

Our Customer Terms

T-Biz® Voice Standard section

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Note: A Standard Connection is where the T-Biz Voice Standard Service is provided for more than three months. Customers who take a Temporary Connection (i.e. one that terminates within three months) are required to pay an additional \$100 in Activation Fees upon termination. Error! Bookmark not defined.	
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Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

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About this section

Our Customer Terms

- 1.1 This is the T-Biz Voice Standard 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 All prices in this section are inclusive of GST.
- 1.4 In this section, references to calls to mobiles means calls to Australian mobile numbers and does not include calls to international mobile numbers. Calls to international mobiles are international calls.
- 1.5 There are a number of defined terms in this section of Our Customer Terms. Please refer to clause 10 for certain defined terms.

Inconsistencies

- 1.6 If there is any inconsistency between this Section and any other term in Our Customer Terms that applies to the T-Biz Voice Standard Services, 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](#);
 - (b) [this](#) Section;
 - (c) any other section of Our Customer Terms which applies to your T-Biz Voice Standard Service; and
 - (d) [General Terms for Business and Government Customers](#).
- 1.7 If a provision of this T-Biz Voice Standard section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under [The General Terms of Our Customer Terms](#).

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References to our network

- 1.8 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 T-Biz Voice Standard Services referred to in 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 T-Biz Voice Standard Services.

2 General

T-Biz Voice Standard Service Description

- 2.1 The T-Biz Voice Standard Service on the NBN comprises:
- (a) connection of your digital telephone to your Approved Telstra Device, which is connected to the Universal Network Interface – Voice (UNI-V) port on the NBN Connection Box;
 - (b) the ability to make and receive certain types of calls (subject to conditions that might apply to particular types of calls) using an IP Voice service (“**digital voice service**”);
 - (c) a telephone number and MessageBank®;
 - (d) a free listing of the telephone number in a telephone directory under a name you propose (and that we agree with). That listing will be provided on the terms set out in the Sensis Product Contract Terms (as amended from time to time) available at <http://www.about.sensis.com.au/product-contract-terms>.
- 2.2 You can connect up to 2 T-Biz Voice Standard services for each NBN Connection Box installed at your premises.
- 2.3 Rotary dial telephones are not compatible with the T-Biz Voice Standard Service, and you will require a compatible analogue telephone to use the T-Biz Voice Standard Service.

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- 2.4 If you move Premises you may be required to change your telephone number.
- 2.5 If you wish to use your T-Biz Voice Standard Service with equipment including a Fax, back to base alarms systems, medical diallers or any other analogue dialler equipment you should consult with your equipment or service provider to ensure that your equipment is compatible with a voice service on the NBN. Telstra cannot guarantee that all equipment/services will function or function faultlessly in all scenarios and situations.
- 2.6 Some non-standard dialler services (such as EFTPOS or HICAPS) may not work or may not function faultlessly over the T-Biz Voice Standard Service. We cannot guarantee that T-Biz Voice Standard Service will be compatible with non-standard dialler services.
- 2.7 If you have an existing public switched telephone network voice service with Telstra or another provider, you will have to cancel your existing service when you move to a T-Biz Voice Standard Service. Once you move to a T-Biz Voice Standard Service, you will not be able to move back to your old Telstra voice service, or order a new non-NBN voice service from Telstra at the Premises.

Availability

- 2.8 The T-Biz Voice Standard Service is available to our retail business customers. The T-Biz Voice Standard Service is not available to Telstra Wholesale customers or for resale.
- 2.9 To be eligible for a T-Biz Voice Standard Service you must have an ABN, ACN or ARBN. We supply the T-Biz Voice Standard Service for business purposes and you must use the T-Biz Voice Standard Service predominantly for business purposes.
- 2.10 NBN access services will not be available in all areas or to all Premises.
- 2.11 You can only take up a Telstra Voice Service if your Premises has access to the NBN fibre network. We will need to conduct a service qualification at your location to determine whether a T-Biz Voice Standard Service is available at your location. The T-Biz Voice Standard Service is only available at Premises which NBN Co determines are serviceable by the NBN and where an NBN fibre service is available.
- 2.12 Our liability to you for your reliance upon any service availability statements (including the costs of any equipment bought), or to you and each end user (and your responsibility) arising from the cancellation of the T-Biz Voice Standard Service, is set out in [The General Terms of Our Customer Terms](#) or your separate agreement with us.
- 2.13 Telstra will make its best efforts in delivering your T-Biz Voice Standard Service over the NBN but cannot guarantee that the service will be continuous or fault free. The quality of voice communications you experience when using your T-Biz Voice Standard Service may vary and you may experience temporary interruptions, loss of service and stuttering. Some of the factors that will determine the quality of the voice communications

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you experience when using your T-Biz Voice Standard Service are your connected equipment and software configuration, the number of other users connected to the NBN at the same time and the associated line transmission rates of those end users and performance of interconnecting infrastructure not operated by us.

- 2.14 Other Telstra services will be compatible with NBN access services only if we expressly say they are.

Basic Telephone Service Section of Our Customer Terms

- 2.15 Subject to clause 1.6 of this section, your T-Biz Voice Standard Service will be supplied on the terms set out in the [Basic Telephone Service Section of Our Customer Terms](#). All references in these Parts to the Basic Telephone Service will be taken to include a reference to a T-Biz Voice Standard Service.

3 T- Biz Voice Standard plans on the NBN

T-Biz Voice Standard Service plans

- 3.1 From 27 February 2018, the following T-Biz Voice plans are still available until withdrawn by us, which are described in clause below:

- (a) T-Biz Voice Complete;
- (b) T-Biz Voice Complete (Charity); and
- (c) T-Biz Voice Complete (Non-Profit); or

any other T-Biz Voice Service plan specified by Telstra from time to time. **T-Biz Voice Standard Service plans and call charges**

The T-Biz Voice Standard Service plan charges and call charges for each T-Biz Voice Standard plan are set out below (including GST). We charge you the following for calls made using your T-Biz Voice Standard Service.

From 27 February 2018, the T-Biz Standard Voice on nbn Casual, T-Biz Standard Voice on nbn Basic, T-Biz Standard Voice on the nbn Everyday and T-Biz Standard Voice on the nbn Max are no longer available for purchase by new customers. If you are an existing customer on these plans, and you choose to upgrade or change your plan size, you will need to take up a Telstra Business Voice service and you will not be able to move back to these Plans.:

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Calling Plan Structure	T-Biz Voice Standard on the NBN Plan						
	Complete	Complete with charity discount	Complete with non-profit discount	Casual (not available for purchase from 27 February 2018)	Basic (not available for purchase from 27 February 2018)	Everyday (not available for purchase from 27 February 2018)	Max (not available for purchase from 27 February 2018)
Monthly Charge per service/line	\$51.95	\$30.00	\$35.00	\$45.00	\$60.00	\$80.00	\$130.00
Activation Fee (new Telstra customers only) – Standard Connection	\$99.00	\$99.00	\$99.00	\$59.00	\$59.00	\$59.00	\$59.00
Activation Fee (new Telstra customers only) – Temporary Connection	\$199	\$199	\$199	\$159	\$159	\$159	\$159
Standard Professional Telstra Installation	\$240	\$240	\$240	\$192	\$192	\$192	\$192
Local Calls, 019 calls, untimed national long distance calls, preferential & extended zone	22¢ per call	22¢ per call	22¢ per call	22¢ per call	Included	Included	Included
Calls to 13, 1300 and 1345 Numbers	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call
All other timed national long distance calls	55¢ call connection fee plus 22¢ per min block	55¢ call connection fee plus 22¢ per min block	55¢ call connection fee plus 22¢ per min block	80¢ per call	80¢ per call	Included	Included
Calls to mobiles in Australia connected to the Telstra mobile network	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	Included	Included
Calls to mobiles in Australia not connected to the Telstra mobile network	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	55¢ call connection fee plus 36¢ per min block	Included

The T-Biz® Voice Standard on the NBN section was last changed on 1 November 2018

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All other calls (see Part D of the Basic Telephone Service Section of Our Customer Terms for applicable terms)	Business Line Complete	Business Line Complete	Business Line Complete	Business Line Casual	Business Line Basic	Business Line Everyday	Business Line Max
Fixed SMS and Talking Text	1c per text						
Move charge	\$99						
Change of customer lessee	\$59						
	Note a Standard Connection is where the T Biz Voice Standard Service is provided for more than three months. Customers who take a Temporary Connection (ie one that terminates within three months) are required to pay an additional \$100 in Activation Fees upon termination.						

- 3.2 We charge you the call connection fee plus the timed rate for timed calls (including for international calls). All timed national long distance calls and calls to mobiles in Australia are charged in per minute blocks.
- 3.3 If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.
- 3.4 If your T-Biz Voice Standard Service plan includes local calls or standard National calls as part of the monthly subscription, and if you make a small number of local calls/standard National calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents per call.

Included Features

- 3.5 As part of your T-Biz Voice Standard Service, you will also receive the following features:
- (a) MessageBank®
 - (b) Calling Number Display
 - (c) Call Forward (call charges apply)
 - (d) Call Return

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- (e) Call Waiting
- (f) Call and Line Blocking
- (g) Instant Hotline

The terms and conditions and any additional charges that apply to these features are contained in Part [H](#) of the [Basic Telephone Service Section of Our Customer Terms](#).

Incompatible features

3.6 The following call features and plans currently associated with Telstra Voice services are not compatible with the T-Biz Voice Standard Service:

- (a) HomeLine plan options and features including Credit Management Local Only, Call Barring Local Only, Long Distance Pre-selection, 1# Telstra Feature Assistant (amended RVA available) Abbreviated Dialling, Call Back (Busy), Call Control, Call Forward (Set the Time), Call Forward (Selected Callers), Delayed Hotline, Duet – Phone and Fax Multiple Number, Multiple Number, Remote Access, Smart Ring, Telstra Home Messages 101®, Regional Call option, Wide Area Call Option, Mobile Value Packs;
- (b) BusinessLine plan options, and features including Call Back, FaxStream, , Long Distance Pre-selection, Unlimited Call Back, Call Forward Selected Callers, Call Forward Set the Time, Call Control, Delayed Hotline, Abbreviated Dialling, Smart Ring, Multiple Number, Remote Access, Feature Assistant (1#) , Call Diversion (Number Only), BusinessLine Fax, Business Links, Line Hunt, Centel, Talking Text message service; and all Broadworks/TIPT/DOT call features; and
- (c) any other services we notify you of that are not compatible with T-Biz Voice Standard Services or services on the NBN as reasonably determined by us.

3.7 Some features such as MessageBank® and Call Forward (Immediate, Busy and No Answer) may also work differently on a T-Biz Voice Standard Service.

3.8 If you have an alarm, there is potential for an incompatibility between your device and stutter dial tone generated by the MessageBank® service. You are able to turn off the Messagebank® service, see user guide for instructions.

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4 T-Biz Unified

What is T-Biz Unified?

- 4.1 T-Biz Unified is the name for a process that allows you to order a Telstra Business Broadband on the NBN service, T-Biz Voice on the NBN service(s) &, T-Biz Voice Standard on the NBN service(s) at the same site or for the same premises in one go and on a single application form. We'll then aim to deliver all the products you order via this process using one piece of Telstra hardware (known as a router) and in a single Telstra installation visit. You may also need a separate visit from NBN Co if you need the NBN installed at your premises. To be eligible for T-Biz Unified you must order, for the same premises:
- (a) One Telstra Business Broadband service; and
 - (b) Between one and ten T-Biz Voice services; and optionally
 - (c) Between one and two T-Biz Voice Standard Services
- 4.2 It is your choice to order your Telstra Business Broadband service under T-Biz Unified.
- 4.3 The terms set out in Our Customer Terms for Telstra Business Broadband, T-Biz Voice, and T-Biz Voice Standard apply to your T-Biz Unified services. These can be found at <http://www.telstra.com.au/customer-terms/business-government/nbn/>.

Calls and Broadband usage with T-Biz Unified

- 4.4 If you order 4 or more T-Biz Voice services or a video capable phone we will upgrade your Telstra Business Broadband service to Standard Pro Speed. This will cost an additional \$5 a month.

Ordering 4 or more T-Biz Voice services under T-Biz Unified

- 4.5 We will allocate 100kbps of your Telstra Business Broadband data bandwidth to support each phone call you make or receive on T-Biz Voice. As a result this amount of bandwidth will not be available for broadband usage while you are on a call(s).

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5 T-Biz Voice Standard Service Fair Play Policy

- 5.1 The Digital Business Fair Play Policy, as it applies to the use of voice services, applies to your use of the T-Biz Voice Standard Service on the terms set out the [DOT \(Digital Office Technology\) section of Our Customer Terms](#).
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6 T-Biz Voice Standard Service – Faults, Repairs and Changes

Fault repair

- 6.1 We repair faults in the T-Biz Voice Standard Service on our side of the Network Boundary Point during Business Hours. This is covered by the access charges.
- 6.2 The repair of faults caused by any reckless, wilful or negligent action or omission of you or your end users or another person using the T-Biz Voice Standard Service are not covered by the access charges. We can charge you for repairing such faults. We will advise you of the charges likely to be payable and get your approval before starting work.

After hours repair

- 6.3 If the fault is not within the NBN, and you ask us, we can also repair the fault outside Business Hours and charge you an afterhours charge. We will tell you what the applicable after hours charge is before starting work.
- 6.4 If the fault is within the NBN, the fault will be repaired during Business Hours.

Fault reporting by you

- 6.5 You must report the details of a suspected fault to us on telephone number 1800 066 594 (or such other numbers as we tell you).
- 6.6 You must ensure that end users only report the details of a suspected fault to your help desk.

Target repair times

- 6.7 Subject to clause 6.8, we aim to repair a fault within the NBN as follows:

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- (a) where the T-Biz Voice Standard Service is in an urban area – by end of next Business Day after the day on which the fault is reported.
- (b) where the T-Biz Voice Standard Service is in a major or minor rural area – by end of the second Business Day after the day on which the fault is reported;
and
- (c) where the T-Biz Voice Standard Service is in a remote area – by end of the third Business Day after the day on which the fault is reported.

6.8 The repair targets under clause 6.7 apply where the fault is reported to us before 3pm on a Business Day. Where the fault is reported to us between 3pm and midnight on a Business Day, one (1) Business Day must be added to the targets set out in clause 6.7

6.9 Whether an area is urban, major or minor rural or remote will be determined by NBN Co.

Incorrect callout charge

6.10 We will charge you an incorrect callout charge as set out in clause 0 if you or your end users report a fault in T-Biz Voice Standard Service and ask us to attend a site to repair it, and we determine that there is no fault with T-Biz Voice Standard Service (eg the fault is in your equipment or your end user's equipment).

Relocating an existing access service

6.11 Relocating an existing access service to a new location will incur a charge as set out in clause 0.

Changing your service

6.12 To make a change to your T-Biz Voice Standard Service you have to pay all outstanding charges for your service before we accept your request to change. You acknowledge that any change to your T-Biz Voice Standard Service will take effect from implementation into our billing systems.

Change of customer lessee

6.13 A charge as set out in clause 0 will be incurred for changing the legal owner of a service.

Temporary disconnections

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- 6.14 Where you ask us to disconnect your T-Biz Voice Standard Service temporarily, we do not charge for the temporary disconnection.
- 6.15 We may continue charging you the monthly access charges for the service while it is disconnected. You may also have to pay us the appropriate connection fee to reconnect it.

7 Installation and Equipment

Installation

- 7.1 We will charge you the rates set out in clause 0 for a standard professional Telstra installation for the first T-Biz Voice Standard Service you take up at each Premises.
- 7.2 If you disconnect a T-Biz Voice Standard service at your Premises and would like to connect a new T-Biz Voice Standard Service at your Premises you will need to pay the relevant installation charges. We can charge you additional charges if the installation of your T-Biz Voice Standard Service is not standard (for example, because it is in a difficult location or because of obstacles in the terrain or a dwelling unit, or in commercial premises, or on advisement from the NBN Co). We or NBN Co will provide you a quote for a non-standard installation before commencing work.
- 7.3 You agree to give us reasonable access to your Premises in order to carry out any necessary installation or maintenance work.

Activation

- 7.4 If you are a new Telstra customer, an activation fee may apply for the first T-Biz Voice Standard service you order at each Premises. The activation fee is not applicable if you are migrating an existing Telstra fixed voice service to a T-Biz Voice Standard Service. The relevant fee is set out in clause 0.
- 7.5 The plan activation fee is the standard activation fee for connections during Business Hours. Additional fees may apply for activations requested outside these hours.

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Equipment

- 7.6 We are not responsible for the operation of any equipment or applications connected to your T-Biz Voice Standard Service that you or someone other than us supplies.
- 7.7 The T-Biz Voice Standard Service, and any equipment that we or NBN Co install, do not support extensions to buildings which are outside the Premises in which we or NBN Co installed the equipment.
- 7.8 You must ensure that:
- (a) we or our contractors can access the equipment we or our contractors install at your premises at any time we reasonably ask to; and
 - (b) the installed equipment is not covered in any way that prevents air circulating around it.
- 7.9 All cabling and equipment on your side of the Network Boundary Point is your responsibility.

Compatible equipment

- 7.10 To use your T-Biz Voice Standard Service you will require compatible equipment at your Premises. You can use your own compatible telephone handset or we can supply you with one for an additional charge. You will require a compatible analogue telephone to use the T-Biz Voice Standard service and rotary dial telephones are not compatible with the service.

Remote assistance

- 7.11 Where you ask us to provide remote assistance in relation to a suspected T-Biz Voice Standard Service fault you give us permission to access your computer and system remotely and you will need to download software onto your computer to enable us to do so. You must also provide us with passwords to your computer and systems (as required) and reasonable assistance with using your systems so that we can provide the assistance to you.
- 7.12 If you will be giving us access to personal information of individuals as part of providing assistance to you, you must have obtained any necessary privacy consents from those individuals.
- 7.13 Your equipment configuration may revert back to a Telstra default configuration if required as part of rectifying an equipment fault.

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- 7.14 We may need to remotely upgrade your equipment from time to time, to ensure that the operating software and configuration of the equipment is up-to-date. You may experience a short interruption to your T-Biz Voice Standard Service during such an upgrade.

Your Responsibility

- 7.15 It is your responsibility to choose, supply, configure and maintain (at your expense) your facilities and equipment on your side of the Network Boundary Point.

8 Provisioning Times

NBN access service provisioning times

- 8.1 Please refer to Part A – General of the Basic Telephone Service Section for further details on timeframes for connection

Appointments

- 8.2 An appointment will be attended by NBN Co to establish the fibre connection and install the NBN Utility and NBN Connection boxes at your Premises. The second appointment will be attended by us, and we will connect your T-Biz Voice Standard Service.
- 8.3 Subsequent appointments with the NBN Co may be necessary for non-standard installations and installations of additional NBN Connection Boxes. 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.

9 Charging

Monthly charges

- 9.1 Your T-Biz Voice Standard Service will be charged on a month to month basis. If you cancel your service part way through a month you will be charged the prorated monthly charge and any additional charges payable for that month.

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9.2 T-Biz Voice Standard Service plans have no minimum term and no early termination charge.

9.3 We will continue to charge you each month for your T-Biz Voice Standard Service plan until you inform us you wish to cancel your plan.

Billing

9.4 The T-Biz Voice Standard Service is only available as a monthly billed service. The monthly plan fee is charged in advance, and will be pro-rated if the T-Biz Voice Standard Service is connected for part of the billing month.

9.5 Your bill will include:

- (a) a once off activation charge, an installation charge, optional fee-for-service charges, if applicable;
- (b) a monthly fee as set out in clause 0;
- (c) an extra monthly fee for any features you choose to take up; and
- (d) additional charges for calls you make each month.

Calculating charges

9.6 The monthly access charge for your T-Biz Voice Standard Service is payable pro-rata calculated on a daily basis.

9.7 Where a charge for a call is worked out based on blocks of time, an incomplete block of time is charged as a full block.

Example: a call that is charged in 1-minute blocks, and lasts 1 minute and 45 seconds, is charged as two 1-minute blocks.

9.8 When we work out the length of a call in seconds, we count an incomplete part of a second as a full second.

Fee-for-service charges

9.9 We can charge additional fee-for-service charges for additional works associated with service activation.

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9.10 Our fee-for-service charges are set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms.

Repairs and work outside the Network Boundary Point

9.11 For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see “[Our Customer Terms Fee-for-service \(Other work we do for you\)](#).” For example, these charges may apply if you ask us to repair a fault located on your side of the Network Boundary Point, or to install filters or splitters.

10 Special meanings

10.1 The following words have the following special meanings:

Approved Telstra Device means integrated routing and switching equipment that is compatible with, and approved by us for use with, the T-Biz Voice Standard Service.

Business Day means Monday to Friday, excluding public holidays.

Business Hours means between 9.00am and 5.00pm on a Business Day.

NBN Co means NBN Co Limited (ABN 86 136 533 741) of Level 11, 100 Arthur Street, North Sydney NSW 2060 and its related bodies corporate and their respective officers, employees, agents, subcontractors and consultants.

NBN means the fibre network that is owned or controlled by, or operated by or on behalf of, NBN Co (or any Related Body Corporate of NBN Co) and includes any other network, systems, equipment and facilities used by NBN Co in connection with the supply of services.

Network Boundary Point means your side of the user network interface on the network termination device, being the termination device provided by NBN Co for the supply of the NBN component of the T-Biz Voice Standard Service.

NBN Connection Box means the NBN connection device that is connected to your phone and installed on the inside of your Premises.

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NBN Utility Box means the NBN connection device that is installed on the outside of your Premises.

Premises means the location at which you intend to use the T-Biz Voice Standard Service.

Telstra Broadband Service means a Telstra home internet service connected to the NBN via a Telstra NBN Modem.

T-Biz Voice Standard Service means a Telstra business digital voice service connected to the NBN as set out in clause 2.