upon the expiry, termination, cancellation, relocation or migration of your Connect IP Telephony service (or any part of it), we will collect and you must return to us the supplied equipment (including a managed LAN Switch if provided, but excluding your IP telephone handsets) used to provide the relevant cancelled Connect IP Telephony service (or any part of it).

5.5 If you do not return the relevant supplied equipment to us when we come to collect the supplied equipment, and you do not, at your cost, return the relevant supplied equipment to us within 30 days of the date of expiry, termination, cancellation, relocation or migration, you must pay us any costs reasonably incurred by us in attempting to recover that supplied equipment and, if we are unable to recover that supplied equipment, the greater of the market value and the written down book value of that supplied equipment.

6 Special meanings

The following words have the following special meanings:

Price List means the Connect IP Telephony price list as notified to you.

