
Contents

Click on the section that you are interested in.

Recent Changes	3
1 About the Security Services section	3
Our Customer Terms	3
Inconsistencies	3
2 Securitel	4
What is Securitel?	4
Availability	4
Service features	5
Service features for end users	5
Minimum commitment	5
Cancelling your service	5
Securitel service regions	5
Cabling and data terminal equipment	7
Equipment requirements	8
3 Connecting Securitel	8
Connection requirements	8
Provisioning Commitment	8
Connection charges	8
4 Securitel charges	9
Monthly access charges	9
End user transfer charges	9
Converting all end users to another control room	9
5 Securidial	10
What is Securidial?	10
Securidial services	10
Minimum commitment	10
6 Securidial charges	10
Connection charge	10
Monthly charges	11
Call charges payable by callers	11
Call charges payable by you	11
Reserving a number	12
Changing an answering service number or area	12
7 Securiplan pricing option for Securidial	12
What is Securiplan?	12
Requirements	13
Yearly charge	13
Revenue sharing	13
8 Service assurance	14
Fault reporting and repair	14
Target response and repair times	14

Our Customer Terms

Security Services Section

	Temporary repairs	15
	Emergency repairs	15
	Faults caused by interference or you	15
	Service appointment times	15
	Customer Select Assurance and Maintenance Options	15
9	Other work we do for you	15

Recent Changes

Date of change	Service/Feature	What has changed?	See
26 September 2008	Calls to 13 numbers	Charges for calls to 13 numbers are now set out in Part A - General of the Inbound Services section of Our Customer Terms.	6.3
6 February 2008	Securitel availability	General changes to advise the market of the cease sale to new customers, existing customers and then the withdrawal of the product from the market.	2.5 – 2.8
1 April 2007	Securitel, Other work we do for you	The fee-for-service terms and conditions and charges are no longer listed. They are now listed in separate section called "Our Customer Terms Fee-for-Service (Other work we do for you)". Rates for these services have increased for all customers.	2.4 & 9.2

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) Securitel; and
- (b) Securidial.

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.

The Security Services section was last changed on 9 March 2018.



- 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 Securitel

What is Securitel?

- 2.1 Securitel is a security alarm monitoring service. It uses a dedicated security network that transmits alarm information from your end users to your control room.
- 2.2 You should refer to the technical specifications to ensure that it meets your needs. We do not promise the use of the Securitel service outside these technical specifications and guidelines. We exclude all liability for loss or damage suffered by you or another person as a result of any such use of the Securitel service (to the extent permitted by law).
- 2.3 Securitel can operate with alarm panel installations by using a Securitel termination unit (STU) that complies with the Australian Communications Authority's standards.
- 2.4 Securitel has been designed to be connected to our standard analogue telephone service. If you connect any other attachment to the line, you need to ensure it complies with the Securitel technical specifications and guidelines. We are not liable to you if the Securitel service performs in a sub-standard manner as a result of any technical incompatibility with your attached equipment. We may charge you a fee for service charge (set out in the [Fee-for-Service \(Other work we do for you\) section](#) of Our Customer Terms, for time spent correcting a problem in the attached equipment or cabling, but we will tell you about the charge and obtain your approval before we start work. We may not maintain the Securitel service until the incompatible attachment is removed.

Availability

- 2.5 On and from 1 February 2008, we will withdraw Securitel from sale for new customers. No new installation of Securitel will be made for new customers after this date.
- 2.6 You will be considered a new customer of Securitel if:
- (a) You are a retail customer, wholesale customer or an end customer of a wholesale customer of Securitel; and
 - (b) You do not obtain a Securitel service as at 1 February 2008.
- 2.7 On and from 1 January 2009, we will withdraw new connections of Securitel from sale to existing customers. No new installation of Securitel, nor any adds, moves or changes, will be made for existing customers after this date.
- 2.8 On and from 31 December 2009, Securitel will be withdrawn from the market. This

means that your Securitel service will no longer transmit alarm information from your end users to your control room from 31 December 2009.

Service features

2.9 For Securitel we give you:

- (a) dual data links from your control room to our Securitel network via the local exchange; and
- (b) connection of one end user to our Securitel network for control room equipment testing purposes.

Service features for end users

2.10 You can connect end users to the Securitel network. For each end user we give you a connection from the end user's telephone service at the local exchange to our Securitel network.

Minimum commitment

2.11 You have to take Securitel for at least 12 months.

Cancelling your service

2.12 You can cancel the service by telling us in writing 30 days beforehand. If you cancel the service within the first 12 months, you must still pay us the charges for the full year.

2.13 If you cancel the service before it starts you must pay us the costs we reasonably incur up to the time you tell us (in writing) that you want to cancel the service.

Securitel service regions

2.14 Securitel can be used in the following metropolitan areas if network infrastructure is available:

Area	Exchange
------	----------

Our Customer Terms

Security Services Section

Area	Exchange
New South Wales/ACT	Ashfield, Albion Park, Albury, Armidale, Avalon, Balgowlah, Balmain, Bankstown, Banora Point, Bathurst, Baulkham Hills, Blacktown, Blakehurst, Bondi, Botany, Burwood, Campbelltown, Campsie, Canberra, Carlingford, Carramar, Castle Hill, Chatswood, City East, City South, Coffs Harbour, Como, Concord, Coogee, Cooma, Cremorne, Cronulla, Dalley, Dee Why, Drummoyne, Dubbo, Dural, Eastwood, Edensor Park, Edgecliff, Engadine, Epping, Erskine Park, Five Dock, Forster, Frenches Frst, Glebe, Gosford, Goulburn, Grafton, Granville, Guilford, Harbord, Haymarket, Homebush, Hornsby, Hunters Hill, Hurstville, Ingleburn, Kellyville, Kensington, Kent, Killara, Kingsgrove, Kogarah, Kurnell, Lakemba, Lane Cove, Lidcombe, Lindfield, Lismore, Liverpool, Maitland, Manly, Maroubra, Mascot Matraville, Miller, Minto, Miranda, Mona Vale, Mosman, Mt Kuringai, Narrabeen, Newcastle, Newtown, Northbridge, Nth Parram, Nth Ryde, Nth Sydney, Orange, Palm Beach, Parramatta, Peakhurst, Pendle Hill, Pennant Hills, Penrith, Petersham, Pitt, Port Kembla, Port Macquarie, Potts Point, Pymble, Quakers Hill, Ramsgate, Randwick, Redfern, Revesby, Riverstone, Rockdale, Rooty Hill, Rose Bay, Rydalmere, Ryde, Sefton, Seven Hills, Silverwater, St Leonards, St Marys, Sth Strathfield, Sutherland, Sylvania, Tamworth, Taree, Terrigal, Terry Hills, Ulladulla/Nowra, Undercliffe, Vaucluse, Wahroonga, Waverley, Wetherill Park, Willoughby, Wollongong, Woy Woy
Northern Territory	Alice Springs, Darwin
Queensland	Acacia Ridge, Albion, Ascot, Aspley, Bundaberg, Caboolture, Cairns, Caloundra, Charlotte, Chermside, Coorparoo, Darra, Edison Eight Mile Plains, Gladstone, Gympie, Ipswich, Jamboree Hts, Loganholme, Lutwyche, Mackay, Maroochydore, Maryborough, Mooloolaba, Mt Gravatt, Nambour, New Farm, Newmarket, Noosa Heads, Noosaville, Nundah, Paddington, Redcliffe, Rockhampton, Roma Street, Salisbury, Sandgate, Sherwood, Slacks Creek, Spring Hill, Sth Brisbane, Strathpine, Sunnybank, Toowong, Toowoomba, Townsville, Valley, Woollongabba, Yeronga, Zillmere
South Australia	Blackwood, Brighton, Coromandel Val, Croyden, Edwardstown, Elizabeth, Flinders, Gawler, Gepps Cross, Glenelg, Glenunga, Golden Grove, Hahndorf, Hampstead, Henley Beach, Inglewood, Lonsdale, Modbury, Morphett Vale E, Mount Gambier, Norwood, Nth Adelaide, Osborne, Paradise, Port Adelaide, Prospect, Reynella, Salisbury, Seaford, Semaphore, Smithfield, St Marys, St Peters, Stirling, Summertown, Unley, Waymouth, West Adelaide, Woodville
Tasmania	Devonport, Glenorchy, Hobart, Launceston, New Town

Area	Exchange
Victoria	Ascot, Balaclava, Batman, Bayswater, Bayswater North, Beaumaris, Belgrave, Bentleigh, Berwick, Blackburn, Boronia, Box Hill, Brighton, Broadmeadows, Brooklyn, Brunswick, Bulleen, Bundoora, Burwood, Cambellfield, Camberwell, Canterbury, Carlton, Caulfield, Chelsea, Cheltenham, Clayton, Coburg, Collingwood, Craigieburn, Cranbourne, Dandenong, Dandenong N, Dandenong S, Deepdene, Deer Park, Diamond Creek, Doncaster, East Doncaster, East Kew, Elsternwick, Eltham, Elwood, Endeavor Hills, Epping, Exhibition, Fawkner, Ferntree Gully, Flemington, Footscray, Frankston, Gardenvale, Geelong, Glen Iris, Glenroy, Greensborough, Hallam, Hartwell, Hawthorn, Heatherton, Heidelberg, Hewish, Highett, Ivanhoe, Jordanville, Karingal, Keilor, Kew, Keysborough, Kooyong, Laverton, Lillydale, Lonsdale, Lyndhurst, Lysterfield, Maidstone, Malvern, Melton, Mitchum, Montrose, Mooroolbark, Mordialloc, Moreland, Mt Eliza, Narre Warren, Newport, Northcote, Notting Hill, Nth Balwyn, Nth Essendon, Nth Melbourne, Oakleigh, Ormond, Port Melb, Preston, Reservoir, Richmond, Ringwood, Russell, Sandringham, Scoresby, Seaford, Somerton, South Morang, South Yarra, Springvale, St Albans, St Kilda, Sth Melbourne, Sth Oakleigh, Sunbury, Sunshine, Sydenham, Tally Ho, Tarneit, Taylors Lakes, Templestowe, Thomastown, Thornbury, Toorak, Tullamarine , Wantirna, Warrandyte, Warranwood, Werribee, West Essendon, Wheelers Hill, Williamstown, Windsor
Western Australia	Applecross, Ascot, Balcatta, Ballajura, Bassendean, Bulwer, Bunbury, Canning Vale, Cannington, Cottesloe, Doubleview, Forrestfield, Fremantle, Kalgoorlie, Kelmscott, Kewdale, Kingsley, Landsdale, Maddington, Maida Vale , Mandurah, Manning, Maylands, Midland, Morley, Mt Hawthorn, Nedlands, Pier, Riverton, South Perth, Subiaco, Tuart Hill, Victoria Park, Wellington

- 2.15 If your control room is located outside the Securitel service region then you must provide (and maintain) a 1200 bit/s asynchronous connection from your control room to each host computer site in the Securitel service region.

Cabling and data terminal equipment

- 2.16 We only connect any telecommunications cabling on your premises to a Securitel service if:
- (a) a registered cabling service provider installed the cabling; and
 - (b) the cabling meets the Australian Communications Authority's minimum technical requirements.
- 2.17 You must take all reasonably necessary measures to ensure the safe and proper performance of all work we perform at your premises.
- 2.18 You can connect data terminal equipment to a Securitel service if the equipment supplier complies with the Australian Communications Authority's data terminal equipment permit requirements.
- 2.19 You must pay us any costs we reasonably incur in repairing or replacing any property that

is damaged or destroyed as a result of connecting data terminal equipment to our network.

Equipment requirements

- 2.20 We need an acceptable working temperature (ambient 10 – 35°C) to allow our service personnel to maintain and add new services.
- 2.21 We also need sufficient lighting and space at your site at all times to let us install, inspect, maintain and/or replace equipment.
- 2.22 Where we connect you to three or more network termination units for a Securitel service, you must keep them in a modem cabinet.
- 2.23 You must provide a standard mains voltage AC double point with adequate lighting within one metre of the installation site for each network termination unit. You must keep the power point outside the network termination unit cabinet.
- 2.24 When the service is provided on optical fibre, you must provide a standard mains voltage and a protective telecommunications earth as set out in AS/NZS3000.

3 Connecting Securitel

Connection requirements

- 3.1 You must ensure that:
- (a) there is a standard telephone service maintained at each end user's premises; and
 - (b) your control room has satisfactory security measures and procedures to ensure the security of our Securitel network (in our reasonable view).
- 3.2 We can refuse to connect you to Securitel if you do not comply with these conditions.

Provisioning Commitment

- 3.3 Our Provisioning Commitment is available for Securitel new connections, external removal and indoor removal where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. For further information see the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

Connection charges

- 3.4 We charge you the following charges for connecting Securitel:

Securitel connection charges	GST excl.
------------------------------	-----------

Securitel connection charges	GST excl.
Charge per connection of an end user to your control room (excluding socket installation)	\$88.00
Charge for each host computer port (main and standby) in your control room in a service region connected to Securitel	\$4,000.00

4 Securitel charges

Monthly access charges

4.1 We charge you the following monthly access charges for Securitel:

Monthly access charges	GST excl.
Charge end user connected to your control room	\$25.00
Charge per host computer port (main and standby) for all locations nationally in which there are end users connected to your control room	\$750.00

End user transfer charges

4.2 We charge you the following for transferring an end user from one control room to another:

End user transfer charges	GST excl.
Charge for transferring an end user from one control room to another	\$88.00

Converting all end users to another control room

4.3 We charge you the following agency conversion charge for converting all your end users services from one control room to another at the same time:

Agency conversion charges	GST excl.
Charge per end user transferred	\$30.00

5 Securidial

What is Securidial?

- 5.1 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 statewide or national basis, which is used with an autodialler monitored from your control room.

Securidial services

- 5.2 We can provide you with the following Securidial services:
- (a) **National Securidial** – 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.
 - (b) **2 State Securidial** – which provides you with answering points in two States, each of which can receive calls only from the State in which it is located.
 - (c) **Statewide Securidial** – which provides you with one answering point that can receive calls only from the State in which it is located.

Statewide Securidial includes a service with an answering point in NSW, which can receive data transmissions from the 050, 058, 075, 076 and 080 areas. It also includes a service with an answering point in Victoria, which can receive data transmissions from the 060 and 064 areas.

A State is the area within our switching network State boundary. Our switching network State boundaries are based on the geographical State boundaries, but are not entirely the same. Also, we consider each of Victoria and Tasmania, South Australia and the Northern Territory, and New South Wales and the Australian Capital Territory to be in the same State respectively.

Minimum commitment

- 5.3 You have to take Securidial for at least 12 months.

6 Securidial charges

Connection charge

- 6.1 We charge you the following for connecting a Securidial service:

Connection charge	GST excl.
Connecting a Securidial service	\$160.00

Monthly charges

6.2 We charge you the following monthly charge for your Securidial service:

Monthly charges	GST excl.
Charge per service	\$66.67

Call charges payable by callers

6.3 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 and as referenced in Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#).

Call charges payable by you

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

Type of call	Rate name (per minute)	Day	Night	Economy
		8pm – 6pm Mon – Sat	6pm – 10pm Mon – Sat	All other times
		(GST excl.)	(GST excl.)	(GST excl.)
Call to an answering point outside the State from which the call is made	National	\$1.23	81¢	48¢
Call from a mobile number	Mobile	\$1.23	81¢	48¢
Call to an answering point: - in the same State as the caller but in a different closed numbering area - in NSW, from the 050, 058, 075, 076 or 080 areas - in Victoria, from the 060 or 064 areas	Statewide	93¢	63¢	39¢
Call to an answering point in the same closed numbering area as the caller, or call where caller and answering point are both in Tasmania	Regional	69¢	45¢	27¢

Type of call	Rate name (per minute)	Day 8pm – 6pm Mon – Sat	Night 6pm – 10pm Mon – Sat	Economy All other times
		(GST excl.)	(GST excl.)	(GST excl.)
Call where caller and answering point are both in the closed numbering area of Melbourne, Sydney, Perth, Adelaide, Brisbane, Hobart and Canberra	Citywide	48¢	33¢	21¢

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

Reserving a number

6.5 We charge you the following for charge reserving a Securidial number for future use:

Number reservation charge	GST excl.
Charge per year	\$250.00

Changing an answering service number or area

6.6 We charge you the following charge for changing an answering service number or changing an area from which calls are directed to answering service:

Service changes charge	GST excl.
Charge per change	\$80.00

7 Securiplan pricing option for Securidial

What is Securiplan?

7.1 You can choose to join Securiplan, which is a revenue sharing plan for calls lasting less than 40 seconds. Securiplan does not apply to calls made to answering points that are not acquired from us.

Cease sale and exit of Securiplan

7.2 On 23 August 2019, we will withdraw Securiplan from sale to new customers and no adds, moves or changes may be made to existing services. On and from 23 February 2020,

Securiplan will be discontinued.

Requirements

7.3 To qualify for Securiplan:

- (a) your Securidial services must maintain a call completion rate of at least 95% for all calls each month; and
- (b) at least 95% of calls to your Securidial services must last less than 40 seconds.

Yearly charge

7.4 We charge you the following yearly charge for Securiplan:

Securiplan charge	GST excl.
Charge per year	\$500.00

Revenue sharing

7.5 We will pay you the following share of revenue generated by calls to your Securidial service under Securiplan.

Securiplan revenue sharing (per call)			
GST excl.	Securidial data transmissions per month	Qualifying data transmissions (calls between 10 and 40 seconds)	Super qualifying data transmissions (calls of less than 10 seconds)
Tier 1	0 to 99,999	0.25¢	0.5¢
Tier 2	100,000 to 499,999	0.5¢	1¢
Tier 3	500,000 to 799,999	1.5¢	2¢
Tier 4	800,000 to 2,999,999	2¢	2.5¢
Tier 5	Over 3,000,000	3¢	4¢

7.6 We will provide Securiplan as long as:

- (a) the current interconnect regime and applicable rates remain unchanged between

us and other telephone companies;

- (b) our local call and 1300 call pricing/yields are maintained at current levels; and
- (c) the current taxation impacts on Securidial services remaining unchanged.

If we are no longer able to provide Securiplan, we will tell you beforehand in accordance with the General Terms of Our Customer Terms. We will also refund any yearly charge you have paid on a pro-rata basis.

8 Service assurance

Fault reporting and repair

8.1 As part of Securitel and Securidial 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 period of 7am to 9pm, Monday to Saturday, including public holidays.

8.2 The monthly service charge covers maintenance up to our network boundary and, where applicable, of the network termination unit only. Maintenance of any telecommunications cabling on your premises (ie cabling beyond our network boundary point) or any telecommunications equipment owned or used by you is not included.

Target response and repair times

8.3 Our target response and repair times only apply to service faults within our maintenance responsibilities.

8.4 If there is a fault in your service we aim to respond to you within two hours of you telling us about the fault (excluding time outside the above coverage period). You receive a response from us when we tell you that we have started action to identify the fault.

8.5 If there is a fault in your service in an urban centre, we aim to repair your service to full working order within 12 hours of you telling us about the fault (excluding time outside the above coverage period). Our repair target is extended by one day in rural areas and by two days in remote areas.

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

major regional and provincial centres.

Temporary repairs

- 8.6 In some cases, we may perform a temporary repair, so that you can use the service before we finish a full repair. A temporary repair that lets you use the service counts as a repair for the purposes of working out our service repair obligations to you.

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.

Faults caused by interference or you

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

Service appointment times

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

Customer Select Assurance and Maintenance Options

- 8.10 Enhanced service assurance options may be available at an additional cost to you. These offer faster response and repair targets for faults. 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.
- 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 \(Other work we do for you\)](#)”.

Our Customer Terms

Security Services Section

Fee-for-service charges (per person)	GST excl.
Attending your premises or somewhere else	
- Between 8am – 5pm, Mon-Fri (except public holidays)	\$60.00
- All other times	\$220.00
Labour charge (for each 15-min block)	
- Between 8am – 5pm, Mon-Fri (except public holidays)	\$20.00
- All other times	\$30.00