
Contents

Click on the section that you are interested in.

1	About the SMR Commercial Service Section	2
	Our Customer Terms	2
	Inconsistencies	2
2	SMR Commercial Service	2
	What is SMR Commercial?	2
	Service features	3
	Coverage	3
	Limits on your service	4
3	Service Charges	4
	New service activation charge	4
	Connection charges	4
	Monthly charges	5
	Monthly airtime allowance	5
	Monthly access charges	6
	Additional charges for exceeding monthly airtime allowance	6
	Temporary suspension or disconnection	7
	Volume discounts	7
	Number retention	8
	Changing your monthly access option	8
	Changing your mobile number	8
4	Value Added Service Charges	9
	Group call facility charge	9
	Fixed network access facility charge	9
	Executive call priority access facility charge	9
	Fixed call charges	10
	Call diversion charges	10
	Line dispatcher/PABX interface charges	10
	Call barring charges	11
	Individual account charges	11
	Mobile to mobile restricted access charges	11

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

1 About the SMR Commercial Service Section

Our Customer Terms

- 1.1 This is the SMR Commercial Service section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the SMR Commercial Service section, then the SMR Commercial Service section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of the SMR Commercial Service 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.

2 SMR Commercial Service

What is SMR Commercial?

- 2.1 Telstra's SMR Commercial Service lets you use VHF radio units (called mobiles) to make and receive radio-telephone calls to and from other mobiles that you operate within the same fleet in Victoria only.
- 2.2 The SMR Commercial Service is an invitation-only service for eligible existing customers and not available to all customers. We will determine your eligibility for the SMR Commercial Service in our absolute discretion.
- 2.3 From June 2024, the SMR Commercial Service will be passive cease sold and remain only available to existing eligible customers as per point 2.2 above.
- 2.4 The SMR Commercial service will be fully exited on the earlier of:
 - (a) 30 June 2026 ; or
 - (b) another date nominated by us in our absolute discretion,

("Exit Date")
- 2.5 On and from the Exit Date, the SMR Commercial Service will cease to be available to all customers.

Our Customer Terms

SMR Commercial Service Section

- 2.6 We may terminate your SMR Commercial Service in our sole discretion at any time if you are no longer eligible for the SMR Commercial Service.
- 2.7 If we decide to terminate the SMR Commercial Service before the Exit Date or we decide that you are no longer eligible for the SMR Commercial Service, we will notify you in writing prior to terminating the SMR Commercial Service.

Service features

- 2.8 You will receive:
- (a) access to the Trunked Land Mobile Radio Service in Victoria;
 - (b) a fleet number or unique network identification (if necessary);
 - (c) a mobile number for each individual radio unit made of the fleet number followed by a unique number for the individual radio unit (if necessary);
 - (d) maintenance of any Telstra plant and equipment relating to the SMR Commercial Service in Victoria;
 - (e) general service restoration for the SMR Commercial Service during standard business hours in Victoria (8:30 a.m. to 5:30 p.m. Monday to Friday, excluding public holidays); and
 - (f) a 24-hour help desk for the reporting of radio service faults, help inquiries and product information.
- 2.9 In Victoria, you will be able to:
- (a) transmit voice or data from a VHF radio unit simultaneously to other radio units within the same fleet or to other SMR Commercial customers;
 - (b) transmit voice or data from a VHF radio unit to other communications services (such as Telstra's fixed or mobile services) if you have pre-arranged access;
 - (c) divert calls made to a particular VHF radio unit under specific cases (eg, when it is unattended); and
 - (d) select the coverage area needed for your individual business needs.
- 2.10 To use the service, your radio equipment must be within radio range of the compatible VHF SMR Commercial network radio transmitting and receiving stations. You must pre-arrange access to those stations with us.

Coverage

- 2.11 The coverage is available in Victoria only. It is either:

- single or multiple sites;
- region or multiple regions; or
- state coverage (all sites).

2.12 Coverage within these areas is based on a number of individual base stations strategically located to provide a cell coverage area. Within an area, geography and topography may affect reception.

Limits on your service

2.13 All calls that you make or receive using the SMR Commercial service are of limited duration. We will disconnect all calls three minutes after connection. (You will hear a warning tone ten seconds before disconnection).

3 Service Charges

New service activation charge

3.1 We charge you the following to activate a new service:

New service activation charge	GST excl.	GST incl.
New service activation charge	\$11.00	\$12.10

3.2 If you are being migrated to the SMR Commercial Service from Telstra's Fleetcoms Service, the Fleetcoms Service(s) that are being migrated to the SMR Commercial Service will not constitute a new service activation and the new service activation charge will not apply to those services.

Connection charges

3.3 We charge you the following for each mobile that you wish to include in your fleet to receive the service. This charge covers us validating and activating the mobile.

Connection charges	GST excl.	GST incl.
Connection Charge (per mobile)	\$11.00	\$12.10

3.4 If you are being migrated to the SMR Commercial Service from Telstra's Fleetcoms Service, the connection charge will not apply to any existing mobiles used for the Fleetcoms Service that are being migrated to the SMR Commercial Service.

Our Customer Terms

SMR Commercial Service Section

Monthly charges

3.5 For each mobile, you must choose to subscribe to:

- SMR Commercial Voice and Data Rate;
- SMR Commercial Smart Talk 80 Rate;
- SMR Commercial Control Channel Data Rate; or
- SMR Commercial Security Rate.

3.6 Each rate has separate monthly airtime allowance for airtime and control channel data units used during business hours (6.00am to 6.00pm Monday to Friday in the place where the site providing coverage to a mobile at the time of a call is located). If you use airtime and control channel data units during business hours in excess of the monthly allowance, we charge you additional charges for exceeding your monthly airtime allowance.

3.7 We will measure control channel data calls in the following way:

- Status message = 1 data unit
- Short data message (up to 25 bytes) = 2.5 data units
- Extended data message (26 to 100 bytes) = 10 data units

3.8 When we measure airtime and data usage, we will:

- aggregate airtime and data usage across all mobiles on your account;
- not include voice calls which are less than 6 seconds in airtime usage; and
- measure non-prescribed modem data calls at a minimum of 7 seconds for airtime usage.

Monthly airtime allowance

3.9 We will calculate your monthly airtime allowance as set out in the table below.

Monthly Airtime Allowance	
Voice and Data	This rate includes 140 minutes of airtime and 400 control channel data units during business hours per mobile per month.
Smart Talk 80	This rate includes 80 minutes of airtime and 400 control channel data units during business hours per mobile per month.

Our Customer Terms

SMR Commercial Service Section

Control Channel Data	This rate includes 20 minutes of airtime during and 800 control channel data units during business hours per mobile per month.
Security	This rate includes 10 minutes of airtime during business hours per mobile per month.

Monthly access charges

3.10 We will charge you the following monthly access charges for each mobile subscribed to the SMR Commercial Service (or such other access charges as agreed between us):

	Voice and Data		SmartTalk 80		Control Channel Data		Security	
	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.	GST excl.	GST incl.
Single Site	\$21.00	\$23.10	\$18.50	\$20.35	\$14.00	\$15.40	\$5.50	\$6.05
Additional Site	\$5.50	\$6.05	\$5.00	\$5.50	\$4.00	\$4.40	\$1.50	\$1.65
Zone (5 or more sites)	\$39.50	\$43.45	\$35.00	\$38.50	\$26.00	\$28.60	\$9.00	\$9.90
Additional Zone	\$7.50	\$8.25	\$6.50	\$7.15	\$5.00	\$5.50		
Region (any 3 zones)	\$55.00	\$60.50	\$48.00	\$52.80	\$36.00	\$39.60	\$13.00	\$14.30
Additional Region	\$16.50	\$18.15	\$14.00	\$15.40	\$11.00	\$12.10	\$4.00	\$4.40
Statewide	\$110.00	\$121.00	\$99.00	\$108.90	\$74.00	\$81.40	\$27.50	\$30.25

Additional charges for exceeding monthly airtime allowance

3.11 If you exceed your monthly airtime allowance, we charge you the following additional charges (or such other additional charges as agreed between us):

Monthly Airtime Allowance	Additional charges for extra time	GST excl.	GST incl.
Voice and Data	Airtime during business hours in excess of monthly allowance per minute from 140 minutes to 300 minutes.	11¢	12.1¢
	Excess data during business hours per data unit.	1¢	1.1¢

Our Customer Terms

SMR Commercial Service Section

Monthly Airtime Allowance	Additional charges for extra time	GST excl.	GST incl.
Smart Talk 80	Airtime during business hours in excess of monthly allowance per minute.	22¢	24.2¢
	Excess data during business hours per data unit.	1¢	1.1¢
Control Channel Data	Airtime during business hours in excess of monthly allowance per minute.	45¢	49.5¢
	Excess data during business hours per data unit.	1¢	1.1¢
Security	Airtime during business hours in excess of monthly allowance per minute.	90¢	99¢
	Control channel data during business hours per data unit.	1¢	1.1¢

Temporary suspension or disconnection

- 3.12 You will not have to pay the monthly access charges payable for a particular mobile, where the service relating to that mobile:
- is temporarily suspended because you have asked us to suspend the service or you have told us that the mobile has been stolen; or
 - is temporarily disconnected because you have not paid your bill.

3.13 This applies to SMR Commercial Voice and Data Rate, SMR Commercial Smart Talk 80 Rate, SMR Commercial Control Channel Data Rate, SMR Commercial Security Rate on the Victorian SMR Commercial (VHF) network.

Volume discounts

3.14 You will be entitled to a discount on monthly access charges payable for SMR Commercial Voice and Data Rate, SMR Commercial Smart Talk 80 Rate, SMR Commercial Control Channel Data Rate, SMR Commercial Security Rate on the Victorian SMR Commercial (VHF) network as set out in the table below or as otherwise agreed between us.

3.15 The discount is based on the number of mobiles in your fleet connected to the service.

Our Customer Terms

SMR Commercial Service Section

Volume Discounts on monthly access charges	
1 – 50 mobiles	No discount
51 – 100 mobiles	3.0% discount
100 – 200 mobiles	6.5% discount
201 – 400 mobiles	10.0% discount
401 – 600 mobiles	13.5% discount
601 – 800 mobiles	17.0% discount
more than 800 mobiles	20.5% discount

Number retention

- 3.16 A fleet number or unique radio identification can be retained for a minimum of four months.

Changing your monthly access option

- 3.17 We charge you the following if you ask us to change your monthly access option for a particular mobile (or such other charges as agreed between us):

Change of monthly access option	GST excl.	GST incl.
Charge for change of monthly access option (per change per mobile)	\$5.50	\$6.05
Minimum charge.	\$27.50	\$30.25
Maximum charge.	\$55.00	\$60.50

Changing your mobile number

- 3.18 We charge you the following if you ask us to change a particular mobile's number (or such other charges as agreed between us):

Change of mobile number	GST excl.	GST incl.
Charge for change of mobile number		
Per already active number	\$11.00	\$12.10

Change of mobile number	GST excl.	GST incl.
Five or more subscriber number changes (same billing address)	\$55.00	\$60.50

4 Value Added Service Charges

Group call facility charge

- 4.1 If you select the group call facility for a particular mobile, we charge you the following monthly charges (or such other monthly charges as agreed between us):

Group call facility	GST excl.	GST incl.
Group call access charge (per month per mobile)		
Single site	Nil	Nil
Any two to five sites	\$11.00	\$12.10

Fixed network access facility charge

- 4.2 If you select the fixed network access facility for a particular mobile, we charge you the following monthly charges (or such other monthly charges as agreed between us):

Fixed network access	GST excl.	GST incl.
Fixed network access charge (per month per mobile)	\$11.00	\$12.10

Executive call priority access facility charge

- 4.3 If you select the executive call priority access facility for a particular mobile, we charge you the following monthly charges (or such other monthly charges as agreed between us). Call priority is a facility that lets a mobile user access our network and designated channels above the standard operational call access levels.

Executive call priority	GST excl.	GST incl.
Call priority access charge (per month per mobile)	\$11.00	\$12.10

Fixed call charges

- 4.4 We charge you the following call charges for calls using fixed access (or such other call charges as agreed between us):

Fixed access call charges	GST excl.	GST incl.
Local calls (per minute, charged on a per second basis)	45¢	49.5¢
STD calls (per minute, charged on a per second basis)	45¢	49.5¢
Mobile phone and pager calls (per minute, charged on a per second basis)	80¢	88¢
International calls (per minute, charged on a per second basis)	\$4.00	\$4.40

Call diversion charges

- 4.5 To activate call diversion for a particular mobile we charge you the following (or such other charges as agreed between us):

Call Diversion charges	GST excl.	GST incl.
Call diversion charge (once only per mobile)	\$5.50	\$6.05

Line dispatcher/PABX interface charges

- 4.6 We charge you the following connection and ongoing maintenance charges for each interface card for a single line direct connection to a central Victorian SMR Commercial (VHF) network switch from the control unit for your fleet (“**control point**”) or PABX system (or such other connection and ongoing maintenance charges as agreed between us):

Line Dispatcher/PABX Interface	GST excl.	GST incl.
Interface card (once only)	\$4,213.00	\$4,634.30
Maintenance charge (each month)	\$38.50	\$42.35

- 4.7 The charge for each dedicated leased communication line required to provide the service connection between each interface card located at a central Victorian SMR Commercial

(VHF) network switch and the Customer's control point or PABX is set out in the [Voice Grade Dedicated Lines section of Our Customer Terms](#).

Call barring charges

- 4.8 If you ask for temporary call barring for a particular mobile, we charge you the following (or such other charges as agreed between us):

Call barring charges	GST excl.	GST incl.
Call barring charge (per mobile)	\$27.50	\$30.25

Individual account charges

- 4.9 If you would prefer to receive a separate account for each mobile in your fleet, we charge you the following (or such other charges as agreed between us):

Charge for provision of individual accounts	GST excl.	GST incl.
Individual mobile account (per mobile)	\$5.50	\$6.05

Mobile to mobile restricted access charges

- 4.10 You can set up your mobile access so that calls can only be made from the mobile to base, not between mobiles. If you restrict your mobile access like this, the monthly access charges that we charge you for each mobile are reduced by the amounts set out in the table below (or by such other amount as agreed between us).
- 4.11 The reduction in access charges is not available to single site customers.

Mobile to mobile Restricted Access	GST excl.	GST incl.
Reduction in the monthly access charge (per mobile)	\$3.30	\$3.63