

# Our Customer Terms

## Business Voice on nbn and PSTN section

1.1 Contents

- Part A – General terms that apply to Business Voice ..... 2**
  - 1 About this section ..... 2**
  - 2 Special meanings ..... 3**
  - 3 General ..... 3**
  - 4 Business Voice plan..... 6**
  - 5 Installation and Equipment..... 10**
  - 6 Charging ..... 12**
- Part B – Terms that apply to Telstra Business Voice on nbn ..... 14**
  - 7 Enhancement Feature ..... 14**
  - 8 Business Voice Services Fault Repair ..... 14**
  - 9 Provisioning Times ..... 15**
- Part C – Terms that apply only to Telstra Business Voice on PSTN ..... 16**
  - 10 Business services ..... 16**
- Part D – Terms that apply only to Telstra Business Voice for customers with 13-digit account numbers..... 17**
  - 11 Additional General Terms ..... 17**
  - 12 Service Location, Features and Transfer ..... 17**
  - 13 Unlisted Services and Suppressed Address Listing ..... 17**
  - 14 Electronic Billing and Payment..... 18**

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# Our Customer Terms

## Business Voice on nbn and PSTN section

### Part A – General terms that apply to Business Voice

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

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## 2 About this section

### Our Customer Terms

- 2.1 This is the Business Voice on nbn and PSTN section of Our Customer Terms.
- 2.2 [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.
- 2.3 All prices in this section are inclusive of GST.
- 2.4 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.
- 2.5 There are a number of defined terms in this section of Our Customer Terms. Please refer to clause 3 for certain defined terms.

### Inconsistencies

- 2.6 If there is any inconsistency between this Section and any other term in Our Customer Terms that applies to the Business 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 and Basic Telephone Services section \(as applicable\)](#);
  - (b) this Section;
  - (c) any other section of Our Customer Terms which applies to your Business Voice Service; and
  - (d) [General Terms for Business and Government Customers](#).
- 2.7 If a provision of this Business 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

- 2.8 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 Business 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 Business Voice Services.

# Our Customer Terms

## Business Voice on nbn and PSTN section

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### 3 Special meanings

3.1 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 Business Voice Service.

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

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

**Business Voice Service** means a Telstra business digital voice service provided over nbn or PSTN as set out in this section.

**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 or nbn<sup>TM</sup>** 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 Business Voice Services on nbn are 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 Business Voice Service.

**PSTN** means public switched telephone network.

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### 4 General

#### Business Voice Service Description

4.1 The Business Voice Service comprises:

- (a) connection of your digital telephone (which, for Business Voice on nbn, involves connection 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);

# Our Customer Terms

## Business Voice on nbn and PSTN section

- (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>.
- 4.2 Each Business 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 Business Voice Service for each phone line and each new Premises.
- 4.3 Rotary dial telephones are not compatible with the Business Voice Service, and you will require an analogue or digital telephone to use the Business Voice Service. We can supply you with a digital telephone for an additional charge.
- 4.4 If you move Premises you may be required to change your telephone number.
- 4.5 Although your Business Voice Service may support Fax, EFTPOS, back to base alarm systems, medical diallers and other nonstandard dialler services and equipment, subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, 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 Business Voice Service.

### Availability

- 4.6 The Business Voice Service is available to our retail business customers. The Business Voice Service is not available to Telstra Wholesale customers or for resale.
- 4.7 If you are an existing Telstra customer and sign up to a new Plan, any discounts (for example, loyalty discounts) will not apply to your new Plan.
- 4.8 To be eligible for a Business Voice service you must have an ABN, ACN or ARBN.
- (a) We supply the Business Voice service for business purposes and you must use the Business Voice Service predominantly for business purposes.
  - (b) We supply the Business Voice service to customers with 13-digit account numbers for a mix of business and residential purposes.
- 4.9 Voice service availability, and the type of service offered, depends on what is currently available at your location, following service qualification checks by us. For example, nbn access services will not be available in all areas or to all Premises.
- (a) You can choose a Telstra Business Voice Service on nbn and Part B of this section will apply to your service if nbn access services are available in your area and to your Premise.
  - (b) You will have a Telstra Business Voice Service on PSTN and Part C of this section will apply to you if:

# Our Customer Terms

## Business Voice on nbn and PSTN section

- (i) nbn access services are not available in your area or premises, but PSTN is available;
  - (ii) you preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (iii) you are billed directly by us for monthly access and local calls.
- (c) You can have either a Telstra Business Voice Service on nbn or a Telstra Business Voice Service on PSTN if you have a 13-digit customer account number and:
- (i) have either a Basic Telephone Service or nbn access services available in your area and to your Premise;
  - (ii) are billed directly by us for access and local calls; and
  - (iii) pre-select us for long distance, international calls and calls to mobiles, and

Part D of this section will also apply to you.

- 4.10 We will need to conduct a service qualification at your location to determine whether and what type of a Business Voice Service is available at your location. The Business Voice Service on nbn is only available at Premises which nbn co determines are serviceable by the nbn and where an nbn fibre service is available.
- 4.11 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 Business Voice service, is set out in the General Terms section of Our Customer Terms or your separate agreement with us.
- 4.12 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, the quality of voice communications you experience when using your Business 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 Business Voice Service are your connected equipment and software configuration, the number of other users connected to the nbn at the same time (if applicable) and the associated line transmission rates of those end users and performance of interconnecting infrastructure not operated by us.
- 4.13 If you acquire a Business Voice Service on nbn at a location, you cannot later acquire a Telstra voice service over our PSTN at the same location.
- 4.14 Other Telstra services will be compatible with nbn access services only if we expressly say they are.

### **Universal Service Obligation**

- 4.15 Business Voice is not provided in fulfilment of Telstra's Universal Service Obligation.

### **Basic Telephone Service Section of Our Customer Terms**

- 4.16 Subject to clause 2.6 of this section, your Business Voice Service will be supplied on the terms set out in the [Basic Telephone Service Section of Our Customer Terms](#). All references

# Our Customer Terms

## Business Voice on nbn and PSTN section

in these Parts to the Basic Telephone Service will be taken to include a reference to a Business Voice Service.

### NFP Concession

- (a) If you a small business customer registered as a charity with the Australian Charities and Not-for-profits Commission (ACNC) you are eligible for a business concession for the Telstra Ultimate Business Voice Plan (the **NFP Concession**).
- (b) If you're eligible for a NFP concession, you will receive the following benefits:

Benefits to Ultimate Business Voice Plan	Description
Monthly Discount	\$15

If you cease to be eligible for an NFP concession, you must let us know as soon as reasonably practicable. We will remove your NFP concession on and from the next billing cycle.

## 5 Ultimate Business Voice plan

- 5.1 The Unlimited Business Voice plan is available until withdrawn by us. The plan charges and call charges are set out below (including GST). If you require more than 2 analogue telephones per Premises you will be required to order more services. For Business Voice Services on nbn, 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.

Ultimate Business Voice Plan			
	nbn	PSTN	13-digit account number customers
<b>Contract Term</b>	Month to month		
<b>Fees (Price per month, total minimum cost, installation options and fees)</b>			
<b>Monthly Access Charge</b>	\$50		
<b>Connection and activation fees</b>	\$99 connection and activation fee – Standard Professional Installation is included at no extra cost if we determine it is mandatory at your premises. \$299 connection and activation fee if you request a technician at your premises or if it's a new phone line connection.	\$99 connection and activation fee for standard connection \$299 connection and activation fee for new service connection	The applicable nbn or PSTN connection and activation fees depending on if the service is provided over nbn or PSTN
<b>Minimum cost</b>	\$149 (including \$99 connection and activation fee)		

# Our Customer Terms

## Business Voice on nbn and PSTN section

Plan and Call inclusions			
<b>Modem (Telstra Business Smart Modem™)</b>	Included Telstra Business Smart Modem. ( \$0 – see <a href="#">Telstra Business Internet on nbn and PSTN</a> for applicable equipment and warranty terms)	Not applicable	Included Telstra Business Smart Modem if on nbn™ network. ( \$0 – see <a href="#">Telstra Business Internet on nbn and PSTN</a> for applicable equipment and warranty terms )
<b>Standard Local call charges</b>	Included		
<b>Standard National call charges</b>	Included		
<b>Fixed to Standard Mobile call charges (FTM)</b>	Included		
<b>Calls to 1300 numbers</b>	Included		
<b>IDD charges</b> (connection fee applies)	PAYG IDD International Business Saver rates or \$20 Business International Calling Pack for unlimited standard international calls to select destinations (see the Telstra Business Internet section of Our Customer Terms)		
<b>Calls to Directory Assistance</b>	The following calls included: 125, 014 calls Optus or Telstra Satellite, 1224 calls, Sensis 1234 and 12456 calls		
Optional Add-Ons			
<b>Business International Calling Pack</b>	\$20/month for unlimited standard international calls to select destinations (see the Telstra Business Internet section of Our Customer Terms)		
<b>Speed Boost</b>	\$25/month, see the Telstra Business Internet section of Our Customer Terms	Not available	Only available for services on nbn
<b>Additional Voice Line</b>	\$50/month, see the Telstra Business Internet section of Our Customer Terms	Not available	Only available for services on nbn

### Our Changes to your Plan

- 5.2 From time to time we may make changes to your plan, including price and inclusions, or we may move you to a new plan (which may cost more). With no lock-in, you can leave if you don't like the change: just pay out your device and accessories in full. If you cancel your plan under this clause you will not be required to pay any early termination charges for the service. If we change your plan or move you to a new plan:
- (a) We'll give you at least 30 days' notice before making changes or automatically moving you to the closest available plan.

# Our Customer Terms

## Business Voice on nbn and PSTN section

- (b) You can cancel your plan if you don't like the change or the new plan; you'll need to pay out the remaining cost of your devices and accessories in full. If you cancel your plan under this clause you will not be required to pay any early termination charges for your service.
- (c) We can tell you about changes to your Ultimate Business Voice Plan by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the Telstra 24x7® App or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

Please note that Clause 4 (Changing Our Customer Terms) of the [General Terms](#) does not apply to Telstra Business Voice Services in this section.

### **Cancelling your Plan**

- 5.3 You can cancel your plan at any time without incurring any early termination charges for the service. However, you'll need to pay:
- (a) a pro-rated amount for your last billing period based on when you cancel your plan; and
  - (b) any additional charges payable for that month.

### **Call Charges**

- 5.4 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.

### **Included Features**

- 5.5 As part of your Business 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 (call charges apply) Always enables a user to redirect all incoming calls to another phone number;

# Our Customer Terms

## Business Voice on nbn and PSTN section

- (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 Business Voice phone number.
- (s) 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

- 5.6 The following call features and plans currently associated with Telstra Voice services are not compatible with Business Voice services:
- (a) HomeLine plan options and features including Credit Management Local Only, Call Barring Local Only, Long Distance Pre-selection, 1# Telstra Feature Assistant, Call Back (Busy), Call Forward (Selected Callers), 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, Instant Hotline, Long Distance Pre-selection, 3-Way Chat,

# Our Customer Terms

## Business Voice on nbn and PSTN section

Unlimited Call Back, Calling Number Display, Call Forward Selected Callers, Feature Assistant (1#), MessageBank, Call Barring, Call Diversion (Number Only), BusinessLine Fax, Line Hunt; and

- (c) any other services we notify you of that are not compatible with Business Voice Services or services on the nbn as reasonably determined by us.
- 5.7 Some features such as 3-Way Chat and Call Forward (Immediate, Busy and No Answer) may also work differently on a Business Voice Service.
- 5.8 The Digital Business Fair Play Policy, as it applies to the use of voice services, applies to your use of the Business Voice Service on the terms set out in the Telstra Business Internet section of Our Customer Terms.

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## 6 Installation and Equipment

### Installation and Activation

- 6.1 We will charge you a combined connection and activation fee for each Business Voice service you order. If your Business Voice service:
- (a) does not require a professional Telstra install, the fee is \$99.
  - (b) does require a professional Telstra install, the fee is \$299.
- 6.2 These fees are the standard activation fee for connections during Business Hours. Additional fees may apply for activations requested outside these hours.
- 6.3 If you disconnect all Business Voice services at your Premises and would like to connect a new Business Voice service at your Premises you will need to pay a \$99 reconnection charge.
- 6.4 For Business Voice Services on nbn, standard professional Telstra install consists of connecting your modem to the Network Boundary Point for that access service and confirming the service is working.
- 6.5 We can charge you additional charges if the installation of your Business 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 (as applicable) will provide you a quote for a non-standard installation before commencing work. Charges for additional work are set out in [the Basic Telephone Service Section](#) Part A General and Services on the nbn™ network [Part B Phone and Broadband Services](#) on the nbn network sections of Our Customer Terms.
- 6.6 You agree to give us reasonable access to your Premises in order to carry out any necessary installation or maintenance work.

### Mentoring

- 6.7 If you choose to take over the phone mentoring for an additional charge of \$99 you will be provided up to 30 minutes of over the phone assistance with activities such as:
- (a) how to use your Business Voice Service;
  - (b) how to use CommPilot; and

# Our Customer Terms

## Business Voice on nbn and PSTN section

(c) how to set up features such as those described in clause 5.5.

6.8 If you choose to take on site mentoring for an additional charge of \$299 a technician will attend your Premises for up to 1 hour to assist with activities such as those referred to in clause 6.4.

### Equipment

6.9 We are not responsible for the operation of any equipment or applications connected to your Business Voice Service that you or someone other than us supplies.

6.10 The Business 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.

6.11 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.

6.12 All cabling and equipment on your side of the Network Boundary Point is your responsibility.

### Compatible equipment

6.13 To use your Business Voice Service you will require compatible equipment at your Premises. You may purchase an Approved Telstra Device from us.

### Warranties

6.14 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 6.14 are in addition to the rights and remedies you may have under the Australian Consumer Law or other laws.

6.15 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 and clause 5.14, 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

6.16 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.

# Our Customer Terms

## Business Voice on nbn and PSTN section

- 6.17 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 Business Voice Service equipment through the Internet so that we (or our supplier) may attempt to correct problems through remote access.
- 6.18 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.
- 6.19 Unless otherwise stated, you are responsible for the costs associated with claiming under this clause 6.19.

### **Remote assistance**

- 6.20 Where you ask us to provide remote assistance in relation to a suspected Business 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 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.
- 6.21 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.
- 6.22 Your equipment configuration may revert back to a Telstra default configuration if required as part of rectifying an equipment fault.
- 6.23 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 Business Voice Service during such an upgrade.

### **Your Responsibility**

- 6.24 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 Charging**

### **Monthly charges**

- 7.1 Your Business Voice Service will be charged on a month to month basis. Business Voice Service plans have no minimum term and no early termination charge. We will continue to charge you each month for your Business Voice Service plan until you inform us you wish to cancel your plan.

# Our Customer Terms

## Business Voice on nbn and PSTN section

### **Billing**

- 7.2 The Business 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 Business Voice Service is connected for part of the billing month.
- 7.3 Your bill will include:
- (a) a once off connection and activation charge and an installation charge (where applicable), equipment purchases, mentoring and optional fee-for-service charges, if applicable;
  - (b) a monthly fee as set out in clause 0;
  - (c) an extra monthly fee for any optional add-on features you choose to take up; and
  - (d) additional charges for calls you make each month outside inclusions.

### **Calculating charges**

- 7.4 The monthly access charge for your Business Voice Service is payable pro-rata calculated on a daily basis.
- 7.5 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.
- 7.6 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**

- 7.7 We can charge additional fee-for-service charges for additional works associated with service activation.
- 7.8 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**

- 7.9 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 and PSTN section

### Part B – Terms that apply to Telstra Business Voice on nbn

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#### **8 Enhancement Feature**

- 8.1 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 Business Voice on the nbn services.
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#### **9 Business Voice Services Fault Repair**

##### **Fault repair**

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

- 9.3 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.
- 9.4 If the fault is within the nbn, the fault will be repaired during Business Hours.

##### **Fault reporting by you**

- 9.5 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).
- 9.6 You must ensure that end users only report the details of a suspected fault to your help desk.

##### **Target repair times**

- 9.7 Subject to clause 9.8, we aim to repair a fault within the nbn as follows:
- (a) where the Business 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 Business 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 Business Voice Service is in a remote area – by end of the third Business Day after the day on which the fault is reported.
- 9.8 The repair targets under clause 9.7 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 9.7.

# Our Customer Terms

## Business Voice on nbn and PSTN section

9.9 Whether an area is urban, major or minor rural or remote will be determined by nbn co.

### **Incorrect callout charge**

9.10 We will charge you an incorrect callout charge of \$95.45 if you or your end users report a fault in Business Voice Service and ask us to attend a site to repair it, and we determine that there is no fault with Business Voice Service (eg the fault is in your equipment or your end user's equipment).

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

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

### **Changing your service**

9.12 To make a change to your Business 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 Business Voice Service will take effect from implementation into our billing systems.

### **Temporary disconnections**

9.13 Where you ask us to disconnect your Business Voice Service temporarily, we do not charge for the temporary disconnection.

9.14 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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## **10 Provisioning Times**

### **nbn access service provisioning times**

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

### **Appointments**

10.2 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 Business Voice Service.

10.3 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.

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.

# Our Customer Terms

## Business Voice on nbn and PSTN section

### Part C – Terms that apply only to Telstra Business Voice on PSTN

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#### 11 Business services

##### Customers under administration

- 11.1 If we learn that you have come under the control of a “relevant authority” (as defined in section 600F(2) of the Corporations Act 2001 (Cth)), and the relevant authority tells us it wants to keep your Basic Telephone Service, we may open a new account for you, and if we do you have to pay us for an in-place connection for each affected service.
- 11.2 If we then learn that you are no longer under the control of a “relevant authority”, we may open a new account for you again, and if we do you have to pay us for an in-place connection for each affected service.

##### Location of Services

- 11.3 If your Basic Telephone Service is in Norfolk Island, terms in [Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#) also apply to you.
- 11.4 **ACT customers:** If your Basic Telephone Service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

# Our Customer Terms

## Business Voice on nbn and PSTN section

### Part D – Terms that apply only to Telstra Business Voice for customers with 13-digit account numbers

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## 12 Additional General Terms

### Sections of Our Customer Terms that apply

- 12.1 The following sections of Our Customer Terms also apply to you if you have a 13-digit customer account number and take up a Business Voice plan: the [General Terms for Small Business Customers](#).

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## 13 Service Location, Features and Transfer

### Location

- 13.1 **For ACT customers:** If your Business Voice service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you the ACT Government Utilities Tax Charge. See the [General Terms for Small Business Customers section of Our Customer Terms](#) for full terms.

### Transferring to the National Broadband Network (the nbn network)

- 13.2 We can transfer your Small Business Voice to a reasonably comparable alternative service supplied using the nbn network with 30 days' notice to you. If we transfer you to a service supplied using the nbn network and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

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## 14 Unlisted Services and Suppressed Address Listing

### Unlisted service

- 14.1 You can ask us for an unlisted service.
- 14.2 With an unlisted service, we will not list your name, address or telephone number in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service and we will not disclose your telephone number through directory assistance. We will also block your phone number so that when you call others, they won't be able to see your number on their Calling Number Display.

### Suppressed Address Listing

- 14.3 You can ask us for a Suppressed Address Listing.
- 14.4 With Suppressed Address Listing, we will list your name and telephone number but not your address in the White Pages telephone directory, White Pages Online directory, White Pages directory on CD and Electronic White Pages service. We will disclose your telephone number through directory assistance.
- 14.5 The charges for Suppressed Address listing will be advised to you when you apply for this service.

# Our Customer Terms

## Business Voice on nbn and PSTN section

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### 15 Electronic Billing and Payment

- 15.1 Any Business Voice Services that is connected requires paperless billing and electronic payment. A \$2.20 fee will apply each month in arrears if you receive a paper bill. A \$1.00 fee will apply each month in arrears if you make a bill payment in person or via mail.
- 15.2 Exemptions from these fees are available for:
- (a) Telstra Pensioner Discount customers;
  - (b) Telstra Disability Equipment Program customers, including those receiving a Braille or Large Print Bill;
  - (c) Australian Government Health Care Card Holder customers; and
  - (d) customers who do not have an email address or internet access.
- 15.3 **Paperless Bill:** You may receive an Email Bill or you can view your bill online via MyAccount on telstra.com. The terms and conditions for Email Bill and Online Billing are set out in the [General Terms for Small Business Customers](#) section of Our Customer Terms.
- 15.4 **Electronic Payment:** You may pay your bill via Direct Debit, BPAY®, telstra.com, over the phone or via a CentreLink Payment or Telstra Bill Assistance Certificate. (A payment processing fee applies for credit card payments. Refer to your bill for the amount of the fee.)