

### Part F – Argent IP SBX

---

## Contents

Click on the section that you are interested in.

<b>1</b>	<b>About this Part</b>	<b>2</b>
<b>2</b>	<b>Argent IP SBX</b>	<b>2</b>
	What is Argent IP SBX?	2
	Types of Argent IP SBX services	2
	Argent IP SBX Gateway service	2
	Argent Dedicated IP SBX service	3
	Availability	3
	Cease sale and Exit notification	3
	Technical specifications	3
<b>3</b>	<b>Connecting an Argent IP SBX service</b>	<b>4</b>
	Provisioning Commitment	4
	Connection charges	4
	Other charges	4
	Withdrawing an order	4
	Putting an order on hold	5
	Re-establishment charge	6
<b>4</b>	<b>Argent IP SBX Gateway for service providers</b>	<b>6</b>
	Availability	6
	Service features for service providers	6
	Reverse billing	6
<b>5</b>	<b>Argent Dedicated IP SBX for end users</b>	<b>7</b>
	Availability	7
	Service features for end users	7
<b>6</b>	<b>Argent IP SBX charges</b>	<b>8</b>
	Monthly rental charges	8
	Message usage charges	8
<b>7</b>	<b>Other charges</b>	<b>9</b>
	Service modification charge	9
	Test service facilities charge	9
<b>8</b>	<b>Service levels and performance</b>	<b>9</b>
	Availability of service	9
	Service assurance	10
<b>9</b>	<b>Special meanings</b>	<b>10</b>

### Part F – Argent IP SBX

Certain words are used with the specific meanings set out below under “Special meanings” on page 10 or in [the General Terms of Our Customer Terms](#).

---

## 1 About this Part

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

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

See clause 1 of [Part A – General of the Argent Services section](#) for more detail on how the various parts of the Argent Services section should be read together.

---

## 2 Argent IP SBX

### What is Argent IP SBX?

- 2.1 Argent carries transaction-based applications, including EFTPOS transactions.
- 2.2 Argent IP SBX carries IP traffic, including EFTPOS transactions, over an IP network in both directions between an end user and a service provider.
- 2.3 Argent IP SBX Gateway and Argent Dedicated IP SBX are standalone services.
- 2.4 If we provide you with a Terminal Mediation Device, you may only use it in connection with your receipt of the Argent IP SBX service, for the period that you continue to acquire the relevant Argent IP SBX service from us.
- 2.5 You must return the Termination Mediation Device to us if you cease to acquire the relevant Argent IP SBX service from us, or if we otherwise request that you return the device.

### Types of Argent IP SBX services

- 2.6 We offer the following Argent IP SBX services:
- (a) Argent IP SBX Gateway service;
  - (b) Argent Dedicated IP SBX service.

### Argent IP SBX Gateway service

- 2.7 The Argent IP SBX Gateway service enables IP network connected devices to access

### Part F – Argent IP SBX

service providers' hosts that are connected to the Argent network via an Argent IP SBX Host Port service.

#### **Argent Dedicated IP SBX service**

- 2.8 The Argent Dedicated IP SBX service enables end users to carry IP traffic, including EFTPOS transactions, over a Connect IP Broadband DSL service.

#### **Availability**

- 2.9 Argent IP SBX is available to our retail customers in the South Brisbane (SOTH) Exchange Service Area (ESA), who are being migrated from an Argent service acquired from Telstra over the copper network. Argent IP SBX is not available to new Telstra retail customers, Telstra wholesale customers or for resale.

#### **Cease sale and Exit notification**

- 2.10 Argent IP SBX is affected by the Argent IP Host Port cease sale, disconnections and exit as set out in the Argent IP Host Port [section of Our Customer Terms](#).
- 2.11 In line with the Argent Dedicated service, Argent IP Dedicated SBX will not be available for purchase by new customers from 30 June 2018. Argent IP Dedicated SBX will not be available for purchase by customers who already receive Argent IP Dedicated SBX from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.
- 2.12 From 30 June 2019, customers with existing Argent services will no longer be allowed to:
- (a) add new services;
  - (b) make changes to existing services which require infrastructure changes; or
  - (c) recontract existing Argent services.
- 2.13 From 30 June 2020, we will exit all Argent services and cancel remaining Argent services.

#### **Technical specifications**

- 2.14 For details about terminal access, transaction aggregation and host delivery, please ask your Telstra sales representative.

### Part F – Argent IP SBX

---

## 3 Connecting an Argent IP SBX service

### Provisioning Commitment

- 3.1 Our Provisioning Commitment is available for all Argent IP SBX new connections and indoor removals where existing infrastructure is in place. For more information see the [Service Assurance and Provisioning Commitment Section of Our Customer Terms](#).

### Connection charges

- 3.2 We charge you the following fees for connecting a new Argent IP SBX service:

Argent IP SBX connection charges	GST incl.
Argent IP SBX Gateway activation charge (per host port)	<b>\$2,750.00</b>
Argent Dedicated IP SBX activation charge (per terminal port)	<b>\$330.00</b>

- 3.3 We charge you the following fees for connecting a new Terminal Mediation Device:

Terminal Mediation Device connection charges	GST incl.
Terminal Mediation Device upfront charge	<b>\$330.00</b>

### Other charges

- 3.4 We can apply additional fee-for-service charges for other works associated with service activation. The fee-for-service charges are set out in the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms.

### Withdrawing an order

- 3.5 We can charge you to withdraw an order for an Argent IP SBX service, depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable

### Part F – Argent IP SBX

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable

#### Putting an order on hold

- 3.6 We can charge you the following if you put an order for an Argent IP SBX service on hold. If you put an order on hold that exceeds the date that you originally required the service we can charge you the applicable rental charge (less any applicable discount) from that original date to when you tell us that the order can go ahead.

Charges for putting an order on hold		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable
New Order	Starting from the date that you originally required the service until you tell us that the order can go ahead.	100% of the applicable distance rental charge to apply, less existing and/or agreed additional discount

- 3.7 When your service is connected, full rental, connection and usage charges will apply, less

### Part F – Argent IP SBX

any existing and/or agreed discounts.

#### Re-establishment charge

- 3.8 We charge you the following for re-establishing your Argent IP SBX service if it has been disconnected because you have not paid your account.

Re-establishment charge	GST incl.
Re-establishment charge following disconnection	\$66.00

---

## 4 Argent IP SBX Gateway for service providers

### Availability

- 4.1 Argent IP SBX Gateway services are only available to you if you are a service provider who buys an (or has an existing) Argent IP Host Port service, which you must acquire from us as a retail customer under the Argent IP Host Port service section of Our Customer Terms.

### Service features for service providers

- 4.2 The Argent IP SBX Gateway service allows IP access connectivity into the Argent network through both Telstra Argent Dedicated IP SBX services and non-Telstra IP access services.
- 4.3 We can provide you with a test Argent IP SBX Gateway service if you require it, but we will charge you additional connection and monthly charges for that service (as set out in section 7.3).
- 4.4 For each Argent IP SBX Gateway service, we give you:
- (a) an Argent IP SBX Gateway service number;
  - (b) an IP address, to access the Argent IP SBX Gateway service; and
  - (c) a TCP port, to access the Argent IP SBX Gateway service.
- 4.5 An Argent IP SBX Gateway service cannot be cancelled if there are any end user Argent IP SBX services assigned to it.

### Reverse billing

### Part F – Argent IP SBX

- 4.6 If you apply for reverse billing on your Argent IP SBX Gateway service, we will bill you the relevant message usage charges set out section 6.4 for each message sent across your Argent IP SBX Gateway service. It will be your responsibility to ensure that all usage charges are paid.
- 4.7 You will not be able to change this option once you have selected reverse billing.
- 4.8 You must apply and be accepted for reverse billing for your Argent IP SBX Gateway service if the service is to allow non-Telstra IP access.
- 4.9 Only the legal entity responsible for the Argent IP SBX Gateway service is able to change the host addressing details.

---

## 5 Argent Dedicated IP SBX for end users

### Availability

- 5.1 Argent Dedicated IP SBX services are only available to you if:
- (a) you are an end user who can provide the details of an Argent IP SBX Gateway service to which your service will be connected; and
  - (b) you acquire (on a rental basis) a Terminal Mediation Device from Telstra.

### Service features for end users

- 5.2 For the Argent Dedicated IP SBX service we give you:
- (a) a port on our Payments COIN VPN;
  - (b) a Connect IP Broadband DSL service, dedicated for EFTPOS traffic only on the terms (except for pricing) set out in the Connect IP Broadband section of Our Customer Terms;
  - (c) an Argent Dedicated IP SBX service number; and
  - (d) access to your service provider's host computer via its Argent IP SBX Gateway service.

### Part F – Argent IP SBX

---

## 6 Argent IP SBX charges

### Monthly rental charges

- 6.1 We charge you the following monthly rental charge for the Argent IP SBX Gateway service:

<b>Argent IP SBX monthly charge</b>	<b>GST incl.</b>
Argent IP SBX Gateway monthly rental charge (per port)	<b>\$275.00</b>

- 6.2 We charge you the following monthly rental charge for an Argent Dedicated IP SBX service:

<b>Argent IP SBX monthly charge</b>	<b>GST incl.</b>
Argent Dedicated IP SBX monthly rental charge (per port)	<b>\$165.00</b>

- 6.3 We charge you the following monthly rental charge for a Terminal Mediation Device:

<b>Monthly charge – Terminal Mediation Device</b>	<b>GST incl.</b>
Terminal Mediation Device monthly rental charge	<b>\$27.50</b>

### Message usage charges

- 6.4 We charge you the following charge for using the Argent IP SBX service. Charges apply to each message (i.e. a block of data up to 980 bytes) that travels in one direction across the Argent IP SBX Gateway service.

<b>Argent IP SBX usage charges</b>	<b>GST incl.</b>
Message usage charge (per message)	<b>\$0.024</b>

- 6.5 If your Argent IP SBX service connects to an Argent IP SBX Gateway service, where the provider has selected reverse billing on their Argent IP SBX Gateway service, we will bill the relevant usage charges for your Argent IP SBX service to the Argent IP SBX Gateway service.



### Part F – Argent IP SBX

---

## 7 Other charges

### Service modification charge

7.1 The following modifications to Argent IP SBX services are chargeable:

- (a) Configuration Change (on an Argent IP SBX Gateway service);
- (b) Change of service provider (where you specify a new Argent IP SBX Gateway service for your Argent IP SBX service);
- (c) Change of site location of an Argent IP SBX service;
- (d) Change of IP address for an Argent IP SBX service;
- (e) Change of IP Gateway;
- (f) Change of Service Level Agreement.

7.2 We charge you the following charge for the modifications listed above.

Service modification charge	GST incl.
Per modification	\$55.00

### Test service facilities charge

7.3 We charge you the following charges for the test Argent IP SBX Gateway service described in section 4.3.

Test Network Facilities charge	GST incl.
Test Network activation charge (per test port)	\$2,750.00
Test Network monthly rental charge (per test port)	\$159.50

---

## 8 Service levels and performance

### Availability of service

8.1 The target availability for the Argent network is 99.99%. Our target availability refers to the availability of the Argent network, for data communications from terminal to host and

### Part F – Argent IP SBX

is expressed as the proportion of time (24 hours per day) for which communication is possible in any period of three calendar months. It excludes any period of scheduled or emergency maintenance to the network.

#### **Service assurance**

- 8.2 EFTPOS faults may arise from within an end user's EFTPOS equipment or within a service provider's host network. We are not responsible for the restoration of these faults under our service assurance services.

---

## 9 Special meanings

The following words have the following special meanings:

**COIN** or "Community of Interest" is a network set up by an industry or user group with common business processes.

**Configuration Change** means a change in terminal protocol or message routing, initiated by the owner of an Argent IP SBX Gateway service

**end user** means a person with end user terminal access to Argent IP SBX and who acquires such access or directly as our customer.

**service provider** means an entity with a host computer providing EFTPOS or another merchant acquiring service.

**TCP** or "Transmission Control Protocol" is a protocol developed for the internet to get data from one network device to another.

**Terminal Mediation Device** is a Telstra supplied and owned device that provides an interface between the end user's EFTPOS equipment and the IP access router.

**VPN** or "Virtual Private Network" uses Telstra's national intelligent network to combine all your company's communications between sites and mobiles, and even international branches, giving you all the benefits of a private company network without the cost.