# *TELSTRA* VIRTUAL PRIVATE NETWORK SECTION OF THE STANDARD FORM OF AGREEMENT- INCORPORATING COrporate VPN, Call Plan and WorldSource VNS

# *TELSTRA* VIRTUAL PRIVATE NETWORK SECTION OF THE STANDARD FORM OF AGREEMENT- INCORPORATING Corporate VPN, Call Plan and WorldSource VNS

**Words that appear *like this* in this Section have the special meanings set out in clause 7.1.**

### 1 Term of SECTION

This Section takes effect on 1 July 2009.

### 2 General Terms and Conditions

2.1 *Telstra’s General Terms and Conditions* form part of this Section.

2.2 Where any provision of this Section specifies the circumstances in which *Telstra* may suspend, limit or cancel the provision of a particular service, that provision applies in addition to, and not instead of, the provisions set out in *Telstra’s General Terms and Conditions.*

2.3 Except as provided for in Clause 2.2 above, if there is an inconsistency between *Telstra’s* *General Terms and Conditions* and this Section then this Section prevails.

**Corporate VPN Cease Sale & Exit Notification**

2.5 Corporate VPN and Call Plan Service will not be available for purchase by customers who do not already receive them from 30 August 2018.

2.6 Corporate VPN and Call Plan Service will not be available for purchase by customers who already receive Corporate VPN from 30 November 2018.

2.7 Configuration, software, and record changes for Corporate VPN and Call Plan Service will continue to be available from 30 November 2018 to existing customers.

2.8 Corporate VPN and Call Plan Service will be disconnected on 31 January 2020.

### 3 The CORPORATE VPN

3.1 *Telstra’s Corporate VPN* service enables *Customer*s with multi-location premisesto link their Australian and overseas premisestogether into an integrated telecommunications system.

3.2 *Telstra’s* *Corporate VPN* does not require that the *Customer* leases fixed lines and allows communication using differing communication equipment for premises with low or high traffic loads.

3.3 The *Customer* may access *Corporate VPN* through: designated “business service” *PSTS* lines (as defined in Basic Telephone Service section of Our Customer Terms), or *ISDN* services or “switched” access by dialling an access code (either 0016, 18810 or 18811), or through CustomNet Price Per Point Services, SiteLine Service or Telstra Telecard. Please note this feature is no longer available to new customers on and from 30th November 2018 and will be removed from existing customers 31 January 2020*.*

3.4 The *Customer* must specify the numbers, or number ranges at any particular premiseswhich are to be regarded as “on-net” destinations for the *Customer*’s *Corporate VPN.*

3.5 The *Customer* may terminate the *Corporate VPN* by giving *Telstra* 30 days’ written notice.

### 4 Fees and Charges

#### Charging Components

4.1 The *Customer* must pay *Telstra* the following charges for connection to and use of *Corporate VPN*:

* an *Annual Access Fee*;
* call charges according to the distance called and the method by which *Customer*s access *Corporate VPN* to make a call;
* charges for changes requested by the *Customer* to a *Corporate VPN*;
* charges for applicable supplementary services; and
* connection fees to an “out of area” AXE exchange if a suitable AXE exchange does not exist within the *Customer*’s local area.

4.2 Charges payable by the *Customer* may be reduced by the *Corporate VPN* *Volume Discount* offered by *Telstra* for certain classes of calls as described at clauses 4.14-4.15 and by the additional discount offered under clause 4.16 below.

#### Annual access fees for each Customer group

4.3 The *Customer* must pay *Telstra* an *Annual Access Fee* of $60,000.00 [*$66,000.00 GST* incl.] for each *Corporate VPN* service. If the *Customer’s Corporate VPN* service is at an address within the ACT Government area including the Jervis Bay area of NSW, *Telstra* may charge the *Customer* an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](http://www.telstra.com.au/customerterms/bus_government.htm) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Call charges

4.4 The *Customer* must pay *Telstra* for each call made on *Corporate VPN*. Charges for access to *Corporate VPN* via *PSTS* lines, *ISDN*, *Siteline*, *PRIORITY One3*, *Priority 1300*, *Freecall 1800* or *CustomNet Price Per Point Services* are referred to in succeeding sections below and set out fully in the tables attached to this section.

#### Local Calls

4.5 (a) *Local Calls* from differing access points are charged according to the charge schedule in Table 1. *Customers* accessing *Corporate VPN* through *SiteLine* services must elect to be charged either

(i) Standard *ISDN* *NDD1* rates; or

(ii) *SiteLine Local Call* rates

for *Local Calls*. This election can be altered through an application to *Telstra*.

(b) A flat rate *Local Call* option is available for voice calls made from analogue *CustomNet Price Per Point Services* handsets only. Where the *Customer* chooses to use the flat rate *Local Call* option, it must do so for all analogue *CustomNet Price Per Point Services* handsets. The charges for this option are set out in Table 1. For calls to which this flat rate option applies, see Attachment 2.

#### National On-Net calls

4.6 The *Customer* must pay *Telstra* for *National On-Net Calls* according to the charges set out in Table 2.

#### National Off-Net calls

4.7 The *Customer* must pay *Telstra* for *National Off-Net Calls* according to the charges set out in Table 3.

#### Calls to Mobile Phones

4.7A The *Customer* must pay *Telstra* for calls made from a *Customer’s Corporate VPN Accesses* to a mobile phone according to the charges set out in Table 3A.Corporate VPN Switched Data calls

#### Corporate VPN Switched Data calls

4.8 The *Customer* must pay *Telstra* for Corporate VPN Switched Data Call*s* according to the charges set out in Table 4.

#### Corporate VPN International 64k Switched Data calls

4.9 The *Customer* must pay *Telstra* according to the “Call Plan Data” rates set out in Table 14 for all *Corporate VPN International 64 K Switched Data Calls*.

4.10 *Corporate VPN International 64 K Switched Data Calls* are not eligible for nor do they contribute to *Corporate VPN Volume Discount*.

#### Corporate VPN International Calls

4.11 The *Customer* must pay for all international calls whether *International On-Net Calls*, *International Virtual On-Net Calls* or *International Off-Net Calls* according to the charges set out in Table 5.

#### Roaming Access – International inbound calls

4.12 The *Customer* must pay *Telstra* for International Inbound Call*s* according to the *International Off-Net Call* rates set out in Tables 10 and 13 at the respective outbound calling rate of the originating country.

#### Charges for additional services

4.13 The *Customer* must pay *Telstra* for *Corporate VPN* optional features according to the charges set out in Table 6.

#### Volume discount

4.14 The classes of calls set out in paragraphs (a), (c), (d) and (e) of Table 7 qualify to receive *Corporate VPN* *Volume Discount*. Calls set out in paragraph (b) will contribute to combined volume threshold for *Corporate VPN Volume Discount* calculations. Classes of calls in paragraph (d) and (e) of Table 7 do not contribute in calculation of *Corporate VPN Volume Discount*.

4.15 *Corporate VPN* *Volume Discount* is calculated on a monthly basis by calculating the combined value of all calls of the type listed in paragraphs (a), (b) and (c) of Table 7 which were made by the *Customer* during the month. Calls in paragraphs (d) and (e) are treated independently and do not contribute to the *Corporate VPN Volume Discount*. The appropriate percentage discount for each class of call is then applied according to Table 8, with the exception of *Customers* who have been *Corporate* *VPN* *Customers* as of June 30, 1997. Table 9 will be used when applying the *Corporate* *VPN* Volume Discount for these *Customers*.

4.16 *Telstra* will deduct the *Corporate VPN* *Volume Discount* calculated under clause 4.15 from the *Customer*’s account and in addition will increase the discounts calculated under clause 4.15 (excepting for classes of calls falling into paragraph (d) and (e) of Table 7 which are not eligible to contribute to the volume for this discount calculation) by 3% if:

* the *Customer* agrees for its account to be consolidated into a single invoice provided to a single address and the *Customer* undertakes all onward billing of end users and other revenue activities and uses none of the *Corporate VPN* enhanced billing and reporting options; and
* the *Customer* maintains a Help Desk as the sole communication point between the *Customer* and *Telstra* for service activation activity, service assurance enquiries and billing enquiries; and
* the *Customer* provides a Site Assessment Form in the standard *Telstra* format to facilitate all adds, moves and changes, all activation data and all data associated with the activation of at least 90% of the existing *Specified Numbers* associated with the *Customer*.

4.17 The *Customer*’s *Corporate VPN* account is not eligible for any other long distance call saver discounts offered by *Telstra* because *Corporate VPN* is deemed a “Long Distance Call Saver” for the purposes of the Basic Telephone Service section of Our Customer Terms.

4.18 “Flexi-Plan”, “Call Saver” and other discount plans offered by *Telstra* are available for *Local Calls* made using *Telstra’s Corporate VPN* service.

#### Moves and changes

4.19 If the *Customer* requires *Telstra* to rearrange (including moves or changes and changes to the *Customer*’s number range) its *Corporate VPN* Network or *Network* *Dial Plan* by for example:

* changing the originating or terminating Full National Numbers at any of the *Customer*’s premises; or
* adding new terminating Full National Numbers or originating Full National Numbers to an existing *Customer* premises (in which case each Full National Number affected would qualify as one change for charging purposes);or
* amending existing terminating *Network Dial Plan* numbers for an existing *Customer* premises*,* or establishing new terminating *Network Dial Plan* numbers for the *Customer*’s premises (in both cases each affected terminating number is considered as one change for billing purposes),

then the standard charge for each change is:

* $5.00 [*$5.50 GST* incl.] per move or change; and
* a minimum of $50.00 [*$55.00 GST* incl.] per move or change.

4.20 Calls made from a Corporate VPN service to Priority One3, Priority 1300, and SecuriDial 1345 numbers will be charged at the applicable call rate as listed in Table 1A.

### 5 Call Plan Service

5.1 The Call Plan service offersthe *Customer* the ability to link locations within Australia and locations outside Australia into an integrated networking system without the use of leased lines, on the following conditions:

(a) A call using the Call Plan service can be made by the *Customer* from a service included in the *Customer* group by dialling a *Network Dial Plan* number or the full number of another service included in the *Customer* group.

(b) The following kinds of services can be included in the *Customer* group:

(i) a “*Standard Access*” service, which means a Basic Telephone Service*, ISDN* service (under which all B Channels must be included in the Call Plan) or *SiteLine* (2 megabit) service;

(ii) a “*Spectrum Access*” service, which means a *CustomNet Price Per Point* service;

(iii) a “*Switched Access*” service, which means a Basic Telephone Service*, ISDN*  service or *SiteLine* (2 megabit) service which is included as a service which requires an access code to be dialled; or

(iv) a “private line” service, which is a domestic private line or microwave link within Australia included in the Call Plan before 15 December 1996.

(c) The various types of charges which apply to Call Plan are set out in Table 10 .

(d) Further information relating to charges for Call Plan is set out in Tables 11, 12 and 13.

(e) Charges for *Access Services* used in relation to a Call Plan service (including *Access Services* of the types listed in (b)) are payable in addition to charges for the Call Plan service.

(f) To be included in the *Customer* group a service (whether within or outside Australia) must be registered in *Telstra*’s Intelligent Network database.

(g) The *Customer* may request provision of the *Customer’s* billing information, Call Plan traffic log and network management information by means of a computer disk. *Telstra* does not represent that any disk provided to the *Customer* is free of viruses.

(h) The *Customer* is responsible for configuring its PABX system so as to enable the provision of the Call Plan service as instructed by *Telstra* from time to time.

(i) The *Customer* must not use the Call Plan service so as to adversely affect *Telstra*’s network or the provision of *carriage services* to other *Customers*, and must promptly comply with any directions given by *Telstra* concerning its use of the Call Plan service.

(j) The *Customer* has no right or claim in relation to any data or information held by *Telstra* in relation to the *Customer’s* Call Plan service.

(k) The *Customer* may not transfer its Call Plan service without *Telstra*’s consent, which must not be unreasonably withheld.

(l) Where the *Customer* requires a service located where there is no suitable *Telstra* exchange to be included in the *Customer* group, conditions and charges of connection for an “out of area” service under the Voice Grade Dedicated Lines section of Our Customer Terms.

(m) The *Customer* may terminate its Call Plan service by giving 30 days’ written notice to *Telstra*. *Telstra* may terminate the *Customer’s* Call Plan service by giving 90 days’ written notice to the *Customer.*

(n) *Telecard calls* can be charged to a service included in a *Customer* group, under the terms applying to those calls (see the Calling Cards section of Our Customer Terms).

### 6 *Telstra* worldsource virtual network service

**Service Witdrawn 31 December 2001**

### 7 Interpretation

7.1 In this section, the following words and abbreviations have the following meanings:

**Access Service** means a Basic Telephone Service*, public payphone, Public Creditphone, cellular mobile service,* or other type of telecommunications service, whether provided by *Telstra* or not, which can be used to make calls of one or more types included in this section.

**Act** means the Telecommunications Act 1997.

**Annual Access Fee** means the fee payable annually as set out at clause 4.3.

**Business Service** is defined in the Basic Telephone Service section of Our Customer Terms*.*

**Calls to Mobile Phones** means calls made from a *Customer’s Corporate VPN Access* to a mobile phone. Calls to mobiles will be charged as per those rates set out in Table 3A.

**Carriage Services** means services for carrying communications by means of guided and/or unguided electromagnetic energy.

**Community Calls** or **Community** has the meaning given by the Basic Telephone Service section of Our Customer Terms.

**Corporate VPN** means *Telstra’s* Corporate Virtual Private Network.

**Corporate VPN Access** means *Standard Access*, *Spectrum Access*, *Switched Access* or *Roaming Access*.

**Corporate VPN International Calls** means *International Long Distance Calls* made from the *Customer's Corporate VPN Accesses* that are not configured for *Corporate VPN International VPN Calls*.

**Corporate VPN International VPN Calls** means *International On-Net Calls*, *International Virtual On-Net Calls* and *International Off-Net Calls* made using *Roaming Access,* or from the *Customer's* other *Corporate VPN Accesses* which have been nominated by the *Customer* as being required to make such types of calls.

**Corporate VPN Volume Discount** means the volume discount described at clauses 4.15-4.16 of this section.

**Customer** has the meaning given to it by *Telstra’s General Terms and Conditions.*

**CustomNet Price Per Point Services** means services provided under *Telstra’s* *CustomNet Price Per Point* Section of the *Standard Form of Agreement*.

**CVPN International 64k Switched Data Calls** means dial-up 64 kbit/s digital connections made from *Corporate VPN Accesses* that are *ISDN*  capable which may or may not use *International On-Net* and virtual on-net virtual private networking features.

**CVPN National Switched Data Calls** meansdata calls made from *Corporate VPN Accesses* which are *ISDN*  capable.

**Day** means the period between 7 am - 7 pm weekdays (Monday to Friday).

**Economy** means any time which is not during *Day* time .

**Extended Charging Zone** means an area defined by an allocated group of telephone numbers, for call charging purposes, in remote regions of Australia as listed in the Basic Telephone Service section of Our Customer Terms*.*

**Extended Zone Call** means a call originating from a Corporate VPN Service and terminating on a Basic Telephone Service, ISDN Service, CustomNet Service, VPN Service Public Payphone or Public Creditphone where:

* both services are in the same *Extended Charging Zone*; or
* both services are in adjoining *Extended* *Charging Zones*;

**Flagfall** means a flat fee *Telstra* may charge when a call is initiated**.**

**Flat Rate** for *International Long Distance Calls* made from*Customer’s Corporate VPN Accesses* capable of making *Corporate VPN International VPN Calls* or Call Plan service or *Telstra* WorldSource Virtual Network service, means rate apply 24 hours-a-day, 7 days-a-week.

**Freecall 1800** means the service of the same name provided by *Telstra* under Telstra Inbound Network Services section of the *Standard Form of Agreement*.

**GST** means the tax imposed or to be imposed by the A New Tax System (Goods and Services Tax) Act 1999 (C’th) and the related imposition Acts of the Commonwealth.

**International Call** is defined in the Basic Telephone Service section of Our Customer Terms.

**International Long Distance Call** means an international call to any of the destinations listed in the “Call Plan service” or “*Telstra* WorldSource Virtual Network service” section 5 and 6 of VPN *Standard Form of Agreement.*

**International Off-Net Calls** means *International Long Distance Calls* made from the *Customer’s Corporate VPN Accesses* capable of making *Corporate VPN International VPN Calls* or Call Plan service or *Telstra* WorldSource Virtual Network service, that are not either *International On-Net* or *International Virtual On-Net Calls*.

**International On-Net Calls** or **International On-Net** means *International Long Distance Calls* made from the *Customer’s Corporate VPN Accesses* which are capable of making *Corporate VPN International VPN Calls* or Call Plan service or *Telstra* WorldSource Virtual Network service and having their numbers registered in *Telstra's Intelligent Network Charging Database* for this purpose and includes numbers in a limited number of overseas destinations which are registered in the Intelligent Network databases of the relevant overseas carriers. Such calls can be made by dialling either dial plan numbers or full international numbers.

**International Virtual On-Net Calls** means *International Long Distance Calls* made from the *Customer’s Corporate VPN Accesses* capable of making *Corporate VPN International VPN Calls* or Call Plan service or *Telstra* WorldSource Virtual Network service, and having their numbers registered in *Telstra's Intelligent Network Charging Database* for this purpose that are not *International On-Net Calls*. Such calls can only be made by dialling dial plan numbers.

**ISDN** means *Telstra’s* Public Switched Integrated Services Digital Network.

**ISDN Services** means the services set out in *Telstra’s* *ISDN* section of the *Standard Form of Agreement*.

**Local Call** is defined in the Basic Telephone Service section of Our Customer Terms.

**Mobile Dial Plan Access** means integration of Mobilenet Dial Plan functionality with existing *Corporate VPN* dial plan, without the requirement to alter existing MobileNet access. This functionality will support *Customers* establishing a single fixed and Mobile short dial group within their organisation.

**National Long Distance Call** means “*Community Calls*”, “*Preferential Calls*” and “*National Long Distance Calls*” as each of those terms is defined in the Basic Telephone Service section of Our Customer Terms excluding Corporate VPN Switched Data calls.

**National On-Net Calls** means *National Long Distance Calls* made from a *Customer’s Corporate VPN Accesses* to that *Customer’s* *Specified Numbers*.

**National Off-Net Calls** means *National Long Distance Calls* made from a *Customer’s* *Corporate VPN Accesses* to numbers other than that *Customer’s Specified Numbers*.

**National Switched Data Call** means **NDD1, NDD2**, **NDD3**, **NDD4 Intercapital (165km-500km)**, **NDD4 Intercapital (500km-745km)**, **NDD4 (165km-500km)**, **NDD4 (500km-745km), NDD5 Intercapital (745km-2000km)**, **NDD5 Intercapital (greater than 2000km), NDD5 (745km-2000km), and NDD5 far (greater than 2000km).**

**National Long Distance Call** means a “long distance call” as defined in the Basic Telephone Service section of Our Customer Terms*.*

**NDD1** means a “National Digital Direct” call distance band one, which is the same as a *Local Call.*

**NDD2** means a “National Digital Direct” call between services which are in zones whose centres are from 25 kilometres up to (and including) 50 kilometres apart (excluding the *NDD1* zone).

**NDD3** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 50 kilometres up to (and including) 165 kilometres apart.

**NDD4** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 165 kilometres up to (and including) 745 kilometres apart.

**NDD4 (165km-500km)** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 165 kilometres up to (and including) 500 kilometres apart.

**NDD4** **(500km-745km)** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 501 kilometres up to (and including) 745 kilometres apart.

**NDD4** **Intercapital (165km-500km)** means a “National Digital Direct” call between services which are in *Capital City* zones/districts whose centres are more than 165 kilometres up to (and including) 500 kilometres apart.

**NDD4** **Intercapital (500km-745km)** means a “National Digital Direct” call between services which are in *Capital City* zones/districts whose centres are more than 500 kilometres up to (and including) 745 kilometres apart.

**NDD5** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 745 kilometres apart.

**NDD5** **(745km-2000km)** means a “National Digital Direct” call between services which are in zones/districts whose centres are more than 745 kilometres up to (and including) 2,000 kilometres apart.

**NDD5 (greater than 2000km)** means a “National Digital Direct” call between services which are greater than 2,000 kilometres apart.

**NDD5** **Intercapital (745km-2000km)** means a “National Digital Direct” call between services which are in *Capital City* zones/districts whose centres are more than 745 kilometres up to (and including) 2,000 kilometres apart.

**NDD5** **Intercapital (greater than 2000km)** means a “National Digital Direct” call between services which are in *Capital City* zones/districts whose centres are greater than 2,000 kilometres apart.

**Network Access Change Code** means the various *Standard Access* line connection modes to *Corporate VPN* which are selected according to the *Customer’s* requirements. Attachment 1 contains a summary of these codes.

**Network Dial Plan** means a private numbering plan, using abbreviated number codes which can be used with the *Customer’s Corporate VPN Accesses* and *Specified Numbers* for “on-net” calls.

**Preferential Calls or Preferential**has the meaning given by Basic Telephon Service section of Our Customer Terms.

**PMTS** means *Telstra’s* Public Mobile Telephone Service.

**Priority 1300** means the service described in the Telstra Inbound Network Servicessection of the *Standard Form of Agreement*.

**Priority One3** means the service provided under Telstra Inbound Network Services section of the *Standard Form of Agreement*.

**PSTN** means *Telstra’s* Public Switched Telephone Network.

**PSTS** means *Telstra’s* Public Switched Telephone Service.

**Roaming Access** meansaccess to *Corporate VPN* via a *Telstra Telecard*(using the 0016 access code) to make *Corporate VPN International VPN Calls* orCall Plan service calls or *Telstra* WorldSource Virtual Network service calls.

**SiteLine** means the service provided under *Telstra’s* *Siteline* section of the *Standard Form of Agreement*.

**Siteline Local Calls** means local calls made on the *Siteline* service charged at the rates set out in clause 7.3 and Table 3 of the *Siteline* Services Section of the *Standard Form of Agreement*.

**Specified Numbers** are national numbers which are registered with *Telstra’s Intelligent Network Charging Database*, including numbers registered under clause 3.4.

**Spectrum Access** means physical access to *Corporate VPN* via specified “Spectrum” lines where the Spectrum line number is registered as a *Corporate VPN* service in *Telstra's Intelligent Network Charging Database*.

**Standard Access** means physical access to *Corporate VPN* via specified *PSTS* lines or *ISDN* services where *Telstra* has activated a *Network Access Change Code* and registered the line number as a *Corporate VPN* service or Call Plan service or *Telstra* WorldSource Virtual Network service in *Telstra's Intelligent Network Charging Database.*

**Standard Form of Agreement** or **Our Customer Terms** means *Telstra’s* standard form of agreement formulated for the purposes of section 479 of the *Act*.

**Switched Access** means access to *Corporate VPN* from specific lines by dialling an access code: 18810 or 18811(for *National Long Distance* and *Local Calls*) and 0016 (for *International Long Distance Calls*) and where the line number is registered as a *Corporate VPN* service or Call Plan service or *Telstra* WorldSource Virtual Network service in *Telstra's Intelligent Network Charging Database*.

**Telecard Calls** means calls made using the Telecard service as described in the Calling Cards section of Our Customer Terms.

**Telstra** means Telstra Corporation Limited ACN 051 775 556, ABN 33 051 775 556, and includes *Telstra’s*  successors and assigns.

**Telstra’s General Terms and Conditions** means the General Terms and Conditions section of *Telstra’s Standard Form of Agreement*, a copy of which is available for inspection at most *Telstra* shops.

**Telstra’s Intelligent Network Charging Database** means *Telstra’s* database of the same name which resides in its intelligent network.

**Telstra Telecard** means the Telecard service described in the Calling Cards section of Our Customer Terms.

**Universal Dial Plan** means extension of the *Network Dial Plan* to include number translations to numbers that are outside of the *Network Dial Plan* Calls made using the *Universal Dial Plan* are charged at the appropriate *National Off-Net* and *International Virtual On-Net* rates.

**VNS** means the *Telstra* WorldSource Virtual Network Service.

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| **Table 1 - CVPN *Local Call* Rates** (refer to clause 4.5) | | |
| ***Local Call* Access/Call Type** | **Charges** | |
| *Standard Access* via *PSTS* using a Dial Plan number | standard *ISDN* *NDD1* (local call) rates in the ISDN Section of the SFOA | |
| Access from *PSTS* Standard | *ISDN* local call rates in the ISDN Section of the SFOA or *PSTS* 20c [*22c GST* incl.] (per call) | |
| Access lines using a *PSTN* number | depending on the *Network Access Change Code* applied (refer to Attachment 1) | |
| *ISDN Local Data Calls* | Local data rate in the ISDN Section of the SFOA | |
| *Standard Access* via *CustomNet Price Per Point Services* | *CustomNet Price Per Point NDD1* rate (refer to Tables 2.1 and 2.2 of the *CustomNet Price Per Point* Section of the *Standard Form of Agreement)* | |
| *Standard* *Access* or *Switched Access* via *SiteLine* Services | Standard *ISDN* local call rates in the ISDN Section of the SFOA) | |
|  | ***GST* excl.** | ***GST* incl.** |
| Optional Flat Rate *Local Call* via *CustomNet Price Per Point Analogue Services* (refer to s.4.5 and Attachment 2) | 20 cents per call \* | 22 cents per call \* |

\* The Optional Flat Rate charge for *Local Calls* applies to calls that are completed before midnight. For calls that extend into the following day an additional Flat Rate charge (20c) [*22c GST* incl.] applies per day or part . Calls that commence between 8pm and midnight and extend into the following day will be charged as though they commenced at midnight.

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| --- | --- | --- |
| **Table 1A Charge payable by the caller for Telephony and Data calls made to Priority One3, Priority 1300 and SecuriDial 1345 numbers from Corporate VPN Services** | | |
| **Type of Call** | **Charge (cents) – Untimed** | |
| ***GST* excl.** | ***GST* incl.** |
| Telephony and Data Calls to Priority One3, Priority 1300 and SecuriDial 1345 numbers from a Corporate VPN Service. | 22.727 | 25 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 2 CVPN *National On-Net Call* Rates :-** (refer to clause 4.6) | | | | | | | | |
| *Preferential call*  **Note:** an incomplete part of a chargeable period counts as a full chargeable period | | | | | $0.25 [*$0.275 GST* incl.] per 300 seconds | | | |
| **Trunk** | **Distance** | ***Flagfall*** | | ***Day* 7am - 7pm, Mon – Fri** | | | ***Economy* 7pm - 7am Mon - Fri,  all Sat - Sun** | |
| **Distance** |  | **cents** | | **cents per second** | | | **cents per second** | |
|  |  | ***GST***  **excl.** | ***GST***  **incl.** | ***GST***  **excl.** | | ***GST***  **incl.** | ***GST***  **excl.** | ***GST***  **incl.** |
| ***PSTN*, *ISDN*, *SiteLine* and Spectrum originated** |  |  |  |  | |  |  |  |
| *Community Calls and Extended Zone Calls* | N/A | 20 | 22 | 0.15000 | | 0.16500 | 0.06666 | 0.07333 |
| A | Between 25 and 50 kms | 20 | 22 | 0.15000 | | 0.16500 | 0.06666 | 0.07333 |
| F | Between 50 and 85 kms | 20 | 22 | 0.26666 | | 0.29333 | 0.15000 | 0.16500 |
| M | Between 85 and 165 kms | 20 | 22 | 0.33333 | | 0.36666 | 0.21666 | 0.23833 |
| G & W | Between 165 and 745 kms (Intercapital) | 20 | 22 | 0.33333 | | 0.36666 | 0.21666 | 0.23833 |
| Q | Between 165 and 745 kms (Non-Intercapital) | 20 | 22 | 0.40000 | | 0.44000 | 0.26666 | 0.29333 |
| H, X  Y | Over 745 kms (Intercapital)  Over 745 kms (Non-Intercapital) | 20  20 | 22  22 | 0.33333  0.40000 | | 0.36666  0.44000 | 0.21666  0.26666 | 0.23833  0.29333 |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Table 3 CVPN *National Off Net Call* Rates** (refer to clause 4.7) | | | | | | | | |
| *Preferential call*  **Note:** an incomplete part of a chargeable period counts as a full chargeable period | | | | | $0.25 [*$0.275 GST* incl.] per 300 seconds | | | |
| **Trunk** | **Distance** | ***Flagfall*** | | ***Day* 7am - 7pm, Mon – Fri** | | | ***Economy* 7pm - 7am Mon - Fri,  all Sat - Sun** | |
| **Distance** |  | **cents** | | **cents per second** | | | **cents per second** | |
|  |  | ***GST***  **excl.** | ***GST***  **incl.** | ***GST***  **excl.** | | ***GST***  **incl.** | ***GST***  **excl.** | ***GST***  **incl.** |
| ***PSTN*, *ISDN*, *SiteLine* and Spectrum originated** |  |  |  |  | |  |  |  |
| *Community Calls and Extended Zone Calls* | N/A | 20 | 22 | 0.15000 | | 0.16500 | 0.06666 | 0.07333 |
| A | Between 25 and 50 kms | 20 | 22 | 0.15000 | | 0.16500 | 0.06666 | 0.07333 |
| F | Between 50 and 85 kms | 20 | 22 | 0.26666 | | 0.29333 | 0.15000 | 0.16500 |
| M | Between 85 and 165 kms | 20 | 22 | 0.33333 | | 0.36666 | 0.21666 | 0.23833 |
| G & W | Between 165 and 745 kms (Intercapital) | 20 | 22 | 0.33333 | | 0.36666 | 0.21666 | 0.23833 |
| Q | Between 165 and 745 kms (Non-Intercapital) | 20 | 22 | 0.40000 | | 0.44000 | 0.26666 | 0.29333 |
| H, X  Y | Over 745 kms (Intercapital)  Over 745 kms (Non-Intercapital) | 20  20 | 22  22 | 0.33333  0.40000 | | 0.36666  0.44000 | 0.21666  0.26666 | 0.23833  0.29333 |

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| **Table 3A – CVPN Calls to Mobiles** (refer to clause 4.7A) | | | | |
| We charge you the following for calls to mobile numbers from a customer’s Corporate VPN access. We charge you the connection fee plus the timed rate (calculated per second) up to the capped call amount (if it applies). | | | | |
|  | **GST excl.** | | **GST incl.** | |
| Connection Fee per Call | **22.7272c** | | **25c** | |
|  | | | | |
| Per minute rate (charged per second) | **PEAK**  **7am – 7pm, Mon – Fri** | | **OFF PEAK**  **7pm – 7am mon-Fri, all Sat – Sun** | |
|  | **GST excl.** | **GST incl.** | **GST excl.** | **GST incl.** |
| Calls to a Telstra mobile number (per minute) | **33.6363c** | **37c** | **20c** | **22c** |
| Calls to a non-Telstra mobile number (per minute) | **40c** | **44c** | **25c** | **27.5c** |
|  | | | | |
| Capped call | **GST excl.** | | **GST incl.** | |
| The most you pay for a call to a Telstra mobile number between 7pm and midnight, 7 days a week. | **$3.00** | | **$3.30** | |

## Notes: If a call to a Telstra mobile number is diverted to the Mobilenet callback notification service, we treat the call as lasting at least 7 seconds.

## If you are calling a mobile number that became a Telstra mobile number or stopped being a Telstra mobile number within the last 48 hours, we may still charge you during that time as if there has been no change.

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| **Table 4 – *CVPN Switched Data Call* Rates** | | | | | | |
|  | **Charge\*** | | | | | |
|  | Charges in this table are expressed on a per minute basis, although the call charges will be calculated on a per second basis using a per minute rate (see the footnote below for a call charge calculation formula). | | | | | |
|  | **(*Flagfall* + per minute charge)** | | | | | |
|  | **cents** | | **cents per minute** | | | |
| **Call Type** | ***Flagfall*** | | ***Day*** | | ***Economy*** | |
|  |  | | **7am - 7pm** | | **Other times** | |
|  |  | | **Mon-Fri** | |  | |
|  | ***GST* excl.** | ***GST* incl.** | ***GST* excl.** | ***GST* incl.** | ***GST* excl.** | ***GST* incl.** |
| *Extended Zone* | 15.0 | 16.5 | 14.0 | 15.4 | 7.0 | 7.70 |
| *NDD2* | 15.0 | 16.5 | 14.0 | 15.4 | 7.0 | 7.70 |
| *NDD3* | 15.0 | 16.5 | 27.0 | 29.7 | 13.5 | 14.85 |
| *NDD4* *Intercapital (165km- 745km)* | 15.0 | 16.5 | 27.0 | 29.7 | 15.0 | 16.50 |
| *NDD4* *(165km-745km)* | 15.0 | 16.5 | 31.0 | 34.1 | 15.0 | 16.50 |
| *NDD5* *Intercapital (greater than 745km)* | 15.0 | 16.5 | 31.0 | 34.1 | 18.5 | 20.35 |
| *NDD5* *(greater than 745km)* | 15.0 | 16.5 | 34.0 | 37.4 | 18.5 | 20.35 |

\*Total *NDD2- NDD5* call charge = *Flagfall* + (Call duration expressed in seconds x per minute rate divided by 60).

The result is truncated to 5 decimal places and the resultant call charge is rounded up or down to the nearest cent. Charges at or above 0.5cents are rounded up.

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| **Table 5 - CVPN *International On-Net*, *Virtual On-Net* and *Off-Net Call* Rates** (refer clause 4.11) | | |
| **Call Type** | **Charge** | ***VPN* Section Reference** |
| *International On-Net Calls* | Call Plan Class 1 | Tables 10 and 11 |
| *International Virtual On-Net Calls* | Class 2 | Tables 10 and 12 |
| *International Off-Net Calls* | Class 3 | Tables 10 and 13 |

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| --- | --- | --- | --- | --- |
| **Table 6 – Charges For Additional Features** (refer clause 4.13) | | | | |
| **Feature** | **Establishment Charge**  **$** | | **Annual Charge**  **$** | |
|  | ***GST* excl.** | ***GST* incl.** | ***GST* excl.** | ***GST* incl.** |
| Voice Message per interface | 1,000.00 | 1,100.00 | 3,000.00 | 3,300.00 |
| Customised Tones & Announcements  on *Customer* provided tape, per interface | 100.00 | 110.00 | 600.00 | 660.00 |
| *Universal Dial Plan*  per number or group of continuous numbers translated | 5.00 | 5.50 |  |  |
| *Mobile Dial Plan Access*, for each *Corporate VPN* service  Note: *PMTS* VPN Extension charges are additional |  |  | 5,000.00 | 5,500.00 |
| Call Handling Capability  Refer to the Basic Telephone Service section of Our Customer Terms |  |  |  |  |
| Paper reports  First five paper reports from available selection (any five) | 0.00 | 0.00 |  |  |
| Next five from selection (any five) | 0.00 | 0.00 |  |  |

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| **Table 7** | |
| **Part A**  **Call Types Qualifying or Contributing to *CVPN Volume Discount*** (refer clause 4.14) | |
| (a) | *National On-Net Calls* and *National Off-Net Calls*. |
| (b) | International Direct 0011 calls, FaxStream 0015 International Calls, *International On-Net Calls*, *International Virtual On-Net Calls*, *International Off-Net Calls* and *Corporate VPN International Calls*.**\*** |
| (c) | Automatic Trunk calls (STD), FaxStream national long-distance calls, Iterra national long distance calls, Centel Plus national long distance calls , Automatic *Telecard* calls, Freecall/Freefax 008/1800 calls, *Priority One3* calls, *Priority 1300* calls, *ISDN* *NDD2*-5 (voice) calls and CustomNet national long-distance calls. |
| (d) | *PSTS* calls to all cellular mobile carriers and *ISDN* calls to all cellular mobile carriers. |
| (e) | *ISDN* and *CustomNet NDD 2-5* data calls |
|  | Automatic Trunk calls (STD), FaxStream national long-distance calls, Iterra national long distance calls, Centel Plus national long distance calls , Automatic *Telecard* calls, Freecall/Freefax 008/1800 calls, *Priority One3* calls, *Priority 1300* calls, *ISDN* *NDD2*-5 (voice) calls and CustomNet national long-distance calls. |
| **Part B**  **Call Types Not Eligible For *CVPN Volume Discount*** (refer clause 4.14) | |
| (f) | *Local Call*s, Infocall 190 calls, Operator Assisted calls, *ISDN* and CustomNet data calls, calls originating from non- *PSTS* or *ISDN* or CustomNet services and non-CCR calls. |

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| **Table–8 - *CVPN Volume Discount* Thresholds** (refer clause 4.15 ) | | | | |
| **Combined Volume Threshold**  **$ per Month**  **(total of calls in paragraphs (a), (b) and (c) of Table 7)** | | **% Discount**  **(calls in paragraphs (a) and (c) of Table 7)** | **% Discount**  **(calls in paragraph (d) and (e) of Table 7)** | |
| ***GST* excl.** | ***GST* incl.** |  | **(calls in Para (d))** | **(calls in para (e))** |
| 25,000.00 | 27,500.00 | 4.00 | 2.00 | 2.00 |
| 40,000.00 | 44,000.00 | 5.00 | 3.00 | 3.00 |
| 55,000.00 | 60,500.00 | 12.00 | 4.00 | 4.00 |
| 100,000.00 | 110,000.00 | 15.00 | 5.00 | 5.00 |
| 200,000.00 | 220,000.00 | 17.00 | 6.00 | 6.00 |
| 300,000.00 | 330,000.00 | 19.00 | 7.00 | 7.00 |
| 500,000.00 | 550,000.00 | 20.00 | 8.00 | 8.00 |
| 1,000,000.00 | 1,100,000.00 | 20.00 | 10.00 | 8.00 |
| 1,500,000.00 | 1,650,000.00 | 21.00 | 12.00 | 10.00 |

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| **Table–9 - *CVPN Volume Discount* Thresholds** (refer clause 4.15 ) | | | | |
| **Combined Volume Threshold**  **$ per Month**  **(total of calls in paragraphs (a), (b) and (c) of Table 7)** | | **% Discount**  **(calls in paragraphs (a) and (c) of Table 7)** | **% Discount**  **(calls in paragraph (d) and (e) of Table 7)** | |
| ***GST* excl.** | ***GST* incl.** |  | **(calls in Para (d))** | **(calls in para (e))** |
| 25,000.00 | 27,500.00 | 4.00 | 2.00 | 2.00 |
| 40,000.00 | 44,000.00 | 5.00 | 3.00 | 3.00 |
| 55,000.00 | 60,500.00 | 12.00 | 4.00 | 4.00 |
| 100,000.00 | 110,000.00 | 15.50 | 5.00 | 5.00 |
| 200,000.00 | 220,000.00 | 18.00 | 6.00 | 6.00 |
| 300,000.00 | 330,000.00 | 20.00 | 7.00 | 7.00 |
| 500,000.00 | 550,000.00 | 21.00 | 8.00 | 8.00 |
| 1,000,000.00 | 1,100,000.00 | 21.00 | 10.00 | 8.00 |
| 1,500,000.00 | 1,650,000.00 | 22.00 | 12.00 | 10.00 |
| 2,500,000.00 | 2,750,000.00 | 23.00 | 12.00 | 10.00 |

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| **Table 10 - Call Plan service**  (refer clause 5.1(c) ) | | | |
| **Type of charge** | **Description of charge** | **Amount** | |
|  |  | ***GST* excl.** | ***GST* incl.** |
| **Connection charge** | Connection of Call Plan | Nil | Nil |
| **Recurring charges** | Charge for Call Plan | $100.00 per month | $110.00 per month |
| **Call charges** | Charge for a voice call from an *Access Service* in the *Customer* group located within Australia to an *Access Service* within the *Customer* group located outside Australia and registered with the relevant carrier *(“****International On-Net call***”) | $0.15 plus [1/60 x applicable per minute rate (see Table 11) x number of seconds connected] | $0.165 [1/60 x applicable per minute rate (see Table 11) x number of seconds connected] |
|  | Charge for a voice *international call* from a service in the *Customer* group to a service within the *Customer* group **but not** registered with the relevant carrier (“***International Virtual On-Net call***”) | $0.15 plus [1/60 x applicable per minute rate (see Table 12) x number of seconds connected] | $0.165 plus [1/60 x applicable per minute rate (see Table 12) x number of seconds connected] |
|  | Charge for a voice *international call* from a service in the *Customer* group to a service not in the *Customer* group *(“****International Off-Net call****”*) | $0.15 plus [1/60 x applicable per minute rate (see Table 13) x number of seconds connected] | $0.165 plus [1/60 x applicable per minute rate (see Table 13) x number of seconds connected] |
|  | Charge for an *international call* of one of the above types made using a Telecard (“***Roaming Access* outbound call**”) | $0.50 plus applicable charge under Table 11, 12 or 13 as appropriate, except that Peak rate applies at all times | $0.55 plus applicable charge under Table 11, 12 or 13 as appropriate, except that Peak rate applies at all times |
|  | Charge for a call made from outside Australia to a service in the *Customer* group in Australia using a Telecard (“***Roaming Access* inbound call**”) | $1.20 plus charge under Table 12 as if the call were to the other country, except that Peak rate applies at all times | N/A |
|  | Charge for a call within one country or between two countries outside Australia using a Telecard associated with a service in the *Customer* group (“**third party *Roaming Access* call**”) | $1.20 plus charge under Table 12 as if the call were from Australia to the first country, plus charge under Table 12 for a call from Australia to the second country, except that Peak rate applies at all times | N/A |
|  | Charge for:  **** a *Switched Access* *Local Call;*  **** a *Spectrum Access* *Local Call;* or  **** a *Standard Access* *Local Call* made from a *SiteLine* (2 Megabit) service using a *network dial plan* number, a Basic Telephone Serviceusing a *network dial plan* number or *ISDN* | Same as charge for a *ISDN NDD1* (local) call | |
|  | Charge for a *Standard Access* *Local Call* made from a Basic Telephone Serviceusing a number other than a *network dial plan* number | Same as charge for a *Local Call* from a Basic Telephone Service | |
|  | Charge for a *Local Call* made from a *SiteLine* (2 megabit) service using a number other than a *Network Dial Plan* number | Charge for an ISDN *NDD1* (local) call or charge for a *Local Call* from a Basic Telephone Service*,* at *Customer’s* option | |
|  | Charge for a Telstra ISDN Data International call from a service in the *Customer* group | Charged in accordance with the ISDN Section of the Standard Form of Agreement. | |
|  | Charge for a *ational Long Distance Data Call* from a service in the *Customer* group | Same as charge for a *national long distance data call* under the *ISDN* Section of the *Standard Form of Agreement.* | |
|  | Charge for a *Local Data Call* from a service in the *Customer* group | Call charge at the local data rateunder the *ISDN* Section of the *Standard Form of Agreement.* | |
| **Miscellaneous Charges** | Call forwarding - immediate feature, call forwarding -time and day manager feature | $10.00 | $11.00 |
|  | *Customer* programmed call forwarding (“Follow Me”) | Nil | Nil |
|  | Provision of billing statements on a per line basis | $150.00 per month | $165.00 per month |
|  | Provision of additional call reports other than in the course of normal monthly billing | $100.00 for first call report plus $400.00 per month | $110.00 for first call report plus $440.00 per month |
|  | Provision of all billing information in disk form | $25.00 per month | $27.50 per month |
|  | Provision of additional computer disk containing *Customer*’s billing statements, monthly call statistics, associated management reports | $50.00 per month | $55.00 per month |

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| **Table 11 -  *International On-Net Call* per minute rates**  (refer clause 5.1(d) ) | | | | | |
|  | ***Flat Rate*** | | **Destination** | ***Flat Rate*** | |
| **Destination** | **$/min** | | **$/min** | |
|  | ***GST* excl.** | ***GST* incl.** | ***GST* excl.** | ***GST* incl.** |
| Australia | 0.24 | 0.264 | Netherlands | 0.58 | 0.638 |
| Belgium | 0.83 | 0.913 | New Zealand | 0.27 | 0.297 |
| Canada | 0.38 | 0.418 | Singapore | 0.43 | 0.473 |
| France | 0.48 | 0.528 | Sweden | 0.48 | 0.528 |
| Germany | 0.48 | 0.528 | Switzerland | 0.48 | 0.528 |
| Hong Kong | 0.39 | 0.429 | Taiwan | 0.86 | 0.946 |
| Indonesia | 0.85 | 0.935 | United Kingdom | 0.33 | 0.363 |
| Italy | 0.43 | 0.473 | USA incl. Alaska & Hawaii | 0.27 | 0.297 |
| Japan | 0.47 | 0.517 |  |  |  |
| Korea, Republic of | 0.77 | 0.847 |  |  |  |

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| **Table 12 - *International Virtual On-Net Call* per minute rates** (refer clause 5.1(d) )  **Note**: Callers may not be able to call every number within a particular destination. *Telstra* may withdraw Direct Dial Services to any destination, or to particular numbers within that destination, without notice. In such a case, callers may still make *Operator Assisted Calls* (at the relevant rates for those calls) by dialling 1234 (or 12550 from a Payphone). | | | | | |
| **Destination** | ***Flat Rate***  **($/min)** | | **Destination** | ***Flat Rate***  **($/min)** | |
|  | ***GST* excl.** | ***GST* incl.** |  | ***GST* excl.** | ***GST* incl.** |
| Alaska | 0.27 | 0.297 | Lebanon | 1.25 | 1.375 |
| Albania | 2.12 | 2.332 | Lesotho | 1.40 | 1.540 |
| Algeria | 2.38 | 2.618 | Liberia | 2.38 | 2.618 |
| Andorra | 0.76 | 0.836 | Libya | 1.65 | 1.815 |
| Angola | 2.04 | 2.244 | Liechtenstein | 0.63 | 0.693 |
| Anguilla | 2.38 | 2.618 | Lithuania | 1.61 | 1.771 |
| Antarctica | 0.67 | 0.737 | Luxembourg | 0.89 | 0.979 |
| Antigua | 1.40 | 1.540 | Macau | 1.40 | 1.540 |
| Argentina. | 1.10 | 1.210 | Macedonia | 1.10 | 1.210 |
| Armenia. | 1.61 | 1.771 | Madagascar | 2.20 | 2.420 |
| Aruba | 1.40 | 1.540 | Malawi | 1.65 | 1.815 |
| Ascension Island | 2.12 | 2.332 | Malaysia | 0.61 | 0.671 |
| Australia | 0.24 | 0.264 | Maldives | 2.12 | 2.332 |
| Austria | 0.63 | 0.693 | Mali | 2.12 | 2.332 |
| Azerbaijan | 1.61 | 1.771 | Malta | 0.93 | 1.023 |
| Bahamas | 0.89 | 0.979 | Mariana Is | 1.65 | 1.815 |
| Bahrain | 1.61 | 1.771 | Marshall Is | 1.65 | 1.815 |
| Bangladesh | 1.53 | 1.683 | Martinique | 1.40 | 1.540 |
| Barbados | 1.65 | 1.815 | Mauritania | 2.12 | 2.332 |
| Belarus | 1.61 | 1.771 | Mauritius | 1.40 | 1.540 |
| Belgium | 0.83 | 0.913 | Mayotte | 1.44 | 1.584 |
| Belize | 1.65 | 1.815 | Mexico | 1.10 | 1.210 |
| Benin | 2.12 | 2.332 | Micronesia (FS) | 1.65 | 1.815 |
| Bermuda | 1.65 | 1.815 | Moldova | 1.61 | 1.771 |
| Bhutan | 1.65 | 1.815 | Monaco | 0.76 | 0.836 |
| Bolivia | 1.65 | 1.815 | Mongolia | 2.38 | 2.618 |
| Bosnia Herzegovina | 1.10 | 1.210 | Monserrat | 2.12 | 2.332 |
| Botswana | 1.65 | 1.815 | Morocco | 2.38 | 2.618 |
| Brazil | 1.10 | 1.210 | Mozambique | 2.38 | 2.618 |
| Brunei | 1.10 | 1.210 | Myanmar | 1.65 | 1.815 |
| Bulgaria | 2.04 | 2.244 | Namibia | 1.65 | 1.815 |
| Burkina Faso | 2.12 | 2.332 | Nauru | 0.93 | 1.023 |
| Burundi | 2.12 | 2.332 | Nepal | 1.53 | 1.683 |
| Cambodia | 1.61 | 1.771 | Netherlands | 0.58 | 0.638 |
| Cameroon | 2.38 | 2.618 | Netherlands Antilles | 1.10 | 1.210 |
| Canada | 0.38 | 0.418 | New Caledonia | 1.00 | 1.100 |
| Cape Verde | 2.12 | 2.332 | New Zealand | 0.27 | 0.297 |
| Cayman Is | 1.40 | 1.540 | Nicaragua | 1.65 | 1.815 |
| Central African Republic | 2.20 | 2.420 | Niger | 2.20 | 2.420 |
| Chad | 2.38 | 2.618 | Nigeria | 1.40 | 1.540 |
| Chile | 0.89 | 0.979 | Niue Is | 0.85 | 0.935 |
| China | 0.85 | 0.935 | Norfolk Island | 0.67 | 0.737 |
| Colombia | 1.65 | 1.815 | Norway | 0.63 | 0.693 |
| Comoros | 1.65 | 1.815 | Oman | 1.30 | 1.430 |
| Congo(formerly Zaire) | 2.38 | 2.618 | Pakistan | 1.61 | 1.771 |
| Congo Rep | 2.30 | 2.530 | Palau | 2.04 | 2.244 |
| Cook Is | 1.27 | 1.397 | Palestinian Authority | 0.79 | 0.869 |
| Costa Rica | 2.12 | 2.332 | Panama | 1.40 | 1.540 |
| Croatia | 1.06 | 1.166 | Papua New Guinea | 0.76 | 0.836 |
| Cuba | 1.10 | 1.210 | Paraguay | 1.65 | 1.815 |
| Cyprus | 1.10 | 1.210 | Peru | 1.40 | 1.540 |
| Czech Republic | 0.89 | 0.979 | Philippines | 0.68 | 0.748 |
| Denmark | 0.59 | 0.649 | Poland | 0.89 | 0.979 |
| Diego-Garcia | 2.38 | 2.618 | Portugal | 1.10 | 1.210 |
| Djibouti | 2.38 | 2.618 | Puerto Rico | 0.76 | 0.836 |
| Dominica | 1.10 | 1.210 | Qatar | 2.12 | 2.332 |
| Dominican Rep | 0.89 | 0.979 | Reunion | 1.65 | 1.815 |
| Ecuador | 1.65 | 1.815 | Romania | 1.40 | 1.540 |
| Egypt | 1.31 | 1.441 | Russia | 1.10 | 1.210 |
| El Salvador | 2.12 | 2.332 | Rwanda | 1.65 | 1.815 |
| Equatorial Guinea | 2.38 | 2.618 | Samoa (West) | 0.93 | 1.023 |
| Eritrea | 2.38 | 2.618 | Samoa (US) | 0.93 | 1.023 |
| Estonia | 1.10 | 1.210 | San Marino | 0.68 | 0.748 |
| Ethiopia | 2.38 | 2.618 | Sao Tome & Principe | 2.12 | 2.332 |
| Faeroe Island | 1.27 | 1.397 | Saudi Arabia | 1.65 | 1.815 |
| Falkland Island | 1.65 | 1.815 | Senegal | 2.38 | 2.618 |
| Fiji | 0.83 | 0.913 | Seychelles | 2.12 | 2.332 |
| Finland | 0.63 | 0.693 | Sierra Leone | 2.12 | 2.332 |
| France | 0.48 | 0.528 | Singapore | 0.43 | 0.473 |
| French Guiana | 1.61 | 1.771 | Slovak Republic | 0.76 | 0.836 |
| French Polynesia | 1.00 | 1.100 | Slovenia | 1.10 | 1.210 |
| Gabon | 2.12 | 2.332 | Solomon Is | 0.93 | 1.023 |
| Gambia | 2.12 | 2.332 | Somalia | 2.38 | 2.618 |
| Georgia | 1.61 | 1.771 | South Africa | 0.69 | 0.759 |
| Germany | 0.48 | 0.528 | Spain | 0.71 | 0.781 |
| Ghana | 2.12 | 2.332 | Sri Lanka | 0.85 | 0.935 |
| Gibraltar | 2.04 | 2.244 | St Helena | 1.65 | 1.815 |
| Greece | 0.49 | 0.539 | St Kitts & Nevis | 1.65 | 1.815 |
| Greenland | 1.27 | 1.397 | St Lucia | 1.65 | 1.815 |
| Grenada | 1.65 | 1.815 | St Pierre / Miquelon | 1.40 | 1.540 |
| Guadeloupe | 1.40 | 1.540 | St Vincent & Bequia | 1.65 | 1.815 |
| Guam | 0.76 | 0.836 | Sudan | 1.65 | 1.815 |
| Guantanamo | 1.65 | 1.815 | Surinam | 1.40 | 1.540 |
| Guatemala | 1.65 | 1.815 | Swaziland | 2.12 | 2.332 |
| Guinea Bissau | 2.38 | 2.618 | Sweden | 0.48 | 0.528 |
| Guinea Rep | 2.12 | 2.332 | Switzerland | 0.48 | 0.528 |
| Guyana | 1.53 | 1.683 | Syria | 2.12 | 2.332 |
| Haiti | 2.04 | 2.244 | Taiwan | 0.86 | 0.946 |
| Hawaii | 0.27 | 0.297 | Tajikstan | 1.40 | 1.540 |
| Honduras | 2.38 | 2.618 | Tanzania | 1.65 | 1.815 |
| Hong Kong | 0.39 | 0.429 | Thailand | 0.88 | 0.968 |
| Hungary | 0.89 | 0.979 | Togo | 2.20 | 2.420 |
| Iceland | 1.10 | 1.210 | Tokelau | 0.93 | 1.023 |
| India | 1.12 | 1.232 | Tonga | 0.93 | 1.023 |
| Indonesia | 0.85 | 0.935 | Trinidad & Tobago | 1.10 | 1.210 |
| Inmarsat A | Refer to the Basic Telephone Service section for call rates and for details of Ocean Region and access codes for the Inmarsat service types | Tunisia | 2.38 | 2.618 |  |
| Inmarsat Aero | Refer to the Basic Telephone Service section for call rates and for details of Ocean Region and access codes for the Inmarsat service types  0.232998 | | Turkey | 0.89 | 0.979 |
| Inmarsat B | Turkmenistan | 1.40 | 1.540 |
| Inmarsat B HSD | Turks & Caicos Is | 2.12 | 2.332 |
| Inmarsat M | Tuvalu | 1.10 | 1.210 |
| Inmarsat Mini M | Uganda | 1.65 | 1.815 |
| Inmarsat GAN ISDN  (previously M4 High Speed Data 64KB) | Ukraine | 1.10 | 1.210 |
| International Network Shared Code (Thuraya) | United Arab Emirates | 1.27 | 1.397 |
| Iridium | United Kingdom | 0.33 | 0.363 |
| International Network Shared Code (BT Geoverse) | 0.2562978 | Uruguay | 1.40 | 1.540 |
| Iran | 1.61 | 1.771 | USA | 0.27 | 0.297 |
| Iraq | 1.65 | 1.815 | Uzbekistan | 1.40 | 1.540 |
| Ireland | 0.41 | 0.451 | Vanuatu | 0.93 | 1.023 |
| Israel & Palestinian Authority | 0.79 | 0.869 | Vatican City | 0.68 | 0.748 |
| Italy | 0.43 | 0.473 | Venezuela | 1.10 | 1.210 |
| Ivory Coast | 2.12 | 2.332 | Vietnam | 1.27 | 1.397 |
| Jamaica | 1.40 | 1.540 | Virgin Is (British) | 2.12 | 2.332 |
| Japan | 0.47 | 0.517 | Virgin Is (USA) | 0.76 | 0.836 |
| Jordan | 1.40 | 1.540 | Wallis & Futuna Is | 1.65 | 1.815 |
| Kazakhstan | 1.61 | 1.771 | Yemen AR | 1.65 | 1.815 |
| Kenya | 1.53 | 1.683 | Yugoslavia | 1.06 | 1.166 |
| Kiribati | 0.93 | 1.023 | Zambia | 1.65 | 1.815 |
| Korea PDR | 2.12 | 2.332 | Zimbabwe | 1.40 | 1.540 |
| Korea, Republic of | 0.77 | 0.847 |  |  |  |
| Kuwait | 1.53 | 1.683 |  |  |  |
| Kyrgyzstan | 1.61 | 1.771 |  |  |  |
| Laos | 1.61 | 1.771 |  |  |  |
| Latvia | 1.40 | 1.540 |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Table 13-  *International Off-Net Call* per minute rates** (refer clause 5.1(d))  **Note**: Callers may not be able to call every number within a particular destination. *Telstra* may withdraw Direct Dial Services to any destination, or to particular numbers within that destination, without notice. In such a case, callers may still make *Operator Assisted Calls* (at the relevant rates for those calls) by dialling 1234 (or 12550 from a Payphone). | | | | | |
|  | ***Flat Rate*** | | **Destination** | ***Flat Rate*** | |
| **Destination** | **$/min** | | **$/min** | |
|  | ***GST* excl.** | ***GST* incl.** | ***GST* excl.** | ***GST* incl.** |
| Alaska | 0.28 | 0.308 | Lebanon | 1.25 | 1.375 |
| Albania | 2.12 | 2.332 | Lesotho | 1.40 | 1.540 |
| Algeria | 2.38 | 2.618 | Liberia | 2.38 | 2.618 |
| Andorra | 0.76 | 0.836 | Libya | 1.65 | 1.815 |
| Angola | 2.04 | 2.244 | Liechtenstein | 0.63 | 0.693 |
| Anguilla | 2.38 | 2.618 | Lithuania | 1.61 | 1.771 |
| Antarctica | 0.68 | 0.748 | Luxembourg | 0.89 | 0.979 |
| Antigua | 1.40 | 1.540 | Macau | 1.40 | 1.540 |
| Argentina. | 1.10 | 1.210 | Macedonia | 1.10 | 1.210 |
| Armenia. | 1.61 | 1.771 | Madagascar | 2.20 | 2.420 |
| Aruba | 1.40 | 1.540 | Malawi | 1.65 | 1.815 |
| Ascension Island | 2.12 | 2.332 | Malaysia | 0.62 | 0.682 |
| Austria | 0.63 | 0.693 | Maldives | 2.12 | 2.332 |
| Azerbaijan | 1.61 | 1.771 | Mali | 2.12 | 2.332 |
| Bahamas | 0.89 | 0.979 | Malta | 0.93 | 1.023 |
| Bahrain | 1.61 | 1.771 | Mariana Is | 1.65 | 1.815 |
| Bangladesh | 1.53 | 1.683 | Marshall Is | 1.65 | 1.815 |
| Barbados | 1.65 | 1.815 | Martinique | 1.40 | 1.54 |
| Belarus | 1.61 | 1.771 | Mauritania | 2.12 | 2.332 |
| Belgium | 0.85 | 0.935 | Mauritius | 1.40 | 1.540 |
| Belize | 1.65 | 1.815 | Mayotte | 1.44 | 1.584 |
| Benin | 2.12 | 2.332 | Mexico | 1.10 | 1.210 |
| Bermuda | 1.65 | 1.815 | Micronesia (FS) | 1.65 | 1.815 |
| Bhutan | 1.65 | 1.815 | Moldova | 1.61 | 1.771 |
| Bolivia | 1.65 | 1.815 | Monaco | 0.76 | 0.836 |
| Bosnia Herzegovina | 1.10 | 1.210 | Mongolia | 2.38 | 2.618 |
| Botswana | 1.65 | 1.815 | Monserrat | 2.12 | 2.332 |
| Brazil | 1.10 | 1.210 | Morocco | 2.38 | 2.618 |
| Brunei | 1.10 | 1.210 | Mozambique | 2.38 | 2.618 |
| Bulgaria | 2.04 | 2.244 | Myanmar | 1.65 | 1.815 |
| Burkina Faso | 2.12 | 2.332 | Namibia | 1.65 | 1.815 |
| Burundi | 2.12 | 2.332 | Nauru | 0.93 | 1.023 |
| Cambodia | 1.61 | 1.771 | Nepal | 1.53 | 1.683 |
| Cameroon | 2.38 | 2.618 | Netherlands | 0.59 | 0.649 |
| Canada | 0.40 | 0.440 | Netherlands Antilles | 1.10 | 1.210 |
| Cape Verde | 2.12 | 2.332 | New Caledonia | 1.02 | 1.122 |
| Cayman Is | 1.40 | 1.540 | New Zealand | 0.28 | 0.308 |
| Central African Rep | 2.20 | 2.420 | Nicaragua | 1.65 | 1.815 |
| Chad | 2.38 | 2.618 | Niger | 2.20 | 2.420 |
| Chile | 0.89 | 0.979 | Nigeria | 1.40 | 1.540 |
| China | 0.88 | 0.968 | Niue Is | 0.85 | 0.935 |
| Colombia | 1.65 | 1.815 | Norfolk Island | 0.68 | 0.748 |
| Comoros | 1.65 | 1.815 | Norway | 0.63 | 0.693 |
| Congo(formerly Zaire) | 2.38 | 2.618 | Oman | 1.36 | 1.496 |
| Congo Rep | 2.20 | 2.420 | Pakistan | 1.61 | 1.771 |
| Cook Is | 1.27 | 1.397 | Palau | 2.04 | 2.244 |
| Costa Rica | 2.12 | 2.332 | Palestinian Authority | 0.79 | 0.869 |
| Croatia | 1.06 | 1.166 | Panama | 1.40 | 1.540 |
| Cuba | 1.10 | 1.210 | Papua New Guinea | 0.76 | 0.836 |
| Cyprus | 1.10 | 1.210 | Paraguay | 1.65 | 1.815 |
| Czech Republic | 0.89 | 0.979 | Peru | 1.40 | 1.540 |
| Denmark | 0.59 | 0.649 | Philippines | 0.70 | 0.770 |
| Diego-Garcia | 2.12 | 2.332 | Poland | 0.89 | 0.979 |
| Djibouti | 2.38 | 2.618 | Portugal | 1.10 | 1.210 |
| Dominica | 1.10 | 1.210 | Puerto Rico | 0.76 | 0.836 |
| Dominican Rep | 0.89 | 0.979 | Qatar | 2.12 | 2.332 |
| Ecuador | 1.65 | 1.815 | Reunion | 1.65 | 1.815 |
| Egypt | 1.31 | 1.441 | Romania | 1.40 | 1.540 |
| El Salvador | 2.12 | 2.332 | Russia | 1.10 | 1.210 |
| Equatorial Guinea | 2.38 | 2.618 | Rwanda | 1.65 | 1.815 |
| Eritrea | 2.38 | 2.618 | Samoa (West) | 0.93 | 1.023 |
| Estonia | 1.10 | 1.210 | Samoa (US) | 0.93 | 1.023 |
| Ethiopia | 2.38 | 2.618 | San Marino | 0.68 | 0.748 |
| Faeroe Island | 1.27 | 1.397 | Sao Tome & Principe | 2.12 | 2.332 |
| Falkland Island | 1.65 | 1.815 | Saudi Arabia | 1.65 | 1.815 |
| Fiji | 0.85 | 0.935 | Senegal | 2.38 | 2.618 |
| Finland | 0.63 | 0.693 | Seychelles | 2.12 | 2.332 |
| France | 0.49 | 0.539 | Sierra Leone | 2.12 | 2.332 |
| French Guiana | 1.61 | 1.771 | Singapore | 0.45 | 0.495 |
| French Polynesia | 1.02 | 1.122 | Slovak Republic | 0.76 | 0.836 |
| Gabon | 2.12 | 2.332 | Slovenia | 1.10 | 1.210 |
| Gambia | 2.12 | 2.332 | Solomon Is | 0.93 | 1.023 |
| Georgia | 1.61 | 1.771 | Somalia | 2.38 | 2.618 |
| Germany | 0.49 | 0.539 | South Africa | 0.69 | 0.759 |
| Ghana | 2.12 | 2.332 | Spain | 0.71 | 0.781 |
| Gibraltar | 2.04 | 2.244 | Sri Lanka | 0.95 | 1.045 |
| Greece | 0.49 | 0.539 | St Helena | 1.65 | 1.815 |
| Greenland | 1.27 | 1.397 | St Kitts & Nevis | 1.65 | 1.815 |
| Grenada | 1.65 | 1.815 | St Lucia | 1.65 | 1.815 |
| Guadeloupe | 1.40 | 1.540 | St Pierre/Miquelon | 1.40 | 1.540 |
| Guam | 0.76 | 0.836 | St Vincent & Bequia | 1.65 | 1.815 |
| Guantanamo | 1.65 | 1.815 | Sudan | 1.65 | 1.815 |
| Guatemala | 1.65 | 1.815 | Surinam | 1.40 | 1.540 |
| Guinea Bissau | 2.38 | 2.618 | Swaziland | 2.12 | 2.332 |
| Guinea Rep | 2.12 | 2.332 | Sweden | 0.49 | 0.539 |
| Guyana | 1.53 | 1.683 | Switzerland | 0.49 | 0.539 |
| Haiti | 2.04 | 2.244 | Syria | 2.12 | 2.332 |
| Hawaii | 0.28 | 0.308 | Taiwan | 0.88 | 0.968 |
| Honduras | 2.38 | 2.618 | Tajikstan | 1.40 | 1.540 |
| Hong Kong | 0.41 | 0.451 | Tanzania | 1.65 | 1.815 |
| Hungary | 0.89 | 0.979 | Thailand | 0.88 | 0.968 |
| Iceland | 1.10 | 1.210 | Togo | 2.20 | 2.420 |
| India | 1.14 | 1.254 | Tokelau | 0.93 | 1.023 |
| Indonesia | 0.88 | 0.968 | Tonga | 0.93 | 1.023 |
| Inmarsat A | Refer to Table 6.5C of the PSTS section – under ‘Global and Satellite Services’ for call rates and for details of Ocean Region and access codes for the Inmarsat service types. | Trinidad & Tobago | 1.10 | 1.210 |  |
| Inmarsat Aero | Refer to Table 6.5C of the PSTS section – under ‘Global and Satellite Services’ for call rates and for details of Ocean Region and access codes for the Inmarsat service types.  0.232998 | | Tunisia | 2.38 | 2.618 |
| Inmarsat B | Turkey | 0.89 | 0.979 |
| Inmarsat B HSD | Turkmenistan | 1.40 | 1.540 |
| Inmarsat M | Turks & Caicos Is | 2.12 | 2.332 |
| Inmarsat Mini M | Tuvalu | 1.10 | 1.210 |
| Inmarsat GAN ISDN  (previously M4 High Speed Data 64KB) | Uganda | 1.65 | 1.815 |
| International Network Shared Code (Thuraya) | Ukraine | 1.10 | 1.210 |
| Iridium | United Arab Emirates | 1.27 | 1.397 |
| International Network Shared Code (BT Geoverse) | 0.2562978 | United Kingdom | 0.34 | 0.374 |
| Iran | 1.61 | 1.771 | Uraguay | 1.40 | 1.540 |
| Iraq | 1.65 | 1.815 | USA | 0.28 | 0.308 |
| Ireland | 0.41 | 0.451 | Uzbekistan | 1.40 | 1.540 |
| Israel & Palestinian Authority | 0.79 | 0.869 | Vanuatu | 0.93 | 1.023 |
| Italy | 0.45 | 0.495 | Vatican City | 0.68 | 0.748 |
| Ivory Coast | 2.12 | 2.332 | Venezuela | 1.10 | 1.210 |
| Jamaica | 1.40 | 1.540 | Vietnam | 1.27 | 1.397 |
| Japan | 0.49 | 0.539 | Virgin Is (British) | 2.12 | 2.332 |
| Jordan | 1.40 | 1.540 | Virgin Is (USA) | 0.76 | 0.836 |
| Kazakhstan | 1.61 | 1.771 | Wallis & Futuna Is | 1.65 | 1.815 |
| Kenya | 1.53 | 1.683 | Yemen AR | 1.65 | 1.815 |
| Kiribati | 0.93 | 1.023 | Yugoslavia | 1.06 | 1.166 |
| Korea PDR | 2.12 | 2.332 | Zambia | 1.65 | 1.815 |
| Korea, Republic of | 0.79 | 0.869 | Zimbabwe | 1.40 | 1.540 |
| Kuwait | 1.53 | 1.683 |  |  |  |
| Kyrgyzstan | 1.61 | 1.771 |  |  |  |
| Laos | 1.61 | 1.771 |  |  |  |
| Latvia | 1.40 | 1.540 |  |  |  |

Table 14 - Deleted

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 15 - *Telstra* WorldSource Virtual Network Service (“*VNS*”)** (refer clause 6.1(b) ) | | | |
| **Type of charge** | **Description of charge** | **Charge** | |
|  |  | ***GST* excl.** | ***GST* incl.** |
| Recurring charges | Monthly charge for *VNS* | $100.00 | $110.00 |

### Attachment 1

|  |  |  |  |
| --- | --- | --- | --- |
| **Option** | **Charging** |  | **Network Access** |
|  | Local | Long-Distance | Change Code\* |
| *CVPN* - All Calls | *NDD1* | *CVPN* Rates | **CV400(zero)** |
| *CVPN* - Local *PSTS* | *PSTS* (non Dial Plan calls) *NDD1* (Dial Plan calls) | *CVPN* Rates | **CV401(zero)** |
| *CVPN* - Meter Pulse | *PSTS* (non Dial Plan calls) *NDD1* (Dial Plan calls) | *CVPN* Rates (meter pulse only sent for non Dial Plan calls) | **CV402(zero)** |
| **CV412(zeroless)\*\*** |

\* Please note all six codes can be configured as part of a Line Hunt Group.

Barring can also be combined with these codes.

\*\* Private dial plan not supported with ‘Zeroless’ Access Change Codes.

### Attachment 2

**Flat Rate *Local Call*s Using *CustomNet Price Per Point Services* (Refer to clause 4.5)**

1. *Local Call* Zones:

*Local Call*s for the purpose of clause 4.5 of this section are calls between services:

(a) in the same standard charging zone in clause 3 of this Attachment;

(b) in standard charging zones shown in clause 3 of this Attachment as being adjoining zones;

(c) on the same manually-operated exchange in an extended charging zone in clause 3 of this Attachment;

(d) located in an extended charging zone and within a radial distance of 32 kilometres from the centre of a Charging Precinct nominated in clause 4 of this Attachment (excluding distances covered by privately-erected line); or

(e) located in standard charging zone charging precinct areas, nominated in clause 4 of this Attachment and designated as local access to each other.

2. Charging Zones:

The charging zones which apply to the optional Spectrum flat rate local voice calls under clause 4.5 of this section are those which apply to the categories of *Local Call*s listed above.

3.*Local Call* Zones List

The list of charging zones are set out in Attachment 6 of the Basic Telephone Service section of Our Customer Terms.

The zones are set out in alphabetical order. The entry for each zone contains the following information:

|  |  |
| --- | --- |
| Zone Name: | Shown at the beginning of each entry. |
|  |  |
| Zone Type: | If a zone has "(Ext)" after its name, it is an extended charging zone, otherwise it is a standard charging zone. |
|  |  |
| Exchange codes: | Shows the automatic trunk dialling prefix by which a service is accessed over the national network, followed by any local dialling prefix used by a service in the zone. Where only some of the numbers in the last number of the prefix are used by services in the zone, those used in the zone are shown in parentheses. |
|  |  |
| Manual exchanges: | Shows the name of any manual exchange in the zone to which any in the zone is connected. |
|  |  |
| Adjoining zones: | Shows the names of the charging zones which are the zones adjoining the zone to which the entry relates. |
|  |  |
| District: | Shows the name of the charging district in which the zone is located. |
|  |  |
| Charge point: | Shows the longitude and latitude of the zone charge point which is used for calculating call distances. |

4. *Local Call* Precincts List

The precincts are set out in the Basic Telephone Service section of Our Customer Terms.

The precincts are set out in alphabetical order. The entry for each precinct contains the following information:

|  |  |
| --- | --- |
| Precinct name: | shown at the beginning of each entry; |
| Exchange codes: | shows the automatic dialling prefix by which the service is accessed nationally followed by any local dialling prefix used by a service in the precinct. Where only some of the numbers in the last digit of the prefix are used by services in the precinct, those used in the precinct are shown in parentheses; |
| Zone: | shows the name of the charging zone in which the precinct is located; |
| Local Access | shows the names of the charging precincts with which the precinct to which the entry relates has *Local Call* access. |