

# Our Customer Terms

## Business Voice on nbn section

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# Our Customer Terms

## Business Voice on nbn section

**Business Voice on nbn** is not available for purchase by new customers from **1 February 2024**. Existing customers may continue to use their service on existing terms until further notice but will not be able to recontract their services.

From 30 September 2025, existing customer of Business Voice on nbn will no longer be able to add new services, make changes or recontract existing services. On 30 August 2027, Business Voice on nbn will be withdrawn from the market and no longer be provided to all customers.

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Certain words are used with the specific meanings set out in [the General Terms of Our Customer Terms](#).

### 1 About this section

#### Our Customer Terms

- 1.1 This is the Business Voice on nbn (formerly known as T-Biz Voice) section of Our Customer Terms. On and from 25 June 2019, this section sets out plans that are only available to Enterprise customers.
- 1.2 On and from 25 June 2019, all references in this document to “T-Biz”, other than those in clause 1.1, should be read as references to “Business Voice on nbn.”
- 1.3 [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.
- 1.4 All prices in this section are inclusive of GST.
- 1.5 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.
- 1.6 There are a number of defined terms in this section of Our Customer Terms. Please refer to clause 9 for certain defined terms.

#### Inconsistencies

- 1.7 If there is any inconsistency between this Section and any other term in Our Customer Terms that applies to the T-Biz Voice 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 Service; and
  - (d) [General Terms for Business and Government Customers](#).

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- 1.8 If a provision of this T-Biz Voice 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.

### References to our network

- 1.9 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 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 Services.

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## 2 General

### T-Biz Voice Service Description

- 2.1 The T-Biz Voice Service on the NBN comprises:
- (a) connection of your digital telephone to your Approved Telstra Device, which is connected to the data port on the NBN Connection Box for NBN Fibre to the Premises Network or first telephone outlet in NBN Fibre to the Node/Building Network;
  - (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
  - (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 Each T-Biz Voice Service has a maximum of 10 lines at each Premises (we can arrange more lines if you need them in certain circumstances). You will need to take up a separate T-Biz Voice Service for each phone line and each new Premises.
- 2.3 Rotary dial telephones are not compatible with the T-Biz Voice Service, and you will require an analogue or digital telephone to use the T-Biz Voice Service. We can supply you with a digital telephone for an additional charge.
- 2.4 If you move Premises you may be required to change your telephone number.
- 2.5 Although your T Biz Voice 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 or provider about compatibility with a Telstra voice service on the NBN

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### Availability

- 2.6 The T-Biz Voice Service is available to our retail business customers. The T-Biz Voice Service is not available to Telstra Wholesale customers or for resale.
- 2.7 To be eligible for a T-Biz Voice service you must have an ABN, ACN or ARBN. We supply the T-Biz Voice service for business purposes and you must use the T-Biz Voice Service predominantly for business purposes.
- 2.8 NBN access services will not be available in all areas or to all Premises.
- 2.9 We will need to conduct a service qualification at your location to determine whether a T-Biz Voice Service is available at your location. The T-Biz Voice Service is only available at Premises which NBN Co determines are serviceable by the NBN and where an NBN fibre service is available.
- 2.10 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 service, is set out in the General Terms section of Our Customer Terms or your separate agreement with us.
- 2.11 Your digital voice service over the NBN includes the Quality of Service (QoS) voice calling enhancement feature which helps improve the reliability and consistency of voice calls made using your T-Biz Voice on the NBN services.
- 2.12 The quality of voice communications you experience when using your T-Biz Voice 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 you experience when using your T-Biz Voice 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.
- 2.13 If you acquire a T-Biz Voice Service at a location, you cannot later acquire a Telstra voice service over our public switched telephone network at the same location.
- 2.14 Other Telstra services will be compatible with NBN access services only if we expressly say they are.

### Universal Service Obligation

- 2.15 T-Biz Voice is not provided in fulfilment of Telstra's Universal Service Obligation.

### Basic Telephone Service Section of Our Customer Terms

- 2.16 Subject to clause 1.7 of this section, your T-Biz Voice 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 Service.

# Our Customer Terms

## Business Voice on nbn section

### 3 T- Biz Voice plans on the NBN

#### T-Biz Voice plans

3.1 On and from 1 February 2024 until September 29<sup>th</sup> 2025, the following T-Biz Voice plans are only available to existing Telstra Customers 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.

#### Choosing your T-Biz Voice plan

3.2 You can choose a different T-Biz Voice plan for each digital voice service you order. If you require more than 2 analogue telephones per Premises you will require an IAD which we can provide you and if you require more than 4 digital telephones per Premises you will require an ethernet switch which we can provide you.

#### T-Biz Voice plan and call charges

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

From 27 February 2018, the T-Biz Voice on nbn Casual, T-Biz Voice on nbn Basic, T-Biz Voice on the nbn Everyday and T-Biz 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:

Calling Plan Structure	T-Biz Voice Complete on the NBN	T-Biz Voice Complete on the NBN with charity discount	T-Biz Voice Complete on the NBN with non-profit discount	T-Biz Voice on the NBN Casual (not available for purchase from 27 February 2018)	T-Biz Voice on the NBN Basic (not available for purchase from 27 February 2018)	T-Biz Voice on the NBN Everyday (not available for purchase from 27 February 2018)	T-Biz Voice on the NBN Max (not available for purchase from 27 February 2018)
Monthly Charge per service/line	\$55.00	\$30.00	\$40.00	\$55.00	\$60.00	\$80.00	\$130.00
Local Calls, 019 calls, untimed	22¢ per call	22¢ per call	22¢ per call	22¢ per call	Included	Included	Included

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<b>national long distance calls, preferential and extended zone</b>							
<b>Calls to 13, 1300 and 1345 Numbers</b>	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call	40¢ per call
<b>All other timed national long distance calls</b>	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
<b>Calls to mobiles in Australia connected to the Telstra mobile network</b>	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
<b>Calls to mobiles in Australia not connected to the Telstra mobile network</b>	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
<b>All other calls</b> (see Part D of the <a href="#">Basic Telephone Service Section of Our Customer Terms</a> for applicable terms)	Business Line Complete	Business Line Complete	Business Line Complete	Business Line Casual	Business Line Basic	Business Line Everyday	Business Line Max
<b>Fixed SMS and Talking Text</b>	1c per text						
<b>Virtual Receptionist (Auto Attendant)</b> Call Feature (see the <a href="#">DOT (Digital Office Technology)™</a> section of Our Customer Terms for applicable terms)	\$10 a month						
<b>Hunt Group Call Feature</b> (see the <a href="#">DOT</a>	\$10 a month						

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<a href="#">(Digital Office Technology)<sup>TM</sup> section of Our Customer Terms</a> for applicable terms)	
<b>Ad on Hold</b> (see the <a href="#">DOT (Digital Office Technology)<sup>TM</sup> section of Our Customer Terms</a> for applicable terms)	\$50 a month (minimum 24 month term and early termination charges apply)

- 3.3 We charge you the call connection fee plus the timed rate for timed calls (including for international calls).
- 3.4 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.
- 3.5 If your T-Biz Voice plan includes local calls or standard National calls as part of the monthly subscription, 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

- 3.6 As part of your T-Biz Voice Service, you will also receive the following features:
- (a) CommPilot Call Manager which provides a web-based tool for users to invoke their services, as an alternative to using feature codes or depressing the flash hook;
  - (b) MessageBank® which plays a recorded message and allows callers to leave a message;
  - (c) Call Waiting which enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone;
  - (d) Calling Line ID Delivery Blocking which enables a user to block delivery of his/her identity to the called party;
  - (e) Calling Number Delivery which enables the delivery of a caller's identity to a user via the CommPilot Call Manager and phone (if capable);
  - (f) Call Forwarding Always enables a user to redirect all incoming calls to another phone number;

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- (g) Call Forwarding Busy which enables a user to redirect calls to another destination when an incoming call encounters a busy condition;
- (h) Call Forwarding No Answer which enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings;
- (i) Call Forwarding Not Reachable which allows for configuring a location (for example, a mobile) where a call should be redirected when the main device is unreachable (for example, landline);
- (j) Call Return which enables a user to call the last party that called, whether or not the call was answered;
- (k) Call Transfer which enables a user to transfer a call to another location (eg fixed voice service or mobile);
- (l) Call Hold which enables users to hold a call for any length of time;
- (m) Three-Way Call which enables a user to make a three-way call with two parties, in which all parties can communicate with each other;
- (n) Diversion Inhibitor which provides the option to prevent calls that are redirected by a user to be redirected again by the called party to their voice mail;
- (o) Incoming Calling Plan which enables administrators to block specified incoming calls to their company, department and/or individual users;
- (p) Outgoing Calling Plan which enables administrators to block users from making certain types of outgoing calls, such as long distance, toll, or premium numbers;
- (q) Sequential Ring which allows users to define a “find-me” list of phone numbers or URLs, which are alerted sequentially upon receiving an incoming call that matches a set of criteria;
- (r) Simultaneous Ring which enables users to have multiple phones ring simultaneously when any calls are received on their T-Biz Voice phone number.

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](#).

### Features available at your cost

- 3.7 Other features including Virtual Assistant, Hunt Group and Ad on Hold are available for your T-Biz Voice Service for an **additional charge**, as set out at 0. The terms and conditions for these features are contained in the [DOT \(Digital Office Technology\)<sup>TM</sup> section of the Our Customer Terms](#).

### Incompatible features

- 3.8 The following call features and plans currently associated with Telstra Voice services are not compatible with T-Biz Voice services:



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- (a) HomeLine plan options and features including Credit Management Local Only, Call Barring Local Only, Long Distance Pre-selection, 1# Telstra Feature Assistant, 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 Waiting, Call Forward, Call Return, Call Back, FaxStream, Instant Hotline, Long Distance Pre-selection, 3-Way Chat, Unlimited Call Back, Calling Number Display, Call Forward Selected Callers, Call Forward Set the Time, Call Control, Delayed Hotline, Abbreviated Dialling, Smart Ring, Multiple Number, Remote Access, Feature Assistant (1#) , MessageBank, Call Barring, Call Diversion (Number Only), BusinessLine Fax, Business Links, Line Hunt, Centel, Talking Text message service; and
  - (c) any other services we notify you of that are not compatible with T-Biz Voice Services or services on the NBN as reasonably determined by us.
- 3.9 Some features such as 3-Way Chat and Call Forward (Immediate, Busy and No Answer) may also work differently on a T-Biz Voice Service.
- 3.10 The Digital Business Fair Play Policy, as it applies to the use of voice services, applies to your use of the T-Biz Voice Service on the terms set out in clause 10 of the [DOT \(Digital Office Technology\)<sup>TM</sup> section of the Our Customer Terms](#).

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## 4 T-Biz Unified

**Passive Cease Sale Notice: T-Biz Unified with T-Biz Voice on nbn is not available for purchase by new customers from 1 February 2024. Existing customers with T-Biz Voice on nbn can continue to receive their service until further notice.**

**Active Cease Sale & Exit Notice: From 30 September 2025, existing customer of T-Biz Unified with T-Biz Voice on nbn will no longer be able to add new services, make changes or recontract existing services. On 30 August 2027, T-Biz Unified with T-Biz Voice on nbn will be withdrawn from the market and no longer be provided to all customers.**

### 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

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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 service(s)

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 T-Biz 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 Services**

### **Fault repair**

5.1 We repair faults in the T-Biz Voice Service on our side of the Network Boundary Point during Business Hours. This is covered by the access charges.

5.2 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 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**

5.3 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.

5.4 If the fault is within the NBN, the fault will be repaired during Business Hours.

### **Fault reporting by you**

5.5 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).

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- 5.6 You must ensure that end users only report the details of a suspected fault to your help desk.

### **Target repair times**

- 5.7 Subject to clause 5.8, we aim to repair a fault within the NBN as follows:
- (a) where the T-Biz Voice 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 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 Service is in a remote area – by end of the third Business Day after the day on which the fault is reported.

- 5.8 The repair targets under clause 5.7 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 5.7.

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

### **Incorrect callout charge**

- 5.10 We will charge you an incorrect callout charge of \$95.45 if you or your end users report a fault in T-Biz Voice Service and ask us to attend a site to repair it, and we determine that there is no fault with T-Biz Voice Service (eg the fault is in your equipment or your end user's equipment).

### **Relocating an existing access service**

- 5.11 Relocating an existing access service to a new location will incur a charge \$192.

### **Changing your service**

- 5.12 To make a change to your T-Biz Voice 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 Service will take effect from implementation into our billing systems.

### **Temporary disconnections**

- 5.13 Where you ask us to disconnect your T-Biz Voice Service temporarily, we do not charge for the temporary disconnection.
- 5.14 We 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.

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### 6 Installation and Equipment

#### Installation

- 6.1 We will charge you \$299 for the first T-Biz Voice service you order at each premises for a standard professional Telstra installation for the first T-Biz Voice Service you take up at each Premises.
- 6.2 If you disconnect all T-Biz Voice services at your Premises and would like to connect a new T-Biz Voice service at your Premises you will need to pay the relevant installation charges.
- 6.3 Standard professional Telstra install consists of connecting your gateway to the Network Boundary Point for that access service and confirming the service is working.
- 6.4 We can charge you additional charges if the installation of your T-Biz Voice 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.
- 6.5 You agree to give us reasonable access to your Premises in order to carry out any necessary installation or maintenance work.

#### Activation

- 6.6 If you are a new Telstra customer, a \$99 activation fee may apply for the first T-Biz Voice 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 Service.
- 6.7 The plan activation fee is the standard activation fee for connections during Business House. Additional fees may apply for activations requested outside these hours.

#### Equipment

- 6.8 We are not responsible for the operation of any equipment or applications connected to your T-Biz Voice Service that you or someone other than us supplies.
- 6.9 The T-Biz Voice 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.
- 6.10 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.
- 6.11 All cabling and equipment on your side of the Network Boundary Point is your responsibility.

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### Compatible equipment

- 6.12 To use your T-Biz Voice Service you will require compatible equipment at your Premises. You may purchase an Approved Telstra Device from us.

### Warranties

- 6.13 If you are a consumer as defined in the Australian Consumer Law, our goods come with guarantees that cannot be excluded under that Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The provisions of this clause 6 are in addition to the rights and remedies you may have under the Australian Consumer Law or other laws.
- 6.14 Equipment purchased from us has defect warranty period of 24 months from the date of delivery to the Premises (“Warranty Period”). Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, if you or a third party causes a fault with equipment purchased from us, we will not be liable to provide you with a warranty replacement or repair the defect.

### Warranty process

- 6.15 Where equipment purchased from us is reported and found to be faulty within the Warranty Period we will send you a replacement device. Replacement devices may either be new or near new. You must return the faulty equipment to us within 30 days of the replacement equipment being received by you. If the faulty equipment is not returned within this time a charge for the replacement equipment may be applied.
- 6.16 In order for us to provide the warranty services to you:
- (a) you must report any fault or warranty claim to us on 13 29 99 with your service details including your Telstra Account number, type of equipment, site address and your equipment serial number; and
  - (b) you may be required to provide us with reasonable access to your T-Biz Voice Service equipment through the Internet so that we (or our supplier) may attempt to correct problems through remote access.
- 6.17 If equipment you send to us for repair is capable of retaining user-generated data (such as telephone numbers stored on a phone) please note that some or all of your stored data may be lost during the process of repair. Please ensure that you have saved this data elsewhere prior to sending to us for repair.
- 6.18 Unless otherwise stated, you are responsible for the costs associated with claiming under this clause 6.

### Remote assistance

- 6.19 Where you ask us to provide remote assistance in relation to a suspected T-Biz Voice 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

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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.

- 6.20 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.
- 6.21 Your equipment configuration may revert back to a Telstra default configuration if required as part of rectifying an equipment fault.
- 6.22 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 and that your equipment continues to operate correctly during the warranty period. You may experience a short interruption to your T-Biz Voice Service during such an upgrade.

### **Your Responsibility**

- 6.23 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.

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## **7 Provisioning Times**

### **NBN access service provisioning times**

- 7.1 We aim (but do not guarantee) to implement a standard installation of a T-Biz Voice Service at your Premises within thirty (30) Business Days from the day we tell you that we have accepted your application.

### **Appointments**

- 7.2 An appointment will be attended by NBN Co to establish the fibre connection and NTD into your Premises. The second appointment will be attended by us, and we will connect your T-Biz Voice Service.
- 7.3 If your service is provided using Fibre to the Node or Fibre to the Building technology, NBN Co will not install any devices in your premises and may only activate services at the Node.
- 7.4 Subsequent appointments with 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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## **8 Charging**

### **Monthly charges**

- 8.1 Your T-Biz Voice 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 minimum monthly charge and any additional charges payable for that month.

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- 8.2 T-Biz Voice Service plans have no minimum term and no early termination charge. We will continue to charge you each month for your T-Biz Voice Service plan until you inform us you wish to cancel your plan.

### **Billing**

- 8.3 The T-Biz Voice 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 Service is connected for part of the billing month.

- 8.4 Your bill will include:

- (a) a once off activation charge, an installation charge, equipment purchases, and optional fee-for-service charges, if applicable;
- (b) a monthly fee as set out in clause 3.2;
- (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**

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

- 8.6 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.

- 8.7 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**

- 8.8 We can charge additional fee-for-service charges for additional works associated with service activation.
- 8.9 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**

- 8.10 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.

# Our Customer Terms

## Business Voice on nbn section

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### 9 Special meanings

9.1 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 Service.

**Business Day** means Monday to Friday, excluding public holidays.

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

**IAD** means integrated access device.

**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 the point where the NBN Service is provided, being:

- (i) in relation to the NBN Fibre Network and the NBN Fixed Wireless Network - your side of the user network interface on the NTD;
- (ii) in relation to the NBN FTTB Network – your side of the user network interface on the MDF;
- (iii) in relation to the NBN FTTN Network – your first phone point on the line after building entry.

**NTD** means a network termination device.

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

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

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