

### Part D – Associated Services

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### Part D – Associated Services

Certain words are used with the specific meanings set out Part A – General of the ISDN section, or in the General Terms of Our Customer Terms.

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#### **1 About this Part**

- 1.1 This is part of the ISDN section of Our Customer Terms. Provisions in other parts of the ISDN 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 (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

See clause 1 of Part A – General of the ISDN section for more detail on how the various parts of the ISDN section should be read together.

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#### **2 Compatible equipment needed for features**

- 2.1 You must have compatible equipment that has been correctly configured for the features listed below to work.

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#### **3 Call waiting**

##### **What is call waiting?**

- 3.1 When you use the full capacity of your ISDN service, call waiting tells you if another call is trying to get through. You have the option of accepting the incoming call and placing another call on hold, or clearing a current call to accept a waiting call.

##### **Availability**

- 3.2 Call Waiting is a feature available on our ISDN Multiple Number services. It is a standard feature available on the ISDN 2 Enhanced service.
- 3.3 It is available as an optional feature on ISDN 2. Call waiting is not available on ISDN 2 with Direct Indial or ISDN10/20/30.

##### **Charges**

- 3.4 There is no charge for call waiting.

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#### **4 Call forward**

##### **What is call forward?**

- 4.1 Call forward allows you to forward calls to your ISDN service to another number.

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- 4.2 There are three types of call forward:
- (a) call forward immediate forwards all calls to your ISDN service to another number; and
  - (b) call forward busy forwards calls to your ISDN service to another number when your ISDN service is busy; and
  - (c) call forward no answer forwards calls to your ISDN service to another number when your ISDN service does not answer.
- 4.3 There are two ways call forward can work:
- (a) fixed (you tell us the number you forward to and we set it at the exchange); and
  - (b) variable (you set the number you forward to yourself).
- 4.4 You can apply call forward to individual numbers on a Multiple Number service, and to the group directory number on a Direct Indial service.
- 4.5 In the basic form of the feature for Direct Indial services, call forwarding is applied to the entire indial number range and calls are forwarded to a single, common number. If call forwarding is needed at the extension level, call deflection or private network partial rerouting is needed (see below).
- 4.6 **Call deflection** is a feature similar to call forward which allows you to deflect a call to your ISDN service to another number rather than answer it. The method of entering the number to divert to will depend on your handset, but typically you will be required to pre-program it in your equipment. You can deflect calls received at individual extensions in a number range, without affecting the rest of the number range. Call deflection is provided on a per number basis when used in conjunction with the Multiple Number feature. When this feature is provided on Direct Indial services, it is available to all extensions, subject to allowances within your terminal equipment. The control procedures for this feature depend on your equipment. Please refer to your equipment user guide.
- 4.7 **Private network partial rerouting** allows you to manage call forward and call deflection using your equipment. This allows the call forwarding and deflection to be applied to an individual extension of an indial range rather than to the entire number range. It allows for diversion of calls within your equipment or private network, or back to our network from your equipment. Private network partial rerouting provides for network-based diversion, which means that the information/B channels are released and can be used to handle other calls.

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#### **Availability**

- 4.8 Call forward (variable) is a standard feature available on the ISDN 2 Enhanced service.
- 4.9 It is available as an optional feature on all other ISDN services except ISDN 2 service with Direct Indial and point-to-multipoint.
- 4.10 Call forward (fixed) and call deflection are available as optional features on all ISDN services except ISDN 2 service with Direct Indial and point-to-multipoint. Call Deflection is not available via the analogue ports on ISDN 2 Enhanced.
- 4.11 You can get call deflection for ISDN 2 with Multiple Number and Line Hunt services, and as part of the call forward (all conditions) feature on ISDN 2 service with Direct Indial and point-to-point and ISDN 10/20/30.
- 4.12 You can only get private network partial rerouting if you have an ISDN 2 service with Direct Indial and point-to-point or an ISDN 10/20/30.

#### **Charges**

- 4.13 There is no charge for call forward, call deflection or private network partial rerouting features. We charge you at standard ISDN call rates for forwarded calls.

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## **5 Enquiry/Conference**

#### **What is Enquiry/Conference?**

- 5.1 Enquiry/Conference lets you place a call on hold, make a second call or accept a call waiting call, and join the two calls in a three-way conference call.

#### **Availability**

- 5.2 Enquiry/Conference is available as an optional feature on the following ISDN services:
  - (a) ISDN 2 with Multiple Number service; and
  - (b) ISDN 2 Enhanced.

It is not available on ISDN 2 with Direct Indial or ISDN 10/20/30.

#### **Charges**

- 5.3 We charge you the following for Enquiry/Conference (in addition to the standard monthly access charges for your ISDN service):

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Enquiry/Conference	GST excl.	GST incl.
Per month for ISDN 2 and ISDN 2 Enhanced (per service)	\$3.00	<b>\$3.30</b>

5.4 We charge you our standard ISDN call rates for calls you make.

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## 6 Call transfer

### What is call transfer?

- 6.1 Call transfer lets you answer incoming calls and then transfer them to another number anywhere in Australia or overseas. Transferred calls are charged at the standard ISDN call rates.
- 6.2 The person calling you pays for the call to you and if you transfer the call, you pay for successfully transferred calls to the third person. Once you successfully transfer the call, your line is free. While your line is free once the call is transferred, we still charge you for the call to the third person until that call is completed.
- 6.3 You can transfer an incoming call to another service that is still ringing.
- 6.4 This feature also lets you to join the two calls in a three-way conference call.
- (a) You cannot transfer the call if both calls are outgoing.
  - (b) You can transfer the call if both calls are incoming.

### Availability

- 6.5 Call transfer is available as an optional feature on the following ISDN services:
- (a) ISDN 2 and ISDN 2 with Direct Indial; and
  - (b) ISDN 2 Enhanced.
- 6.6 The analogue ports of the NT1 Plus II are compatible with this feature. The analogue ports of the NT1 Plus are not compatible with this feature.

### Charges

- 6.7 We charge you the following for call transfer (in addition to the standard monthly access charges for your ISDN service):

### Part D – Associated Services

Call transfer	GST excl.	GST incl.
Per month ISDN 2 and ISDN 2 Enhanced (per service)	\$6.82	<b>\$7.50</b>

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## 7 Calling number display

### What is calling number display?

- 7.1 With appropriate equipment, calling number display lets you see the telephone number of a person calling your ISDN service before and after you answer the call (unless they have blocked their details or a number is not provided by the network, eg international callers). Calling number display is also provided with call waiting where you have a NT1 Plus II and or your equipment supports this function.

### Availability

- 7.2 Calling number display is a standard feature available on the ISDN 2 Enhanced service.:
- 7.3 Calling number display is an optional feature available on the following ISDN services:
- (a) ISDN 2, and
  - (b) ISDN 10/20/30.
- 7.4 The analogue ports of the NT1 Plus II are compatible with this feature. The analogue ports of the NT1 Plus are compatible with this feature, except in the case where the number is provided with call waiting.

### Charges

- 7.5 There is no charge for calling number display when we provide it as a standard feature. When we provide it as an optional feature, we charge you the following (in addition to the standard monthly charges for your ISDN service):

Calling number display	GST excl.	GST incl.
Per month for ISDN 2 (per service)	<b>\$12.27</b>	<b>\$13.50</b>
Per month for ISDN 10/20/30 (per 2 Mbit/s link)	<b>\$24.55</b>	<b>\$27.00</b>

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## 8 Calling line identification restriction

### What is calling line identification restriction?

- 8.1 Unless you request calling line identification restriction, your calling number will present to a called service. With calling line identification restriction, you can prevent the presentation of your number to a person you are calling (unless you use call by call override giving permission for your number to present). Exceptions are made in some cases, eg calls made to emergency services where your number is always presented.
- 8.2 If you do not have calling line identification restriction, you can still block presentation of your number to a person you are calling on a call-by-call basis if you have compatible equipment.
- 8.3 The analogue ports of the NT1 Plus and the NT1 Plus II are compatible with blocking presentation of your number on a call-by-call basis.

### Availability

- 8.4 Calling line identification restriction is available as an optional feature on all ISDN services.
- 8.5 This feature is available on a per call, temporary or permanent basis, depending on your equipment.

### Charges

- 8.6 There is no charge for calling line identification restriction.

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## 9 Call barring

### What is call barring?

- 9.1 Call barring lets you prevent users of your service from making specific types of calls (eg national long distance and international calls).
- 9.2 We programme your network barring options into the exchange. You cannot add, change or remove them yourself. You need to ask us to add, change or remove your preferred network barring option. You may also have barring applied to individual extensions via your telephone system- please discuss with you equipment supplier. (You can get network barring options that you can turn on and off yourself by subscribing to the call control option if you have ISDN 2 with Multiple Number service or ISDN 2 Enhanced services).



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#### Availability

- 9.3 Call barring is available as an optional feature on all ISDN services.

#### Charging

- 9.4 There is no charge for call barring.

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## 10 Call control

#### What is call control?

- 10.1 Call control allows you to prevent unauthorised calls being made by choosing the types of outgoing calls that can be made from your ISDN service. A four digit PIN controls the feature, letting you turn on or off your preset call barring options.

#### Availability

- 10.2 Call control is available as an optional feature on the following ISDN services:
- (a) ISDN 2 with Multiple Number Service (not Direct Indial); and
  - (b) ISDN 2 Enhanced.

- 10.3 The analogue ports of the NT1 Plus are compatible with call control.

#### Charges

- 10.4 We charge you the following for call control (in addition to the standard monthly access charges for your ISDN service):

Call control	GST excl.	GST incl.
Per month for ISDN 2 and ISDN 2 Enhanced (per service)	\$3.00	<b>\$3.30</b>

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## 11 Multiple Number

#### What is Multiple Number?

- 11.1 Multiple Number lets you have up to eight telephone numbers (in total) with one ISDN service.
- 11.2 If you have ISDN 2 Enhanced, a maximum of six telephone numbers can be used on the analogue ports of NT1 Plus II, as each port has three different rings.

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11.3 The NT1 Plus does not support distinctive ring (ie different rings for each number), so only one number can be used per analogue port.

11.4 Although you can have multiple devices, only two lines are available at any one time.

#### Availability

11.5 Multiple Number is available as an optional feature on the following ISDN services:

- (a) ISDN 2 (not available with Indial); and
- (b) ISDN 2 Enhanced.

#### Charges

11.6 We charge you the following for Multiple Number (in addition to the standard monthly access charges for your ISDN service):

Multiple Number	GST excl.	GST incl.
Per month for ISDN 2 and ISDN 2 Enhanced		
- first two numbers per service	Nil	Nil
- each additional number	\$4.00	<b>\$4.40</b>

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## 12 Malicious caller identification/malicious call trace

#### What is malicious caller identification?

12.1 With appropriate equipment, malicious caller identification/malicious call trace lets you ask us to record the details of threatening or malicious calls. We record the details at our exchange and use them to identify the service from which the offending call(s) are generated. We provide both the European Telecommunications Standards Institute (ETSI) compatible and non-ETSI feature.

#### Availability

12.2 Malicious caller identification/malicious call trace is available as an optional feature on all ISDN services. It applies per access for Multiple Number services, all accesses for a Line Hunt group with multiple numbers (including the group directory number) and across the whole number range for Direct Indial services.

12.3 Malicious caller identification requires compatible equipment in order to perform a trace.

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- 12.4 For ISDN 2 Enhanced, the analogue ports of the NT1 Plus II and the NTI Plus are compatible with malicious caller identification.
- 12.5 If you are using the ISDN 2 service or equipment connected to the S-Bus of the NT1 Plus II, your equipment may support either malicious caller identification or malicious call trace. (Earlier versions of this feature in Australia were provided as malicious call trace, a non-ETSI feature.) Because the capability of your equipment to handle each may differ, when you ask us for this service we supply both versions of this feature for simplicity. Check with your equipment supplier for compatibility.

#### Charges

- 12.6 We charge you the following for malicious call identification/malicious call trace (in addition to the standard monthly access charges for your ISDN service):

Malicious call identification/malicious call trace	GST excl.	GST incl.
Per month for ISDN 2 and ISDN 2 Enhanced (per service)	\$5.00	<b>\$5.50</b>
Per month for ISDN 10/20/30 (per 2 Mbit/s link)	\$10.00	<b>\$11.00</b>

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## 13 Number Redirection

- 13.1 The Number Redirection service is compatible with all ISDN services. For details of the number redirection service, see Part I – Other Service Options of the Basic Telephone Service section of Our Customer Terms (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

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## 14 Telstra Activated ISDN redirection

#### What is Telstra activated ISDN redirection?

- 14.1 Telstra Activated ISDN redirection lets you permanently redirect all your incoming calls from an ISDN service/number to a fixed single number. It applies at the number range level (or the single number level for Multiple Number services). You can choose:
- unconditional redirection** – which applies the equivalent of call forward immediate and redirects all calls to another nominated ISDN or public switched telephone network destination number (but not 190 numbers); or
  - conditional redirection** – which applies the equivalent of call forward busy and/or no answer and redirects calls based on these conditions to another

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nominated ISDN or public switched telephone network destination number (but not 190 numbers).

- 14.2 You can only order Telstra activated ISDN redirection during business hours through standard ordering processes.
- 14.3 The redirection of calls will only be successful if the incoming call type is compatible with the number to which the call is directed. Data calls redirected from ISDN services to services on our public switched telephone network will fail.
- 14.4 The redirection of calls to a single service on our public switched telephone network or ISDN service may not be successful if the single service cannot cope with call volumes.
- 14.5 Redirection of calls from your ISDN service to a Priority One3, Priority 1300, Freecall One8 or Freecall 1800 service will result in a loss of code dependent routing functionality.

#### **Availability**

- 14.6 Telstra activated ISDN redirection is available as an optional feature on the following ISDN services:
  - (a) ISDN 2 with Multiple Number, Line Hunt and Direct Indial point to point;
  - (b) ISDN 2 Enhanced; and
  - (c) ISDN 10/20/30 services.

#### **Charges**

- 14.7 We charge you for calls we redirect at standard ISDN call rates. We also charge you our monthly access charge for your service.
- 14.8 You are responsible for all charges incurred as a result of asking us to provide Telstra activated ISDN redirection to you.

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## **15 Emergency Redirection**

### **What is emergency redirection?**

- 15.1 Emergency redirection lets you temporarily redirect all your incoming calls from an ISDN service/number to another service/number.
- 15.2 We provide emergency redirection when you are unable to access your equipment (eg PABX) and/or our ISDN service is faulty. It is generally used in disaster recovery scenarios.

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- 15.3 We expect to provide emergency redirection on a temporary basis, usually for no longer than one week. During this time, the standard ISDN service charges continue to apply. You can choose:
- (a) **unconditional redirection** - which applies the equivalent of call forward immediate and redirects all calls to another nominated ISDN or public switched telephone network destination number (but not 190 numbers); or
  - (b) **conditional redirection** - which applies the equivalent of call forward busy and/or no answer and redirects calls based on these conditions to another nominated ISDN or public switched telephone network destination number (but not 190 numbers).
- 15.4 We activate and deactivate emergency redirection when you ask us to. You must tell us at least one hour before if you want to activate, change or deactivate any of your emergency redirection arrangements. To activate emergency redirection within one hour, we must be able to successfully validate your identity. If we have trouble validating your identity, we may not be able to activate the service within one hour.
- 15.5 When we activate diversion on your ISDN 2 with Direct Indial or ISDN 10/20/30 services at your request, you cannot change or remove emergency redirection yourself. You must ask us to change or remove the redirection.
- 15.6 When we activate diversion on your ISDN 2 with Multiple Number, ISDN 2 Line Hunt and ISDN 2 Enhanced services at your request, and you subscribe to the call forward option chosen above, you may deactivate the redirection when your equipment and/or our ISDN service is working.
- 15.7 The redirection of calls from your ISDN service to a single service on our public switched telephone network or ISDN service may not be successful if the single service cannot cope with call volumes.
- 15.8 The redirection of calls from your ISDN service to a Priority One3, Priority 1300, Freecall One8 or Freecall 1800 service will result in a loss of code dependent routing functionality.
- 15.9 The redirection of calls will only be successful if the incoming call type is compatible with the number to which the call is directed. Data calls redirected from ISDN services to services on our public switched telephone network will fail.

#### **Availability**

- 15.10 Emergency redirection is available as an optional feature on the following ISDN services:
- (a) ISDN 2 with Multiple Number, Line Hunt and Direct Indial;

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- (b) ISDN 2 Enhanced; and
- (c) ISDN 10/20/30 services.

#### Charges

- 15.11 We charge you the following when you activate emergency redirection (in addition to the standard monthly access charge for your ISDN service). This charge includes the cost of deactivation. Normal call charges apply for redirected calls.

<b>Emergency redirection charges</b>	<b>GST excl.</b>	<b>GST incl.</b>
For each activation	\$200.00	<b>\$220.00</b>
For each deactivation	Nil	Nil

- 15.12 We will not charge you the activation charge if you activate emergency redirection because our network is faulty (as determined by us).
- 15.13 We will not charge you for redirected calls over our network if our network is faulty and you are preselected with us.
- 15.14 If you are currently not preselected to us, you must give us permission to have your STD and fixed to mobile calls carried via our network for the duration of the redirection.
- 15.15 You are responsible for all charges incurred as a result of asking us to provide emergency redirection to you.

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## **16 Number Only Redirection for ISDN 2 with Direct Indial and ISDN 10/20/30**

#### **What is Number Only Redirection?**

- 16.1 When you relocate your business and take up a new ISDN service because you cannot retain your existing number, ISDN based Number Only Redirection lets you redirect your calls to your new number for a period of time.
- 16.2 We activate and deactivate Number Only Redirection when you ask us to. You cannot change or remove the redirection yourself. You must ask us to change or remove the redirection. You must cancel the old ISDN service.
- 16.3 Number Only Redirection is available for a period of up to 12 months from the date we connect the redirection service.

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- 16.4 The redirection of calls will only be successful if the incoming call type is compatible with the number to which the call is directed. Data calls redirected from ISDN services to Basic Telephone Services on our public switched telephone network will fail.
- 16.5 The redirection of calls from your ISDN service to a single service on our public switched telephone network or ISDN service may not be successful if the single service cannot cope with call volumes.
- 16.6 The redirection of calls from your ISDN service to a Priority One3, Priority 1300, Freecall One8 or Freecall 1800 service will result in a loss of code dependent routing functionality.

#### Availability

- 16.7 Number Only Redirection is available on ISDN 2 with Direct Indial and ISDN 10/20/30 services.

#### Charges

- 16.8 We charge you the following for activating each ISDN 10/20/30 service with Number Only Redirection:

Number Only Redirection activation charge	GST excl.	GST incl.
Each ISDN 10/20/30 service with Number Only Redirection (per 2 Mbit/s link)	\$200.00	\$220.00

- 16.9 There are no ongoing charges for Number Only Redirection, but you must continue paying the relevant Direct Indial charge to get this feature.
- 16.10 We charge you at standard ISDN call rates for calls we redirect.
- 16.11 You are responsible for all charges incurred as a result of asking us to provide Number Only Redirection to you.

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## 17 Operator connect diversion

### What is operator connect diversion?

- 17.1 Operator connect diversion lets you redirect all incoming national reverse charge calls and all international operator connected calls to a nominated number within your indial or PABX group number range. This feature helps you to avoid accepting unauthorised incoming calls.

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- 17.2 We cannot promise the redirection of calls if they come via another phone company.
- 17.3 You must tell us at least five business days before you want us to activate operator connect diversion.

#### Availability

- 17.4 Operator connect diversion is available as an optional feature on the following ISDN services:
- (a) ISDN 2 with Direct Indial (point-to-point only); and
  - (b) ISDN 10/20/30.

#### Charges

- 17.5 We charge you the following for operator connect diversion (in addition to the standard monthly access charges for your ISDN service):

Operator connect diversion	GST excl.	GST incl.
Per month for ISDN 2 with Direct Indial (per service)	\$10.00	\$11.00
Per month for ISDN 10/20/30 (per 2 Mbit/s link)	\$50.00	\$55.00

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## 18 User to user messaging

#### What is user to user messaging?

- 18.1 User to user messaging lets you send and receive information to and from another user (in packets of up to 128 Octets) if you have appropriate equipment.
- 18.2 We provide two types of user to user messaging:
- (a) User to user 1 – allowing information to be sent in packets of up to 128 octets during call set up and clear down; and
  - (b) User to user 3 – allowing information to be sent in packets of up to 128 octets while the call is active.
- 18.3 You cannot use this feature on international calls.



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#### Availability

- 18.4 User to user messaging is available for ISDN services except ISDN 2 with Direct Indial with point-to-multipoint configuration services. We provide user to user messaging for ISDN 2 Enhanced by connection to the S-Bus port on the NT1 Plus II.
- 18.5 If you use an ISDN 2 with Direct Indial or ISDN 10/20/30 service with a telephone number you ported to us from another telephone company, you will not be able to get user to user messaging.

#### Charges

- 18.6 We charge you the following for user to user messaging (in addition to the standard monthly access charges for your ISDN service):

User to user messaging	GST excl.	GST incl.
Per month for ISDN 2 and ISDN 2 Enhanced		
- User to user 1 (per service)	<b>\$10.00</b>	<b>\$11.00</b>
- User to user 3 (per service)	<b>\$20.00</b>	<b>\$22.00</b>
Per month for ISDN 10/20/30		
- User to user 1 (per 2 Mbit/s link)	<b>\$50.00</b>	<b>\$55.00</b>
- User to user 3 (per 2 Mbit/s link)	<b>\$100.00</b>	<b>\$110.00</b>

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## 19 Extension level billing

#### What is extension level billing?

- 19.1 Extension level billing lets you receive details of call costs for each extension number you have. On your account, you receive a listing of the extension numbers and a list of the national long distance calls, international calls and calls to mobiles made from each extension with the following details:
- (a) start time;
  - (b) duration;
  - (c) an indication of whether it is a voice call or data call;
  - (d) cost;

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- (e) telephone number called;
- (f) destination; and
- (g) charge rate.

19.2 Local calls are summarised. You can ask for local call itemisation for an additional charge (see Part A – General of the ISDN section of Our Customer Terms).

19.3 Any discounts are applied at the account level, and will not be shown against specific extension numbers.

19.4 We apply this feature across your entire allocated range (not to individual extension numbers in isolation).

#### **Availability**

19.5 Extension level billing is available as an optional feature on the following ISDN services:

- (a) ISDN 2 with Direct Indial point-to-point service; and
- (b) ISDN 10/20/30.

19.6 This feature is not available with ISDN Xpress.

#### **Charges**

19.7 We charge you the following for extension level billing (in addition to the standard monthly access charges for your ISDN service):

<b>Extension level billing</b>	<b>GST excl.</b>	<b>GST incl.</b>
Per month for ISDN 2 with Direct Indial (per Indial group)	<b>\$24.55</b>	<b>\$27.00</b>
Per month for ISDN 10/20/30 (per Indial group)	<b>\$110.91</b>	<b>\$122.00</b>

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## **20 Line Hunt**

### **What is line Hunt?**

20.1 Line Hunt lets you advertise one directory number and have more than one ISDN service connected to that number. The network distributes incoming traffic across all available ISDN information/B channels.

### Part D – Associated Services

20.2 If you have a Multiple Number service and choose Line Hunt, you will receive an extra number called the group directory number that becomes your advertised number.

#### Availability

20.3 Line Hunt is available as an optional feature on the following ISDN services:

- (a) ISDN 2 with Multiple Number service; and
- (b) ISDN 2 Enhanced.

20.4 Line Hunt requires you to have a minimum of two services of the same type eg two ISDN 2 services.

20.5 You do not need to request Line Hunt with your ISDN 2 with Direct Indial or ISDN 10/20/30 service as an equivalent functionality is provided as a standard feature with these services.

#### Charges

20.6 We charge you the following for Line Hunt (in addition to the standard monthly access charges for your ISDN service):

Line Hunt	GST excl.	GST incl.
Per month for the group directory number for ISDN 2 and ISDN 2 Enhanced (per service)	\$5.91	\$6.50
Per month for ISDN 2 and ISDN 2 Enhanced (per service)	\$5.91	\$6.50

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## 21 Direct Indial

### What is Direct Indial?

21.1 Direct Indial lets callers contact a person they wish to speak to directly without going through an operator. Direct Indial is used in conjunction with phone systems or PABXs. It also supports automatic call distributors and voice mail and paging services.

21.2 We have a separate number range for Direct Indial operations.

21.3 For our standard Direct Indial operation:

- (a) we allocate you a number range in 100-number blocks;

### Part D – Associated Services

- (b) we program our network to route calls to you; and
- (c) we allow you to reserve number ranges (where available) in 100-number blocks for future use.

#### Availability

- 21.4 Direct Indial is a standard feature on ISDN 10/20/30. It is available as an optional feature on ISDN 2.
- 21.5 It is not available on ISDN 2 Enhanced.

#### Charges

- 21.6 We charge you the following for Direct Indial (in addition to the standard monthly access charges for your ISDN service).

<b>Direct Indial</b>	<b>GST excl.</b>	<b>GST incl.</b>
Per month (per 100-number block)	<b>\$80.00</b>	<b>\$88.00</b>
Per month reservation of numbers for ISDN 2 with Direct Indial and ISDN 10/20/30 (per 100-number block)	<b>\$110.91</b>	<b>\$122.00</b>

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## 22 Point-to-point and point-to-multipoint set ups

#### The difference between the two types of set ups

- 22.1 The difference between point-to-point and point-to-multipoint is to do with the signalling protocols between our ISDN exchange and your ISDN hardware. Associated features may also require a specific configuration. It is important that you check the preferred setting required on your service(s) with your equipment provider.
- (a) All ISDN 10/20/30 services use point-to-point.
  - (b) An ISDN 2 service can be either point-to-point or point-to-multipoint, depending on the application.
  - (c) ISDN 2 Enhanced services must be point-to-multipoint.
- 22.2 In a point-to-point set up, our ISDN exchange only expects to see a single device respond to call requests. That device is responsible for managing calls for all of your devices using that service. Typically these other devices will be extensions on a PABX.

### Part D – Associated Services

- 22.3 In an ISDN 2 point-to-multipoint set up, you would typically have an S-BUS feeding multiple devices (routers, Terminals Adaptors etc) and our ISDN exchange expects that there may be more than one device responding to call requests. (Equipment specifications will define one or the other).

#### **Multiple Number services**

- 22.4 Where we refer to an ISDN 2 with Multiple Number service in this document we are referring to an ISDN 2 service configured with a minimum two telephone numbers, or up to the maximum of 8 telephone numbers allowed by the Multiple Number feature.