Our Customer Terms
Digital Data Services Section

Part A – General

Contents

Click on the section that you are interested in.

[1 About the Digital Data Services section 3](#_Toc503960381)

[Our Customer Terms 3](#_Toc503960382)

[Inconsistencies 3](#_Toc503960383)

[Parts of the Digital Data Services section 3](#_Toc503960384)

[2 Availability 3](#_Toc503960385)

[3 General 5](#_Toc503960386)

[Cabling and data terminal equipment 5](#_Toc503960387)

[Equipment requirements 5](#_Toc503960388)

[Charging 6](#_Toc503960389)

[4 Connecting a Digital Data Service 6](#_Toc503960390)

[Provisioning times 6](#_Toc503960391)

[Provisioning commitment – DDS Fastway 6](#_Toc503960392)

[Actual provisioning times 6](#_Toc503960393)

[Information we need 7](#_Toc503960394)

[Target standard provisioning times 7](#_Toc503960395)

[Standard connection charges 8](#_Toc503960396)

[Network extension charges 9](#_Toc503960397)

[Property extension charges 9](#_Toc503960398)

[Service extension charge 9](#_Toc503960399)

[Materials 10](#_Toc503960400)

[5 Withdrawing or putting an order on hold 10](#_Toc503960401)

[Withdrawing an order 10](#_Toc503960402)

[Putting an order on hold 10](#_Toc503960403)

[6 Not used 11](#_Toc503960404)

[7 DDS Internet Customer Access Facility (ICAF) 11](#_Toc503960405)

[What is DDS ICAF? 11](#_Toc503960406)

[No software required 12](#_Toc503960407)

[Charges 12](#_Toc503960408)

[8 Customer to Customer Interconnection 12](#_Toc503960409)

[What is Customer to Customer Interconnection? 12](#_Toc503960410)

[Charges 12](#_Toc503960411)

[9 Rapid Bandwidth Expansion 13](#_Toc503960412)

[What is Rapid Bandwidth Expansion? 13](#_Toc503960413)

[Availability 13](#_Toc503960414)

[Available speeds and bandwidth 13](#_Toc503960415)

[Work on your service 14](#_Toc503960416)

[Charges 14](#_Toc503960417)

[10 Vitalink 14](#_Toc503960418)

[What is Vitalink? 14](#_Toc503960419)

[Connection charges 14](#_Toc503960420)

[Monthly charges 15](#_Toc503960421)

[11 Service levels and performance 15](#_Toc503960422)

[Performance specifications 15](#_Toc503960423)

[12 Service assurance 16](#_Toc503960424)

[Fault reporting and repair 16](#_Toc503960425)

[Target response and repair times 17](#_Toc503960426)

[Temporary repairs 18](#_Toc503960427)

[Emergency repairs 18](#_Toc503960428)

[Faults caused by interference or you 18](#_Toc503960429)

[Service appointment times 19](#_Toc503960430)

[Customer Select Assurance and Maintenance Options 19](#_Toc503960431)

[FLEXPAC maintenance option 19](#_Toc503960432)

[13 Other work we do for you 19](#_Toc503960433)

[14 Charging zones and areas 19](#_Toc503960434)

[Why is this information relevant? 19](#_Toc503960435)

[Charging zones 20](#_Toc503960436)

[Charging areas 20](#_Toc503960437)

[Dual zone centres 21](#_Toc503960438)

[List of charging zones and areas 21](#_Toc503960439)

[15 Special meanings 38](#_Toc503960440)

Certain words are used with the specific meanings set out on page 38 or in the [General Terms of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_government.htm%22%20%5Co%20%22Telestra%20Web%20site-Business%20and%20Government%20Terms)

1. About the Digital Data Services section

Our Customer Terms

This is the Digital Data Services section of Our Customer Terms.

[The General Terms of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_government.htm) apply.

Inconsistencies

If the General Terms of Our Customer Terms are inconsistent with something in the Digital Data Services section, then the Digital Data Services section applies instead of the General Terms, to the extent of the inconsistency.

If a provision of the Digital Data 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.

Parts of the Digital Data Services section

The Digital Data Services section is divided into separate documents:

1. Part A – General
2. Part B – DDS
3. Part C – DDS Flexnet
4. Part D – DDS Fastway
5. Part E – DDS Local Area Service
6. Part F – Digital Metropolitan Service (DMS)
7. Availability

We have withdrawn Digital Data Services set out in:

1. Part B – DDS;
2. Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
3. Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
4. Part F – Digital Metropolitan Services (DMS),

from sale for new retail customers, new wholesale customers and new end customers of our wholesale customers.

On and from 1 December 2008, you will no longer be able to make adds, moves and changes to the services set out in:

1. Part B – DDS;
2. Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
3. Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
4. Part F – Digital Metropolitan Services (DMS).

On and from 31 December 2009, the Digital Data Services set out in:

1. Part B – DDS;
2. Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
3. Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
4. Part F – Digital Metropolitan Services (DMS),

will be withdrawn from the market and no longer be provided to all customers.

DDS Fastway Cease Sale and Exit Notification

DDS Fastway will not be available for purchase by new customers from 30 June 2018.

DDS Fastway will not be available for purchase by customers who already receive DDS Fastway from 30 June 2018; however, such existing customers will continue to be able to make configuration, software, and record changes.

DDS Fastway will be disconnected on 31 May 2019 in areas where the area’s nbn rollout region disconnection date falls on or before 31 May 2019; in areas where the area’s nbn rollout region disconnection date falls after 31 May 2019, DDS Fastway will be disconnected in accordance with the nbn rollout region disconnection timetable.

On 31 August 2022, all remaining DDS Fastway services, including DDS Flexnet services, will be disconnected in all areas.

Further details on the preceding are set out in the document titled RM5(D), which is part of our nbn migration plan, and which is available on the ACCC website at: <https://www.accc.gov.au/regulated-infrastructure/communications/industry-reform/telstras-migration-plan>.

1. General

Cabling and data terminal equipment

We only connect any telecommunications cabling on your premises to a Digital Data Service if:

1. a registered cabling service provider installed the cabling; and
2. the cabling meets the Australian Communications Authority’s minimum technical requirements.

You must take all reasonably necessary measures to ensure the safe and proper performance of all work we perform at your premises.

You can connect data terminal equipment to a Digital Data Service, if the equipment supplier complies with the Australian Communication Authority’s data terminal equipment permit requirements.

You must pay us any costs we reasonably incur in repairing or replacing any of our property, that is damaged or destroyed as a result of you connecting data terminal equipment to our network.

Equipment requirements

We need an acceptable working temperature (ambient 10 – 35ºC) to allow our service personnel to maintain and add new services.

We also need sufficient lighting and space at your site at all times to let us install, inspect, maintain and/or replace equipment.

Where we connect you to three or more network termination units for a Digital Data Service, you must keep them in a modem cabinet.

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.

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.

Charging

We determine the distance of a chargeable circuit by reference to the shortest distance between designated area centres.

1. Connecting a Digital Data Service

Provisioning times

1. We aim to meet our standard provisioning time for Digital Data Services. We are not required to meet them – they are indicative only and depend on the availability of existing infrastructure. The only exception is DDS Fastway, which our Provisioning Commitment applies to (see below).
2. Some DDS Fastway and DDS Flexnet 2 Mbit/s services may be considered wideband services. Provisioning of these services fall under the guidelines of the [Wideband Provisioning Times section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_other_services.htm%22%20%5Co%20%22Telestra%20Web%20site%20-%20Business%20and%20Government%20Terms)
3. We will negotiate the target national standard provisioning times for DDS enhanced facilities such as DDS Flexnet, DDS Vitalink and DDS Austplex.
4. Our provisioning times for DDS Local Area Service are set out in [Part E – DDS Local Area Service of the Digital Data Service section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_digital_data.htm%22%20%5Co%20%22Telestra%20Web%20site%20-%20Business%20and%20Government%20Terms)

Provisioning commitment – DDS Fastway

1. Our Provisioning Commitment and Enhanced Provisioning Commitment is available for Digital Data Service new connections, upgrade, external removal and indoor removal where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. The Enhanced Provisioning Commitment provides for shortened activation times in some circumstances. For further information see the [Service Assurance and Provisioning Commitment Section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_other_services.htm%22%20%5Co%20%22Telestra%20Web%20site%20-%20Business%20and%20Government%20Terms)

Actual provisioning times

1. Actual provisioning times are affected by a number of factors including:
2. the availability of equipment and network infrastructure; and
3. whether the site is metropolitan or regional; and
4. us having sufficient and timely access to your premises and equipment in order to undertake the provisioning.

Information we need

1. When ordering new services, you must provide us with the following information:
2. a fully completed application form;
3. address(es) at which the service is to be provided;
4. description of work needed in each location;
5. nominated contact (including phone number) who is aware of the work needed in each location; and
6. date by which the service is needed to be operational (taking into account our target standard provisioning time).
7. If you cannot provide a date by which the service is needed to be operational at the time that you submit your order to us, then we contact you within ten working days. If you cannot provide a date in writing within seven days of this follow-up contact, we consider that you have withdrawn the order.

Target standard provisioning times

1. Our target standard provisioning times do not apply if you order more than ten services for the one location in a month.
2. Our target standard provisioning times start on the date that we have received all the information we need from you and end on the completion of provisioning. The times are expressed in working days (ie Monday – Friday, excluding public holidays).
3. The standard provisioning time for a new Digital Data Service depends on the location (urban or non-urban) and the category of order.

Urban is any area within Australia of population greater than 10,000 people. Non-urban are all areas within Australia outside of the urban areas.

1. The category of order is determined by the amount of work we need to do to install your service. There are two categories:
2. **1. basic**: orders that need minor internal or external work before installation.

These orders may need minor internal plant work at our exchange, or minor internal plant work at your site that we can perform at the same time as the site visit.

For example, orders that require the installation of network termination units, or the sliding of cards into free slots in Multiplexer racks; or copper pair jumpering in the access network.

1. **2. other**: orders that need some internal and/or external plant installation work by us, or major construction activity or consent of someone other than you.

For example, orders that need inter-exchange network work, exchange building work, a new multiplexer, substantial internal cabling, require council approval or a long access optical fibre or a copper cable haul.

1. Our target standard provisioning times are as follows:

Target standard provisioning times – a new Digital Data Service

| Category of order | Urban | Non-urban |
| --- | --- | --- |
| 1. Basic | 9 working days | 19 working days |
| 2. Other | A provisioning assessment is made on a case by case basis | A provisioning assessment is made on a case by case basis |

1. The standard provisioning times for indoor removals and indoor relocations of a service within a building are:
2. five working days (six working days for Digital Metropolitan Service) for an urban area; and
3. ten working days for a non-urban area.
4. The standard provisioning time for minor changes to your equipment and minor network changes is ten working days.
5. The standard provisioning times for changing a service interface, the access data rate from 64 kbit/s to 128 kbit/s or the data rate between 128 kbit/s and 1984 kbit/s are:
6. five working days for an urban area; and
7. ten working days for a non-urban area.

Rapid Bandwidth Expansion is available for changes of data rates between 64 kbit/s and 128 kbit/s and between 128 kbit/s and 1984 kbit/s for both DDS Fastway and DDS Flexnet. See below under “Rapid Bandwidth Expansion” on page 13.

Standard connection charges

1. The standard charges for connecting a new Digital Data Service are set out in the relevant sections of the other parts of [the Digital Data Service section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_digital_data.htm).

Network extension charges

1. Where your new service will be supplied by cable and your property entry point is more than 500 metres from the nearest part of our existing network to be used to connect your service, we can charge you our fee-for-service charges to lay cable from our existing network to your property entry point. We charge you beyond the first 500 metres. We will tell you this cost and get your consent before we start work.

For fee-for-service charges see the [Fee-for-Service (Other work we do for you)](http://www.telstra.com.au/customerterms/bus_other_services.htm/) section of Our Customer Terms.

1. We can also charge you our fee-for-service charges where your new service will be supplied by radio and we have to install any combination of:
2. a new network radio tower;
3. new network radio equipment on an existing network structure;
4. a repeater section; or
5. a non-standard supporting structure on your premises.

We will tell you this cost and get your consent before we start work.

A standard supporting structure is a triad with a 9-metre mast that extends up to 3 metres or a similar structure that costs the same or less.

For fee-for-service charges see the [Fee-for-Service (Other work we do for you)](http://www.telstra.com.au/customerterms/bus_other_services.htm/) section of Our Customer Terms.

Property extension charges

1. We can charge you our fee-for-service charges where we have to install trenching for cabling from the property entry point to the building entry point.

For fee-for-service charges see the [Fee-for-Service (Other work we do for you)](http://www.telstra.com.au/customerterms/bus_other_services.htm/) section of Our Customer Terms.

Service extension charge

1. We can charge you our fee-for-service charges for installing additional or alternative cabling where you occupy premises for which our network boundary is a main distribution frame (or MDF) and:
2. there is no suitable spare capacity in the cabling system at the premises to extend cabling from the MDF to the location you request; or
3. you do not want your service to be connected through the MDF.

For fee-for-service charges see [the Fee-for-Service (Other work we do for you)](http://www.telstra.com.au/customerterms/bus_other_services.htm/) section of Our Customer Terms.

Materials

1. We will apply materials charges set out in individual quotations
2. Withdrawing or putting an order on hold

Withdrawing an order

We can charge you to withdraw an order for a Digital Data Service (DDS, DDS Flexnet, DDS Fastway, DDS Local Area Service, and DMS), depending on the progress of your order at the time you tell us to withdraw it. The following charges apply:

Charges for withdrawing an order

| **Stage of installation** |  | **Charge payable** |
| --- | --- | --- |
| Stage 1 | Dispatch from salesDispatch from plant layoutOrder issue | 30% of the total connection charges applicable |
| Stage 2 | Transmission path building | 55% of the total connection charges applicable |
| Stage 3 | Terminal equipment provisioningDigital service packet switching test | 95% of the total connection charges applicable |
| Stage 4 | Service order finalisation | 100% of the total connection charges applicable |

Putting an order on hold

We can charge you the following percentage of the connection charges if you put an order for a Digital Data Service (DDS, DDS Flexnet, DDS Fastway, DDS Local Area Service and DMS) on hold, depending on the stage at which you put the order on hold. We can also charge you the applicable rental charge (less any applicable discount) for the period that you keep your order on hold after the date that you originally required the service.

Charges for placing an order on hold

|  |  |  |
| --- | --- | --- |
| Stage of installation |  | Charge payable |
| Stage 1 | Dispatch from salesDispatch from plant layoutOrder issue | 30% of the total connection charges applicable |
| Stage 2 | Transmission path building | 55% of the total connection charges applicable |
| Stage 3 | Terminal equipment provisioningDigital service packet switching test | 95% of the total connection charges applicable |
| Stage 4 | Service order finalisation | 100% of the total connection charges applicable |
| New Order | Starting from the date that you originally required the service until you tell us that the order can go ahead or be withdrawn. | 100% of the applicable monthly charge to apply, less existing and/or agreed additional discount |

If you tell us that the order can go ahead, then full rental and connection charges apply (less any existing and/or agreed discounts) from when your order is completed. These charges are in addition to the charges in the table above. If you have already paid the total connection charges applicable, but we have incurred additional installation costs as a result of you placing your order on hold, then we may recover any additional connection charges from you. We will tell you what these additional charges are before we finalise your order.

1. Not used
2. DDS Internet Customer Access Facility (ICAF)

What is DDS ICAF?

1. ICAF allows you to monitor your DDS, DDS Fastway and DDS Flexnet services using a standard internet browser.
2. You can monitor, test, configure and inquire on your own services within our dedicated digital network. This includes command sets that allow redirection, or initiate physical loopback of network termination unit for physical continuity tests.

No software required

1. As you connect to the service via the Internet, you do not need any specific client software at your premises.

Charges

1. We charge you the following connection charges and monthly charge for DDS ICAF:

|  |  |
| --- | --- |
| DDS ICAF charges | GST Excl. |
| Connection charge | $500.00 |
| Monthly access charge | $375.00 |

1. Customer to Customer Interconnection

What is Customer to Customer Interconnection?

1. Customer to Customer Interconnection is a facility which allows you to:
2. connect a DDS Flexnet or DDS Austplex service supporting your service and the equipment supporting the DDS Flexnet or DDS Austplex service that we provide to another one of our customers; and
3. connect a DDS Fastway or DDS Flexnet service between the equipment supporting your service and the equipment supporting the DDS Fastway or DDS Flexnet service of another customer.
4. This facility applies to the interconnection of two or more data stations on a single digital data line and service redirection. It is not available to Netplex Interconnected Channel.
5. This facility is not available between carriers.

Charges

1. We charge you the following charges for Customer to Customer Interconnection. These charges are not eligible for Netplan or Netstream discounts.

|  |  |
| --- | --- |
| Customer to Customer Interconnection charges | GST excl. |
| Activation of CCI facility per service | $560.00 |
| Monthly charge per service[[1]](#footnote-1) | $82.50 |

.

1. You must also pay the connection or installation charges applicable to the service and any applicable access, transmission and service interface charges.
2. Rapid Bandwidth Expansion

What is Rapid Bandwidth Expansion?

1. Rapid Bandwidth Expansion is an optional facility where we upgrade or move your DDS Fastway service or DDS Flexnet service within two business days.
2. We do not charge you the Rapid Bandwidth Expansion activation charge if we do not meet the two business day target.

Availability

1. Rapid Bandwidth Expansion is available where you require:
2. a speed change of a DDS Flexnet service or DDS Fastway service from 64 kbit/s to 128 kbit/s (or vice versa);
3. a speed change of a DDS Flexnet service or DDS Fastway service in the range 192 kbit/s to 1984 kbit/s; and
4. indoor and outdoor relocations of your DDS Flexnet service at the same or different address if the service is supported by existing infrastructure and a visit by a technician is not required.

Available speeds and bandwidth

1. We upgrade service speed in 64 kbit/s increments.
2. Rapid Bandwidth Expansion is not available if you wish to change service/access speed from 64 kbit/s or 128kbit/s to a speed within the range 192 kbit/s to 1984 kbit/s (or vice versa).
3. For services in the 192-1984 kbit/s band, the Rapid Bandwidth Expansion facility will not be available if your access capacity is not sufficient to cater for the upgrade.

Work on your service

1. We do work on your service within the standard installation hours of business for DDS Flexnet and DDS Fastway.
2. We charge you our fee-for-service charges if you ask us to do work outside of our standard installation hours of business. The fee-for-service charges are set out in the [Fee-for-Service (Other work we do for you)](http://www.telstra.com.au/customerterms/bus_other_services.htm/) section of Our Customer Terms

Charges

1. We charge you the following activation charge for Rapid Bandwidth Expansion. If a speed change is performed at the same time as a relocation to the same or different address, we only charge you for the relocation.

|  |  |
| --- | --- |
| Rapid Bandwidth Expansion activation charge | GST excl. |
| Charge per DDS Fastway and DDS Flexnet service end (as applicable) | $420.00 |
| Relocation of your service at the same address (per DDS Flexnet or DDS Fastway service) | $485.00 |
| Relocation of your service to a different address (per DDS Flexnet or DDS Fastway service) | $550.00 |

1. Vitalink

What is Vitalink?

1. Vitalink is a feature that protects against cable and cable equipment faults by providing duplicated DDS access by a geographically diverse route. This feature is only available for DDS Austplex and DDS Flexnet services.

Connection charges

1. We charge you the following charge for connecting Vitalink when cables are in place:

|  |  |
| --- | --- |
| Vitalink charges | GST excl. |
| Installation of Vitalink facilities on a DDS Austplex or DDS Flexnet service | $6405.50 |

1. If alternate routing or lead-in cabling is required then we must agree the installation terms. If Vitalink is provided by the installation of another service, the installation fee for that service will apply instead of the Vitalink installation fee.

Monthly charges

1. We charge you the following monthly charges for Vitalink:

|  |  |
| --- | --- |
| Vitalink charges | GST excl. |
| Monthly charge[[2]](#footnote-2) | $1,386.21 |

1. Service levels and performance

Performance specifications

1. Digital Data Services have the following performance specifications. Performance specifications for services in or passing through certain places may be less than those shown due to difficulties in providing service in some geographic regions.

DDS performance specifications

|  |  |
| --- | --- |
| Availability | Long-term availability of 99.5% for the DDS Local Area ServiceLong-term availability of 99.9% for all other DDS servicesLong-term availability of 99.8% for the Digital Metropolitan Service (DMS) |
| Error free seconds | Long-term error performance of 99.5% error free seconds |

1. In respect of the performance specification for availability, a data-link is considered to be unavailable if ten consecutive error seconds occur. The data link is unavailable from the start of the ten error seconds, until an error free second occurs. Available time starts at the beginning of an error free second.
2. An error free second is a period of one second in which no errors have been detected in the framing bits of the x50 data-link. An error second is a period of one second in which an error has been detected in one or more framing bits of the x50 data-link.
3. The performance specification for error free seconds refers to the number of seconds that no error occurs expressed as a percentage of the duration of the test excluding unavailable time.

Unavailable time means the period for which the performance of the service degrades below a useable level.

Where unavailable time is caused by hardware failing, the period is measured from when you tell us about the fault condition and release the service to us for maintenance action to the point at which we return or try to return the circuit to you.

During maintenance action, if we find that the circuit performance is consistent with the performance objectives, we will not include this period as unavailable time.

When we calculate the periods of unavailable time for the purposes of this performance specification, we will not take into account:

* those periods where there has been a planned service interruption and we have told you at least five working days (Monday – Friday 9am – 5pm, excluding public holidays) in advance;
* each period where the service is interrupted because of your equipment or procedures failing, or your equipment repair, operation or incompatibility, or error on your part or on the part of your employees or agents, or to any other circumstance under your control;
* each period where we cannot gain access to the circuit to rectify the fault for any reason;
* interruptions you tell us about, but where we do not observe or confirm a fault;
* those periods where your staff were inaccessible (eg to confirm service operation after clearing a fault); and
* each period where the service interruption is caused by circumstances beyond our control.
1. Service assurance

Fault reporting and repair

1. As part of the Digital Data Services, we also provide:
2. a 24 hour fault reporting service for telling us about service faults; and
3. a maintenance and repair service for service faults during the following coverage periods

|  |  |
| --- | --- |
| Maintenance and repair coverage periods | Coverage periods |
| DDS – 1200 bit/s to 19.2 kbit/sDDS Fastway subrate x50DDS Local Area ServiceDigital Metropolitan Service (DMS) | 7am to 9pm Monday to Saturday, including public holidays |
| DDS – 48k bit/sDDS AustplexDDS FlexnetDDS Fastway nx64kbit/s | 24 hrs 7 days a week, including public holidays |

1. The service charges covers maintenance up to our network boundary and the DDS network termination unit only. Maintenance of any telecommunications cabling on your premises (ie cabling beyond our network boundary) or any telecommunications equipment owned or used by you is not included.

Target response and repair times

1. Our target response and repair times only apply to service faults within our maintenance responsibilities.
2. If there is a fault in your service we aim to respond to you within the following times of you telling us about the fault (excluding time outside the above coverage period). You receive a response from us when we tell you that we have started action to identify the fault.

|  |  |
| --- | --- |
| Fault response timeframes | Response time |
| DDS Austplex 2M access with VitalinkDDS Flexnet 2M access with Vitalink | 15 minutes |
| DDS – 48 kbit/sDDS Austplex 2M accessDDS FlexnetDDS Fastway nx64kbit/s | 1 hour |
| DDS – 1200 bit/s to 19.2 kbit/sDDS Fastway subrate x50DDS Local Area ServiceDigital Metropolitan Service (DMS) | 2 hours |

1. If there is a fault in your service in an urban centre, we aim to repair your service to full working order within the following times 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.

|  |  |
| --- | --- |
| Fault repair timeframes | Repair time |
| DDS Austplex 2M access with VitalinkDDS Flexnet 2M access with Vitalink | 4 hours |
| DDS Austplex 2M accessDDS Flexnet 128k and 2M access | 8 hours |
| DDSDDS FlexnetDDS Fastway subrate x50DDS Fastway nx64kbit/sDDS Local Area ServiceDigital Metropolitan Service (DMS) | 12 hours |

* An urban centre has a population of 30,000 or greater and includes locations up to 30 km by road from one of our 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

1. 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

1. We will 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

1. We can charge you to repair the following faults:
2. faults caused by your interference or interference within your control;
3. faults caused by your negligence; and
4. faults caused due to wilful damage by you to your Digital Data Service.

Service appointment times

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

Customer Select Assurance and Maintenance Options

1. 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.](http://www.telstra.com.au/customerterms/bus_other_services.htm%22%20%5Co%20%22Web%20site%20Telestra-%20Business%20and%20Government%20Terms)

FLEXPAC maintenance option

1. FLEXPAC lets you nominate response and repair targets for faults in your service. For information in relation to our FLEXPAC maintenance option, see the [Service Assurance and Provisioning Commitment section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_other_services.htm)
2. Other work we do for you
3. 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.
4. 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).](http://www.telstra.com.au/customerterms/bus_other_services.htm/%22%20%5Co%20%22Telestra%20web%20site-%20Business%20and%20Government%20Terms)

1. Charging zones and areas

Why is this information relevant?

1. Some of the charges for Digital Data Services depend on the type of access you have (eg primary, secondary or tertiary access).
2. Working out what type of access you have depends on which charging area we provide you with access to the service.
3. This information is relevant to the DDS and DDS Flexnet.

Charging zones

1. Every service is in a charging zone. The zones are made up of the states and territories with the following exceptions:
2. **North Queensland** – is made up of the part of Queensland to the north of the northern boundary of the Mackay, Emerald, Longreach and Charleville telephone charging districts;
3. **South Queensland** -is made up of the rest of Queensland;
4. **North Western Australia** – is made up of the part of Western Australia to the north of the northern boundary of the Carnarvon, Meekatharra and Kalgoorlie telephone charging districts; and
5. **South Western Australia** – is made up of the rest of Western Australia.

Charging areas

1. Charging zones are made up of three area centres: primary, secondary and tertiary. A full list of each area is set out below.
2. A primary area centre is the principle centre in each charging area. The centre is made up of:
3. in the case of Sydney, Melbourne, Adelaide, Hobart, Perth and Brisbane, their telephone charging district;
4. in the case of Townsville, the area serviced by the Townsville telephone charging zone;
5. in the case of Karratha, the area serviced by the Karratha telephone exchange; and
6. in the case of Darwin, the area serviced by the Darwin, Berrimah, Casuarina and Nightcliff telephone exchanges.

Telephone charging districts and zones are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_charging.htm%22%20%5Co%20%22Telestra%20web%20site-%20Business%20and%20Government%20Terms)

1. Each **secondary area centre** is made up of the telephone charging zone of the same name. Each **tertiary area centre** is made up of the area serviced by the telephone exchange of the same name.

Telephone charging districts are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms.](http://www.telstra.com.au/customerterms/bus_charging.htm)

Dual zone centres

1. You can include all of your services in the following tertiary area centres in either of the listed charge zones:

|  |  |
| --- | --- |
| Tertiary Area Centre | Charging Zones |
| Albury | New South Wales, Victoria |
| Alice Springs | Northern Territory, South Australia |
| Buronga | New South Wales, Victoria |
| Coolangatta | New South Wales, Queensland |
| Echuca | New South Wales, Victoria |
| Kununarra | Western Australia North, Northern Territory |
| Mildura | New South Wales, Victoria |
| Moama | New South Wales, Victoria |
| Mulwala | New South Wales, Victoria |
| Tweed Heads | New South Wales, Queensland |
| Wodonga | New South Wales, Victoria |
| Yarrawonga | New South Wales, Victoria |

List of charging zones and areas

1. The charging zones and charging areas are shown in the following table:

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | New South Wales |  |
| Primary Area Centre | Sydney |  |
| Secondary Area Centre | Canberra, Woollongong, Newcastle (including below) |  |

|  |
| --- |
| Belmont |
| Boolaroo |
| Charlestown |
| Corrimal |
| Cardiff |
| Civic |
| Dapto |
| Dudley |
| Deakin |
| Fyshwick |
| Hall Village |
| Hamilton |
| Jerrabomberra |
| Kambah |
| Lanyon |
| Mayfield |
| Mereweather |
| Melba |
| Manuka |
| Monash |
| Mt Hutton |
| Mawson |
| New Lambton |
| Port Kembla |
| Queanbeyan |
| Scullin |
| Stockton |
| Tarro |
| Thirroul |
| Tomago |
| Tralee |
| Toronto |
| Tuggeranong |
| Unanderra |
| Weston Creek |
| Wollongong |
| Wallsend |
| Williamtown |
| Wolfe St |
| Warilla |
| West Wallsend |

Tertiary Area Centre

|  |
| --- |
| Avoca Beach |
| Aberdeen |
| Abermain |
| Armidale |
| Adelong |
| Albury |
| Albion Park |
| Alstonville |
| Anna Bay |
| Appin |
| Ardlethan |
| Ariah Park |
| Attunga |
| Barraba |
| Batemans Bay |
| Bathurst |
| Batlow |
| Baradine |
| Bega |
| Belford |
| Berrima |
| Bemboka |
| Bermagui |
| Berry |
| Berrigan |
| Bungendore |
| Bethanga |
| Brocklehurst |
| Bingara |
| Brunswick Heads |
| Blayney |
| Belconnen |
| Bellingen |
| Blackheath |
| Ballina |
| Berkeley Vale |
| Berambing |
| Bungowannah |
| Bogan Gate |
| Broken Hill |
| Barnawartha |
| Binnaway |
| Bombala |
| Boorowa |
| Bowral |
| Bowraville |
| Bargo |
| Bringelly |
| Bourke |
| Balranald |
| Brewarrina |
| Banora Point |
| Barton |
| Braidwood |
| Burrawang |
| Bulahdelah |
| Buff Point |
| Byron Bay |
| Callala Bay |
| Canyonleigh |
| Canowindra |
| Cobar |
| Coonamble |
| Condobolin |
| Collarenebri |
| Campbelltown |
| Cds Canberra |
| Cessnock |
| Coffs Harbour |
| Coleambally |
| Coolamon |
| Coonabarabran |
| Cranebrook |
| Clarence |
| Cooma |
| Coolah |
| Corowa |
| Cowra |
| Cooranbong |
| Crace |
| Corryong |
| Casino |
| Crescent Head |
| Cootamundra |
| Clarence Town |
| Cudal |
| Culcairn |
| Currarong |
| Crookwell |
| Cowpastures |
| Dubbo |
| Dedderang |
| Dunedoo |
| Delegate |
| Denman |
| Dungog |
| Deniliquin |
| Dorrigo North |
| Dorrigo |
| Eden |
| East Gresford |
| Emerald Beach |
| Erina |
| Evans Head |
| Estella |
| Emu Plains |
| Failford |
| Fernhill |
| Finley |
| Forster |
| Forbes |
| Ganmain  |
| Gundagai |
| Grenfell |
| Griffith |
| Gearys Gap |
| Gulargambone |
| Grong Grong |
| Gilgandra |
| Glenbrook |
| Goulburn |
| Glenfield |
| Galong |
| Gloucester |
| Glen Innes |
| Gunning |
| Goonellabah |
| Greta |
| Gorokan |
| Grafton |
| Gosford |
| Gulgong |
| Gunnedah |
| Guyra |
| Hanwood |
| Harrington |
| Hastings Point |
| Hay |
| Helensburgh |
| Harwood |
| Henty |
| Holbrook |
| Harden |
| Hillston |
| Huskisson |
| Iluka |
| Inverell |
| Jindera |
| Jindabyne |
| Junction Hill |
| Junee |
| Jervis Bay |
| Kandos |
| Kingscliff |
| Kiewa |
| Khancoban |
| Kiama |
| Kurri Kurri |
| Kempsey |
| Kincumber |
| Karuah |
| Kariong |
| Katoomba |
| Kyogle |
| Lavington |
| Lake Cathie |
| Lake Cargelligo |
| Lockhart |
| Lismore |
| Lightning Ridge |
| Lithgow |
| Long Jetty |
| Lake Munmorah |
| Llandilo |
| Laurieton |
| Leeton |
| Lochinvar |
| Lawson |
| Malua Bay |
| Macksville |
| Maitland |
| Manilla |
| Murwillumbah |
| Maclean |
| Medlow Bath |
| Menindee |
| Merimbula |
| Mungindi |
| Menangle |
| Mulgoa |
| Mannering Park |
| Mt Hunter |
| Mittagong |
| Moulamein |
| Manildra |
| Molong |
| Moruya |
| Murrurundi |
| Moree |
| Marulan |
| Morisset |
| Merriwa |
| Moss Vale |
| Mt Thorley |
| Mudgee |
| Mullumbimby |
| Muswellbrook |
| Mt Victoria |
| Mangrove Mtn |
| Narara |
| Nabiac |
| Nambucca Heads |
| Narrabri |
| Narrandera |
| North Richmond |
| Nelson Bay |
| Narromine |
| Nords Wharf |
| Narellan |
| Narooma |
| Nowra |
| Nyngan |
| Oakdale |
| Ourimbah |
| Old Bar |
| Oberon |
| Oaklands |
| Orange |
| Orchard Hills |
| Pambula |
| Patonga Beach |
| Picton |
| Pitt Town |
| Peak Hill |
| Pacific Palms |
| Portland |
| Penrith |
| Pokolbin |
| Porters Retreat |
| Parkes |
| Paterson |
| Port Macquarie |
| Peats Ridge |
| Quirindi |
| Ravensworth |
| Richmond |
| Regentville |
| Raglan  |
| Rutherglen |
| Raleigh |
| Robertson |
| The Rock |
| Raymond Terrace |
| Rutherford |
| Rylstone |
| Sanctuary Point |
| Sawtell |
| Scone |
| Shoalhaven Heads |
| Singleton |
| Soldiers Point |
| Spring Hill |
| Springwood |
| Saratoga |
| Swansea |
| Stratford (NSW) |
| Stroud |
| Sussex Inlet |
| Sth West Rock |
| Tamworth |
| Tahmoor |
| Tarcutta |
| Taree |
| Tibooburra |
| Tweed Heads |
| Trundle |
| Terranorra Lodge |
| Temora |
| Tottenham |
| Thredbo Village |
| Thurgoona |
| Tintenbar |
| Toukley |
| Talangatta |
| Tanilba |
| Tumbarumba |
| Tregeagle |
| Trangie |
| Terrigal |
| Transit Hill |
| Tambar Springs |
| Tenterfield |
| Tumut |
| Tura Beach |
| Tullamore |
| Ulan |
| Ulladulla |
| Urunga |
| Uralla |
| Urana Scax |
| Valla Beach |
| Wagga Wagga |
| Wallerawang |
| Windellama |
| Warkworth |
| Wauchope |
| White Cliffs |
| Wodonga |
| Widgelli |
| Wellington |
| Wilberforce |
| Wisemans Ferry |
| Warragamba |
| Wagga East |
| Woolgoolga |
| Wagga South |
| Wilcannia |
| Wilton  |
| Wingham |
| Wyrallah  |
| Walgett |
| Walcha |
| Williamsdale |
| Wangi Wangi |
| Winmalee |
| Woy Woy |
| Warialda |
| Warren |
| Werris Creek |
| Windsor |
| Wagstaff Point |
| West Tamworth |
| Willow Tree |
| Wee Waa |
| West Wyalong |
| Wyee |
| Wyong |
| Yass |
| Yamba |
| Young |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | Victoria |  |
| Primary Area Centre | Melbourne |  |
| Secondary Area Centre | Geelong (including below) |  |
| Belmont | Moolap | North Geelong |
| Ceres | Moorabool | Waurn Ponds |
| Corio |  |  |

**Tertiary Area Centre**

|  |
| --- |
| Apollo Bay |
| Alfredton |
| Allansford |
| Ararat |
| Anglesea |
| Avoca |
| Alexandra |
| Axedale |
| Bacchus Marsh |
| Baranduda |
| Barooga |
| Bairnsdale |
| Ballan |
| Balmoral |
| Barongarook |
| Baxter |
| Bannockburn |
| Beeac |
| Beaconsfield Upp |
| Beulah |
| Beaufort |
| Bright |
| Bendigo |
| Barham |
| Birregurra |
| Birchip |
| Barjarg |
| Barwon Heads |
| Benalla |
| Balnarring |
| Bolinda |
| Boort |
| Ballarat |
| Broadford |
| Bullarto |
| Buninyong |
| Bunyip |
| Beechworth |
| Cann River |
| Carisbrook |
| Castlemaine |
| Cavendish |
| Cranbourne |
| Cranbourne North |
| Camperdown |
| Churchill |
| Chiltern |
| Coleraine |
| Clunes |
| Clyde |
| Cobden |
| Cobram |
| Cockatoo |
| Cohuna |
| Colac |
| Cororooke |
| Cowes |
| Carwarp |
| Creswick |
| Crib Point |
| Charlton |
| Casterton |
| Darnum |
| Dareton |
| Dartmoor |
| Daylesford |
| Dimboola |
| Derrinallum |
| Dixons Creek |
| Donald |
| Drouin |
| Dromana |
| Drysdale |
| Dunolly |
| Eaglehawk |
| Echuca |
| Eildon |
| Elmore |
| Emerald |
| Edenhope |
| Epsom |
| Euroa |
| Fish Creek |
| Fingal |
| Flinders |
| Foster |
| Garfield |
| Glengarry |
| Gellibrand River |
| Gembrook |
| Gisborne |
| Goroke |
| Gre Gre |
| Gruyere |
| Glenrowan |
| Gladysdale |
| Hastings |
| Heathmere |
| Heathcote |
| Hopetoun |
| Heywood |
| Heyfield |
| Hamilton |
| Horsham |
| Halls Gap |
| Healesville |
| Hazelwood North |
| Inverloch |
| Inverleigh |
| Inglewood |
| Irymple |
| Jeparit |
| Kinglake |
| Kinglake West |
| Kaniva |
| Kerang |
| Kangaroo Flat |
| Kialla |
| Kilmore |
| Koroit |
| Korumburra |
| Koorlong |
| Koo Wee Rup |
| Kyabram |
| Kyneton |
| Lara |
| Lake Bolac |
| Leitchville |
| Lemnos |
| Lakes Entrance |
| Leongatha |
| Leopold |
| Lang Lang |
| Little River |
| Launching Place |
| Longford |
| Lorne |
| Maffra |
| Maldon |
| Malmsbury |
| Maryborough |
| Marysville |
| Macarthur |
| Mc Ivor Road |
| Mallacoota |
| Merbein |
| Meredith |
| Mansfield |
| Manangatang |
| Mirboo North |
| Mildura |
| Milawa |
| Monak |
| Moama |
| Moe |
| Moorooduc |
| Mooroopna |
| Moriac |
| Mornington |
| Mortlake |
| Merino |
| Mildura Sth |
| Mt Buller |
| Mt Beauty |
| Mt Clear |
| Mt Martha |
| Mt Macedon |
| Metung |
| Murtoa |
| Murrayville |
| Morwell |
| Myrtleford |
| Nagambie |
| Napoleons |
| Nirranda |
| Nathalia |
| Nandaly |
| Nelson |
| Newhaven |
| Newstead |
| Nhill |
| Noorat |
| Numurkah |
| Nyah |
| Nyora |
| Ocean Grove |
| Omeo |
| Orbost |
| Orford |
| Ouyen |
| Paynesville |
| Pearcedale |
| Peterborough |
| Piangil |
| Pakenham |
| Port Campbell |
| Port Fairy |
| Portland |
| Portarlington |
| Puckapunyal |
| Quambatook |
| Queenscliff |
| Rainbow |
| Rosedale |
| Red Cliffs |
| Riddells Creek |
| Rochester |
| Robinvale |
| Romsey |
| Rosebud |
| Rushworth |
| Rye |
| Sale |
| San Remo |
| Sealake |
| Seymour |
| Shoreham |
| Shepparton |
| Skipton |
| Stanhope |
| Somerville |
| Sorrento |
| Seaspray |
| Spring Gully |
| Sebastopol |
| St Arnaud |
| Stawell |
| St Leonards |
| Stratford |
| Strath Village |
| Swan Reach |
| Swifts Creek |
| Swan Hill |
| Traralgon |
| Tatura |
| Tooradin |
| Terang |
| Tongala |
| Taggerty |
| Timboon |
| Thornton |
| Toolangi |
| Toora |
| Torquay |
| Trafalgar |
| Trentham |
| Tocumwal |
| Tyabb |
| Underbool |
| Warburton |
| Wandin |
| Wandong |
| Wangaratta |
| Warrnambool |
| West Wodonga |
| Woodend |
| Wedderburn |
| Wentworth |
| Wendouree |
| Warragul South |
| Warragul |
| Winchelsea |
| Warracknabeal |
| Wallan |
| Werrimull |
| Wonthaggi |
| Woori Yallock |
| Welshpool |
| Wycheproof |
| Yarrajunction |
| Yallourn Nth. |
| Yarragon |
| Yea |
| Yellingbo |
| Yinnar |
| Yarram |
| Yarrawonga |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
|  **Charging Zone** | **Queensland** |  |
| **Primary Area Centre** | Brisbane |  |
| **Secondary Area Centre** | Southport |  |
| Arundel | Carrara | Paradise Point |
| Ashmore | Merrimac | Robina |
| Bundall | Nerang | Southport (Gold Coast) |
| Coombabah | Oxenford | Surfers Paradise |

**Tertiary Area Centre**

|  |
| --- |
| Agnes Waters |
| Airlie Beach |
| Allora |
| Amberley |
| Augathella |
| Avoca |
| Bajool |
| Barcaldine |
| Bargara |
| Bundaberg |
| Brandon |
| Beaudesert |
| Burnett Heads |
| Biggenden |
| Biloela |
| Blackall |
| Blackwater |
| Boonah |
| Boyne\_Island |
| Bribie Island |
| Beerwah |
| Banksia Beach |
| Bucasia |
| Buderim |
| Burleigh Heads |
| Caboolture |
| Caloundra |
| Canungra |
| Capella |
| Chillagoe |
| Chinchilla |
| Childers |
| Charleville |
| Claredale |
| Clifton |
| Clermont |
| Coolum Beach |
| Calen |
| Clinton |
| Crows Nest |
| Coominya |
| Coen |
| Cordalba |
| Cooroy |
| Cracow |
| Cunnamulla |
| Currumbin |
| Curtis |
| Dalby |
| Deeragun |
| Delta |
| Dirranbandi |
| Drayton |
| Dunwich |
| Dysart |
| Eidsvold |
| El Arish |
| Eimeo |
| Emerald |
| Esk |
| Eton |
| Eumundi |
| Farleigh |
| Frenchville |
| Gatton |
| Gayndah |
| Georgetown |
| Glasshouse Mtns |
| Gin Gin |
| Giru |
| Gladstone |
| Golden Beach |
| Glenden |
| Goondiwindi |
| Gracemere |
| Gunpowder |
| Gympie |
| Halifax |
| Hamilton Island |
| Helidon |
| Herberton |
| Highfields |
| Hay Point |
| Inglewood |
| Injune |
| Jandowae |
| Jimboomba |
| Julia Ck |
| Kilcoy |
| Killarney |
| Kingaroy |
| Kowanyama |
| Laidley |
| Lammermoor |
| Landsborough |
| Lawnhill |
| Lowood |
| Longreach |
| Maleny |
| Maryborough |
| Mundubbera |
| Meandarra |
| Mudgeeraba |
| Mt Garnet |
| Middle Ridge |
| Middlemount |
| Mission Beach |
| Mitchell |
| Mackay |
| Miles |
| Millmerran |
| Moranbah |
| Monto |
| Morayfield |
| Mooloolaba |
| Moura |
| Mt Surprise |
| Mudjimba |
| Murgon |
| Maroochydore |
| Nanango |
| Nambour |
| Nebo |
| Newtown |
| Nerimbera |
| Noosa Heads |
| Noosaville |
| North Mackay |
| Oakey |
| Ormeau |
| Paget |
| Parkhurst |
| Peak Crossing |
| Pialba |
| Palmview |
| Palmwoods |
| Pomona |
| Proserpine |
| Pittsworth |
| Quilpie |
| Richmond |
| Roma |
| Rosewood |
| Rockhampton |
| Riverside |
| Sarina |
| Seaforth |
| Sharon |
| South Johnstone |
| Slade Point |
| Stephens |
| Springsure |
| St George |
| Stanthorpe |
| Tara |
| Taroom |
| Tin Can Bay |
| Tamborine Mtn |
| Tieri |
| Texas |
| Tugun |
| Theodore |
| Toowoomba |
| Tolga |
| Torquay |
| Tooloogawah |
| Wandoan |
| Wallangarra |
| Wallaville |
| Wamuran |
| Warwick |
| Wondai |
| Wolffdene |
| Winton |
| Walkerston |
| Wallumbilla |
| Woombye |
| Woodford |
| Woongarra |
| Woorabinda  |
| White Rock |
| Wurtulla |
| Yabulu |
| Yeppoon |
| Yandina |
| Yarraman |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| **Charging Zone** | **Queensland** |  |
| **Primary Area Centre** | Townsville |  |
| **Secondary Area Centre** | Nil |  |

**Tertiary Area Centre**

|  |
| --- |
| Atherton |
| Ayr |
| Babinda |
| Bamaga |
| Bowen |
| Cairns |
| Cairns Airport |
| Cardwell |
| Charters Towers |
| Cooktown |
| Cloncurry |
| Collinsvale |
| Dimbula |
| Earlville |
| Edge Hill |
| Edmonton |
| Freshwater |
| Gordonvale |
| Home Hill |
| Hughenden |
| Ingham |
| Innisfail |
| Island Point |
| Kairi |
| Kuranda |
| Leyshon |
| Malanda |
| Mareeba |
| Mission Beach |
| Mossman |
| Mt. Isa |
| Mourilyan |
| Normanton |
| Portsmith |
| Ravenshoe |
| Smithfield |
| Thursday Island |
| Trinity Beach |
| Tully |
| Weipa |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| **Charging Zone** | **South Australia** |  |
| **Primary Area Centre** | Adelaide |  |
| **Secondary Area Centre** | Nill |  |

**Tertiary Area Centre**

|  |
| --- |
| Aldinga |
| Allendale East |
| Petermann |
| Andamooka |
| Angaston |
| Ardrossan |
| Blanchetown |
| Bordertown |
| Birdwood |
| Berri |
| Beachport |
| Balaklava |
| Brinkworth |
| Booleroo Centre |
| Blyth |
| Barmera |
| Barmera West |
| Burra |
| Bute |
| Ceduna |
| Crystal Brook |
| Clare |
| Cleve |
| Cummins |
| Coonalpyn |
| Cowell |
| Coober Pedy |
| Coonawarra |
| Edithburgh |
| Elliston |
| Eudunda |
| Freeling |
| Gladstone |
| Glossop |
| Goolwa |
| Glencoe |
| Greenock |
| Gawler |
| Hawker |
| Hamley Bridge |
| Jamestown |
| Kalangadoo |
| Kapunda |
| Kadina |
| Keith |
| Keyneton |
| Kingston Se |
| Kimba |
| Koolunga |
| Kingscote |
| Kingston Murray |
| Koonibba |
| Karatta |
| Leigh Creek |
| Langhorne Creek |
| Lameroo |
| Lock |
| Lucindale |
| Laura |
| Loxton |
| Lyndock |
| Lyrup |
| Mallala |
| Mundulla |
| Meningie |
| Mount Gambier |
| Millicent |
| Minlaton |
| Milang |
| Melrose |
| Mannum |
| Manoora |
| Monarto |
| Moonta |
| Monash |
| Mypolonga |
| Marla |
| Moorak |
| Mount Burr |
| Mount Compass |
| Maitland |
| Mount Pleasant |
| Mintaro |
| Murray Bridge |
| Naracoorte |
| Nangwarry |
| North Shields |
| Nelshaby |
| Narrung |
| Nuriootpa |
| Orroroo |
| Owen |
| Port Broughton |
| Policemans Point |
| Padthaway |
| Penola |
| Peterborough |
| Port Germein |
| Pt. Pirie |
| Pinnaroo |
| Penneshaw |
| Penong |
| Petermann |
| Price |
| Parndana |
| Pages Flat |
| Port Augusta |
| Pt Elliot |
| Pt. Lincoln |
| Port Vincent |
| Port Wakefield |
| Quorn |
| Roxby Downs |
| Rendelsham |
| Renmark |
| Renmark North |
| Renmark West |
| Robe |
| Rosedale |
| Roseworthy |
| Riverton |
| Strathalbyn |
| Sedan |
| Stirling North |
| Snowtown |
| Swan Reach |
| Streaky Bay |
| Stansbury |
| Tanunda |
| Tintinara |
| Tailem Bend |
| Two Wells |
| Tarpeena |
| Tarlee |
| Tantanoola |
| Tumby Bay |
| Victor Harbor |
| Whyalla Jenkins |
| Whyalla |
| Willunga |
| Waikerie |
| Wilminton |
| Williamstown |
| Woomera |
| Warooka |
| Wallaroo |
| Wasleys |
| Wudinna |
| Watervale |
| Yankalilla |
| Yorketown |
| Yunta |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | Northern Territory |  |
| Primary Area Centre | Darwin |  |
| Secondary Area Centre | Nil |  |

**Tertiary Area Centre**

|  |
| --- |
| Adelaide River |
| Alice Springs |
| Alyangula |
| Borroloola |
| Batchelor |
| Berry Springs |
| Gregory Ddn |
| Howard Springs |
| Jabiru Est Airpt |
| Jabiru |
| Katherine |
| Nhulunbuy |
| Noonamah |
| Palmerston |
| Tanami |
| Timber Creek |
| Tennant Creek |
| Yulara |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | Tasmania |  |
| Primary Area Centre | Hobart |  |
| Secondary Area Centre | Nil |  |

**Tertiary Area Centre**

|  |
| --- |
| Bicheno |
| Boat Harbour |
| Bridport |
| Burnie |
| Coles Bay |
| Currie |
| Cygnet |
| Deloraine Termin |
| Devonport |
| Dover |
| Dunalley |
| East Devonport |
| Evandale |
| Exeter |
| Georgetown Term. |
| Gretna |
| Legana |
| Longford Term. |
| Launceston Airpo |
| Latrobe |
| Lymwood |
| Mowbray,L'ton |
| Nubeena |
|  |
| Oatlands |
| Penguin |
| Perth |
| Prospect Term |
| Port Sorell |
| Queenstown |
| Railton |
| Riverside |
| Rosebery |
| Scottsdale |
| Sheffield |
| South Launceston |
| Sidmouth |
| St John |
| Smithton Termina |
| Somerset Termina |
| Spreyton |
| Strahan |
| St Helens |
| St. Marys |
| Triabunna |
| Ulverstone |
| Waverley |
| Westbury |
| Whitemark |
| Winnaleah |
| Wilmot |
| Wynyard |
| Wesley Vale |
| Zeehan |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | Western Australia |  |
| Primary Area Centre | Perth |  |
| Secondary Area Centre | Nil |  |

Tertiary Area Centre

|  |
| --- |
| Albany North |
| Albany |
| Ambergate  |
| Augusta |
| Australind |
| Baldivis |
| Bullsbrook East |
| Becher |
| Bremer Bay  |
| Bridgetown |
| Bakers Hill |
| Bindoon |
| Ballidu  |
| Bulong Mine  |
| Boddington |
| Boyanup |
| Boyup Brook |
| Burekup  |
| Brunswick Junction |
| Broome |
| Bruce Rock |
| Bunbury |
| Busselton West |
| Brookton |
| Busselton |
| Beverley |
| Byford |
| Carnamah |
| Coolgardie |
| Collie |
| Cable Beach |
| Cunderdin |
| Capel |
| Collie Power Stn |
| Cranbrook |
| Corrigin |
| Carnarvon North |
| Carnarvon |
| Dalwallinu |
| Darkan |
| Bencubbin  |
| Dunsborough |
| Broomehill  |
| Dandaragan |
| Denmark |
| Dumbleyung |
| Marvel Loch  |
| Denham |
| Dongara |
| Donnybrook |
| Thunderbox Mine |
| Dawesville |
| Dwellingup |
| Dowerin |
| Eaton |
| Esperance |
| Esperance North |
| Exmouth |
| Greenfields  |
| Golden Grove  |
| Geraldton |
| Gelorup |
| Goomalling |
| Gin Gin |
| Gnowangerup |
| Greenbushes |
| Halls Head |
| Harvey |
| Hannans |
| Halls Creek |
| Hyden |
| Irvine Hill |
| Jigalong  |
| Jurien |
| Kalbarri |
| Boulder  |
| Kellerberrin |
| Kemerton |
| Kalgoorlie |
| King River |
| Kambalda |
| Kal Nickel Smelter |
| Kojonup |
| Kondinin |
| Koorda |
| Kirup  |
| Katanning |
| Kulin |
| Lancelin |
| Lake Clifton |
| Leeman |
| Leinster |
| Leonora |
| Lake Grace |
| Laverton |
| Mandurah |
| Marble Bar |
| Mount Barker |
| Merredin |
| Mundijong |
| Meekatharra |
| Mullewa |
| Mingenew |
| Manjimup |
| Moonyoonooka |
| Morawa |
| Moora |
| Margaret River |
| Meadow Springs |
| Mt. Keith Mine |
| Mt Magnet |
| Mt. Helena |
| Mukinbudin |
| Northcliffe |
| Newdegate |
| Nifty Mine  |
| New Norcia |
| Narembeen |
| Narrogin |
| Northam |
| Norseman |
| Northampton |
| Onslow |
| Oyster Harbour |
| Picton |
| Perenjori  |
| Pemberton |
| Pingelly |
| Pinjarra |
| Perseverence |
| Quairading |
| Ravensthorpe |
| Rockingham |
| Southern Cross |
| Serpentine |
| Salmon Gums  |
| South Hedland |
| Somerville |
| Tammin |
| Tambellup |
| Three Springs |
| Telfer |
| Tincurrin  |
| Toodyay |
| Vasse |
| Warnbro |
| Walpole |
| Williams |
| Welford  |
| Wagin |
| Wongan Hills |
| Waroona |
| Worsley Refinery |
| Wickepin  |
| Wooroloo |
| Woorree |
| Wubin |
| Wundowie |
| Wyalkatchem |
| Smoke Creek-Argy |
| Yalgoo  |
| Yarloop |
| Yallingyup  |
| Yarrie Minesite |
| York |
| Yunderup |
| Asarco Gold Mine |
| Davenport |

Charging Zones and Charging Areas

|  |  |  |
| --- | --- | --- |
| Charging Zone | Western Australia |  |
| Primary Area Centre | Karratha |  |
| Secondary Area Centre | Nil |  |

Tertiary Area Centre

|  |
| --- |
| Argyle Mine |
| Barrow Island |
| Broome |
| Cue |
| Dampier |
| Derby |
| Fitzroy Crossing |
| Jerramungup |
| Karratha South |
| Kununarra (also NT) |
| Newman |
| Pannwonica |
| Paraburdoo |
| Port Hedland |
| Port Hedland West |
| Roebourne |
| South Hedland |
| Tom Price |
| Thevenard Island |
| Wickham |
| Withnell Bay |
| Wyndham |

1. Special meanings
2. The following words have the following special meanings:

**building entry point** is the point where cable crosses or goes through the perimeter of your building.

**network boundary** means the boundary as ascertained in accordance with section 22 of the Telecommunications Act 1997.

**property entry point** means:

* where we supply you a service using cable or fibre, the point where the cable or fibre enters your property;
* where we supply you a service using radio, the base of the antenna’s supporting structure on your property;
1. **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you 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. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](http://www.telstra.com.au/customerterms/) [↑](#footnote-ref-1)
2. **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you 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. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](http://www.telstra.com.au/customerterms/) [↑](#footnote-ref-2)