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### 1 About the DOT (Digital Office Technology)<sup>®</sup> section

#### Our Customer Terms

- 1.1 This is the DOT (Digital Office Technology)<sup>®</sup> (including DOT on the **nbn**<sup>™</sup> network) section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply, unless you have entered into a separate agreement with us which excludes any of those terms. The [Services on the National Broadband Network section of Our Customer Terms](#) also applies.
- 1.3 In this section, references to “DOT” means both DOT (Digital Office Technology)<sup>®</sup> on ADSL2+ and DOT (Digital Office Technology)<sup>®</sup> on the nbn<sup>™</sup> network. “DOT on the nbn<sup>™</sup> network” means DOT (Digital Office Technology)<sup>®</sup> on the nbn<sup>™</sup> network and “DOT on ADSL2+” means DOT services on the ADSL2+ network.
- 1.4 All prices in this section are inclusive of GST.
- 1.5 The DOT section incorporates other parts of Our Customer Terms. If there is any inconsistency between this and any other term in Our Customer Terms that applies to the DOT, then to the extent of the inconsistency, they will be read in the following order of precedence:
  - (a) [Services on the National Broadband Network section](#) in respect of DOT on the NBN;
  - (b) this section;
  - (c) any other section of Our Customer Terms which applies to DOT; and
  - (d) [The General Terms of Our Customer Terms](#).

#### References

- 1.6 If any term of Our Customer Terms which is expressly incorporated refers to “our network”, “our public switched telephone network”, “Telstra Network” or anything similar, for the purposes of this Section those terms will be taken to also include a reference to the NBN and a reference to “service” in those terms will be taken to include a reference to DOT on the nbn<sup>™</sup> network service.
- 1.7 A reference to a time or a day in this section of Our Customer Terms is a reference to the time or a day at the place where the relevant premises is located.

#### References to the National Broadband Network



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

1.8 In this section of Our Customer Terms, the following words have the following meanings:

- (a) **NBN Co** means NBN Co Limited (ABN 86 136 533 741) and its related body corporates, officers, employees, agents, contractors, sub-contractors and consultants.
- (b) **the nbn<sup>™</sup> network** means the fibre network that is owned or controlled by, or operated by or on behalf of, NBN Co and includes any other network, systems, equipment and facilities used by NBN Co in connection with the supply of Broadband (NBN) services.

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## 2 DOT (Digital Office Technology)<sup>®</sup>

### What is DOT?

2.1 DOT (Digital Office Technology)<sup>®</sup> allows customers to bundle eligible Telstra ADSL 2+ broadband and/or an nbn<sup>™</sup> network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband connection, with IP telephony and mobile services on one account and one bill.

2.2 In this section, references to “broadband” mean an ADSL2+ broadband or nbn<sup>™</sup> network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband service of sufficient quality to support a digital voice service.

2.3 DOT consists of:

- (a) core plans (“**Core Plans**”):
  - (i) one broadband connection; and
  - (ii) one IP Voice service (“**digital voice service**”);
- (b) user plans (“**User Plans**”):
  - (i) Office Plan; and
  - (ii) for customers who took up a DOT User Plan on or before 30 June 2017, Mobile Plan; and
- (c) optional services known as DOT Options.

### Eligibility

2.4 To be eligible for a DOT service you must have an ABN, ACN or ARBN. We supply the DOT service for business purposes and you must use the DOT predominantly for business purposes. Wholesale customers are not eligible for a DOT service and it is not eligible for resale.

### Compatibility with other offers

2.5 You can’t take up any of the following on your DOT Account:



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- (a) Reward packages, options or offers;
- (b) All-4-Biz; or
- (c) other port in or special offers that we determine from time to time are not compatible.

### Availability

- 2.6 DOT on ADSL2+ is not available to new customers from 21 March 2017. Customers with existing DOT services can purchase additional DOT on ADSL2+ services.
- 2.7 DOT is only available in locations where either ADSL2+ broadband or nbn<sup>™</sup> network Fibre to the Premises, Fibre to the Curb, Fibre to the Node & Fibre to the Building broadband service of sufficient quality to support a digital voice service is available.
- 2.8 Availability for DOT on ADSL 2+ also depends on a number of factors, including the length of cable to the nearest telephone exchange, the quality of the existing telephone service and whether the nearest exchange has enough ADSL2+ capacity.
- 2.9 Availability for a DOT on the nbn<sup>™</sup> network service depends on whether the premises in which you take it up is serviceable by NBN Co fibre.
- 2.10 Once you take up a service with us on the nbn<sup>™</sup> network you can't switch back to Telstra services on our existing copper network at the same location.
- 2.11 We may need to conduct a service qualification at your location to determine whether DOT is available and the maximum number of concurrent IP voice calls which can be supported at your location.
- 2.12 You need to have a telephone service for us to provide DOT. If you need us to connect a new telephone service, the connection charges set out in:
  - (a) [Basic Telephone Service section of Our Customer Terms](#) will apply for DOT on ADSL2+; or
  - (b) [Services on the National Broadband Network](#) section of Our Customer Terms will apply for DOT on the NBN.

### How we give you information about DOT (Digital Office Technology)<sup>™</sup>

- 2.13 We can give you information about DOT verbally, by email, SMS or by mail. By taking up DOT you agree to receive service information, including notices about changes we may make to DOT from time to time, by any of these methods.

### How we deliver DOT (Digital Office Technology)<sup>®</sup>

- 2.14 The technical means we use to deliver the DOT service is completely up to us.



### Call barring

- 2.15 We bar calls to 190 numbers from services connected to your DOT account automatically. You may change your call barring settings at any time by contacting us.

### Power supply and Emergency 000 Access

- 2.16 Your DOT service needs mains power to work, so if the power goes out, you won't be able to use your DOT service (including to make and receive calls) and you won't have access to the Emergency 000 service. You must supply power to operate the equipment associated with your DOT service as specified in the equipment manual.
- 2.17 Therefore DOT Core and Office Plans are not suitable if you have serious illness or condition, require disability services, have a back-to-base alarm, or require an uninterrupted telephone line, in that case we recommend an alternative service. If you need an uninterrupted phone service we recommend that you have another service, like a mobile, and if you have a back to base alarm system we recommend you consider Business Protect or speak to your alarm service provider about mobile backup before you take up a DOT service

### DOT and analogue equipment

- 2.18 Although your DOT service may support Fax, EFTPOS, back to base alarm systems, medical diallers and other nonstandard dialler services and equipment we cannot guarantee that these services and/or equipment will work or function faultlessly over your service. Please first check with your equipment manufacturer/provider about compatibility with a Telstra IP voice service on the nbn.

### Universal Service Obligation

- 2.19 DOT is not provided in fulfilment of Telstra's Universal Service Obligation.

### Same Account

- 2.20 All the components of your DOT service must be on the same account to receive benefits such as free on account calls and sharing of included allowances. You can have DOT on ADSL2+ and DOT on the nbn<sup>™</sup> network services on the same account and still receive these benefits, but if your services aren't on the same account you won't receive these benefits.

### Online Billing and Other Online Services

- 2.21 Our online services are:

Online Service	What does it do?
Online Bill and Online Bill Reporting	Lets you view, analyse, download and generate reports about your Telstra bills



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CustData	Lets you manage your broadband service
Mobile Data Usage Meter	Gives you an estimate of your data usage on all your mobile and mobile broadband devices in Australia
Commpilot	An online call management tool for your digital voice service.
Telstra Apps Marketplace	Lets you purchase Telstra applications
CallConductor	An online call management tool for your digital voice service that lets you manage account settings. CallConductor is only available for customers who take up a DOT service.

- 2.22 We will register you for online services including CallConductor when you take up your DOT service.
- 2.23 Some of our online services are subject to terms of use. Where terms of use apply, they are available for you to view when you log on to use the online service. If you don't agree with the terms of use, tell us and we will revoke your registration.
- 2.24 Unless you tell us otherwise, we will provide you with an online bill for your DOT service. You will not receive a paper bill unless you ask us to provide you with one.

### Unlimited allowances and free voice calls

- 2.25 Some components of the DOT service give you access to free voice calls and unlimited allowances of calls and data usage. Where we make these available to you, you must follow our DOT Fair Play Policy set out in this section.

### Relocating your business

- 2.26 If you relocate your premises to which a DOT Core Plan, Office Plan or Unified Plan is connected to premises outside the existing exchange area, you may need to change your telephone numbers.
- 2.27 If you have a DOT on ADSL2+ service, the terms applicable to this are set out in the [Basic Telephone Service section of Our Customer Terms](#). We charge you a fee of \$240 to install your services at your new premises. This doesn't include moving your equipment to your new premises or non standard installation.
- 2.28 If you have a DOT on the nbn<sup>™</sup> network service, the applicable terms are set out in the [Services on the National Broadband Network](#) section of Our Customer Terms. We charge you a fee of \$240 to install your services at your new premises. This doesn't include moving your equipment to your new premises or non standard installation.
- 2.29 If DOT is not available at your new premises you will have to cancel your service and you may be required to pay the applicable early termination charge.



### What we mean by “Standard Calls”

- 2.30 Some DOT plans come with included amounts of standard calls. This does not include all types of calls. If you make a call that is not a standard call, you have to pay for it separately.
- 2.31 Standard calls means most types of national direct dial voice, video and data calls, SMS, MMS, calls to Telstra satellite mobiles, Directory Assistance, to 13 numbers (including 1300 or 1345 number) and 1800 numbers.
- 2.32 All other call types are not included as standard calls. This includes international calls and international roaming, calls to the Sensis 1234 service, 12234 and 12455, third party content calls, Iterra calls, calls to radio paging, calls to Optus MobileSat, InfoCall 190, 19xx and 12xx numbers.

### How the Excess Usage Cap works

- 2.33 If, in a single billing month, you incur charges for data usage that is subject to an Excess Usage Cap, we will not charge you more for that data use than the Excess Usage Cap amount, regardless of how much data you use.

### Equipment and handset maintenance

- 2.34 Nothing in this section in any way affects any statutory guarantee we cannot exclude that applies to equipment we supply.
- 2.35 For the equipment you purchase with your Core Plan or User Plans, you will receive maintenance for that equipment from us at no additional charge as set out in clauses 2.36 to 2.43 below.
- 2.36 For equipment you purchase with your Core Plan, or for digital phones you purchase with your Office or Unified Plans, you will receive maintenance at no additional charge for up to 24 months starting the date we provide the equipment, provided you continue your Core Plan, Office Plan or Unified Plan during that time. For customers who took up a DOT Mobile Plan on or before 30 June 2017, you will receive maintenance for equipment you purchase with your Mobile Plan for up to 12 months starting the date we provide the equipment, provided you continue your Mobile Plan during that time.
- 2.37 After these maintenance periods, and subject to any rights you have under applicable laws, you are responsible for maintaining your equipment and paying for any additional repair or replacement costs for such equipment.
- 2.38 Subject to normal warranty conditions, the maintenance services include:
- (a) a help desk for you to report any faults with the equipment; and
  - (b) supplying replacement equipment (except for mobiles, which we may repair instead of replace) when you notify us that the equipment is faulty, provided that we are reasonably satisfied that the equipment is faulty and the fault was not caused by you.



- 2.39 In metropolitan areas, we aim to get the replacement equipment to you the business day after you notify us. In other areas it may take up to 5 business days.
- 2.40 We will charge you for the replacement equipment, but we will rebate you the charge if we receive the faulty equipment back from you. If we don't receive the faulty equipment, you won't receive the rebate.
- 2.41 You are responsible for paying any costs associated with sending us faulty equipment for the purpose of the maintenance service and any damage or loss to the equipment that occurs while it is being sent to us.
- 2.42 Any equipment that has been returned to us becomes our property at the time we provide you with replacement equipment for it.
- 2.43 Maintenance services will not cover equipment that has been misused or abused by you or has liquid damage.

### **Messaging services**

- 2.44 Your Core Plan and User Plans come with a messaging service that attaches voice messages left on your digital phone or mobile to email and sends them to your nominated email address. This service is activated on request and is provided at no extra charge on a casual, month to month basis. You are only allowed to use this feature in Australia, and we may withdraw it at any time with reasonable notice you. If the feature is withdrawn, you will still be able to retrieve and listen to your voice messages using your digital phone or mobile.

### **Changing your Core Plan, User Plans or Options**

- 2.45 You can change your Core Plan, User Plans or DOT Options. If your Plan or Option is subject to a fixed contract term and you move to a Core Plan User Plan or DOT Option with a higher Monthly Fee, or Core Plan or Office Plan with a lower Monthly Fee:
  - (a) You do not need to restart your 24 month term;
  - (b) Your Monthly Fee, call rates, included calls and monthly data allowance will be adjusted on a pro-rata basis;
  - (c) If you purchased equipment via the Hardware Purchase Plan (HPP) as part of your Plan or Option, this will continue on your new Plan or Option; and
  - (d) If you subsequently cancel (other than as a result of a material breach by us), or we cancel your plan as a result of a material breach by you, before the end of your 24 month term, we may charge you an early termination charge applicable to your original Plan or Option.
- 2.46 If you move from a Core Plan, User Plan or DOT Option to a different Plan or Option, you can only move back to your original Plan or Option if it is still an available, in-market Plan or Option.





### 3 Calculating your early termination charge (“ETC”)

- 3.1 If you need to pay an ETC for any component of your DOT service, it will be calculated according to the following formula, unless we tell you that a different formula applies.

*(Monthly Fee x number of months (or part thereof) remaining in your contract term) x 50% (plus any outstanding hardware repayments)*

### 4 DOT (Digital Office Technology)<sup>®</sup> Core Plan

#### DOT Core Plans

- 4.1 You must select one of the following DOT Core Plans for minimum contract term of 24 months:

- (a) For customers who take up a DOT Core Plan on and from 27 February 2018:

Core Plan	S	M	L	XL	XXL
Minimum Monthly Cost	\$90	\$110	\$125	\$150	\$200
Monthly fixed data allowance	500GB	1,000GB	Unlimited	Unlimited	Unlimited
Fixed Data Excess Usage Charge	Excess data charges are \$1/GB You will not receive any fixed broadband excess data charges for your first two months of your Core Plan		Not applicable		
Excess Usage Cap (per service)	\$300 per month		Not applicable		
	This plan includes Standard Plus Speed for nbn <sup>™</sup> network customers. This provides typical minimum speeds during business hours of 40Mbps (download)/ 15Mbps (upload) (Actual FTTN/FTTB speeds are confirmed after connection). A Premium Speed Boost is available (subject to availability at your premises) for an extra \$30 per month  An nbn <sup>™</sup> service can never go faster than the maximum line speed available at your premises. Speeds can vary due to the access type, maximum speed of your broadband plan tier and your service provider's network capacity. Typical minimum speeds on nbn <sup>™</sup> Fixed Wireless will be lower.				
Telstra Business Connect <sup>®</sup>	Included	Included	Included	Included	Included
Standard Professional Installation	\$10 per month for 24 months or \$240 upfront				
IP handset (Optional for NBN Core Plans only)	Starting from \$10 extra per month for 24 months			Included	



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Premium IP calling features	\$Starting from \$10 extra per month for 24 months			Included	
Minimum cost over 24 months for DOT on the NBN	\$2,400	\$2,880	\$3,240	\$3,840	\$5,040
New customers are not eligible for these plans on ADSL2+ after 27 February 2017.					

In addition to the inclusions set out above, each plan includes:

- (ii) unlimited Local calls;
- (iii) unlimited standard national calls (except S plan, which are 80c per call).
- (iv) unlimited calls to standard Australian mobiles (except the S and M plans which are 36c/min plus a 55c call connection fee)
- (v) calls to 019 numbers, Free on account calls, Messagebank<sup>®</sup>;
- (vi) international call at standard rates (except for the XL plan which includes calls to eligible countries as updated on [Telstra.com/business/international](http://Telstra.com/business/international) calls).

The DOT Core Plans above do not include calls to 13xx numbers which are charged 40c per call.

- (b) For customers who took up a DOT Core Plan 14 February 2017 to 26 February 2018 (inclusive):

Core Plan	\$90	\$110	\$150	\$200
Monthly fixed data allowance	500GB	1,000GB	Unlimited (2000GB before your Dec 2017 bill cycle start date)	Unlimited (4000GB before your Dec 2017 bill cycle start date)
Fixed Data Excess Usage Charge	Excess data charges are 0.1¢ per MB You will not receive any fixed broadband excess data charges for your first two months of your Core Plan		Not applicable from 1 December 2017	
Excess Usage Cap (per service)	\$300 per month		Not applicable from 1 December 2017	
Standard Professional Installation	\$10 per month for 24 months or \$240 upfront			
IP handset (Optional for NBN Core Plans only)	Starting from \$10 extra per month for 24 months			
Minimum cost over 24 months for DOT on ADSL2+	\$2,880	\$3,360	\$4,320	\$5,520



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Minimum cost over 24 months for DOT on the NBN	\$2,640	\$3,120	\$4,080	\$5,280
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- (c) For customers who took up a DOT Core Plan from 6 September 2016 to 13 February 2017 (inclusive):

Core Plan	\$90	\$110	\$150	\$200
Monthly fixed data allowance	200GB	600GB	Unlimited (2000GB before your Dec 2017 bill cycle start date)	Unlimited (4000GB before your Dec 2017 bill cycle start date)
Fixed Data Excess Usage Charge	Excess data charges are 0.1¢ per MB You will not receive any fixed broadband excess data charges for your first two months of your Core Plan		Not applicable from 1 December 2017	
Excess Usage Cap (per service)	\$300 per month		Not applicable from 1 December 2017	
Router package (includes router & standard installation)	\$20 per month for 24 months or \$480 upfront			
IP handset (Optional for NBN Core Plans only)	Starting from \$10 extra per month for 24 months			
Minimum cost over 24 months for DOT on ADSL2+	2,880	\$3,360	\$4,320	\$5,520
Minimum cost over 24 months for DOT on the NBN	\$2,640	\$3,120	\$4,080	\$5,280

- (d) For customers who took up a DOT Core Plan between 1 April 2015 and 5 September 2016 (inclusive):

Core Plan	\$90	\$110	\$150	\$200
Monthly fixed data allowance	200GB (100GB before 6 September 2016, 50GB before 31 August 2015)	600GB (300GB before 6 September 2016, 250GB before 31 August 2015)	Unlimited (2000GB before your Dec 2017 bill cycle start date, 1000GB before 6 September 2016, 500GB before 31 August 2015)	Unlimited (4,000GB before your Dec 2017 bill cycle start date, 2000GB before 6 September 2016, 1000GB before 31 August 2015)
Fixed Data Excess Usage Charge	Excess data charges are 0.1¢ per MB		Not applicable from 1 December 2017	



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## DOT (Digital Office Technology)<sup>®</sup> Section

Excess Usage Cap (per service)	\$300 per month		Not applicable from 1 December 2017	
Router package (includes router & standard installation)	\$20 per month for 24 months or \$480 upfront			
IP handset (Optional for NBN Core Plans only)	Starting from \$10 extra per month for 24 months			
Minimum cost over 24 months for DOT on ADSL2+	\$2,880	\$3,360	\$4,320	\$5,520
Minimum cost over 24 months for DOT on the NBN	\$2,640	\$3,120	\$4,080	\$5,280

(e) For customers who took up a DOT on ADSL2+ Core Plan before 1 April 2015:

Core Plan	S	M	L	XL
Monthly Fee	\$90	\$110	\$150	\$200
Monthly Data Allowance	200GB  (100 GB before 6 September 2016, 50GB before 31 August 2015)	600GB  (300 GB before 6 September 2016, 250GB before 31 August 2015)	Unlimited  (2000GB before your Dec 2017 bill cycle start date, 1000 GB before 6 September 2016, 500GB before 31 August 2015)	Unlimited  (4000GB before your Dec 2017 bill cycle start date, 2000GB before 6 September 2016, 1000GB before 31 August 2015)
Excess Usage Charge	\$1 per GB (charged per MB or part thereof)		Not applicable from 1 December 2017	
Excess Usage Cap (per service)	\$300 per month		Not applicable from 1 December 2017	
Router package (includes router & standard installation)	\$20 per month for 24 months			
IP handset	Starting from \$10 extra per month for 24 months			
Activation Charge  (for Core Plans taken up between 16 October 2012 and 3 December 2012)	\$48 for each new Core Plan you take up			
Installation Charge  (for Core Plans taken up between 16 October 2012 and 3 December 2012)	Professional Installation \$144  Premium Professional Installation \$192			



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Minimum cost over 24 months for DOT on ADSL2+ (for plans taken up from 4 December 2012)	\$2,880	\$3,360	\$4,320	\$5,520
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(f) For customers who took up a DOT on the NBN Core Plan before 1 April 2015:

Core Plan	Core (S)	Core (M)	Core (L)	Core (XL)
Monthly cost (includes router and install on a \$10 per month Core Plan router package)	\$90	\$110	\$160	\$210
Data allowance	200GB (100 GB before 6 September 2016, 50GB before 31 August 2015)	600GB (300 GB before 6 September 2016, 250GB before 31 August 2015)	Unlimited (2000GB before your Dec 2017 bill cycle start date, 1000 GB before 6 September 2016, 500GB before 31 August 2015)	Unlimited (4,000GB before your Dec 2017 bill cycle start date, 2000GB before 6 September 2016, 1000GB before 31 August 2015)
Excess data usage charges	0.1c per MB, capped at \$300 per month.		Not applicable from 1 December 2017	
Upfront activation, installation and hardware/router charge (if you choose not to take up the Monthly Core Plan Router Package) Note: non-standard NBN installation may incur additional charges	\$240 for each DOT on the NBN Core Plan you take up			
Optional IP handset	Optional Starting from \$10 extra per month for 24 months			
Minimum cost over 24 months	\$2,160	\$2,640	\$3,840	\$5,040

4.2 Any data allowance you don't use expires each month.

4.3 Unless specified otherwise, each Core Plan comes with:

- (a) one broadband service with a static IP v4 on ADSL or a dual stack IPv4 and IPv6 address on NBN to host your own Virtual Private Network, website or FTP servers. If you have IP Addresses issued by us for another Telstra service, you may be able to use those IP addresses with your DOT on the NBN service. The terms that apply to your broadband service are set out in the [Telstra Business Broadband section of Our Customer Terms](#) for DOT on ADSL2+ services and [Telstra Business Broadband section of Our Customer Terms](#) and [Broadband \(NBN\) Section of Our Customer Terms](#) for DOT on the NBN services;



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- (b) one digital voice service. The terms that apply to your digital voice service are set out in the [Telstra IP Telephony section of Our Customer Terms](#) for DOT on ADSL2+ customers and [T-Biz Voice section of Our Customer Terms](#) and the [Telstra IP Telephony section of Our Customer Terms](#) for DOT on the NBN customers. To the extent there is any inconsistency between the T-Biz Voice section and the Telstra IP Telephony section of Our Customer Terms, the T-Biz Voice section will prevail over the Telstra IP Telephony for DOT on the NBN customers.
- (c) an entitlement to one new domain name (not included in DOT Core Plans purchased on or after 27 February 2018); and
- (d) remote working software (not included in DOT Core Plans purchased on or after 27 February 2018).
- (e) For customers who take up a Core Plan on and from 1 July 2017, each Core Plan also includes:
  - (i) A Voice and Broadband Backup Service as set out in clause 8.
  - (ii) A Telstra Apps Market Credit of up to \$15 per month for 24 months that you can use towards your choice of one Business application subscription through the Telstra Apps Marketplace. You will stop receiving your credit if you change or cancel your application subscription. The terms that apply to your application subscription are set out in the [Cloud Services- Part B \(Applications\) section of Our Customer Terms](#).
- (f) For customers who took up a Core Plan between 6 September 2016 and 30 June 2017 (inclusive), each Core Plan also includes:
  - (i) A Voice and Broadband Backup Service as set out in clause 8;
  - (ii) A Mobile Broadband Data Share Plan;
  - (iii) A Telstra Apps Market Credit of up to \$15 per month for 24 months that you can use towards your choice of one Business application subscription through the Telstra Apps Marketplace. You will stop receiving your credit if you change or cancel your application subscription. The terms that apply to your application subscription are set out in the [Cloud Services- Part B \(Applications\) section of Our Customer Terms](#).

### Equipment

- 4.4 You may need to buy the following from us to use with your Core Plan. If you do need to buy the following from us, it will be under a Hardware Purchase Plan. The charges for these are in addition to the charges for your Core Plan:
- (a) one router package (“**router**”); and
  - (b) one wired IP voice handset (“**digital phone**”) (optional for DOT on NBN services).



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We will provide you with details of these charges at the time you apply for your Core Plan.

- 4.5 Where you have multiple Core Plans on your DOT account, you may share the included data between all Core Plan plans.
- 4.6 The maximum number of additional Office and Unified User Plans, EFTPOS and Fax Options that may be collectively connected to a Core Plan is 9. For DOT on ADSL+2 services, you can use a maximum of 3 lines at the same time and for DOT on the NBN services, you can use a maximum of 10 lines at the same time. This number includes any phone, fax or EFTPOS lines, and also includes both calls you receive and calls you make.

### Installation

- 4.7 You have to let us install the equipment that comes with your DOT service at your premises.
- 4.8 We'll install your DOT service between 8am and 5pm on business days.
- 4.9 If take up a Core Plan on and from 1 July 2017, installation of your DOT service includes attendance at your premises to install and connect your router, your Core Plan, Office Plan, the following DOT Options – EFTPOS and Fax, Voice and Broadband Backup and configuration of your eligible existing network devices to the DOT service. Eligible existing network devices include network servers, computers, up to 3 printers, security devices or any other device notified by us. Installation does not include configuration of any new devices to your DOT service. It also does not include any cabling works, however you may take up the Voice and Data Cabling Option for an additional fee.
- 4.10 If you took up a Core Plan between 4 December 2012 and 30 June 2017 (inclusive), installation of your DOT service includes attendance at your premises to install and connect your router, your Core Plan, Office Plan, the following DOT Options – EFTPOS and Fax, Alarm Line, Voice and Broadband Backup and configuration of your eligible existing network devices to the DOT service. Eligible existing network devices include network servers, computers, up to 3 printers, security devices or any other device notified by us. Installation does not include configuration of any new devices to your DOT service. It also does not include any cabling works, however you may take up the Voice and Data Cabling Option for an additional fee.
- 4.11 If you took up a Core Plan between 16 October 2012 and 3 December 2012 (inclusive), you must choose between:
  - (a) **Professional Installation** which includes attendance at your premises to install and connect your router, your Core Plan, up to two digital phones, and 1 computer to your router; or
  - (b) **Premium Professional Installation** which includes attendance at your premises to install and connect your router, your Core Plan, Office Plan and DOT Options, up to five digital phones and up to five Wi-Fi devices..



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- (c) You must choose Premium Professional Installation if you have purchased more than one Core Plan.

### Digital Voice Service and Devices

- 4.12 If you took up a Core Plan on or before 19 May 2013 or take up a Core Plan on or after 27 March 2018, your main business number will be connected to the digital voice service that comes with your Core Plan.
- 4.13 If you took up a Core Plan between 20 May 2013 and 26 March 2018 (inclusive), you will be allocated a new Direct Business Line number for the digital voice service that comes with your Core Plan, and your main business number will be automatically forwarded to your Direct Business Line number.
- 4.14 You can change the number that your main business number is automatically forwarded to by using CallConductor, however: if the number is not on your DOT account, or is outside Australia (for example, if the call is forwarded to a mobile service which is overseas), you will be charged for the call at the rates applicable to our Core (S) Plan. If the number to which you are forwarding the call is on your DOT account and is physically located in Australia, there is no charge for forwarding the call.
- 4.15 If you take up a Hunt Group or Virtual Receptionist service or request a new Direct Business Line Number separate to your main business number, you will be allocated a new Direct Business Line number for the digital voice service that comes with your Core Plan, and your main business number will be automatically forwarded to your Direct Business Line number.
- 4.16 If you make a call from your digital voice service, the telephone number that the call recipient will see (if they have enabled Calling Number Display and you have not asked for your telephone number to be blocked) will be your main business number, not your Direct Business Line number.
- 4.17 If you take up DOT, your voice services will be provided using IP-based technology. Your digital voice service includes the Quality of Service (QoS) voice calling enhancement feature which helps improve the reliability and consistency of voice calls made using your DOT Core Plan. The quality of voice communications may vary and may and you may experience temporary interruptions, loss of service and stuttering. There are a number of factors that will determine the quality of your voice communications, including your connected equipment and software configuration, the number of other users connected at the same time and the associated line transmission rates of those end users, and performance of interconnecting infrastructure not operated by us.

### Auto-Attendant (not available to new customers on and from 20 May 2013)

- 4.18 Auto-attendant is no longer available to new customers taking up a DOT service on or after 20 May 2013.





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- 4.19 Auto-attendant is a feature of your digital voice service which lets you forward calls to your main business number to other services and is included at no additional cost if you took up your DOT service on or before 19 May 2013.
- 4.20 If you use auto-attendant to forward calls to other services, we treat this as if you are making a call to the number to which the call is being forwarded.
- 4.21 If the number to which you are forwarding the call is on your DOT account and is physically located in Australia, there is no charge for forwarding the call. If the number is not on your DOT account or is outside Australia (for example, if the call is forwarded to a mobile service which is overseas), you will be charged for the call at the rates applicable to a Core S Plan.

### DOT Core Plan pricing and inclusions

- 4.22 In addition to the inclusions set out in clause 8.1 each Core Plan includes:
- (a) unlimited Local calls;
  - (b) an included data allowance;
  - (c) some included calls, depending on which Core Plan you choose;
  - (d) MessageBank<sup>®</sup> diversion and retrieval in Australia;
  - (e) Access to CommPilot, an online call management tool; and
  - (f) Access to CallConductor, an account and user management tool.
- 4.23 Each month you have to pay us the Monthly Fee and the applicable charges for any calls you make that aren't included in your Core Plan and for any data you use in excess of your included data allowance.
- 4.24 You may choose from the following Core Plans.

Core Plans name before 27 Feb	<b>S</b>	<b>M</b>	n/a	<b>L</b>	<b>XL</b>	n/a
Core Plan name from 27 February 2018	<b>S</b>	<b>M</b>	<b>L</b>	<b>XL</b>	<b>n/a</b>	<b>XXL</b>
Monthly Fee	\$90	\$110	<b>\$125</b>	<b>\$150</b>	<b>\$200</b>	<b>\$200</b>
Data allowance from 14 February 2017 (excess data charged at \$1 per GB, excess data N/A for L and XL from 1 December 2017)	500GB	1000GB	Unlimited	Unlimited (2,000GB before your Dec 2017 bill cycle start date)	Unlimited (4,000GB before your Dec 2017 bill cycle start date)	Unlimited
Local calls	Included	Included	Included	Included	Included	Included



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National long distance (STD) calls before 12 July 2017	30c per minute or part thereof	Included	n/a	Included	Included	n/a
National long distance (STD) calls after 12 July 2017	80c per call	Included	Included	Included	Included	Included
Calls to mobiles in Australia before 12 July 2017	30c call connection fee + 30c per minute or part thereof	30c call connection fee + 30c per minute or part thereof	n/a	Included	Included	n/a
Calls to mobiles in Australia after 12 July 2017	55c flagfall + 36c per minute block	55c flagfall + 36c per minute block	Included	Included	Included	Included
Calls to 13 numbers (including 1300 or 1345 number) before 12 July 2017	35c	35c	n/a	Included	Included	n/a
Calls to 13 numbers (including 1300 or 1345 number) after 12 July 2017	40c	40c	40c	40c	40c	40c
Calls to 1800, 132000, 132200, 132203, 132999, 133933 and 137663 numbers	Included	Included	Included	Included	Included	Included
International calls	International calls are charged as set out in clause 14 (International Calls).					

### Free On Account calls

- 4.25 Provided you have your DOT Core Plan, DOT Office Plans and mobile services on the one customer account and a single bill, you can make free voice calls in Australia between your digital voice or mobile services, except when connected to services on a Business Maximiser Plan, Business Performance Plan or BusinessLine Choice plan. Free On Account calls do not apply to, international calls or international roaming calls.

### Shareable allowance

- 4.26 You can share your included data allowance with other Core Plans that are single billed on the same customer account. You can also share your included voice allowance between other eligible mobile services and Office Plans that are single billed on the same customer account.

### Domain name

- 4.27 For DOT Core Plans purchased prior to 27 February 2018 you are entitled to activate one new domain name. Hosting and renewal charges for the domain name will be waived for the duration of your initial domain name contract term.



### Remote working software

- 4.28 For DOT Core Plans purchased prior to 27 February 2018, we will provide you with remote working software at no additional charge as part of the Core Plan. This will enable you to connect into your Local Area Network via a Virtual Private Network server. The remote working software will be able to support up to 15 users, with a maximum of 5 users at any one time. You are responsible for installing the remote working software.
- 4.29 The remote working software works with Microsoft Windows operating systems. It also works with Macintosh operating systems, but not if they are older than version X 10.6.

### Mobile Broadband Data Plan (for Core Plans taken up between 6 September 2016 and 30 June 2017)

- 4.30 You can share the data allowance on your Mobile Broadband Data Plan with other Mobile Broadband Plans and any eligible mobile plan on your DOT account.
- 4.31 In addition to this section, the terms that apply to your Mobile Broadband Data Plan are described in the Mobile Broadband section of [Data Services Section of Our Customer Terms](#). This section applies to the extent of any inconsistency.
- 4.32 Your connection to a Mobile Broadband Data Plan includes a connection to the Telstra Data Default Voice Plan, and you are not allowed to connect your Mobile Broadband SIM to any other mobile voice plan. The terms and conditions for the Telstra Data Default Voice Plans (including the applicable charges for voice calls to an Australian fixed or mobile number on the Telstra Data Default Voice Plan) are set out in [Data Services Section of Our Customer Terms](#)
- 4.33 You must also have a compatible mobile broadband device approved by us to use your Mobile Broadband Data Plan. You can:
- (a) bring your own device;
  - (b) buy a device for a once-off, upfront charge; or
  - (c) take up certain devices using our Hardware Purchase Plan.

### DOT on the nbn<sup>™</sup> network Broadband Speed Tiers

- 4.34 Clauses 4.35 to 4.40 apply to DOT on the nbn<sup>™</sup> network services alone.
- 4.35 Your DOT on the nbn<sup>™</sup> network service includes Standard Plus Speed. Premium Speed Boosts may be available (subject to availability at your premises) for an extra \$30 a month. The specified upload and download speeds in the table in clause 4.38 are indicative typical minimum line speeds into the premises during business hours (between 9am and 5pm Monday to Friday) only. These speeds exceed the capabilities of some content servers and personal computers. We do not promise that the specified speeds will be achieved at all times. Actual speeds may be slower and will vary due to a number of factors, including your connected



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equipment and software configuration, source and type of content downloaded and the number of users and performance of interconnecting infrastructure not operated by us. Devices connected by WiFi may experience slower speeds than those connected by ethernet cable.

- 4.36 We do not promise successful data transmission using the broadband service. Temporary interruptions and packet loss may occur from time to time. The broadband service is a “best efforts” internet access service that is generally not suited to applications that are sensitive to delay, delay variation or packet loss (such as real time video streaming) or require high volume continuous file transfers.
- 4.37 The nbn<sup>™</sup> network is shared by many end users. The shared nature of the network means that throughput may vary depending on the number of end users connected at the same time and the associated line transmission rates of those end users.
- 4.38 The typical minimum line speeds into the premises during business hours (between 9am and 5pm Monday to Friday) are set out below:

Speed tier	Standard Plus (nbn tier 50)	Premium (nbn tier 100)
<b>Typical minimum speed during business hours</b>	40Mbps (download)/ 15Mbps (upload)	80Mbps (download)/ 30Mbps (upload)

For more information on speeds available please visit <https://www.telstra.com.au/small-business/broadband/nbn/nbn-speeds-explained>.

- 4.39 You may change your Speed Tier once per month by telling us. If you do so during a month, your monthly subscription fee will be rebated to you on a pro-rated basis and your new monthly subscription fee will pro-rated for the remainder of the first month, calculated on the number of days left in your billing cycle.
- 4.40 There is a limit of only one Speed Tier per Core Plan per month. Your chosen Speed Tier continues to apply until you change it.

### Moving to a Core Plan

- 4.41 You can move from other Telstra services to a DOT Core Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you’re moving from.

Plan	Do I have to pay an ETC?
Telstra Business Broadband (TBB)	If you move to a Core Plan with a higher monthly charge, you don't have to pay an ETC. If your Core Plan has a lower monthly charge, you have to pay an ETC.



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BigPond Broadband	If your BigPond Broadband service has been activated 3 months or longer, you don't have to pay an ETC. If activated less than 3 months, you have to pay an ETC.
Telstra Business Systems (TBS) fixed voice plan	If you move to a Core Plan before the fixed term of your TBS fixed voice plan has expired you have to pay an ETC.
Telstra fixed voice service	If you move to a Core Plan and keep the same or a higher number of fixed lines connected, you don't have to pay an ETC. If you keep less fixed lines connected you have to pay an ETC.
Telstra BizEssentials <sup>®</sup>	If you move to a Core Plan with a higher or equivalent monthly charge, you don't have to pay an ETC. If your Core Plan has a lower monthly charge, you have to pay an ETC.
Telstra Business Broadband (TBB) on the nbn <sup>™</sup> network	If you move to a Core Plan with same or higher monthly charge, you don't have to pay an ETC. If your Core Plan has a lower monthly charge, you have to pay an ETC.

### Cancelling your Core Plan

- 4.42 For Core Plans ordered on or after 14 February 2017, if your Core Plan includes a Telstra Business Smart Modem<sup>™</sup>, we waive 24 monthly hardware payments equal to the regular retail price of the Telstra Business Smart Modem<sup>™</sup> (as applicable) over the minimum term of your Core Plan contract provided you do not cancel your Core Plan early.
- 4.43 If you cancel your Core Plan before the end of the 24 month term:
- (a) you have to pay an ETC for the Core Plan;
  - (b) we will cease to waive the remaining monthly hardware payments for the remainder of your minimum term and the early termination charges for your DOT Plan will be increased to include the remaining hardware payments;
  - (c) your domain name licence will continue until expiry of your initial domain name registration period and, if you wish to continue to acquire your domain name licence beyond this period, the [Cloud Services- Part C \(Public Cloud\) section of Our Customer Terms](#) will apply and you will be required to pay any relevant charges for the continued use of your domain name;
  - (d) unless you have another Core Plan that you are not cancelling, your access to online tools will be cancelled;
  - (e) you will stop receiving your Telstra Apps Marketplace Credit; and
  - (f) all User Plans and DOT Options connected to your Core Plan will be cancelled and you have to pay any applicable ETCs.



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### 5 DOT (Digital Office Technology)<sup>®</sup> User Plans

- 5.1 When you have selected your DOT Core Plan you will be eligible to choose DOT User Plans.
- 5.2 If you took up a Core Plan on or before 30 June 2017, You can choose from two types of additional DOT User Plans. These plans have been designed to suit 2 different types of users:
- (a) those who primarily work in a fixed location (**Office Plan**); and
  - (b) those who primarily work on the move and need to be mobile (**Mobile Plan**)
- 5.3 From 1 July 2017, customers can choose from a range of in-market mobile plans, as an alternative to DOT Mobile Plans that will no longer be available.
- 5.4 DOT User Plans can be added at any time, as long as you have a Core Plan.
- 5.5 The maximum number of additional Office and Unified User Plans, EFTPOS and Fax Options that may be collectively connected to a Core Plan is 9.
- 5.6 You can only connect 2 analogue phone services to your router. If you want more than 2 analogue phone services you will need to purchase an Integrated Access Device (which can support up to 8 analogue phone services).

#### Contract term

- 5.7 Each of the User Plans has a 24 month contract term, except the Casual Office Plan which is a month-by-month casual plan.

#### Free On Account calls

- 5.8 As part of the DOT User Plans, you can make voice calls in Australia from your digital voice or mobile services to other eligible digital voice or mobile services that are single billed on the same account for free, except services connected to a Business Maximiser Plans, Business Performance Plans or BusinessLine Choice plan. Free On Account calls do not apply to, international calls or international roaming calls.

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### 6 Office Plan

- 6.1 Each Office Plan includes:
- (a) one digital voice service. The terms that apply to your digital voice service are set out in the [Telstra IP Telephony section of Our Customer Terms](#);
  - (b) an amount of included calls each month;
  - (c) free MessageBank<sup>®</sup> diversion and retrieval in Australia; and



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- (d) access to online call management tools.

### Office Plans

6.2 You may choose from the following Office Plans. Each month you have to pay the Monthly Fee, any charges for calls not included as standard calls, and for calls in excess of the included standard calls that come with your Office Plan. You will also have to pay the costs of your Core Plan.

6.3 For customers who take up a DOT Office Plans on and from 27 February 2018:

DOT Office (Extra Voice Plan)	S	M	L	XL	XXL
Local calls	Included	Included	Included	Included	Included
National long distance (STD) calls	80c per call	Included	Included	Included	Included
Calls to mobiles in Australia	55c connection + 36c per min		Included	Included	Included
International Calls (55c connection fee applies)	International Call Rates apply, see: <a href="http://telstra.com/business/internationalcalls">telstra.com/business/internationalcalls</a>			Included to selected countries	Included to Selected countries
Monthly Fee	\$50/mth	\$50/mth	\$50/mth	\$50/mth	\$50/mth
Minimum monthly charge is in addition to you eligible Core Plan and any hardware repayments.					

6.4 If you took up a DOT Office plan service before 27 February 2018:

Office Plan	Casual	35	50	75
Monthly Fee	\$35	\$35	\$50	\$75
Included standard calls per month	\$15	\$35	\$50	Unlimited in Australia
Local calls	Included	Included	Included	Included
National long distance (STD) calls	30c per minute or part thereof	30c per minute or part thereof	Included	Included
Calls to mobiles in Australia	30c call connection fee plus 30c per minute or part thereof	30c call connection fee plus 30c per minute or part thereof	30c call connection fee plus 30c per minute or part thereof	Included



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Calls to 13 numbers (including 1300 or 1345 number)	35c	35c	Included	Included
Calls to 1800, 132000, 132200, 132203, 132999, 133933 and 137663 numbers	Included	Included	Included	Included
International calls	International calls are charged as set out in clause 14 (International Calls).			

### Share included standard calls

- 6.6 For DOT Core Plans purchased prior to 27 February 2018, if you have an Office Casual, Office 35 or Office 50 Plan, you can share your included calls with other Plans on the same DOT account. Unused included calls expire at the end of each month. You can't share the unlimited calls you receive with an Office 75 Plan.

### Equipment

- 6.7 You may need a digital phone to use with your Office Plan. You may purchase digital phones for your Office Plan from us for a once-off upfront payment or, if you take up an Office Plan with a 24 month term, on a 24 month Hardware Purchase Plan. From time to time, we update our range of digital phones. For more information about our current range click [here](#).

### Moving to an Office Plan

- 6.8 You can move from other Telstra services to an Office Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Do I have to pay an ETC?
Telstra Business Systems (TBS) fixed voice plan	If you move to an Office Plan before the fixed term of your TBS fixed voice plan has expired you have to pay an ETC.
Telstra fixed voice service	If you move to an Office Plan and keep the same or a higher number of fixed lines connected, you don't have to pay an ETC. If you keep less fixed lines connected you have to pay an ETC.

### Cancelling your Office Plan

- 6.9 You may cancel your Casual Office Plan at the end of any month by telling us. If you cancel before the end of a billing month, you will be charged your Monthly Fee on a pro-rata basis.
- 6.10 If you cancel your Office 35, Office 50 or Office 75 Plan before the 24 month term we may charge you an early termination charge in accordance with clauses 4.42 and 4.43.





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- 6.11 Our DOT Fair Play Policy applies to Office Plans with free voice calls and unlimited allowances of calls and data.

## 7 Mobile Plan

### Availability

- 7.1 DOT Mobile Plans are not available to new customers from 1 July 2017. Customers with existing DOT services will be able to purchase alternative in-market Mobile Plans on and from 1 July 2017.

### Mobile Plans

- 7.2 Each Mobile Plan includes:
- (a) a mobile service. The terms that apply to your mobile service are set out below, and in the Telstra Mobile section of Our Customer Terms;
  - (b) an amount of standard calls and data included each month;
  - (c) unlimited SMS in Australia; and
  - (d) free MessageBank<sup>®</sup> diversion and retrieval in Australia.

The DOT Mobile Plans that are available to be taken up on or before 30 June 2017 are set out below.

- 7.3 If you take up a BYO Plan, you need to bring your own compatible handset or buy one outright. If you take up a Handset Plan, you can take up a handset under a Hardware Purchase Plan.
- 7.4 Each month you have to pay the Monthly Fee, any charges for calls not included as standard calls, for calls in excess of the standard calls that come with your Mobile Plan and for any data you use in excess of your data allowance. You will also have to pay the costs of your Core Plan.

Mobile Plan	60 Handset Plan	80 Handset Plan	100 Handset Plan	130 Handset Plan	50 BYO	60 BYO	80 BYO	100 BYO
Monthly Fee	\$60	\$80	\$100	\$130	\$50	\$60	\$80	\$100
Included standard calls	\$60	\$80	\$100	Unlimited in Australia	\$50	\$60	\$80	Unlimited in Australia
Local calls, national long distance calls and	30c call connection fee plus 30c minute block			Unlimited in Australia	30c call connection fee plus 30c per minute block			Unlimited in Australia



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calls to mobiles (per call)								
SMS in Australia	Unlimited in Australia							
MMS in Australia	50c	50c	50c	unlimited	50c	50c	50c	unlimited
Mobile data allowance to use in Australia	1GB	1.5GB	2GB	3GB	1GB	1.5GB	2GB	3GB
Excess Usage	10 cents per MB (charged per kb or part thereof)							
Excess Usage Cap (per service)	\$500 per month							

- 7.5 If you take up a 100 Handset Plan or an 80 BYO Plan on or before 30 June 2017, you can make unlimited standard voice and video calls in Australia during Business Hours. You won't be charged extra for these calls and they won't count towards your monthly included call allowance (**Unlimited Business Hours**).
- 7.6 If you take up an 80 Handset Plan or a 60 BYO Plan on or before 30 June 2017, you can make unlimited calls to landlines in Australia during Business Hours. You won't be charged any extra for these calls and they won't count towards your monthly included call allowance (**Unlimited Landline Business Hours**).
- 7.7 Business Hours are 9.00am to 5.00pm local time Monday to Friday, including public holidays. Local time means the time at the mobile tower that your call originates from. If you are near state borders, this mobile tower may be in a different time zone to you, and you may be charged for your call at the applicable rate.
- 7.8 The Telstra FairPlay Policy – Business Use set out in [Part A – General of the Telstra Mobile section of Our Customer Terms](#) (**Business FairPlay Policy**) applies to Unlimited Business Hours and Unlimited Landline Business Hours except that the provisions pertaining to Excessive Use do not apply.

### Share included standard calls and data

- 7.9 You can share your included calls and data allowance that comes with your Mobile Plan (other than a Handset Plan or a 100 BYO Plan) with other eligible mobile services on the same DOT account. Unused included calls and data allowance expires each month. You can't share any allowances that you receive on a 130 Handset Plan or a 100 BYO Plan.

### Port-in credit



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7.10 If you transfer a mobile service from another carrier to Telstra and connect it to a Mobile Plan with a 24 month contract term on or before 30 June 2017, you will receive a port-in credit equal to 3 times the Monthly Fee for your Mobile Plan. If you cancel your Mobile Plan before the end of the 24 month term required you have to pay back any port-in credit you received on a pro-rata basis.

### Moving to a Mobile Plan

7.11 You can move from a Telstra mobile service to a Mobile Plan, even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Which Mobile Plan can I move to?	Do I have to pay an ETC?
Any consumer mobile plan with a fixed contract term	Any Mobile Plan	You have to pay an ETC.
Any business mobile plan with a fixed contract term, activated for less than 3 months	Any Mobile Plan	You have to pay an ETC.
Any SIM only business mobile plan with a fixed contract term, activated for 3 months or more	Any Mobile Plan	<ul style="list-style-type: none"> <li>If you move to a Mobile Plan with an equal or higher monthly charge, you don't have to pay an ETC or administration fee.</li> <li>If you move to a Mobile Plan with a lower monthly charge, you have to pay a \$50 administration fee.</li> <li>If you move from a mobile plan with a monthly charge of \$130 or greater to a Mobile Plan 130, you don't have to pay a \$50 administration fee</li> </ul>
Any business mobile phone plan which includes a subsidised handset with a fixed contract term, activated for 3 months or more	Any Mobile Plan	<ul style="list-style-type: none"> <li>If you move to a Mobile Plan with an equal or higher monthly charge, you don't have to pay an ETC.</li> <li>If you move to a Mobile Plan with a lower monthly charge, you have to pay an ETC.</li> <li>If you move from a mobile plan with a monthly charge of \$130 or greater to a Mobile Plan 130 you don't have to pay an ETC.</li> </ul>

7.12 If you received a subsidised handset with your Telstra mobile service and move to a Mobile Handset Plan, you are not eligible to take up another handset via our Hardware Purchase Plan unless you cancel your mobile service and pay us any applicable early termination charge.



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- 7.13 If you purchased your handset using our Mobile Repayment Option and you haven't finished paying it off:
- (a) you have to keep making your Mobile Repayments;
  - (b) if you cancel your Mobile Plan, you have to pay us any remaining Mobile Repayments in addition to any ETC you may have to pay for your Mobile Plan; and;
  - (c) you are not eligible to take up another handset via our Hardware Purchase Plan unless you cancel your Mobile Repayment Option and pay us any remaining Mobile Repayments.

### Cancelling your Mobile Plan

- 7.14 If you cancel your Mobile Plan before the end of the 24 month term we may charge you an early termination charge in accordance with clauses 4.42 and 4.43. You also have to pay back any port-in credit you received on a pro-rata basis.

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## 8 DOT (Digital Office Technology)<sup>™</sup> Options

- 8.1 When you have selected your Core Plan and User Plans, you may be able to choose from a range of DOT Options.
- a. If you take up a DOT service on or after 1 July 2017:

Option	Description
<b>Voice and Broadband Back-up (included with Core Plans on and from 6 September 2016)</b>	For an additional monthly fee of \$15 for 24 months for customers who took up with Core Plan before 6 September 2016, and no additional charge for Core Plans on and from 6 September 2016, you will receive one Telstra Mobile Network SIM card and one mobile broadband device with a 5GB data allowance per month to use as a back-up service for the voice and broadband service connected to your Core Plan.
<b>EFTPOS and Fax</b>	For an additional monthly fee you may add the following to use with your Core Plan router: <ul style="list-style-type: none"> <li>(i) a dedicated number for your EFTPOS service which supports existing EFTPOS terminals plugged into your router; and/or</li> <li>(ii) a dedicated number for your fax service which supports existing fax machines plugged into your router.</li> </ul>
<b>Hunt Group</b>	For an additional monthly fee, Hunt Group allows you to direct incoming calls to a group of digital voice services on your DOT account that you nominate, that are on the same Core Plan.  Included on XL and XXL plans purchased on and from 27 February 2018.



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Option	Description
<b>Virtual Receptionist</b>	<p>Virtual Receptionist is a hosted service providing businesses with a virtual and intelligent receptionist feature. It greets inbound callers with a pre-recorded welcome message, and is configured to direct calls via an IVR-like menu system (Press 1 for Sales, 2 for Service, 3 To Leave A message, etc.) to other phone numbers.</p> <p>Included on XL and XXL plans purchased on and from 27 February 2018.</p>
<b>Ad on Hold</b>	For an additional monthly fee, customers inbound calling your business who are placed on hold will hear a professional advertising voice-over service with background music.
<b>Voice and Data Cabling</b>	For an additional once off fee, we will install cabling from your router to other locations in your premises. .

b. If you took up a DOT service on or before 30 June 2017:

Option	Description
<b>Voice and Broadband Back-up (included with Core Plans on and from 6 September 2016)</b>	For an additional monthly fee of \$15 for 24 months for customers who took up with Core Plan before 6 September 2016, and no additional charge for Core Plans on and from 6 September 2016, you will receive one Telstra Mobile Network SIM card and one mobile broadband device with a 5GB data allowance per month to use as a back-up service for the voice and broadband service connected to your Core Plan.
<b>Mobile Broadband</b>	<p>For an additional monthly fee, you can:</p> <p>(i) add more data to your Mobile Plan to use in Australia (<b>Mobile Broadband Data Plan</b>); or</p> <p>(ii) purchase a new mobile broadband device, or bring your own device, to use in your tablet device, which comes with an amount of included data to use in Australia (<b>Mobile Broadband SIM Plan</b>).</p>
<b>EFTPOS and Fax</b>	<p>For an additional monthly fee you may add the following to use with your Core Plan router:</p> <p>(i) a dedicated number for your EFTPOS service which supports existing EFTPOS terminals plugged into your router; and/or</p> <p>(ii) a dedicated number for your fax service which supports existing fax machines plugged into your router.</p>
<b>Alarm Line</b>	For an additional monthly fee you can add a dedicated fixed phone line to your Core Plan for your back-to-base monitored security alarm service. For DOT on ADSL2+ services, this is delivered on a PSTN line. For DOT on the NBN services, this is delivered over the UNI-V port of the NBN equipment and you must check with your alarm system service provider to ensure compatibility with services on the NBN.



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Option	Description
<b>Hunt Group</b>	For an additional monthly fee, Hunt Group allows you to direct incoming calls to a group of digital voice services on your DOT account that you nominate, that are on the same Core Plan.
<b>Virtual Receptionist</b>	Virtual Receptionist is a hosted service providing businesses with a virtual and intelligent receptionist feature. It greets inbound callers with a pre-recorded welcome message, and is configured to direct calls via an IVR-like menu system (Press 1 for Sales, 2 for Service, 3 To Leave A message, etc.) to other phone numbers.
<b>Ad on Hold</b>	For an additional monthly fee, customers inbound calling your business who are placed on hold will hear a professional advertising voice-over service with background music.
<b>Voice and Data Cabling</b>	For an additional once off fee, we will install cabling from your router to other locations in your premises. .

### Voice and Broadband Back-up Option

- 8.2 If you select the Voice and Broadband Back-up Option or receive it included in your Core Plan from 6 September 2016, in the event that the broadband service connected to your Core Plan becomes temporarily unavailable, the router we provide will automatically failover data to the Telstra Mobile Network and will automatically return to the broadband service once it has been restored. We will notify you once the service has been restored. Subject to the terms set out in this section, the [Data Services Section of Our Customer Terms](#) applies to use of the Voice and Broadband Back-up Option.
- 8.3 If the Voice and Broadband Back-up Option is activated, your fax and EFTPOS services won't work. Inbound and outbound calls made to and from your main business number connected to your Core Plan will be made using data over the Telstra Mobile Network.
- 8.4 You may only use the Voice and Broadband Back-up Option service for failover purposes and not as a wireless broadband service. The Telstra Mobile Network SIM card will be locked to prevent unauthorised use. We may terminate the Voice and Broadband Back-up Option in the event that you do not comply with this clause. Unused included data expires at the end of each month. There is no charge for excess data usage incurred during failover.
- 8.5 For Core Plans taken up before 6 September 2016, if your Voice and Broadband Back-up Option is terminated or cancelled before the 24 month term, you may be liable to pay an early termination charge. At the end of the 24 month term, the Broadband Back-up Option will continue on a month-by-month basis until you tell us to remove it.
- 8.6 The mobile broadband device we give you will use a small amount of your data allowance (approximately 9kb per hour) while it is connected but not backing up the service.



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### Mobile Broadband Plans

- 8.7 DOT Mobile Broadband Plans are not available to new customers from 1 July 2017. Customers with existing DOT services will be able to purchase alternative in-market Mobile Broadband Plans on and from 1 July 2017.
- 8.8 The DOT Mobile Broadband Plans that may be taken up on or before 30 June 2017 are set out below. You can take a maximum of 5 Mobile Broadband Plans per Core Plan. Any data you don't use expires each month.

Mobile Broadband Plan	4GB	8GB	15GB
Contract Term	24 months	24 months	24 months
Monthly Fee	\$35	\$50	\$95
Monthly data allowance to use in Australia	4GB	8GB	15GB
Excess data fee	10c per MB or part		
Excess Usage Cap (per service)	\$500 per month		

- 8.9 You can share the data allowance on your Mobile Broadband Plan with other Mobile Broadband Plans and any eligible mobile plan on a single bill on your customer account.
- 8.10 In addition to this section, the terms that apply to your Mobile Broadband Plan are described in the Mobile Broadband section of [Data Services Section of Our Customer Terms](#). This section applies to the extent of any inconsistency.
- 8.11 If you select a Mobile Broadband Data Plan you must have a current Mobile Plan.
- 8.12 If you select a Mobile Broadband SIM Plan you must have a current Core Plan. Your connection to a Mobile Broadband SIM Plan includes a connection to the Telstra Data Default Voice Plan, and you are not allowed to connect your Mobile Broadband SIM Plan to any other mobile voice plan. The terms and conditions for the Telstra Data Default Voice Plans (including the applicable charges for voice calls to an Australian fixed or mobile number on the Telstra Data Default Voice Plan) are set out in [Data Services Section of Our Customer Terms](#)
- 8.13 You must also have a compatible mobile broadband device approved by us to use your Mobile Broadband SIM Plan. You can:
- bring your own device;
  - buy a device for a once-off, upfront charge; or
  - take up certain devices using our Hardware Purchase Plan.



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8.14 You can move from an existing Mobile Broadband service to a Mobile Broadband Plan even if you are within a fixed contract term. In some circumstances you may have to pay an ETC to move. Any ETC you have to pay will be in the terms and conditions of the service you're moving from.

Plan	Which Mobile Broadband Plan can I move to?	Do I have to pay an ETC?
Any Mobile Broadband plan with a fixed contract term, activated for less than 3 months	Any Mobile Broadband Plan	You have to pay an ETC.
Any Mobile Broadband plan with a fixed contract term, activated for 3 months or more	Any Mobile Broadband Plan except the Casual Mobile Broadband Plan	If you move to a Mobile Broadband Plan with a higher monthly charge, you don't have to pay an ETC. If your Mobile Broadband Plan has a lower monthly charge, you have to pay an ETC.

8.15 If you received a subsidised device with your Mobile Broadband service and move to a Mobile Broadband Plan on or before 30 June 2017, you are not eligible to take up another device via our Hardware Purchase Plan

8.16 If you purchased your device using our Mobile Repayment Option and you haven't finished paying it off:

- a) you have to keep making your Mobile Repayments;
- b) if you cancel your Mobile Broadband Plan, you have to pay us any remaining Mobile Repayments in addition to an ETC you may have to pay for your Mobile Broadband Plan; and
- c) you are not eligible to take up another device via our Hardware Purchase Plan.

8.17 If you cancel your Mobile Broadband Plan before the 24 month term we may charge you an ETC in accordance with clauses 4.42 and 4.43.

8.18 You cannot move from an existing BigPond Mobile Broadband service within your minimum monthly term to a Mobile Broadband Plan.

### EFTPOS and Fax Plan

8.19 You can get an extra phone number for an EFTPOS or Fax service for the additional Monthly Fee (per service) set out below.

EFTPOS and Fax Plan	Charges (per service)
Monthly Fee	\$20
Local calls	30c per call





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National long distance (STD) calls	30c per minute block
Calls to mobiles in Australia	30c call connection fee plus 30c per minute block
International calls	International calls are charged as set out in clause 14 (International Calls).

- 8.20 The EFTPOS and Fax Plan is available on a month-by-month casual plan. You can cancel at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis. The EFTPOS and Fax Option Monthly Fee does not give you any included calls.
- 8.21 The Core Plan router can support up to 2 analogue devices (such as one EFTPOS terminal and one fax machine). If you require more than 2 devices to be connected to the router, you will need to purchase an Integrated Access Device (often referred to as an IAD) and connect it to the router.

### Alarm Line

- 8.22 DOT Alarm Line services cannot be purchased by existing or new customers from 1 July 2017. Customers that already have DOT Alarm Line services can continue using them, however from 1 July 2017 these services cannot be transitioned to the nbn<sup>™</sup> network.
- 8.23 You can add a dedicated fixed line for your back-to-base monitored security alarm service for an additional Monthly Fee on or before 30 June 2017. For DOT on ADSL2+ services, this is delivered on a PSTN line and for DOT on the nbn<sup>™</sup> network fibre to the premises services, this is delivered over the UNI-V port of the nbn fibre to the premises equipment. For DOT on the nbn<sup>™</sup> network fibre to the node/building services, this is delivered over the FXO port on the modem. The Monthly Fees are set out below.

Alarm Line	Charges (per service)
Monthly Fee	\$20
Included monthly call allowance	\$20
Local calls	30c per call
Calls to 13 and 1300 numbers	35c per call
National long distance calls, calls to mobiles, 1800, 13xx and 000 numbers, Directory Assistance calls and calls to most Telstra sales and service numbers in Australia	Charged at the rates applicable to BusinessLine <sup>®</sup> Complete, as set out in the <a href="#">Business Phone Services section of Our Customer Terms</a> .



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- 8.24 For DOT on the nbn<sup>™</sup> network Fibre to the Premises Network services, you can only have one Alarm Line per premises and network terminating device in nbn Fibre to the Premises Network.
- 8.25 We won't charge you for installation of your additional fixed phone line as part of your Alarm Line service.
- 8.26 Alarm Line is available on a casual, month-by-month basis. You can cancel at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis. Unused included calls expire at the end of each month. You can't share the included calls you receive with Alarm Line. Alarm Line is not eligible for free intra-account calls with other services on your DOT account and your included monthly calling allowance cannot be transferred or used on any other service.
- 8.27 With Alarm Line, you can use your included monthly call allowance to make standard calls. You need to pay for calls in excess of your included monthly call allowance.

### **Hunt Group (available on and from 20 May 2013)**

- 8.28 Hunt Group allows you to direct incoming calls to a group of digital voice services on your DOT account that you nominate, that are on the same Core Plan ("**Group**"). If a call to a phone in the Group is not answered, Hunt Group will automatically divert the call to the next available line in the group of phones selected.
- 8.29 You can choose from any of the following "hunt" schemes, each of which rings the specified phones in a different manner:
- (a) Regular Hunt Groups sends calls to users in the order listed by an administrator. Incoming calls go to the first available person on the list, always starting with the first person on the list.
  - (b) Circular Hunt Groups sends calls in a fixed order. The call is sent to the first available person on the list, beginning where the last call left off.
  - (c) simultaneous rings all of the users in the group simultaneously; the first user to pick up the ringing phone is connected.
  - (d) with Uniform Hunt Groups, as a call is completed, the user moves to the bottom of the call queue in a shuffling fashion. The next incoming call goes to the user who has been idle for the longest. If a user receives a call that was not directed to them through the hunt group, the call will not be included in the receiving order for Uniform calls.
- 8.30 You can take up Hunt Group for a monthly fee of \$10 (payable in addition to the cost of your Core Plan). Hunt Group is available on a casual, month-to-month



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basis, and you can cancel it at any time. If you cancel before the end of a billing month, we'll charge the Monthly Fee on a pro-rata basis.

### **Virtual Receptionist (available to new DOT customers on and from 20 May 2013)**

- 8.31 If you take up a new DOT service on or after 20 May 2013 you can take up Virtual Receptionist for a monthly fee of \$10 (payable in addition to the cost of your Core Plan).
- 8.32 Virtual Receptionist is a hosted service providing businesses with a virtual receptionist feature. It greets inbound callers with a pre-recorded welcome message, and is configured to direct calls via an IVR-like menu system (Press 1 for Sales, 2 for Service, 3 To Leave A message, etc.) to other phone numbers.
- 8.33 Virtual Receptionist is set-up with a default message. At your request, we can change the default message.
- 8.34 If you use Virtual Receptionist to forward calls to other services, this will be treated as if you are making a call to the number to which the call is being forwarded.
- 8.35 If the number to which you are forwarding the call is on your DOT account and is physically located in Australia, there is no charge for forwarding the call. If the number is not on your DOT account, or is outside Australia (for example, if the call is forwarded to a mobile service which is overseas), you will be charged for the call at the rates applicable to your Core Plan.

### **Ad on Hold (available on and from 20 May 2013)**

- 8.36 The Ad on Hold Option allows you to create a customised recording which will play while inbound callers to the digital voice service that comes with your Core Plan and Office Plans are placed on hold.
- 8.37 You can take up one Ad on Hold Option for each Core Plan.
- 8.38 You can take up the Ad on Hold Option for a monthly fee of \$50 for 24 months (payable in addition to the cost of your Core Plan). If you use the same Ad on Hold recording for each Core Plan that you have we will only charge you the monthly fee for one Ad on Hold Option.
- 8.39 If you choose the Ad on Hold Option, our supplier will work with you to develop a professional advertising voice-over of up to two minutes duration, including our nominated background music and we will configure your DOT service to play the recording to inbound callers calling your digital voice service that comes with your Core Plan and Office Plans are placed on hold.
- 8.40 Until your Ad on Hold recording is finalised we will configure your DOT service to play a default recording for inbound callers indicating that your line is busy and asking the caller to stay on hold.



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8.41 You can choose the Ad on Hold service for the additional monthly fee set out below:

<b>Ad on Hold service</b>	<b>Monthly Fee (GST inclusive)</b>
New Ad on Hold service	\$50

<b>Ad on Hold service</b>	<b>Once-off Upfront Fee (GST inclusive)</b>
Variation of an existing Ad on Hold service	\$270
Re-recording of an existing Ad on Hold service	\$545

- 8.42 You are responsible for ensuring that the content of your Ad on Hold service complies with all laws or regulations.
- 8.43 You agree that the recording and use of your Ad on Hold service will not infringe the intellectual property rights of any person.
- 8.44 We may immediately disable, suspend or remove the recorded content of your Ad on Hold service by written notice to you if we reasonably suspect that your recorded content or any part of it breaches any laws, regulations, determinations or industry codes applicable to your service or infringes the rights (including intellectual property rights) of any person.
- 8.45 Your Ad on Hold service has a 24 month term. The minimum cost to you for the 24 month term is \$1,200 (GST inclusive). If:
- (a) you vary or re-record your Ad on Hold service, your 24 month term will not restart and you will need to pay the relevant Once Off Upfront Fee in addition to the Monthly Fee for the remainder of the term of your Ad on Hold service ; and
  - (b) your Ad on Hold service is cancelled for any reason (other than for our breach) before the end of its 24 month term, you have to pay an ETC. At the end of the 24 month term, the Ad on Hold Option will continue on a month-by-month basis until you tell us to remove it.
- 8.46 If you cancel your Core Plan, your Ad on Hold service will be automatically cancelled (and an early termination charge may apply). If your Ad on Hold service is cancelled you will no longer have access to your customised recording.



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- 8.47 You may turn off the Ad on Hold functionality on your DOT service at any time (but you will still be required to pay the Ad on Hold Monthly Fee while the functionality is turned off).
- 8.48 You consent and agree:
- (a) to us disclosing your personal information collected by us to our supplier;
  - (b) to our supplier disclosing your personal information collected by our supplier to us; and
  - (c) to our supplier contacting you,

for the purpose of providing the Ad on Hold service to you.

- 8.49 We agree to comply, and will use reasonable efforts to ensure our supplier complies, with the Privacy Act 1988 (Cth) and Telecommunications Act 1997 (Cth), in relation to your personal information.
- 8.50 Our supplier will provide you with a support service for your Ad on Hold service between the hours of 9am and 5pm (Australian Eastern Standard Time), excluding Queensland and National public holidays. The customer support service number will be provided to you by the supplier at the time your Ad on Hold service is being recorded.
- 8.51 **Voice and Data cabling** If you require cabling to be installed from your router to other locations in your premises, you can take up the Voice and Data Cabling Option, which is suitable for connecting your digital phone or computer via a standard Ethernet RJ-45 socket.
- 8.52 For DOT on ADSL2+ services, we charge you the following for the Voice and Data Cabling option:

Number of installation points	Charge
The first installation point requiring up to 40 metres of cabling and/or up to 4 hours of installation time	\$299
Each additional installation point requiring up to 40 metres of cabling and/or up to 4 hours of installation time	\$180 per point
Installation point requiring more than 40 metres of cabling and/or more than 4 hours of installation time	The technician attending your premises will agree any additional charges with you before carrying out the installation.

- 8.53 For DOT on the nbn<sup>™</sup> network services, all cabling is done at an additional cost which we will quote you prior to commencing the work.



- 8.54 You do not need to select Telstra to do any cabling work you require.
- 8.55 We'll install your cabling between 8am and 5pm on business days, either:
- (a) when we attend your premises to install your DOT service; or
  - (b) at another time we agree.
- 8.56 We will do our best to install the cabling where you want it, but some limitations exist. We won't be able to run cabling through roof space, or under floors where there is insufficient space for our technicians to safely operate. If we find that we can't install the cabling in your preferred location, we will try and present alternative options. These options may include running the cabling in conduit around internal walls.
- 8.57 The Voice and Data Cabling Option includes 40 meters of cable for each point you have ordered and a maximum of 4 hours installation time. If you need a cable to a location that requires more than 40 meters of cabling or installation will take more than 4 hours, an additional charge will apply.

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## 9 DOT Application

- 9.1 The DOT Application enables DOT users to make and receive voice and video calls and manage DOT call settings.
- 9.2 In order to access the DOT Application you must have an eligible DOT service.
- 9.3 The DOT application is available on compatible mobile devices and computer operating systems as notified from time to time.
- 9.4 The DOT application can only be accessed with an internet connection irrespective of the technology used to access it. If an appropriate IP network configuration is required, it is your responsibility to ensure that is in place.
- 9.5 You acknowledge that there are no guaranteed service levels for the DOT Application service when operated outside of the business premises in which your primary DOT service is installed.
- 9.6 You acknowledge that you may incur data usage charges when you use the DOT Application. If you make and receive voice and video calls, data charges will apply in addition to standard call costs under your Core Plan.

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## 10 Telstra Business Connect<sup>®</sup>

- 10.1 Telstra Business Connect<sup>®</sup> enables DOT users to make and receive voice and video calls and manage DOT call settings.
- 10.2 In order to access the Telstra Business Connect<sup>®</sup> you must have an eligible DOT service.



- 10.3 Telstra Business Connect<sup>®</sup> is available on compatible mobile devices and computer operating systems as notified from time to time.
- 10.4 Telstra Business Connect<sup>®</sup> can only be accessed with an internet connection irrespective of the technology used to access it. If an appropriate IP network configuration is required, it is your responsibility to ensure that is in place.
- 10.5 You acknowledge that there are no guaranteed service levels for Telstra Business Connect<sup>®</sup> service when operated outside of the business premises in which your primary DOT service is installed.
- 10.6 You acknowledge that you may incur data usage charges when you use the Telstra Business Connect<sup>®</sup> application. If you make and receive voice and video calls, data charges will apply in addition to standard call costs under your Core Plan.

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## 11 Hardware Purchase Plan (“HPP”)

### What is HPP?

- 11.1 Under a HPP, we will offer approved customers with credit known as a Hardware Purchase Amount and allow you to repay that credit by monthly instalments over 24 months (**HPP Term**). This credit contributes towards the upfront purchase price of approved devices. Click [here](#) to see a list of approved devices.

### Availability

- 11.2 A HPP is available to customers who have a Core Plan, Office Plan, Mobile Plan or Unified Plan or who have chosen a Mobile Broadband SIM Option. A single HPP is available with a Mobile Plan. More than one approved device may be included on a HPP for Core Plans, Office Plans or the digital voice component on Unified Plans.

### Terms

- 11.3 You must repay the Hardware Purchase Amount by monthly instalments over the HPP Term. If you do not repay the Hardware Purchase Amount, we may suspend or cancel the service associated with your HPP in accordance with the [General Terms of Our Customer Terms](#).
- 11.4 Multiple approved devices can be packaged into a single HPP. Where multiple approved devices are packaged into a single HPP, your Hardware Purchase Amount will represent the total price of all the packaged approved devices and will be payable by a single monthly instalment. In some instances, you may need to take up multiple HPPs.
- 11.5 At our discretion, we may offer a subsidy on the cost of certain approved devices purchased under a HPP. This subsidy will be reflected in a reduction of your monthly instalment over the HPP Term. Any partial subsidies offered by us will not be applicable to once-off, upfront purchases of approved devices.

### Transferring or cancelling your HPP



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11.6 If you have purchased equipment via a HPP to use with a DOT plan and you wish to move to a DOT plan with a higher Monthly Fee, you may transfer your HPP to your new DOT plan without paying a HPP cancellation fee.

11.7 If you:

- (a) cancel your HPP;
- (b) cancel the DOT plan to which your HPP is attached; or
- (c) move to a Telstra service that is not part of your DOT account; or
- (d) move to a DOT service with a lower Monthly Fee;

before the end of the HPP Term, you have to pay us a HPP cancellation fee calculated as follows, in addition to any ETC that might be payable:

*(Recommended Retail Price of device ÷ 24) x number of months (or part thereof) remaining in your contract term*

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## 12 DOT (Digital Office Technology)<sup>™</sup> Fair Play Policy

### What is the DOT Fair Play Policy?

12.1 Our DOT Fair Play Policy (**FPP**) is intended to ensure that the DOT service is not used in an unreasonable or fraudulent manner, or in connection with equipment that has not been approved by us.

12.2 Generally, legitimate use of our services for their intended retail purpose will not breach our FPP.

12.3 The FPP applies to the exclusion of any other Fair Play, Reasonable Use or Acceptable Use policy that might apply to any component of your DOT service.

12.4 In this clause, a reference to the DOT service means the service as a whole, and any individual component of it.

### Commercial use

12.5 You must not use the DOT service:

- (a) for the purpose of resale or commercial exploitation;
- (b) to re-route call traffic in order to disguise the originating party, or to establish a point of interconnection between international destinations and Australia;
- (c) in your capacity as a carrier or carriage service provider or as a party supplying services to a carrier or carriage service provider;
- (d) other than with handsets or other equipment that have been approved by us for use on our networks;





- (e) to make calls or send messages to any numbers that we reasonably believe have been set up to enable you or another person to commercially exploit our services; or
- (f) for the purposes of telemetry or any other machine-to-machine application.

### Unreasonable Use

12.6 You must not use the DOT service in a way that is unreasonable. We consider it unreasonable where you use the DOT service fraudulently or in a manner that causes significant network congestion. Fraudulent use of our DOT services includes resupplying the service without our consent, so that someone else can take advantage of the benefits of the service.

12.7 We also consider it unreasonable where you use the DOT service:

- (a) to menace or harass any person or injure or damage anyone or anything;
- (b) for a purpose that a reasonable person would consider offensive;
- (c) to infringe another person's intellectual property rights;
- (d) to misuse another person's confidential information;
- (e) to infringe or commit an offence against any law, standard or code;
- (f) to send or receive instructions that could damage or injure somebody or something if implemented;
- (g) in a way that exposes either you or us to risk of prosecution or legal or administrative action under any law;
- (h) to interfere with, disrupt or affect the availability or use of the Internet or any other network or computer system; or
- (i) in a way that results in a virus, worm, Trojan or similar program being sent through the Telstra Business Broadband service from your equipment.

### What we can do

12.8 If we reasonably believe that you are in breach of this FPP, we can:

- (a) suspend or limit your DOT service without telling you before we do so; and
- (b) cancel your DOT service by telling you at least 7 days before we do so.

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## 13 DOT (Digital Office Technology)<sup>™</sup> Service Levels for DOT on ADSL2+

13.1 This section sets out the targets we aim to meet for DOT. We will do our best to meet these targets but don't guarantee we will do so. We don't offer any service



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rebates or credits in the event we fail to meet these targets, even if the target is set out in another part of Our Customer Terms that says a service rebate or credit is payable.

### Activations and Changes

Event	Our Target
Activating a DOT Core Plan (and any User Plans and/or DOT Options)	10 business days from the date we accept your order you should be able to install your DOT equipment.
Adding a User Plan or DOT Option to an existing Core Plan	5 business days from the date we accept your order you should be ready to install your DOT equipment. If you add an EFTPOS or Fax service, you need to contact Telstra beforehand so we can help configure your EFTPOS terminal and/or fax machine. They won't work if they aren't configured.
Relocating a DOT Core Plan (and any User Plans and/or DOT Options) and activating at a new site	10 business days from the date we accept your order you should be able to install your DOT equipment at your new premises. You have to relocate your DOT equipment yourself.
Moving an existing Office Plan, Unified Plan or EFTPOS/Fax service from one Core Plan to another	5 business days from the date we accept your order you should be ready to install your DOT equipment at your new premises. If you have to relocate your DOT equipment you need to do this yourself. You need to contact Telstra before you move your digital phones from one Core Plan to another so we can help configure the phones. Your digital phones won't work if they aren't configured.
Changing the Monthly Fee of your existing Core Plan, User Plan or DOT Option	2 business days from the date we accept your order.
Moving to a Unified Plan from an existing Office or Mobile Plan, or vice versa before 16 October 2012	5 business days from the date we accept your order.

13.2 Our ability to meet these targets depends on you giving us all the information we need when you submit your order.

### Availability and Quality

13.3 These targets are set out in other parts of Our Customer Terms and vary between the different components of the DOT service. They don't apply when there is a problem with your equipment, where events occur that are outside of our control, or where we have planned service outages to do network maintenance or maintenance or upgrades to your equipment.

13.4 The targets for:



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- (a) Broadband are set out in the [Telstra Business Broadband section of Our Customer Terms](#);
- (b) Digital voice services are set out in the [Telstra IP Telephony section of Our Customer Terms](#);
- (c) Domain Name Hosting services are set out in the [T-Suite<sup>®</sup> services section of Our Customer Terms](#); and
- (d) Mobile voice and mobile broadband are set out in the [Telstra Mobile section of Our Customer Terms](#).

### Response and Restoration

- 13.5 We aim to respond to any fault with your DOT Services within 2 hours from when you tell us about it.
- 13.6 The targets we aim to meet for restoring your service depends on whether you're in an urban, rural or remote area.
- 13.7 An urban area is an area with a population of 10,000 or more people. A rural area is anywhere with fewer than 10,000 people but more than 200. A remote area is anywhere with fewer than 200 people.
- 13.8 For services in an urban area, we aim to meet the **Business Plus** service level set out in the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).
- 13.9 For services in a rural area, we aim to meet the **Business Plus** service level, plus 1 business day.
- 13.10 For services in a remote area, we aim to meet the **Business Plus** service level, plus 2 business days.
- 13.11 Our restoration targets for other aspects of your DOT service are:
  - (a) For Microsoft Email and Domain Name Hosting services, set out in the [T-Suite<sup>®</sup> services section of Our Customer Terms](#); and
  - (b) For mobile voice and mobile broadband, set out in the [Telstra Mobile section of Our Customer Terms](#).

### Maintenance or Upgrades to Equipment

- 13.12 The equipment that you use with your DOT service automatically checks for software upgrades and may undertake these upgrades on a regular basis. The timing of the maintenance or upgrade varies depending on the equipment type. Your DOT service may be impacted for up to 15 minutes when the maintenance or upgrade occurs.
- 13.13 If the maintenance or upgrade relates to your router, we will use reasonable endeavours to:



- (a) ensure that any outage occurs between the hours of 12.00am -6:00am (AEST); and
- (b) ensure that any outage does not exceed 15 minutes.

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### 14 DOT (Digital Office Technology)<sup>™</sup> Service Levels for DOT on the NBN

#### NBN access service provisioning times

- 14.1 We aim (but do not guarantee) to implement a standard installation of a NBN access service at your premises within thirty (30) business days from the day we tell you that we have accepted your application.

#### Appointments

- 14.2 An appointment will be attended by NBN Co to establish the fibre connection and network terminating device into your premises. The second appointment will be attended by us, and we will connect your service.
- 14.3 In fibre to the node & building NBN Co will not be installing any devices in your premises and may only activate services at the node.
- 14.4 Additional appointments with the NBN Co may be necessary for non-standard installations. This will be assessed by the NBN Co technician at the time of your initial appointment, and you will be advised further at that time.

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### 15 International Calls

- 15.1 We charge you the following for international calls from your DOT Core Plan, DOT Office Plan, eftpos or fax service on your DOT account.
- 15.2 For 0011 and 0015 calls, we charge you the call connection fee (if any) plus the per-minute rate (charged in blocks of 60 seconds or part thereof) unless the destination is included with a Core Plan L or XL taken up after 6 September 2016.
- 15.3 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

### 15.4 International call rates to fixed services:

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
<b>Connection fee (per call)</b>	<b>\$0.45</b>	<b>\$0.45</b>	<b>\$0.45</b>	<b>\$0.45</b>
Afghanistan	\$1.95	\$1.95	\$1.95	\$1.95
Alaska	\$0.02	\$0.02	Unlimited	\$0.02
Albania	\$1.20	\$1.20	\$1.20	\$1.20
Algeria	\$1.95	\$1.95	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95	\$1.95	\$1.95
Andorra	\$0.80	\$0.80	\$0.80	\$0.80
Angola	\$1.80	\$1.80	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35	\$1.35	\$1.35
Argentina	\$0.03	\$0.30	Unlimited	\$0.20
Armenia	\$1.55	\$1.55	\$1.55	\$1.55
Aruba	\$1.35	\$1.35	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60	\$1.60	\$1.60
Austria	\$0.30	\$0.45	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85	\$0.85	\$0.85
Bahrain	\$1.50	\$1.50	\$1.50	\$1.50
Bangladesh	\$0.10	\$0.20	Unlimited	Unlimited
Barbados	\$1.40	\$1.40	\$1.40	\$1.40
Belarus	\$1.20	\$1.20	\$1.20	\$1.20
Belgium	\$0.05	\$0.40	Unlimited	\$0.30
Belize	\$1.40	\$1.40	\$1.40	\$1.40
Benin	\$1.90	\$1.90	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40	\$1.40	\$1.40



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Bosnia & Herzegovina	\$0.25	\$0.45	\$0.20	\$0.35
Botswana	\$1.60	\$1.60	\$1.60	\$1.60
Brazil	\$0.10	\$0.45	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90	\$1.90	\$1.90
Burundi	\$1.90	\$1.90	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90	\$1.90	\$1.90
Cambodia	\$0.35	\$0.35	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95	\$1.95	\$1.95
Canada	\$0.02	\$0.02	Unlimited	\$0.02
Cayman Is	\$1.35	\$1.35	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90	\$1.90	\$1.90
Chad	\$1.95	\$1.95	\$1.95	\$1.95
Chile	\$0.10	\$0.40	Unlimited	\$0.30
China	\$0.02	\$0.02	Unlimited	Unlimited
Colombia	\$1.40	\$1.40	\$1.40	\$1.40
Comoros	\$1.50	\$1.50	\$1.50	\$1.50
Congo	\$1.90	\$1.90	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60	\$1.60	\$1.60
Croatia	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15	\$1.15	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05	Unlimited	Unlimited
Czech Republic	\$0.10	\$0.40	\$0.10	\$0.30
Denmark	\$0.05	\$0.40	Unlimited	\$0.30
Diego-Garcia	\$1.90	\$1.90	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95	\$1.95	\$1.95
Dominica	\$1.15	\$1.15	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85	\$0.85	\$0.85



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
East Timor	\$2.85	\$2.85	\$2.85	\$2.85
Ecuador	\$1.40	\$1.40	\$1.40	\$1.40
Egypt	\$0.25	\$0.25	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95	\$1.95	\$1.95
Estonia	\$0.20	\$0.20	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40	\$1.40	\$1.40
Faroe Islands	\$1.25	\$1.25	\$1.25	\$1.25
Fiji	\$0.45	\$0.50	\$0.30	\$0.30
Finland	\$0.65	\$0.90	\$0.65	\$0.90
France	\$0.03	\$0.30	Unlimited	Unlimited
French Guiana	\$1.40	\$1.40	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00	\$1.00	\$1.00
Gabon	\$1.90	\$1.90	\$1.90	\$1.90
Gambia	\$1.90	\$1.90	\$1.90	\$1.90
Georgia	\$1.55	\$1.55	\$1.55	\$1.55
Germany	\$0.05	\$0.40	Unlimited	\$0.15
Ghana	\$0.20	\$0.20	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20	\$1.20	\$1.20
Greece	\$0.03	\$0.30	Unlimited	Unlimited
Greenland	\$1.25	\$1.25	\$1.25	\$1.25
Grenada	\$1.40	\$1.40	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25	\$1.25	\$1.25
Guam	\$0.75	\$0.75	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40	\$1.40	\$1.40
Guinea	\$1.90	\$1.90	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95	\$1.95	\$1.95
Guyana	\$1.50	\$1.50	\$1.50	\$1.50



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Haiti	\$2.60	\$2.60	\$2.60	\$2.60
Honduras	\$1.40	\$1.40	\$1.40	\$1.40
Hong Kong	\$0.03	\$0.03	Unlimited	Unlimited
Hungary	\$0.05	\$0.50	\$0.05	\$0.25
Iceland	\$1.00	\$1.00	\$1.00	\$1.00
India	\$0.05	\$0.05	Unlimited	Unlimited
Indonesia	\$0.10	\$0.10	Unlimited	\$0.10
Iran	\$0.30	\$0.20	\$0.15	\$0.15
Iraq	\$0.30	\$0.30	\$0.20	\$0.30
Ireland	\$0.03	\$0.30	Unlimited	\$0.20
Israel	\$0.03	\$0.25	Unlimited	\$0.10
Italy	\$0.03	\$0.40	Unlimited	\$0.20
Ivory Coast	\$1.90	\$1.90	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35	\$1.35	\$1.35
Japan	\$0.03	\$0.30	Unlimited	\$0.30
Jordan	\$0.30	\$0.35	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55	\$1.55	\$1.55
Kenya	\$0.30	\$0.45	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05	Unlimited	Unlimited
Kuwait	\$1.40	\$1.40	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20	\$0.20	\$0.20
Latvia	\$1.15	\$1.15	\$1.15	\$1.15
Lebanon	\$0.10	\$0.40	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35	\$1.35	\$1.35
Liberia	\$1.95	\$1.95	\$1.95	\$1.95
Libya	\$1.60	\$1.60	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20	\$0.20	\$0.20





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## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Luxembourg	\$0.75	\$0.75	\$0.75	\$0.75
Macau	\$1.35	\$1.35	\$1.35	\$1.35
Macedonia FYR	\$0.25	\$0.45	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90	\$1.90	\$1.90
Malawi	\$1.60	\$1.60	\$1.60	\$1.60
Malaysia	\$0.03	\$0.09	Unlimited	Unlimited
Maldives	\$1.90	\$1.90	\$1.90	\$1.90
Mali	\$1.90	\$1.90	\$1.90	\$1.90
Malta	\$0.20	\$0.05	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70	\$1.70	\$1.70
Martinique	\$1.35	\$1.35	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90	\$1.90	\$1.90
Mauritius	\$0.30	\$0.30	\$0.20	\$0.30
Mayotte	\$1.40	\$1.40	\$1.40	\$1.40
Mexico	\$1.10	\$1.10	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70	\$1.70	\$1.70
Moldova Republic	\$1.90	\$1.90	\$1.90	\$1.90
Monaco	\$1.15	\$1.15	\$1.15	\$1.15
Mongolia	\$1.95	\$1.95	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60	\$1.60	\$1.60
Morocco	\$1.95	\$1.95	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70	\$1.70	\$1.70
Namibia	\$1.60	\$1.60	\$1.60	\$1.60
Nauru	\$1.95	\$1.95	\$1.95	\$1.95
Nepal	\$0.30	\$0.30	\$0.30	\$0.30
Netherlands	\$0.03	\$0.45	Unlimited	\$0.20
Netherlands Antilles	\$1.60	\$1.60	\$1.60	\$1.60
New Caledonia	\$1.00	\$1.00	\$1.00	\$1.00
New Zealand	\$0.03	\$0.45	Unlimited	Unlimited



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	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Nicaragua	\$0.25	\$0.25	\$0.25	\$0.25
Niger	\$1.90	\$1.90	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95	\$1.95	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40	\$1.40	\$1.40
Norway	\$0.30	\$0.30	Unlimited	\$0.30
Oman	\$1.30	\$1.30	\$1.30	\$1.30
Pakistan	\$0.15	\$0.30	Unlimited	\$0.10
Palau	\$1.30	\$1.30	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03	Unlimited	\$0.03
Panama	\$1.35	\$1.35	\$1.35	\$1.35
Papua New Guinea	\$1.98	\$1.98	\$1.98	\$1.98
Paraguay	\$0.25	\$0.25	\$0.25	\$0.25
Peru	\$0.30	\$0.30	\$0.25	\$0.30
Philippines	\$0.02	\$0.30	\$0.02	\$0.15
Poland	\$0.10	\$0.45	Unlimited	\$0.20
Portugal	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75	\$0.75	\$0.75
Qatar	\$1.90	\$1.90	\$1.90	\$1.90
Reunion	\$1.60	\$1.60	\$1.60	\$1.60
Romania	\$0.20	\$0.40	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55	\$0.55
San Marino	\$1.59	\$1.59	\$1.59	\$1.59



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	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Sao Tome & Principe	\$1.60	\$1.60	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.83	\$1.58	\$1.83
Senegal	\$1.95	\$1.95	\$1.95	\$1.95
Serbia	\$0.25	\$0.45	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90	\$1.90	\$1.90
Singapore	\$0.02	\$0.02	Unlimited	Unlimited
Slovakia	\$0.20	\$0.20	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.59	\$1.34	\$1.59
Somalia	\$1.95	\$1.95	\$1.95	\$1.95
South Africa	\$0.15	\$0.30	Unlimited	\$0.20
South Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Spain	\$0.07	\$0.40	\$0.05	\$0.30
Sri Lanka	\$0.15	\$0.20	\$0.10	\$0.15
Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Suriname	\$1.35	\$1.35	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90	\$1.90	\$1.90
Sweden	\$0.05	\$0.30	Unlimited	\$0.30
Switzerland	\$0.05	\$1.12	Unlimited	\$1.12
Syria	\$0.40	\$0.40	\$0.30	\$0.40
Taiwan	\$0.03	\$0.15	Unlimited	Unlimited
Tajikistan	\$1.35	\$1.35	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60	\$1.60	\$1.60
Thailand	\$0.07	\$0.07	Unlimited	\$0.07
Togo	\$1.90	\$1.90	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95	\$1.95	\$1.95
Tonga	\$0.90	\$0.90	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20	\$1.20	\$1.20
Turkey	\$0.20	\$0.40	Unlimited	\$0.10



# Our Customer Terms

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	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL taken up before 6 September 2016		Rates for Core Plans L and XL taken up from 6 September 2016 to 11 July 2017 (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Turkmenistan	\$1.35	\$1.35	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76	\$1.76	\$1.76
Uganda	\$1.60	\$1.60	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20	\$0.20	\$0.20
United Arab Emirates	\$0.35	\$0.35	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.30	Unlimited	Unlimited
United States	\$0.02	\$0.02	Unlimited	\$0.02
Uruguay	\$0.20	\$0.60	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00	\$1.00	\$1.00
Viet Nam	\$0.25	\$0.25	Unlimited	Unlimited
Virgin Islands (British)	\$1.60	\$1.60	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40	\$1.40	\$1.40
Yemen	\$1.60	\$1.60	\$1.60	\$1.60
Zambia	\$1.60	\$1.60	\$1.60	\$1.60
Zimbabwe	\$0.30	\$0.70	\$0.20	\$0.55



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL purchased on and from 12 July 2017		Rates for Core Plans L and XL purchased on and from 12 July 2017 to 26 February (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Afghanistan	\$1.95	\$1.95	\$1.95	\$1.95
Alaska	\$0.02	\$0.02	Unlimited	Unlimited
Albania	\$1.20	\$1.20	\$1.20	\$1.20
Algeria	\$1.95	\$1.95	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95	\$1.95	\$1.95
Andorra	\$0.80	\$0.80	\$0.80	\$0.80
Angola	\$1.80	\$1.80	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35	\$1.35	\$1.35
Argentina	\$0.03	\$0.30	Unlimited	\$0.20
Armenia	\$1.55	\$1.55	\$1.55	\$1.55
Aruba	\$1.35	\$1.35	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60	\$1.60	\$1.60
Austria	\$0.30	\$0.45	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85	\$0.85	\$0.85
Bahrain	\$1.50	\$1.50	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.20	Unlimited	\$0.05
Barbados	\$1.40	\$1.40	\$1.40	\$1.40
Belarus	\$1.20	\$1.20	\$1.20	\$1.20
Belgium	\$0.05	\$0.30	Unlimited	\$0.30
Belize	\$1.40	\$1.40	\$1.40	\$1.40
Benin	\$1.90	\$1.90	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35	\$0.20	\$0.35
Botswana	\$1.60	\$1.60	\$1.60	\$1.60



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S and M, all Office Plans, eftpos and fax services, and Core Plans L or XL purchased on and from 12 July 2017		Rates for Core Plans L and XL purchased on and from 12 July 2017 to 26 February (inclusive)	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Brazil	\$0.05	\$0.30	\$0.05	\$0.30
British Indian Ocean Territory	\$0.30	\$0.30	\$0.30	\$0.30
Brunei Darussalam	\$1.05	\$1.05	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90	\$1.90	\$1.90
Burundi	\$1.90	\$1.90	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95	\$1.95	\$1.95
Canada	\$0.01	\$0.01	Unlimited	Unlimited
Cayman Is	\$1.35	\$1.35	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90	\$1.90	\$1.90
Chad	\$1.95	\$1.95	\$1.95	\$1.95
Chile	\$0.05	\$0.30	Unlimited	\$0.30
China	\$0.02	\$0.02	Unlimited	Unlimited
Colombia	\$1.40	\$1.40	\$1.40	\$1.40
Comoros	\$1.50	\$1.50	\$1.50	\$1.50
Congo	\$1.90	\$1.90	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60	\$1.60	\$1.60
Cote d'Ivoire	\$1.90	\$1.90	\$1.90	\$1.90
Croatia	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15	\$1.15	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05	Unlimited	Unlimited
Czech Republic	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.05	\$0.30	Unlimited	\$0.30
Diego-Garcia (British Ocean Territory)	\$1.90	\$1.90	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95	\$1.95	\$1.95
Dominica	\$1.15	\$1.15	\$1.15	\$1.15



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Dominican Rep	\$0.85	\$0.85	\$0.85	\$0.85
East Timor (Timor-Leste)	\$0.65	\$0.65	\$0.65	\$0.65
Ecuador	\$1.40	\$1.40	\$1.40	\$1.40
Egypt	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95	\$1.95	\$1.95
Estonia	\$0.20	\$0.20	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40	\$1.40	\$1.40
Faroe Islands	\$1.25	\$1.25	\$1.25	\$1.25
Fiji	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	\$0.65	\$0.90
France	\$0.03	\$0.20	Unlimited	Unlimited
French Guiana	\$1.40	\$1.40	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00	\$1.00	\$1.00
Gabon	\$1.90	\$1.90	\$1.90	\$1.90
Gambia	\$1.90	\$1.90	\$1.90	\$1.90
Georgia	\$1.55	\$1.55	\$1.55	\$1.55
Germany	\$0.05	\$0.25	Unlimited	\$0.15
Ghana	\$0.20	\$0.20	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20	\$1.20	\$1.20
Greece	\$0.03	\$0.20	Unlimited	Unlimited
Greenland	\$1.25	\$1.25	\$1.25	\$1.25
Grenada	\$1.40	\$1.40	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25	\$1.25	\$1.25
Guam	\$0.75	\$0.75	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40	\$1.40	\$1.40
Guinea	\$1.90	\$1.90	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95	\$1.95	\$1.95



# Our Customer Terms

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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Guyana	\$1.50	\$1.50	\$1.50	\$1.50
Haiti	\$1.80	\$1.80	\$1.80	\$1.80
Honduras	\$1.40	\$1.40	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02	Unlimited	Unlimited
Hungary	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00	\$1.00	\$1.00	\$1.00
India	\$0.03	\$0.03	Unlimited	Unlimited
Indonesia	\$0.10	\$0.10	Unlimited	\$0.10
Iran	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.03	\$0.25	Unlimited	\$0.20
Iridium	\$4.85	\$4.85	\$4.85	\$4.85
Israel	\$0.03	\$0.15	Unlimited	\$0.10
Italy	\$0.03	\$0.25	Unlimited	\$0.20
Ivory Coast	\$1.90	\$1.90	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35	\$1.35	\$1.35
Japan	\$0.03	\$0.15	Unlimited	\$0.10
Jordan	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55	\$1.55	\$1.55
Kenya	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05	Unlimited	Unlimited
Kuwait	\$1.40	\$1.40	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20	\$0.20	\$0.20
Latvia	\$1.15	\$1.15	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35	\$1.35	\$1.35
Liberia	\$1.95	\$1.95	\$1.95	\$1.95
Libya	\$1.60	\$1.60	\$1.60	\$1.60





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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Liechtenstein	\$0.60	\$0.60	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75	\$0.75	\$0.75
Macau	\$1.35	\$1.35	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90	\$1.90	\$1.90
Malawi	\$1.60	\$1.60	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03	Unlimited	Unlimited
Maldives	\$1.90	\$1.90	\$1.90	\$1.90
Mali	\$1.90	\$1.90	\$1.90	\$1.90
Malta	\$0.20	\$0.05	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70	\$1.70	\$1.70
Martinique	\$1.35	\$1.35	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40	\$1.40	\$1.40
Mexico	\$1.10	\$1.10	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63	\$1.63	\$1.63
Monaco	\$0.64	\$0.64	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60	\$1.60	\$1.60
Morocco	\$1.95	\$1.95	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70	\$1.70	\$1.70
Namibia	\$1.60	\$1.60	\$1.60	\$1.60
Nauru	\$1.95	\$1.95	\$1.95	\$1.95
Nepal	\$1.60	\$1.60	\$1.60	\$1.60
Netherlands	\$0.03	\$0.25	Unlimited	\$0.20
Netherlands Antilles	\$1.25	\$1.25	\$1.25	\$1.25



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
New Caledonia	\$1.00	\$1.00	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30	Unlimited	Unlimited
Nicaragua	\$0.25	\$0.25	\$0.25	\$0.25
Niger	\$1.90	\$1.90	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95	\$1.95	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40	\$1.40	\$1.40
Norway	\$0.30	\$0.30	Unlimited	\$0.30
Oman	\$1.30	\$1.30	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15	Unlimited	\$0.10
Palau	\$1.30	\$1.30	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03	Unlimited	Unlimited
Panama	\$1.35	\$1.35	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25	\$0.25	\$0.25
Peru	\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.02	\$0.15	\$0.02	\$0.15
Poland	\$0.20	\$0.20	Unlimited	\$0.20
Portugal	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75	\$0.75	\$0.75
Qatar	\$1.90	\$1.90	\$1.90	\$1.90
Reunion	\$1.60	\$1.60	\$1.60	\$1.60
Romania	\$0.10	\$0.25	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40	\$1.40	\$1.40



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Samoa	\$0.55	\$0.55	\$0.55	\$0.55
San Marino	\$0.48	\$0.48	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58	\$1.58	\$1.58
Senegal	\$1.95	\$1.95	\$1.95	\$1.95
Serbia	\$0.25	\$0.25	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90	\$1.90	\$1.90
Singapore	\$0.02	\$0.02	Unlimited	Unlimited
Sint Maarten (Dutch part)	\$1.25	\$1.25	\$1.25	\$1.25
Slovakia	\$0.20	\$0.20	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34	\$1.34	\$1.34
Somalia	\$1.95	\$1.95	\$1.95	\$1.95
South Africa	\$0.05	\$0.25	Unlimited	\$0.20
South Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Spain	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15	\$0.10	\$0.15
Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Suriname	\$1.35	\$1.35	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90	\$1.90	\$1.90
Sweden	\$0.05	\$0.20	Unlimited	\$0.20
Switzerland	\$0.05	\$1.12	Unlimited	\$1.12
Syria	\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15	Unlimited	Unlimited
Tajikistan	\$1.35	\$1.35	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60	\$1.60	\$1.60
Thailand	\$0.03	\$0.03	Unlimited	Unlimited
Thuraya	\$5.65	\$5.65	\$5.65	\$5.65
Timor-Leste	\$0.65	\$0.65	\$0.65	\$0.65
Togo	\$1.90	\$1.90	\$1.90	\$1.90



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

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	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Tokelau	\$1.95	\$1.95	\$1.95	\$1.95
Tonga	\$0.90	\$0.90	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20	\$1.20	\$1.20
Turkey	\$0.05	\$0.15	Unlimited	\$0.10
Turkmenistan	\$1.35	\$1.35	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76	\$1.76	\$1.76
Uganda	\$1.60	\$1.60	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20	Unlimited	Unlimited
United States	\$0.02	\$0.02	Unlimited	Unlimited
Uruguay	\$0.15	\$0.40	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05	Unlimited	Unlimited
Virgin Islands (British)	\$1.60	\$1.60	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40	\$1.40	\$1.40
Yemen	\$1.60	\$1.60	\$1.60	\$1.60
Zambia	\$1.60	\$1.60	\$1.60	\$1.60
Zimbabwe	\$0.55	\$0.55	\$0.55	\$0.55



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S, M, L, Office plans S, M, L and eftpos and fax services purchased on and from 27 February 2018		Rates for Core Plans XL and XXL, Office Plans XL and XXL purchased on and from 27 February 2018	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Connection fee (applies to each call)	\$0.55	\$0.55	\$0.55	\$0.55
Afghanistan	\$1.95	\$1.95	\$1.95	\$1.95
Alaska	\$0.02	\$0.02	Unlimited	Unlimited
Albania	\$1.20	\$1.20	\$1.20	\$1.20
Algeria	\$1.95	\$1.95	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95	\$1.95	\$1.95
Andorra	\$0.80	\$0.80	\$0.80	\$0.80
Angola	\$1.80	\$1.80	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35	\$1.35	\$1.35
Argentina	\$0.03	\$0.30	Unlimited	\$0.20
Armenia	\$1.55	\$1.55	\$1.55	\$1.55
Aruba	\$1.35	\$1.35	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60	\$1.60	\$1.60
Austria	\$0.30	\$0.45	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85	\$0.85	\$0.85
Bahrain	\$1.50	\$1.50	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.05	Unlimited	\$0.05
Barbados	\$1.40	\$1.40	\$1.40	\$1.40
Belarus	\$1.20	\$1.20	\$1.20	\$1.20
Belgium	\$0.05	\$0.30	Unlimited	\$0.30
Belize	\$1.40	\$1.40	\$1.40	\$1.40
Benin	\$1.90	\$1.90	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35	\$0.20	\$0.35



# Our Customer Terms

## DOT (Digital Office Technology)<sup>®</sup> Section

	Rates for Core Plans S, M, L, Office plans S, M, L and eftpos and fax services purchased on and from 27 February 2018		Rates for Core Plans XL and XXL, Office Plans XL and XXL purchased on and from 27 February 2018	
	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)	Call rate to 0011 and 0015 international fixed services (GST Inc)	Call rate to 0011 and 0015 international mobile services (GST Inc)
Botswana	\$1.60	\$1.60	\$1.60	\$1.60
Brazil	\$0.05	\$0.30	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90	\$1.90	\$1.90
Burundi	\$1.90	\$1.90	\$1.90	\$1.90
Cabo Verde	\$1.90	\$1.90	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95	\$1.95	\$1.95
Canada	\$0.01	\$0.01	Unlimited	Unlimited
Cayman Is	\$1.35	\$1.35	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90	\$1.90	\$1.90
Chad	\$1.95	\$1.95	\$1.95	\$1.95
Chile	\$0.05	\$0.30	Unlimited	\$0.30
China	\$0.02	\$0.02	Unlimited	Unlimited
Colombia	\$1.40	\$1.40	\$1.40	\$1.40
Comoros	\$1.50	\$1.50	\$1.50	\$1.50
Congo	\$1.90	\$1.90	\$1.90	\$1.90
Congo Democratic Republic	\$1.95	\$1.95	\$1.95	\$1.95
Cook Islands	\$1.35	\$1.35	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60	\$1.60	\$1.60
Croatia	\$0.40	\$1.00	\$0.40	\$1.00
Cuba	\$1.15	\$1.15	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05	Unlimited	Unlimited
Czech Republic	\$0.10	\$0.30	\$0.10	\$0.30
Denmark	\$0.05	\$0.30	Unlimited	\$0.30
Diego-Garcia (British Ocean Territory)	\$1.90	\$1.90	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95	\$1.95	\$1.95
Dominica	\$1.15	\$1.15	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85	\$0.85	\$0.85



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East Timor (Timor-Leste)	\$0.65	\$0.65	\$0.65	\$0.65
Ecuador	\$1.40	\$1.40	\$1.40	\$1.40
Egypt	\$0.15	\$0.15	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95	\$1.95	\$1.95
Estonia	\$0.20	\$0.20	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95	\$1.95	\$1.95
Falkland Islands	\$1.40	\$1.40	\$1.40	\$1.40
Faroe Islands	\$1.25	\$1.25	\$1.25	\$1.25
Fiji	\$0.30	\$0.30	\$0.30	\$0.30
Finland	\$0.65	\$0.90	\$0.65	\$0.90
France	\$0.03	\$0.20	Unlimited	Unlimited
French Guiana	\$1.40	\$1.40	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00	\$1.00	\$1.00
Gabon	\$1.90	\$1.90	\$1.90	\$1.90
Gambia	\$1.90	\$1.90	\$1.90	\$1.90
Georgia	\$1.55	\$1.55	\$1.55	\$1.55
Germany	\$0.05	\$0.25	Unlimited	\$0.15
Ghana	\$0.20	\$0.20	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20	\$1.20	\$1.20
Greece	\$0.03	\$0.20	Unlimited	Unlimited
Greenland	\$1.25	\$1.25	\$1.25	\$1.25
Grenada	\$1.40	\$1.40	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25	\$1.25	\$1.25
Guam	\$0.75	\$0.75	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40	\$1.40	\$1.40
Guinea	\$1.90	\$1.90	\$1.90	\$1.90
Guinea-Bissau	\$1.95	\$1.95	\$1.95	\$1.95
Guyana	\$1.50	\$1.50	\$1.50	\$1.50
Haiti	\$1.80	\$1.80	\$1.80	\$1.80



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Hawaii	\$0.02	\$0.02	Unlimited	Unlimited
Honduras	\$1.40	\$1.40	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02	Unlimited	Unlimited
Hungary	\$0.05	\$0.25	\$0.05	\$0.25
Iceland	\$1.00	\$1.00	\$1.00	\$1.00
India	\$0.03	\$0.03	Unlimited	Unlimited
Indonesia	\$0.10	\$0.10	Unlimited	\$0.10
Iran	\$0.15	\$0.15	\$0.15	\$0.15
Iraq	\$0.20	\$0.20	\$0.20	\$0.20
Ireland	\$0.03	\$0.25	Unlimited	\$0.20
Israel	\$0.03	\$0.15	Unlimited	\$0.10
Italy	\$0.03	\$0.25	Unlimited	\$0.20
Ivory Coast	\$1.90	\$1.90	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35	\$1.35	\$1.35
Japan	\$0.03	\$0.15	Unlimited	\$0.10
Jordan	\$0.20	\$0.20	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55	\$1.55	\$1.55
Kenya	\$0.25	\$0.25	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05	Unlimited	Unlimited
Kuwait	\$1.40	\$1.40	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20	\$0.20	\$0.20
Latvia	\$1.15	\$1.15	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35	\$1.35	\$1.35
Liberia	\$1.95	\$1.95	\$1.95	\$1.95
Libya	\$1.60	\$1.60	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75	\$0.75	\$0.75





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Macau	\$1.35	\$1.35	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90	\$1.90	\$1.90
Malawi	\$1.60	\$1.60	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03	Unlimited	Unlimited
Maldives	\$1.90	\$1.90	\$1.90	\$1.90
Mali	\$1.90	\$1.90	\$1.90	\$1.90
Malta	\$0.20	\$0.05	\$0.20	\$0.05
Marshall Islands	\$1.70	\$1.70	\$1.70	\$1.70
Martinique	\$1.35	\$1.35	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40	\$1.40	\$1.40
Mexico	\$1.10	\$1.10	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63	\$1.63	\$1.63
Monaco	\$0.64	\$0.64	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60	\$1.60	\$1.60
Morocco	\$1.95	\$1.95	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70	\$1.70	\$1.70
Namibia	\$1.60	\$1.60	\$1.60	\$1.60
Nauru	\$1.95	\$1.95	\$1.95	\$1.95
Nepal	\$1.60	\$1.60	\$1.60	\$1.60
Netherlands	\$0.03	\$0.25	Unlimited	\$0.20
Netherlands Antilles	\$1.25	\$1.25	\$1.25	\$1.25
New Caledonia	\$1.00	\$1.00	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30	Unlimited	Unlimited
Nicaragua	\$0.25	\$0.25	\$0.25	\$0.25
Niger	\$1.90	\$1.90	\$1.90	\$1.90



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Nigeria	\$0.25	\$0.25	\$0.25	\$0.25
Niue	\$1.95	\$1.95	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95	\$1.95	\$1.95
Northern Mariana Islands	\$1.40	\$1.40	\$1.40	\$1.40
Norway	\$0.30	\$0.30	Unlimited	\$0.30
Oman	\$1.30	\$1.30	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15	Unlimited	\$0.10
Palau	\$1.30	\$1.30	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03	Unlimited	Unlimited
Panama	\$1.35	\$1.35	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25	\$0.25	\$0.25
Peru	\$0.25	\$0.25	\$0.25	\$0.25
Philippines	\$0.02	\$0.15	\$0.02	\$0.15
Poland	\$0.05	\$0.20	Unlimited	\$0.20
Portugal	\$0.05	\$0.74	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75	\$0.75	\$0.75
Qatar	\$1.90	\$1.90	\$1.90	\$1.90
Reunion	\$1.60	\$1.60	\$1.60	\$1.60
Romania	\$0.10	\$0.25	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60	\$1.60	\$1.60
Saint Helena	\$1.40	\$1.40	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55	\$0.55
San Marino	\$0.48	\$0.48	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58	\$1.58	\$1.58



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Senegal	\$1.95	\$1.95	\$1.95	\$1.95
Serbia	\$0.25	\$0.25	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90	\$1.90	\$1.90
Singapore	\$0.02	\$0.02	Unlimited	Unlimited
Slovakia	\$0.20	\$0.20	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34	\$1.34	\$1.34
Somalia	\$1.95	\$1.95	\$1.95	\$1.95
South Africa	\$0.05	\$0.25	Unlimited	\$0.20
South Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Spain	\$0.05	\$0.30	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15	\$0.10	\$0.15
Sudan	\$1.60	\$1.60	\$1.60	\$1.60
Suriname	\$1.35	\$1.35	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90	\$1.90	\$1.90
Sweden	\$0.05	\$0.20	Unlimited	\$0.20
Switzerland	\$0.05	\$1.12	Unlimited	\$1.12
Syria	\$0.30	\$0.30	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15	Unlimited	Unlimited
Tajikistan	\$1.35	\$1.35	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60	\$1.60	\$1.60
Thailand	\$0.03	\$0.03	Unlimited	Unlimited
Togo	\$1.90	\$1.90	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95	\$1.95	\$1.95
Tonga	\$0.90	\$0.90	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20	\$1.20	\$1.20
Turkey	\$0.05	\$0.15	Unlimited	\$0.10
Turkmenistan	\$1.35	\$1.35	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76	\$1.76	\$1.76



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Uganda	\$1.60	\$1.60	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20	Unlimited	Unlimited
United States	\$0.02	\$0.02	Unlimited	Unlimited
Uruguay	\$0.15	\$0.40	\$0.15	\$0.40
Uzbekistan	\$1.35	\$1.35	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05	Unlimited	Unlimited
Virgin Islands (British)	\$1.60	\$1.60	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40	\$1.40	\$1.40
Yemen	\$1.60	\$1.60	\$1.60	\$1.60
Zambia	\$1.60	\$1.60	\$1.60	\$1.60
Zimbabwe	\$0.20	\$0.55	\$0.20	\$0.55

