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

1 About the Security Services section

Our Customer Terms

- 1.1 This is the Security Services section of Our Customer Terms. It covers two services:
- (a) Securidial; and
 - (b) Securiplan
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Security Services section, then the Security Services section applies instead of the General Terms, to the extent of the inconsistency.
- 1.4 If a provision of the Security Services section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms of Our Customer Terms.

2 Securidial

On and from 30 June 2021, Securidial is no longer available for order by new customers. Existing customers will continue to be able to add new services, make changes to existing services or re-contract existing services until further notice.

What is Securidial?

- 2.1 Securidial is a security monitoring service that transmits alarm data from monitored premises to your control room using our telephone network. It provides you with a single access number on a national basis, which is used with an autodialler monitored from your control room.
- 2.2 Securidial services can have eight digits starting with "1345" or a Priority 1300 service used as Securidial that has ten digits starting with "1300".

Securidial services

- 2.3 We can provide you with a National Securidial service which provides you with answering points in three or more States. At least one answering point can receive calls from outside the State in which it is located.

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3 Securidial Service Features

3.1 A Securidial service has the features listed in the table below. Some of the features have limitations which are specified in the table below:

FEATURE		DESCRIPTION
Standard	Time & Day Manager	You can redirect incoming calls to other specified answer points depending on the time of day and/or day of the week.
	Call Splaying	Call splaying allows you to distribute incoming alarms across up to 10 monitoring locations in 5% increments. There may be a maximum percentage of calls that a particular answer point can handle based on the answer point's ability to handle call volume. This enables you to spread calls across several answering points, to improve customer service and reduce the risk of missing alarms
	Call Overflow	Call Overflow allows you to automatically divert calls to an alternative answer point that is nominated by you when the original answering point is busy or not answered. A call may have up to three overflows, after which the call will be forwarded to a recorded voice announcement that we play. In some cases, only one overflow may be available. We will charge you the applicable rates from answer point that the call is picked up from.
	Area Code Manager	We route calls to one answering point for each group of one or more of the charging districts (in Australia) that you designate.
	Mobile Manager	You can specify one unique answer point for mobile telephone calls. Mobile calls can be routed to up to eight different answer points but only one answer point per area is allowed in each of the following areas: Queensland, New South Wales, ACT, Victoria, Tasmania, South Australia, Northern Territory and Western Australia.
Enhanced	Local Area Manager	You may be able to specify different answer points for calls coming from our different exchange service areas (or groups of them). This feature is limited where an exchange does not supply full calling line identification (CLI).
	Postcode Manager	You may be able to specify different answer points for calls coming from different postcodes in Australia. We get the information for this from the white pages directory. This feature is limited where an exchange does not supply full CLI.
	Redirect	Allows calls to be redirected to alternative answer points based on a plan that you give us in advance. We aim to activate the redirection within two hours of you sending your request to us.
	Service Manager	Where you can make changes by telephone to your nominated answer point or to Time & Day Manager, Call Splaying and Call Overflow features.

How do you get your Securidial number?

3.2 Allocation of Securidial numbers depends on availability.

3.3 If you are applying to port an existing number to the Securidial service, you must

complete a Porting Authority Form and submit it with the Application Form. You must give us at least 14 days prior notice of your intention to port an existing number.

Your obligations

- 3.4 You must specify to us answering points for calls to your Securidial service and we route the calls to those answer points. An "answer point" is a telephone service that you use to answer the calls. The answer point must be approved by us (and we may reasonably request you change your answer point at any time by telling you beforehand) and must be a 10 digit geographic number commencing with '02', '03', '07' and '08';

4 Connecting a Securidial service

- 4.1 Unless we agree with you otherwise, we will connect your Securidial service during our standard business hours. Our standard business hours are 8am - 5pm Monday to Friday (excluding public holidays).

5 Term and Termination

Minimum Term

- 5.1 You must take up the Securidial service for a minimum term of 12 months.

Termination

- 5.2 You can cancel a Securidial service at any time by giving us at least one month's written notice.
- 5.3 If you signed up for or recontracted your Securidial service on or after 20 August 2019 and you cancel your Securidial service before the end of the minimum term, you must pay us an early termination charge calculated as 25% of the monthly charges payable by you multiplied by the number of remaining months in your minimum term.
- 5.4 If you cancel a Securidial service, we can recover any administratively allocated number we have provided to you.

6 Securidial charges

Connection charges

- 6.1 We will charge you the following to connect a Securidial service during standard business hours:

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Connection charges	GST excl.
Connecting a 1345 Securidial service	\$160.00
Connecting a Priority 1300 Securidial service	\$90.00

6.2 We may charge you additional connection charges if you require a non-standard connection for your Securidial service.

6.3 We will charge you the following to connect an enhanced feature to your Securidial service. The maximum enhanced feature connection charge per request is also set out below. This is the maximum enhanced feature connection charge which we apply for all of your enhanced features which you request at the same time.

ENHANCED FEATURE CONNECTION ONCE OFF CHARGES	GST EXCL.
For each: – Local Area Manager – Postcode Manager (charge is for each answer point)	\$100.00
Redirect (for each specified plan)	\$100.00
Maximum enhanced feature connection charge	\$2,000.00

Monthly charges

6.4 We will charge you the following monthly charge for your Securidial service:

Monthly charges	GST excl.
Charge per 1345 service	\$66.67
Charge per Priority 1300 service	\$25.00

Call charges payable by callers

6.5 We charge callers to a Securidial service the rate applicable to calls to 13, 1300 and 1345 numbers under [Part A - General of the Inbound Services section of Our Customer Terms](#).

Call charges payable by you

6.6 We charge you the following for calls to a 1345 Securidial service. We charge you a timed rate (calculated per second) for calls lasting more than 40 seconds.

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SECURIDIAL 1345 CALL USAGE CHARGES			
TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE EXCL. GST)	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE EXCL. GST)
A local call to a Securidial 1345 service that is not made from a mobile service	Local	36¢	27¢
A call from within the same city charging district as the Securidial 1345 answering point, that is not a local call	City Rate	36¢	27¢
A call from within the same regional charging district as the Securidial 1345 answering point, that is not a local call	Regional Rate	45¢	33¢
A call from Tasmania to a Securidial 1345 which is answered in Tasmania, and is not a local call from the Hobart charging district	Regional Rate	45¢	33¢
A call between these charging districts, that is not a local call of any type: <ul style="list-style-type: none"> • Sydney and Gosford • Sydney and Windsor (NSW) • Sydney and Campbelltown • Sydney and Penrith • Melbourne and Mornington 	Regional Rate	45¢	33¢
A call originating in one charging district and terminating in a different charging district (as determined by us), but within the same State Victoria & Tasmania are treated as one state	State Rate	66¢	51¢
A call between these city charging districts: Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Hobart and Darwin, except calls between: <ul style="list-style-type: none"> • Melbourne and Hobart; • Adelaide and Darwin; and • Sydney and Canberra which are charged at the State Rate	Intercapital Rate	66¢	51¢

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SECURIDIAL 1345 CALL USAGE CHARGES			
TYPE OF CALL	NAME OF RATE	DAY 7AM – 7PM, MON – FRI (CHARGE PER MINUTE EXCL. GST)	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE EXCL. GST)
(above)			
A call between States not included in the Intercapital Rate	National Rate	81¢	63¢
A call from a mobile service to an answering point which is a non-mobile service	Calls from a mobile answered on a non mobile	66¢	66¢

We determine the closed numbering areas for Securidial based on telephone area codes and local exchange boundaries.

- 6.7 We charge you the following for calls that are made to your 1300 Securidial service charged at a per second rate, rounded up to the next 0.1 of a cent.

PRIORITY 1300 CALL USAGE CHARGES			
TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE EXCL. GST)	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE EXCL. GST)
A local call to a Priority 1300 service that is not made from a mobile service	Local	0¢ for the first 15 minutes thereafter the City Rate applies	
A call from within the same city charging district as the Priority 1300 answering point, that is not a local call	City Rate	12¢	9¢
A call from within the same regional charging district as the Priority 1300 answering point, that is not a local call	Regional Rate	15¢	11¢
A call from Tasmania to a Priority 1300 which is answered in Tasmania, and is not a local call from the Hobart charging district	Regional Rate	15¢	11¢
A call between these charging districts, that is not a local call of any type:	Regional Rate	15¢	11¢

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PRIORITY 1300 CALL USAGE CHARGES			
TYPE OF CALL	NAME OF RATE	DAY 7AM - 7PM, MON – FRI (CHARGE PER MINUTE EXCL. GST)	ECONOMY ALL OTHER TIMES (CHARGE PER MINUTE EXCL. GST)
<ul style="list-style-type: none"> • Sydney and Gosford • Sydney and Windsor (NSW) • Sydney and Campbelltown • Sydney and Penrith • Melbourne and Mornington 			
A call originating in one charging district and terminating in a different charging district (as determined by us), but within the same State Victoria & Tasmania are treated as one state	State Rate	22¢	17¢
A call between these city charging districts: Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Hobart and Darwin, except calls between: <ul style="list-style-type: none"> • Melbourne and Hobart; • Adelaide and Darwin; and • Sydney and Canberra which are charged at the State Rate (above)	Intercapital Rate	22¢	17¢
A call between States not included in the Intercapital Rate	National Rate	27¢	21¢
A call from a mobile service to an answering point which is a non-mobile service	Calls from a mobile and answered on a non mobile	19¢	19¢

Enhanced features – charges

6.8 We will charge you the following ongoing monthly charges for your enhanced features.

ENHANCED FEATURE MONTHLY CHARGES (FOR EACH SERVICE)	GST EXCL.
Local Area Manager	\$400.00
Postcode Manager	\$400.00

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Redirect	\$25.00
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Moves and changes

6.9 We charge you the following charge for moves and changes such as changing an answering service number or changing an area from which calls are directed to answering service:

Service changes charge	GST excl.
Charge per move and change for 1345 Securidial number	\$80.00
Charge per simple move and change for Priority 1300 Securidial number	\$40.00
Charge per complex move and change for Priority 1300 Securidial number	\$100.00
The most you pay for making moves and changes requested at the same time (for one Securidial Service)	\$2,000.00
Simple moves and changes using Service Manager	\$100.00
Use of Redirect feature: activation and deactivation (per change) (Note: the charge for an activation or deactivation of Redirect will appear on your bill as a charge for a simple move and change.)	\$40.00

6.10 The following are simple and complex moves and changes:

SIMPLE MOVES AND CHANGES	COMPLEX MOVES AND CHANGES
Adding, deleting or changing an answer point number Changing a call collection area for an answer point Changing Call Overflow Changing Call Splaying Changing Time & Day settings Changing customer from you to someone else Adding, deleting or changing Redirect Adding, deleting or changing Service Manager Activating a Redirect De-activating a Redirect	Changing Local Area Manager Changing Post Code Manager Changing IN-Control (except for adding, deleting or changing an answer point number). IN-Control is an application that allows you to change your Securidial service configuration and routing.

7 Securidial Service assurance

- 7.1 Fault reporting and repair, target response and repair times are as per [Part A - General of the Inbound Services section of Our Customer Terms](#).

8 Securiplan

What is Securiplan?

- 8.1 Securiplan is a revenue sharing plan for calls lasting between 1 second and 1 minute, originating from an Australian originated fixed number only.
- 8.2 Securiplan does not apply to calls made from mobiles, or to answering points that are not acquired from us.

Cease sale and exit of Securiplan

- 8.3 On and from 23 August 2019, we will withdraw Securiplan from sale to new customers and no adds, moves or changes may be made to existing customers with existing services.
- 8.4 Securidial services already existing on your account as well as new services added to your account prior to 23 August 2019 (cease sale date) will be eligible for Securiplan benefits through until 23 February 2020 (exit date).
- 8.5 Unless you choose to cancel your Securiplan benefits earlier, you will continue to receive them until 23 February 2020. Benefits pertaining to the period ending 23 February 2020 will be paid out within the first two weeks of March 2020. This final period is a part-period which starts on 1 February 2020 (as per existing Securiplan terms) and ends part way through the month on the exit date of 23 February 2020.
- 8.6 On and from 23 February 2020, Securiplan will be discontinued.