

# Our Customer Terms

## Consumer Services on the NBN Section

### Part B – Phone and Broadband Services on the NBN

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### Part B – Phone and Broadband Services on the NBN

Certain words used with the specific meaning set out in [Part A – General Terms for Consumer Services on the NBN section](#) of Our Customer Terms.

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#### 1. About this Part

- 1.1 This is part of the Consumer Services on the NBN of Our Customer Terms.
- 1.2 Provisions in [Part A - General Terms for Consumer Services on the NBN section](#) apply.

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#### 2. Telstra Voice Service on the NBN

- 2.1 The Telstra Voice Advanced Service connects to the NBN via the Telstra NBN Modem and is not available on a standalone basis for customers in an NBN Fibre Network area.
- 2.2 The Telstra Voice Standard Service connects to the NBN via the NTD and is only available on the NBN Fibre Network.
- 2.3 A Telstra Voice Service comprises:
  - (a) The ability to make and receive certain types of calls (subject to conditions that might apply to particular types of calls);
  - (b) A telephone number
  - (c) MessageBank®; 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>
- 2.4 Rotary dial telephones are not compatible with the Telstra Voice Service, but most existing analogue telephones will be compatible with the Telstra Voice Service.
- 2.5 If you move Premises you may be required to change your telephone number.

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

- 2.6 Subject to clause 1.4 of Part A – General Terms for Consumer Services on the NBN section, your Telstra Voice Service will be supplied on the relevant terms of Part A – General; Part B – Telstra Home Phone Plan and Telstra Voice (previously HomeLine) Plan, C (except for clause 2), F, G, H and J of 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 Telstra Voice Service.

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#### Availability

- 2.7 The Telstra Voice Service on the NBN is available to Telstra business customers who are specifically invited by Telstra to take up these plans. If you are a business customer, we can cancel your service or charge you as if you are a business customer acquiring a business service.
- 2.8 Telstra Voice Services on the NBN are not available on a standalone basis where your NBN Service is supplied over the NBN Fixed Wireless Network.

#### Incompatible features

- 2.9 The following features and plans are not compatible with the Telstra Voice Service on the NBN:
- (a) Long Distance Pre-selection
  - (b) HomeLine plans
  - (c) Credit Management Local Only
  - (d) Call Barring Local Only
  - (e) Call Barring STD/National Only
  - (f) 1# Telstra Feature Assistant
  - (g) Abbreviated dialling
  - (h) Call Back (Busy)
  - (i) Call Control
  - (j) Call Forward (Set the Time)
  - (k) Call Forward (Selected Callers)
  - (l) Delayed Hotline
  - (m) Duet- Phone and Fax Multiple Number
  - (n) Multiple Number
  - (o) Remote Access
  - (p) Smart Ring
  - (q) Telstra Home Messages 101®
  - (r) Regional Call option
  - (s) Wide Area Call option
  - (t) Mobile Value Packs
  - (u) Any other services we notify you of that are not compatible with the NBN as reasonably determined by us.
- 2.10 The following features and plans are not compatible with Telstra Voice Standard Service on the NBN:
- (a) 3-Way Chat
- 2.11 As part of your Telstra Voice Service, you will also receive MessageBank, 3-Way – Chat (not available on Telstra Voice Standard Services), Call Waiting, Call Forward (excluding the Set the Time and Selected Callers features), Call Return, Calling Number Display at no additional charge.
- 2.12 Certain business services, such as EFTPOS, alarm lines and fax machines, may be incompatible with the Telstra Voice Service, as advised by us.

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#### 3. Telstra Voice plans on the NBN

##### Telstra Installation

- 3.1 If you choose Standard Professional Telstra Installation, we will charge you the following for a standard professional Telstra installation of each Telstra Voice Standard Service you are taking up on a standalone basis. Additional charges under clause 6.21 of [Part A - General Terms for Consumer Services on the NBN section](#) may apply if the NTD is not installed in close proximity to an existing phone point or if the NTD is not easily accessible. The Standard Professional Telstra Installation fee and other additional installation charges may also apply for non-standard installations. Examples of whether this may apply include where your premises does not have any lead-in or you require other in-home wiring work in order to connect your service(s), or you require the installation of non-standard equipment.

Installation Type	Charge (GST incl)
Standard Professional Telstra installation	\$240

- 3.2 If you are a new Telstra customer a \$99 connection charge may also apply. The \$99 activation fee is not applicable to existing or transitioning Telstra customers.

- 3.3 The Telstra Home Phone plans are available can be found within the Basic Telephone Service Section of Our Customer Terms at Part B – Telstra Home Phone Plan and Telstra Voice (previously HomeLine) Plan.

##### Choosing your Telstra Voice plan

- 3.4 If your NBN Service is supplied over the NBN Fibre Network you can have one Telstra Voice Standard Service. If you require more than one Telstra Voice service, you will also need to purchase a Telstra Bundle on the NBN, which includes one Telstra Voice Advanced Service.
- 3.5 You can have up to 4 Telstra Voice Advanced Services with your Telstra Bundle on the NBN and each will be charged at the applicable Telstra Bundle on the NBN rate. If you require more than one Telstra Voice Service you will require additional equipment and additional installation charges from NBN Co and Telstra will apply.
- 3.6 If you are on a Telstra Voice Service provided before 30 July 2013, you may have up to 4 Telstra Voice Advanced Services, each billed on the same account. If you require more than 4 Telstra Voice Advanced Services you will require an additional NTD installed by NBN Co and additional installation charges from NBN Co and Telstra will apply. Each Telstra Voice Advanced Service you take up requires a separate Telstra NBN Modem and Professional Telstra Installation as set out in clause 3.1.

##### Changing or cancelling your Telstra Home Phone plan or Telstra Voice plan

- 3.7 If you choose a Telstra Home Phone plan or Telstra Voice plan, change your Telstra Home Phone plan or Telstra Voice plan or cancel it, this does not take effect until we process your request. We will tell you of the likely timeframe when we receive your request or tell you when your request has been actioned.

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- 3.8 If you choose to reconnect to your Telstra Home Phone plan or Telstra Voice plan after it has been disconnected or after it has been temporarily suspended for non-payment or material breach of Our Customers Terms, we may charge you the following fees:

Service	Fee
Reconnection charge after it has been disconnected or after temporary suspension	\$40

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#### 4. Telstra Broadband Service on the NBN

##### What is a Telstra Broadband Service?

- 4.1 A Telstra Broadband Service uses the NBN to provide you with a broadband internet access service, an email address and other services we may advise to you from time to time.
- 4.2 Any unused usage allowance expires at the end of each monthly billing cycle. Once you have reached your usage allowance speeds will be slowed to 256kbps until your next monthly billing cycle starts. No additional usage charges apply. Monthly usage allowance means monthly combined upload and download data transfer (Gigabyte = 1000 Megabytes).

##### BigPond Service Section of Our Customer Terms

- 4.3 If you took up your service before 26 February 2019, your Telstra Broadband Service will also be supplied on the terms set out in clauses, 3, 4, 5, 14 (other than clause 14.1) and 20 of Part A – General of BigPond Service Section of Our Customer Terms.
- 4.4 A Telstra Broadband Service is only available with Telstra Bundles on the NBN / Telstra Broadband Plans on the NBN, unless we tell you otherwise.
- 4.5 Unless we advise you otherwise, the Customer Service Guarantee Standard only applies to the fixed standard telephone service and any enhanced call handling features you receive as part of your Telstra Broadband Service.

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#### 5. Telstra Bundles on the NBN

##### Availability

- 5.1 Telstra Bundles on the NBN are only available to Telstra business customers who are invited by Telstra to take up these plans.
- 5.2 New consumer customers or customers with a 13-digit account number who are eligible for NBN Services can choose from the available Telstra Bundles or Broadband Plans as set out in Our Customer Terms.