

Part A – General

Contents

Click on the section that you are interested in.

1	About the ISDN section	3
	Our Customer Terms	3
	Inconsistencies	3
	Parts of the ISDN section	3
2	The ISDN service	4
	What is the ISDN service?	4
	Service features	4
	Basic Rate and Primary Rate ISDN services	4
3	Connecting an ISDN service	5
	Your premises	5
	Equipment	5
	Your liability to us	6
	Timeframes for connecting ISDN Basic Rate services	6
	Timeframes for connecting ISDN Basic Rate services – in-place connections	7
	Timeframes for connecting ISDN Basic Rate services – new connections and conversions	7
	Timeframes for connecting ISDN Basic Rate Direct Indial services	8
	Timeframes for connecting ISDN 10/20/30	8
	When we can refuse to connect you – ISDN 10/20/30	8
	Additional work required	8
	Connection charges	8
	Network extension charge	10
	MDF buildings	11
	What is not included	12
	Service extension charge	12
	Reconnecting your ISDN service	12
	Managing capacity for ISDN 10/20/30 services	13
	Changing your NT1 Plus	14
	Software changes	14
	Changing from an ISDN service to a Basic Telephone Service	16
4	Changing an existing service to an ISDN service	17
	Charges	17
	Changing ISDN 2 or ISDN2 Enhanced to ISDN 10/20/30	17
	Keeping your telephone number	19
	Keeping your block of 100 numbers	19
5	Withdrawing or putting on hold your ISDN 10/20/30 order	19
	Withdrawing your order	19
	Putting your order on hold	20
6	Term and cancellation	21
	Minimum commitment	21
	Cancellation	21

Part A – General

	Cancellation charges	21
7	Performance specifications	21
	Application	21
	Connection accessibility	22
	Connection quality	22
	Service availability	23
	Things that affect our performance	23
8	Service assurance	24
	Fault reporting and repair	24
	Target response and repair times	25
	Emergency repairs	25
	Faults caused by interference or you	26
	Service appointment times	26
	Service rebate	26
	Customer Select Assurance and Maintenance Options	26
9	Other work we do for you	26
10	Local Number Portability	27
11	Call charge records	27
12	Other matters	28
	Charges based on distance	28
	We no longer use “(OnRamp)”	28
13	Special meanings	28

Part A – General

Certain words are used with the specific meanings set out below under “Special meanings” on page 28 or in the General Terms of Our Customer Terms.

1 About the ISDN section

Our Customer Terms

- 1.1 This is the ISDN section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

Inconsistencies

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

Parts of the ISDN section

- 1.5 The ISDN Section is divided into separate documents:
 - (a) Part A – General
 - (b) Part B – ISDN Services
 - (c) Part C – Other Call Types and
 - (d) Part D – Associated Services.

ISDN Cease Sale and Exit Notification

- 1.6 ISDN will not be available for purchase by new customers from 30 June 2018.
- 1.7 ISDN will not be available for purchase by customers who already receive ISDN from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.
- 1.8 ISDN will be disconnected on 30 September 2019 in areas where the area’s nbn rollout region disconnection date falls on or before 30 September 2019; in areas where the area’s nbn rollout region disconnection date falls after 30 September

Part A – General

2019, ISDN will be disconnected in accordance with the nbn rollout region disconnection timetable.

- 1.9 ISDN is scheduled for exit in any remaining areas by 2022, with any specific date to be communicated in due course.
- 1.10 Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

ISDN Home customers

- 1.11 We exited ISDN Home on and from 31 December 2008. You may still have ISDN Home if you have ordered an alternative service and are waiting for us to connect it for you. If this is the case, the terms that apply to your ISDN Home service are those that applied on 31 December 2008. If you would like a copy of these terms, please contact us.

2 The ISDN service

What is the ISDN service?

- 2.1 Our ISDN service gives you integrated digital access to voice and data networks. It is made up of a digital transmission circuit between the NT1 at your premises and the local ISDN exchange.

Service features

- 2.2 For the ISDN service we give you:
- (a) connection between our network boundary and our public switched integrated services digital network;
 - (b) a standard Network terminating device (unless we say otherwise);
 - (c) a telephone number or range of numbers (depending on your ISDN service);
 - (d) a basic White Pages directory listing; and
 - (e) access to our ISDN service.

Basic Rate and Primary Rate ISDN services

- 2.3 We provide the following ISDN Basic Rate services:

Part A – General

- (a) ISDN 2; and
- (b) ISDN 2 Enhanced.

A description of ISDN 2 and ISDN 2 Enhanced is set out in Part B - ISDN Services.

2.4 We provide the following ISDN Primary Rate services:

- (a) ISDN 10/20/30.

A description of ISDN 10/20/30 is set out in Part B - ISDN Services.

2.5 ISDN Basic Rate services have two information channels (B channels) and a control channel (D channel). Each B channel carries digitised information at a rate of 64 kbit/s. The D channel operates at 16 kbit/s but has a lower effective throughput because it is primarily used for network supervision of the B channels and to configure and reconfigure the service.

2.6 You can get an ISDN Basic Rate service if your local exchange has the technical capacity to provide the service and your premises are not so far from the exchange that transmission losses are above levels we consider acceptable. There also needs to be enough local cable infrastructure available.

To see if this is the case, telephone us.

3 Connecting an ISDN service

Your premises

3.1 You have to give us the address of your premises where you want us to provide your ISDN service. It must be a single, unique address that does not consist of two or more distinct places.

Equipment

3.2 Our ISDN services operate with equipment that meets European Telecommunications Standards Institute (ETSI) ISDN standards and that complies with:

- (a) Australian Standard Requirements for ISDN Basic Rate Access Interface (AS/ACIF S031:2001); or
- (b) Australian Standard Requirements for ISDN Primary Rate Access Interface (AS/ACIF S038:2001).

Part A – General

- 3.3 You must have a reliable 240V mains power supply for your NT1 for ISDN 2 Enhanced. You may need additional mains power for your NT1 depending on your equipment requirements. For an ISDN 10/20/30 service where an Optomux cabinet is provided, you have to provide sufficient space for us to install the cabinet. You also have to provide 240V mains power supply and protective earth that complies with Australian Communications Authority regulations.
- 3.4 We recommend that you supply and install a mains surge protection device. This provides telecommunications and mains power surge protection to both the NT1 and any mains powered equipment connected to it.
- 3.5 If the 240V mains power supply fails to your NT1, your service may not work (except for limited usage for ISDN 2 Enhanced). We are not responsible for any loss of your ISDN service (or limited access to it) due to loss of mains power.
- 3.6 You must ensure that:
- (a) your equipment complies with the ETSI standard and other applicable technical standards; and
 - (b) your equipment and cabling complies with the Australian Communications and Media Authority's minimum technical requirements; and
 - (c) your cabling has been installed by a registered cabling provider.
- 3.7 We will not connect your service until these requirements have been met.
- 3.8 You can only interfere (and let anyone else interfere) with any NT1 to which an ISDN service is connected, if you first tell us in writing and get our approval. This includes connecting any apparatus to a circuit contained in the NT1.

Your liability to us

- 3.9 If you perform (or let someone else perform) any work in connection with any of your ISDN services without getting our approval first, we can charge you for any costs we incur in corrective work. We will only do so if we believe it is needed because of the work you performed or allowed someone to perform. We will give you a quote for the corrective work and get your consent before starting the work.

Timeframes for connecting ISDN Basic Rate services

- 3.10 After we accept your application for an ISDN Basic Rate service, we try to connect it on the date you ask it to be connected. If we cannot do so, we aim to connect your service within the timeframes set out below. Those timeframes depend on

Part A – General

whether your premises have an in-place connection, or is readily accessible to infrastructure that we can use.

- 3.11 Where our ability to supply ISDN Basic Rate services is affected by events outside our reasonable control, we can supply the service outside the timeframes described below.

For example, we cannot access your premises due to weather conditions, we need to obtain access to someone else's premises, we need to supply or repair other services during or after a natural disaster or other emergency, or you do not provide accurate or enough information on your application form.

Timeframes for connecting ISDN Basic Rate services – in-place connections

- 3.12 If there is an in-place connection at your premises, we aim to connect your ISDN Basic Rate service within five working days after your request, or on a later date that you ask or agree to.
- 3.13 You have an in-place connection if there has been a previous working ISDN service at your premises that has been cancelled and that we can automatically reconnect without having to visit your premises, the local exchange or any place in between.

This means that there must be an NT1 or an NT1 Plus at your premises and all the necessary infrastructure is in place between your premises and our exchange.

Timeframes for connecting ISDN Basic Rate services – new connections and conversions

- 3.14 Where your premises are readily accessible to ISDN infrastructure that we can use and there is sufficient network capacity, we aim to connect your ISDN Basic Rate service within the following timeframes:
- (a) where your premises are in an urban, major or minor rural area – within 10 working days after your request; or
 - (b) where your premises are in a remote area – within 15 working days after your request; or
 - (c) a later date you request or agree to.
- 3.15 Where your premises are not readily accessible to ISDN infrastructure that we can use and there is insufficient network capacity:
- (a) we will tell you of the anticipated connection date when sufficient infrastructure becomes available and agree on an appointment for installation of your service; or

Part A – General

- (b) if after a detailed technical assessment we are unable to provide an ISDN service, we will contact you and discuss alternatives.

Timeframes for connecting ISDN Basic Rate Direct Indial services

- 3.16 Where your premises are readily accessible to ISDN infrastructure that we can use and there is sufficient network capacity, we aim to connect your ISDN Basic Rate Direct Indial service within the following timeframes:
- (a) where your premises are in an urban area – within 15 working days after your request; or
 - (b) where your premises are in a rural or remote area – our standard provisioning time on application; or
 - (c) a later date you request or agree to.

Timeframes for connecting ISDN 10/20/30

- 3.17 We aim to connect your ISDN 10/20/30 services within the timeframes set out in the [Wideband Provisioning section of Our Customer Terms](#).
- 3.18 Our Provisioning Commitment and Enhanced Provisioning Commitment are also available for ISDN 10/20/30 new connections, upgrades, external removals and indoor removals where existing infrastructure is in place. The Enhanced Provisioning Commitment provides for shortened activation times in some circumstances. For more information, see the Service Assurance and Provisioning Commitment section of Our Customer Terms.

When we can refuse to connect you – ISDN 10/20/30

- 3.19 We can refuse your application for an ISDN 10/20/30 service if it is not technically feasible to provide it to you.

Additional work required

- 3.20 If connection of your ISDN service requires us to do additional work because of the physical conditions at your premises, we will only do that work if you consent and agree to the cost of the work.

Connection charges

- 3.21 We charge you the following charges for connecting a new ISDN service depending on the type of connection. We charge you for an in-place connection for an existing ISDN service of the same type.

Part A – General

See above on page 7 for a description of in-place connections.

Connection Charges	GST excl.	GST incl.
Each new connection of any ISDN 2 service (one service)	\$381.82	\$420.00
For the second and subsequent services connected at the same time as the first (per service)	\$327.27	\$360.00
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	\$127.27	\$140.00
Each new connection and activation of ISDN 10/20/30:		
- per 10 channel service	\$2,450.00	\$2,695.00
- per 20 channel service	\$3,300.00	\$3,630.00
- per 30 channel service	\$3,700.00	\$4,070.00
Activation of idle channels on an existing ISDN 10/20/30 service (per 10 channels)	\$1,000.00	\$1,100.00
Each in-place connection of ISDN 10/20/30 (per 2 Mbit/s link)	\$654.55	\$720.00
Each connection and installation of ISDN 10/20/30 Dual Node installation (per 60 channel block)	\$11,200.00	\$12,320.00
Each connection and installation of ISDN 10/20/30 Diverse Access installation (per 60 channel block)	\$8,400.00	\$9,240.00

- 3.22 Where we install or activate ISDN 10/20/30 services with more than 30 channels, we charge you the applicable combination of 10, 20 or 30 channels. For example, for a 70 channel service, the installation charge will be made up of two ISDN 30 connection charges and one ISDN 10 connection charge, a total of \$9,850.00 (GST excl.) \$10,835.00 (GST incl.). The minimum size for a Dual Node or Diverse Access service is 40 channels with increases only in increments of 20 channels.
- 3.23 The charge for connecting Diverse Access is in addition to the standard ISDN connection charge or Dual Node connection charge.

Part A – General

Network extension charge

- 3.24 Where your new ISDN service will be supplied by cable and your property entry point is more than 500 metres from the nearest part of our existing network to be used to connect your service, we can charge you the following network extension charge to lay cable from our existing network to your property entry point:

Network extension charge (cable)	GST excl.	GST incl.
For each 500 metres of cable (or part thereof) beyond the first 500 metres	\$26.00	\$28.60
Maximum network extension charge	\$1,400.00	\$1,540.00

- 3.25 We can charge you a network extension charge where your new ISDN service will be supplied by radio and we have to install:

- (a) a new network radio tower;
- (b) new network radio equipment on an existing network structure;
- (c) a repeater station; or
- (d) a non-standard supporting structure on your premises:

A standard supporting structure is a triad with a 9m mast with an extension up to 3m, or an equivalent structure.

Network extension charge (radio)	GST excl.	GST incl.
Network extension charge	\$1,400.00	\$1,540.00

- 3.26 The network extension charges specified above do not apply to ISDN 10/20/30 services. Where a network extension charge applies to an installation of an ISDN 10/20/30 service, we tell you what the additional charge will be.

- 3.27 Where your ISDN service will be supplied to your building by a cable that enters the building, you have to:

- (a) arrange and pay for suitable trenching to house underground cabling between your Property Entry Point and your building entry point; or

Part A – General

- (b) pay for the erection of our poles including clearing, digging and reinstatement of land and pole holes at your property if we reasonably decide it is not feasible to have underground cables. We will supply the pole(s) and cable.

Where our plant (eg mast, antenna or dish) exists on your property, the property entry point is located at the base of our plant.

- 3.28 If the boundary of our network at your premises is more than 20 metres (radial distance) from the building entry point, we can charge you our fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms for installing extra cabling beyond this distance (to see these charges – home and family customers [click here](#); business and government customers [click here](#). We will tell you if such a cable extension charge is payable and obtain your approval before we start work.

MDF buildings

- 3.29 Where you occupy premises in which our network boundary point is a main distribution frame, or in which a main distribution frame is required, your cabling (including the main distribution frame and the building cabling) is usually provided by the building owner and remains a building asset.
- 3.30 Where sufficient suitable customer cabling is available between the main distribution frame and the point where you have requested that we supply the ISDN service:
- (a) for a business service, we will charge you the fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms – home and family customers [click here](#); business and government customers [click here](#) for any work undertaken beyond the main distribution frame; and
 - (b) for a home service, completion of this work will be inclusive of our appropriate connection charge.
- 3.31 We may charge you our fee-for-service charges, as set out in the Fee-for-Service (Other work we do for you) section of Our Customer Terms (to see these charges – home and family customers [click here](#); business and government customers [click here](#)) for installing alternative cabling where you occupy premises for which the boundary of our network is a main distribution frame and your new ISDN service will be:
- (a) a business service and there is no suitable spare capacity in the cabling system at the premises to extend cabling from the main distribution frame to the location you request; or

Part A – General

- (b) a business or home service and you do not want your ISDN service to be connected through the main distribution frame.

3.32 Where we provide cabling for a home service from the main distribution frame to the first socket in your premises in order to connect or re-connect a previous service, the new telephone line connection charge will apply.

What is not included

3.33 We do not have to supply any of the following when we connect your new ISDN service:

- (a) cable from a fixed termination point to a moveable structure (such as a mobile home, a caravan, a vessel or a lift);
- (b) cabling across, through or under a body of water or tidal land to an isolated mooring structure, a buoy, a bollard or a vessel;
- (c) clearing, digging and reinstatement of land required to install the lead-in cable along the chosen route on your property; or
- (d) any additional cabling or equipment required to reduce, eliminate or avoid a site hazard (such as a high-voltage substation, a hazardous area or explosive atmosphere).

Service extension charge

3.34 We can charge you our fee-for-service charges for installing additional or alternative cabling where you occupy premises for which our network boundary is a main distribution frame (or MDF) and:

- (a) there is no suitable spare or available capacity in the cabling system at the premises to extend cabling from the MDF to the location you request; or
- (b) you do not want your service to be connected through the MDF.

For Our fee-for-service charges see the Fee-for-Service are set out below under “(Other work we do for you) section of Our Customer Terms – home and family customers [click here](#); business and government customers [click here](#).

Reconnecting your ISDN service

3.35 Where your ISDN 2 or ISDN 2 Enhanced service is disconnected for any reason, we charge you for an in-place connection to reconnect it. These charges are set out above under “Connection charges” on page 8.

Part A – General

- 3.36 If there is not an NT1 or an NT1 Plus at your premises and all the necessary infrastructure is not in place between your premises and our ISDN exchange, we charge you for a new connection. These charges are set out above under “Connection charges” on page 8.
- 3.37 Where your ISDN 10/20/30 service is disconnected for any reason we charge you for an in-place connection to reconnect it if:
- (a) all the necessary infrastructure is in place between your premises and our ISDN exchange (eg, 2 Mbit/s link, Optomux, Sitelight cabling, an NT1, termination blocks); and
 - (b) you are only reconnecting the previous ISDN 10/20/30 services, not adding additional channels.

Otherwise, we charge you for a new connection to reconnect your service.

The in-place and new connection charges are set out above under “Connection charges” on page 8.

- 3.38 Where we reconnect your ISDN 10/20/30 service, we may have to allocate a new number range to it if your previous numbers have been allocated to another ISDN 10/20/30 service after your service was disconnected.

Managing capacity for ISDN 10/20/30 services

- 3.39 If you order single or multiple ISDN 10/20/30 services at one location within one month that exceed ten 2 Mbit/s links, you and we have to agree the relevant delivery times for your order.

A 2 Mbit/s link associated with an ISDN 10/20/30 service is able to provide up to thirty 64k channels.

- 3.40 You can only order ISDN 10/20/30 services in maximum groups of ten 2 Mbit/s links. (For example, if you need twenty five 2 Mbit/s links, we break your order into groups of ten or fewer). That way, if there is not enough network capacity available, you still have some of your order delivered according to your requested timeframes rather than none.

- 3.41 We may need to associate your ISDN 10/20/30 services to other nodes from time to time to meet total demand requirements. We tell you if we intend to do this. There is no impact on your service apart from a short outage. We aim to arrange the node association of your ISDN 10/20/30 service at a time that causes you minimal inconvenience.

Part A – General

- 3.42 We determine the appropriate platform or technology and node on which to deliver ISDN 10/20/30 services to meet customer demand. You cannot ask for or choose a particular platform, technology or parent node. It is our decision.
- 3.43 We can use any and all technical solutions at our disposal to deliver capacity to meet customer demand for ISDN 10/20/30 services. You cannot ask for a particular technical solution. It is our decision.
- 3.44 You can add additional channels to an existing ISDN 10/20/30 service. These channels are added to an existing 2 Mbit/s link where there is capacity available. We only provide extra 2 Mbit/s links when you have fully used the maximum 30 channel capacity on all existing 2 Mbit/s links.

Changing your NT1 Plus

- 3.45 We charge you the following for changing your ISDN 2 Enhanced equipment from NT1 Plus to NT1 Plus II:

NT1 Plus charge	GST excl.	GST incl.
Changing from NT1 Plus to NT1 Plus II (per service)	\$173.00	\$190.30

Software changes

- 3.46 We charge you the following for the following software changes:

Charges for software changes	GST excl.	GST incl.
Merging of ISDN 10/20/30 Direct Indial service <ul style="list-style-type: none">- with another ISDN 10/20/30 service and transferring number ranges to an ISDN 10,20,30 service- with another ISDN 2 service, and transferring number ranges to an ISDN 10/20/30 service	\$500.00	\$550.00
Merging of ISDN 2 with Direct Indial services Merging an ISDN 2 with Direct Indial service with another ISDN 2 service and transferring number ranges to an ISDN 2 service.	\$50.00	\$55.00

Part A – General

Charges for software changes	GST excl.	GST incl.
Separating two Direct Indial service ranges (on single service number) and creating two services using auxiliary number range or directory number range. - with new or existing ISDN 10/20/30 services - with new or existing ISDN 2 services This does not include any connection charges for new services.	\$500.00 \$50.00	\$550.00 \$55.00
Redesignating service numbers - for ISDN 10/20/30: a new directory number (new number range) or renumbering a directory number (existing primary or auxiliary number range) - for ISDN 2 services: a new directory number (new number range) or renumbering a directory number (existing primary or auxiliary number range)	\$500.00 \$50.00	\$550.00 \$55.00
Adding or cancelling a number range - adding a new number range or cancelling an existing directory or auxiliary number range - for ISDN 10/20/30 services: cancelling an existing directory or auxiliary number range and redesignating the same service with new number range (ie renumbering) - for ISDN 2 services: cancelling an existing directory or auxiliary number range and redesignating the same service with new number range (ie re-numbering)	Nil \$500.00 \$50.00	Nil \$550.00 \$55.00
Line Hunt alterations on ISDN 2 or ISDN 2 Enhanced services (per change) - adding or removing a number - rearranging numbers - removing numbers and creating a new ISDN service This does not include any connection charge for the new service	\$50.00	\$55.00

Part A – General

Charges for software changes	GST excl.	GST incl.
Change of service details - changing your details or billing address - changing customer lessee or ownership details on ISDN 10/20/30 services - changing customer lessee or ownership for ISDN 2 or ISDN 2 Enhanced services	Nil \$100.00 \$50.00	Nil \$110.00 \$55.00
Transferring a number range in the same exchange and same exchange area in multiples of 100-number blocks: - from Basic Telephone Service Indial to a new ISDN 2 with Direct Indial service - from Basic Telephone Service Indial to an existing ISDN 2 with Direct Indial service adding a number range - from ISDN 2 with Direct Indial to a ISDN 10/20/30 new service or - from ISDN 2 with Direct Indial to an ISDN 10/20/30 adding a number range. This does not include any connection charges for new services.	Nil	Nil
Code relocation – retaining numbers for ISDN 10/20/30 services transferred from one telephone exchange to another but staying within the same charge zone (a minimum 1000-number block is needed). The transfer is: - from a Basic Telephone Service Indial to ISDN 2 with Direct Indial or ISDN 10/20/30 - from ISDN 2 with Direct Indial to Telstra ISDN 10/20/30 - from System12 ISDN to AXE ISDN This does not include any connection charges for new services.	\$1,000.00	\$1,100.00
Change of Channel Configuration on ISDN 10/20/30	\$100.00	\$110.00
Changing your number on a Basic Rate service (per change)	\$50.00	\$55.00

Code Relocation means number retention for services.

Changing from an ISDN service to a Basic Telephone Service

- 3.47 If you choose to change your existing ISDN 2 or ISDN 2 Enhanced service to a Basic Telephone Service or broadband service, a technician will need to visit your premises. We may charge you conversion charges set out in Part A – General of the Basic Telephone Service section of Our Customer Terms.

Part A – General

To see these charges [click here](#).

4 Changing an existing service to an ISDN service

Charges

- 4.1 If we change from an existing service you have to an ISDN service, we charge you the following conversion charge. The charge for a change from a Basic Telephone Service to an ISDN 2 or ISDN 2 Enhanced service applies where there is an existing Basic Telephone Service or there was a previous working service at your premises where an in-place connection could be provided (see above on page 7 for a description of in-place connections). We charge you our fee-for-service charges (see the Fee-for-Service (Other work we do for you) section of Our Customer Terms) for any additional cabling requirements. Home & family customers [click here](#); business and government customers [click here](#) to see these charges.

Conversion charge	GST excl.	GST incl.
From a Basic Telephone Service to ISDN 2 or ISDN 2 Enhanced (one service)	\$227.27	\$250.00
From a Basic Telephone Service with Indial to ISDN 2 Direct Indial (one service)	\$227.27	\$250.00
Between ISDN 2 Direct Indial and ISDN With Multiple Number (one service)	\$227.27	\$250.00
From ISDN 2 to ISDN 2 Enhanced (one service)	\$227.27	\$250.00
From ISDN 2 Enhanced to ISDN 2 (one service)	\$227.27	\$250.00
From ISDN 2 or ISDN 2 Enhanced to ISDN 10/20/30 (for each 2 Mbit/s link)	\$1,000.00	\$1,100.00

Changing ISDN 2 or ISDN2 Enhanced to ISDN 10/20/30

- 4.2 The conversion charge from an ISDN 2 or ISDN2 Enhanced service to an ISDN 10/20/30 service only applies on the following terms:
- (a) you have to have at least three ISDN 2 or ISDN2 Enhanced services that have been connected for at least 12 months before applying for an ISDN 10/20/30 service;
 - (b) you must offer your ISDN 2 or ISDN2 Enhanced services to be cancelled when you apply for the ISDN 10/20/30 connection;

Part A – General

- (c) we cancel your ISDN 2 or ISDN2 Enhanced services on a date you and we agree (but within 2 working days of connecting your ISDN 10/20/30);
- (d) the replacement services have to be provided at the same location;
- (e) once you convert your service to an ISDN 10/20/30 service, you cannot reconnect your ISDN 2 or ISDN2 Enhanced services as an in-place connection;
- (f) the conversion charge only applies to qualifying services existing at your premises when you apply for the ISDN 10/20/30 service (not any existing unqualified services or services provided at the premises later);
- (g) you have to apply at the same time to replace all services at a location;
- (h) you may have to change your telephone number when transferring to ISDN 10/20/30; and
- (i) the number of ISDN 10/20/30 services you need to take to replace your ISDN 2 or ISDN2 Enhanced services is as set out in the following table.

Total number of ISDN 2 or ISDN2 Enhanced services at your location	Number 2 Mbit/s links needed for each ISDN 10/20/30 service
3-15 services	1
16-30 services	2
31-45 services	3
46-60 services	4
61-75 services	5
76-90 services	6
91-105 services	7
106-120 services	8

4.3 Each additional 15 services (or part thereof) need a 2 Mbit/s link.

Part A – General

Keeping your telephone number

- 4.4 If you want to cancel your Basic Telephone Service and connect an ISDN 2 with Multiple Number service or ISDN 2 Enhanced service, in most instances you will be able to keep your current number for your new ISDN service. This is subject to us assessing whether this is technically feasible. This number reconfiguration will cause interruption to your service.

Keeping your block of 100 numbers

- 4.5 If you want to cancel your Basic Telephone Service Indial service and take an ISDN 2 with Direct Indial or ISDN 10/20/30 service, and keep your current block of 100 numbers, you can transfer your block of 100 numbers to your ISDN service. This is subject to us assessing whether it is technically feasible.
- 4.6 If you want to cancel your ISDN 2 with Direct Indial service and take an ISDN 10/20/30 service in the same exchange area (or vice versa), and keep your current block of 100 numbers, you can transfer your block of 100 numbers to your new ISDN service. This is subject to us assessing whether it is technically feasible.

ISDN 2 multiple numbers cannot be transferred to an ISDN 10/20/30 service.

- 4.7 These number reconfigurations will cause interruption to your service.

5 Withdrawing or putting on hold your ISDN 10/20/30 order

Withdrawing your order

- 5.1 We can charge you to withdraw an order for an ISDN 10/20/30 service, depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order for ISDN 10/20/30		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable
Stage 2	Transmission path building	55% of the total connection charges applicable

Part A – General

Charges for withdrawing an order for ISDN 10/20/30		
Stage of installation		Charge payable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable

Putting your order on hold

- 5.2 We can charge you the following percentage of the connection charges if you put an order for an ISDN 10/20/30 service on hold, depending on the stage at which you put the order on hold. We can also charge you the applicable rental charge (less any applicable discount) for the period that you keep your order on hold after the date that you originally required the service.

Charges for putting an order on hold		
Stage of installation		Charge payable
Stage 1	Dispatch from sales Dispatch from plant layout Order issue	30% of the total connection charges applicable
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the total connection charges applicable
Stage 4	Service order finalisation	100% of the total connection charges applicable
New Order	Starting from the date that you originally required the service until you tell us that the order can go ahead or be withdrawn	100% of the applicable rental charge to apply, less existing and/or agreed additional discount

- 5.3 If you tell us that the order can go ahead, then full rental and connection charges apply (less any existing and/or agreed discounts) from when your order is completed. This is in addition to the charges in the above table.

Part A – General

6 Term and cancellation

Minimum commitment

- 6.1 You must take your ISDN service for at least three months.

Cancellation

- 6.2 You can cancel your service by telling us at any time.
- 6.3 We can cancel your service after the three month minimum term by telling you (in writing) at least 30 days beforehand.
- 6.4 We can also cancel your service before the end of that term if we reasonably think its operation has become unsafe or hazardous to our ISDN network. If we do, you have to pay us the proportion of service charges payable to the date we cancel the service. We will give you as much warning as possible before cancelling your service.

Cancellation charges

- 6.5 If you cancel your ISDN service before the end of the three-month minimum term, you have to pay us the service charges for that service that would have been payable until the end of the minimum term.

7 Performance specifications

- 7.1 These performance specifications are indicative of the minimum level of service we reasonably aim to achieve for our ISDN services.

Application

- 7.2 The performance specifications apply to:
- (a) switched calls for customers connected by a terrestrial transmission network to an access node in a capital city or provincial centre;
 - (b) each direction of an individual 64 kbit/s information or B channel from our network boundary; and
 - (c) services we provide and operate, but excluding any effects of your equipment on incorrect operation.
- 7.3 Our performance specifications below relating to connection accessibility and connection quality only relate to connections provided entirely on our ISDN

Part A – General

network. It does not include interworking with our other networks or with other public or private ISDN networks.

7.4 The performance specifications apply to:

- (a) local calls originating and terminating in the same capital city or provincial centre;
- (b) calls between capital cities; and
- (c) calls between a provincial centre and its capital city.

7.5 Our performance objectives in other places may be lower. This is generally the case where we use transmission systems that may fail or are subject to radio system ‘fading’.

Connection accessibility

7.6 We aim to provide and maintain the network at a level that ensures that at least 490 out of every 500 times you try to connect a call (during the published day rate tariff period), you will be switched successfully on your first try. (This only applies when you try to make a single information or B channel call.)

Examples of being unsuccessful in trying to connect a call are when there is no ring tone or response tone, you receive an “all circuits busy” signal or announcement, you are connected to the wrong number or there is a double connection. (We treat calls where you receive a response equivalent to ringing but unanswered or busy, or where you misdial the number, as successful try to connect the call.)

7.7 The number of successful connections may be lower if there is exceptionally high traffic demand (such as during natural disasters, on public holidays or at times when there are lower call charges) or when there are events beyond our control, the number of successful connections may be lower.

7.8 If you use equipment that tries to aggregate your information or B channels to get higher bandwidth, the likelihood of your first try to connect a call being successful lessens as the number of aggregated B channels increases. We do not recommend aggregating more than seven B channels.

Connection quality

7.9 Connection quality can affect voice quality and the integrity of data transfer. In digital transmission, this can be called “error free seconds” (one-second intervals that have no errors). We aim to ensure that at least 95.2% of connection time will be error free seconds. This includes when there are service interruptions of fewer than ten consecutive errored seconds.

Part A – General

7.10 We measure error performance of connection quality over a fixed four-week period. When this period starts is not related to when errors occur.

7.11 We do not include unavailable time when we measure the number of error free seconds.

A period of unavailable time begins when the bit error ratio (the ratio of the number of bit errors to the total number of bits transmitted in a given time) in each second is worse than 1×10^{-3} for a period of ten consecutive seconds. The period of unavailable time (which includes those initial ten seconds) ends when the bit error ratio in each second is better than 1×10^{-3} for a period of 10 consecutive seconds. Those last ten seconds are not counted as part of unavailable time.

Service availability

7.12 We make every reasonable endeavour to ensure that our ISDN network is always available to customers to make and receive calls. We also aim to minimise the number of short disruptions to your service by performing exchange upgrades and similar works at low traffic times.

7.13 We aim to provide 99.7% service availability (ie, no more than 1,578 minutes of unavailable time in a year). This includes short disruptions to the performance of the service (more than ten consecutive errored seconds). We measure service available over one year (24 hours a day, seven days a week). We count unavailable time in the same way as for connection quality (see above).

7.14 We do not include faults due to your equipment or cabling in our measurement of service availability.

Things that affect our performance

7.15 Various things can have a significant impact on our ability to achieve these objectives:

- (a) the equipment you use;
- (b) the call being carried on networks that we do not control;
- (c) the service's topographical and demographical characteristics;
- (d) the operational and environmental characteristics under which you use the service.

Part A – General

7.16 Our ability to meet these objectives depends on

- (a) your equipment and cabling performing satisfactorily and complying with relevant Australian Communications and Media Authority technical standards;
- (b) you making appropriate arrangements to operate and maintain your equipment and cabling;
- (c) you giving our staff prompt access to our equipment and cabling on your premises so we can test and restore the service; and
- (d) you repairing your cabling when needed.

8 Service assurance

Fault reporting and repair

8.1 Where we provide an ISDN service to you, we also provide:

- (a) a 24-hour fault reporting service for telling us about service faults; and
- (b) a maintenance and repair service for service faults during the coverage periods specified below.

8.2 We provide maintenance and repair during the following hours:

- (a) for ISDN 2 and ISDN 2 Enhanced – between 7am and 9pm Monday to Saturday (including public holidays); and
- (b) for ISDN 10/20/30 – 24 hours a day, seven days a week.

8.3 The monthly service charge includes maintenance up to our network boundary and maintenance of the NT1 only. Maintenance of any cabling on your premises (ie cabling on your side of our network boundary) or any equipment owned or used by you is not included.

For example, if you occupy premises in which our network boundary is a main distribution frame, the cabling between it and the NT1 is not included and neither is any cabling beyond the NT1.

8.4 We are not liable for any faults found to be caused by your equipment or cabling.

Part A – General

Target response and repair times

8.5 If there is a fault in your service we aim to respond to you within the following times of you telling us about the fault (excluding time outside the applicable coverage period above). You receive a response from us when:

- (a) we tell you that we have located the fault, or
- (b) that we have begun work to identify the fault, or
- (c) arrange with you a time for a technician to attend your premises if the fault cannot be rectified remotely.

Fault response timeframes	Response time
ISDN 2 or ISDN 2 Enhanced	2 hours
ISDN 10/20/30	1 hour

8.6 If there is a fault in your service, we aim to repair your service to full working order (or temporary working order so that you can use the service before we finish a full repair) within the following times of you telling us about the fault (excluding time outside the applicable coverage period above):

Fault repair timeframes	Location of service	Repair time
ISDN 2, ISDN 2 Enhanced, ISDN 10/20/30	Urban Area	12 hours
	Rural Area	36 hours
	Remote Area	60 hours

An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of our complex service control centres in capital cities and major regional and provincial centres.

A rural area is a location over 30 km but under 65 km by road from one of our complex service control centres in capital cities and major regional and provincial centres.

A remote area is a location 65 km and over by road from one of our complex service control centres in capital cities and major regional and provincial centres.

Emergency repairs

8.7 We give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for repairing your service.

Part A – General

Faults caused by interference or you

- 8.8 We can charge you to repair the following faults:
- (a) faults caused by interference to the service by anyone other than us;
 - (b) faults caused by your negligence; and
 - (c) faults caused due to your wilful damage.

Service appointment times

- 8.9 We agree service appointment times for restoring and repairing faulty services with you.

Service rebate

- 8.10 Where you report a fault to us according to this clause and we do not meet the restoration target above, we will pay you:
- (a) if you have ISDN 2 Enhanced, a rebate of one month's service charges for each affected service; or
 - (b) if you have any other service, the service rebate payable under the Service Assurance and Provisioning Commitment section of Our Customer Terms (see that section for the types of rebate available and the terms that apply to them).

This clause does not limit your non-excludable rights under consumer protection laws.

Customer Select Assurance and Maintenance Options

- 8.11 Enhanced service assurance options may be available at an additional cost to you. These offer faster response and repair targets for faults and are in addition to your non-excludable rights under consumer protection laws. For information in relation to our Customer Select Assurance and Maintenance Options, see the Service Assurance and Provisioning Commitment section of Our Customer Terms.

9 Other work we do for you

- 9.1 The standard network connection charge for service activation includes work performed during our standard hours of business, which are 8am to 5pm, Monday to Friday, excluding public holidays.

Part A – General

- 9.2 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)”. To see these charges – home and family customers [click here](#); business and government customers [click here](#).

10 Local Number Portability

10.1 Local Number Portability is available as an option for customers changing their phone company who want to keep their existing telephone number. This process is known as porting.

10.2 You agree to pay us an administrative charge if you wish to port your local number:

Local Number Portability administrative charge	GST excl.	GST incl.
ISDN 10/20/30, ISDN 2 with Direct Indial		
- first batch (up to 100 numbers)	\$763.64	\$840.00
- each additional 100 numbers	\$351.82	\$387.00
ISDN 2 and ISDN 2 Enhanced		
- first batch (up to 5 numbers)	\$50.80	\$55.88
- each additional number	\$3.88	\$4.27

11 Call charge records

11.1 Call charge records are compatible with extension level billing.

11.2 We charge you the following for providing call charge records:

Part A – General

Call charge records	GST excl.	GST incl.
Local voice calls:		
- paper based (for each call record)	2¢	2.2¢
- disk based (for each call record)	1¢	1.1¢
Local data calls		
- paper based (for each call record)	2¢	2.2¢
- disk based (for each call record)	1¢	1.1¢

12 Other matters

Charges based on distance

- 12.1 Where a charge is based on distance, the distance is the radial distance between the centres of the two respective zones.

We no longer use “(OnRamp)”

- 12.2 We no longer use “(OnRamp)” in the names of our ISDN services. Where another document refers to an ISDN service with “(OnRamp)” in its name, the service is the same as the service whose name most closely resembles the name in the other document. For example, an ISDN 2 (OnRamp) service is now called ISDN 2.

13 Special meanings

- 13.1 The following words have the following special meanings:

2 Mbit/s link refers to the bandwidth of an ISDN 10/20/30 service. Thirty channels of 64 kbit/s are provided with each ISDN 30 installation.

building entry point is the point where our lead-in cable meets the outer surface of your building, immediately before entering your building.

business customer means:

- (a) any company or other body corporate with an ABN or ARBN; or
- (b) an association or club (incorporated or not);

Part A – General

- (c) a charity or non-profit organisation; or
- (d) an individual who we believe carries on a business.

your **cabling** includes all cabling on your premises beyond our network boundary, but does not include for your NT1.

calls to mobile numbers are calls to cellular mobile services provided in Australia.

Example: a mobile service connected in Australia (whether or not is in Australia when the call is received) and a mobile service connected outside Australia but in Australia when the call is received. Satellite or radio phones are not cellular mobile services.

Calls to cellular mobile services connected outside Australia and outside Australia when the call is received are international mobile (non-roaming) calls under the relevant international call charges table.

calls to a non-Telstra mobile number means calls made to a mobile service that someone other than us provides, whether on their network or ours.

a **community call** has the same meaning as that in 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](#)).

a **concessional A rate call** has the same meaning as that set out in 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](#)).

A **concessional F rate call** has the same meaning as that set out in 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](#)).

a **data call** is a call carrying data, text or image using digital data at a rate of up to 64 Kbit/s.

an **extended zone call** has the same meaning as that in the Basic Telephone Service section of Our Customer Terms as if the ISDN service was a Basic Telephone Service (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

Part A – General

a **home customer** is a customer who is not a business customer, a non-profit organisation or a charitable organisation.

an **intercapital call** has the same meaning as that in 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](#)).

an **international call** has the same meaning as that in the Basic Telephone Service section of Our Customer Terms as if the ISDN service was a Basic Telephone Service (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

a **local call** has the same meaning as that in the Basic Telephone Service section of Our Customer Terms as if the ISDN service was a Basic Telephone Service (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

lead-in cabling is the section of our network cabling between the last distribution joint and the network boundary in your premises.

main distribution frame (MDF) is also known as a network boundary distributor. The frame or distributor, in the premises where the ISDN service is supplied, is used to provide the electrical termination point for our lead-in cable and also to terminate the property's cabling. The MDF also provides a cross connection point between our lead-in cable and the property's cabling.

a **national long distance call** has the same meaning as a long distance call in the Basic Telephone Service section of Our Customer Terms as if the ISDN service was a Basic Telephone Service (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

network boundary means a physical point where our network ends. Generally, this is a main distribution frame or, where there is no main distribution frame, the first telephone socket.

an **NT1** provides physical and electromagnetic termination of the U-interface on a two-wire transmission line, and includes the NT1, NT1 Plus or NT1 Plus II for ISDN 2 and the Optimux cabinet for ISDN 10/20/30. An NT1 is not a network boundary, nor a network termination device.

non-intercapital calls are national long distance calls that are not inter-capital calls.

a **preferential call** has the same meaning as that in 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](#)).

Part A – General

property entry point means:

- (a) where we supply you a service using a cable, the point where the cable enters your property (such as a fence line for a home customer or the building entry point at a high rise building);
- (b) where we supply you a service using radio or satellite, the base of the antenna (on your property) used to connect your building.

wholesale customer are customers of our Wholesale Division at the Wholesale Customer account level.

13.2 For information purposes and wherever referred to in customer communications or agreements:

- (a) An **ISDN NDD1 call** has the same meaning as a **Local Call**;
- (b) An **ISDN NDD2-5 call, NDD over 25k call** or **National Direct Dialed over 25 km call** has the same meaning as a National Long Distance call; and
- (c) A **concessional NDD2 call** has the same meaning as a **concessional A rate call**.