

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

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### Part D – Business Phone Services

Certain words are used with the specific meanings set out in Part A - General of the Basic Telephone Service section, or in [the General Terms of Our Customer Terms](#).

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#### 1 About this Part

1.1 This is part of the Basic Telephone Service section of Our Customer Terms. Provisions in other parts of the Basic Telephone Service section, as well as in the General Terms of Our Customer Terms, may apply.

See clause 1 of [the General Terms of Our Customer Terms](#) for more detail on how the various sections of Our Customer Terms should be read together.

See clause 1 of [Part A – General of the Basic Telephone Service section](#) for more detail on how the various parts of the Basic Telephone Service section should be read together.

1.2 We supply the business services described in this Part D of the Basic Telephone Service section of Our Customer Terms for business purposes and you must use these business services mainly for business purposes.

1.3 In this Part D, references to calls to mobiles means calls to Australian mobile numbers and does not include calls to international mobile numbers. Calls to international mobiles are international calls. See clause 24 of this Part D.

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#### 2 Business services

##### Reasonable use policy

2.1 When we supply you a Basic Telephone Service that is a business service, you must use the service in accordance with the following reasonable use policy:

- Unless you have chosen BusinessLine Ultimate, BusinessLine Select, BusinessLine Select Saver 1, BusinessLine Select Saver 2, BusinessLine Select Saver 3, BusinessLine Select Saver 4, BusinessLine Choice, BusinessLine Standard, BusinessLine Basic or BusinessLine Max for your Basic Telephone Service, on average, 95% of local calls made from your service last no more than an hour.

2.2 We can collect information and investigate whether you are complying with the reasonable use policy. If we find that you aren't, and you do not comply within 30 days of us telling you, we can change your service to a Business Exchange Line service.

2.3 The reasonable use policy is not intended to release Telstra from any obligation it has under any applicable legislation.

##### Customers under administration

2.4 If we learn that you have come under the control of a “relevant authority” (as defined in section 600F(2) of the Corporations Act 2001 (Cth)), and the relevant authority tells us it wants to keep your Basic Telephone Service, we may open a

### Part D – Business Phone Services

new account for you, and if we do you have to pay us for an in-place connection for each affected service.

- 2.5 If we then learn that you are no longer under the control of a “relevant authority”, we may open a new account for you again, and if we do you have to pay us for an in-place connection for each affected service.

#### **Availability of BusinessLine Plans**

- 2.6 You can only choose a BusinessLine plan for services using our public switched network (except private payphones, services with Call Diversion Number Only, Number Redirection and Corporate Virtual Network).

#### **Changing or cancelling your BusinessLine plan**

- 2.7 If you choose a BusinessLine plan, change your BusinessLine plan or cancel it, this does not take effect until we process your request. We will notify you of the likely timeframe when we receive your request.

#### **Wholesale Customers**

- 2.8 BusinessLine plans are not available to wholesale customers.

#### **Calls from Norfolk Island**

- 2.9 If your Basic Telephone Service is in Norfolk Island, terms in [Part F – Other Call Types of the Basic Telephone Service section of Our Customer Terms](#) also apply to you.

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## **3 Business Voice Advantage (by invitation only)**

#### **Availability**

- 3.1 On and from 25 June 2019, Business Voice Advantage is not available for new connections, or to new customers, or existing customers who do not have a Business Voice Advantage plan.
- 3.2 You can choose Business Voice Advantage if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls; and
  - (d) you are invited by us to take up this plan.
- 3.3 If you are an existing Telstra customer and sign up to a new Plan, any discounts (for example, loyalty discounts) will not apply to your new Plan.

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#### Monthly charge

- 3.4 The monthly charge for Business Voice Ultimate is \$60.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls & calls to 019 numbers

- 3.5 The charges for the local calls are included in the monthly charge.
- 3.6 If you only make a small number of these calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 3.7 The charges for STD calls (including STD Extended Zone & Preferential calls) are included in the monthly charge.
- 3.8 If you only make a small number of STD calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) or 80 cents (GST incl.) per call, as applicable.

#### Calls to mobiles

- 3.9 The charges for calls to mobiles are included in the monthly charge.
- 3.10 If you have a Multiple Number or Fax Duet service, you can have Business Voice Ultimate on the Prime Service Number only. All calls made on the Auxiliary Service Number are charged at BusinessLine Complete plan rates.

#### Other inclusions

- 3.11 Other inclusions and terms (including modem costs) are as per the Telstra Business Voice Advatage (by invitation only) plan on the nbn network (see Telstra Business Voice Section of Our Customer Terms for Small Business and Governemnet customers)

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## 4 Business Voice Base

- 4.1 On and from 25 June 2019, Business Voice Base is not available for new connections, or to new customers, or existing customers who do not have a Business Voice Base plan.
- 4.2 You can choose Business Voice Base plan if you:
- (a) provide us with proof of your ABN or ACN;

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- (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls.
- 4.3 If you are an existing Telstra customer and sign up to a new Plan, any discounts (for example, loyalty discounts) will not apply to your new Plan.

#### **Monthly charge**

- 4.4 The monthly charge for Business Voice Base is \$50.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### **Local calls**

- 4.5 We charge you 22 cents (GST incl.) per call for local calls.

#### **National long distance (STD) calls**

- 4.6 We charge you 22 cents (GST incl.) per call for STD Extended Zone & Preferential calls, and 80 cents per call for all other STD calls.

#### **Calls to mobiles**

- 4.7 We charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute blocks for calls to mobiles.
- 4.8 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

#### **Other inclusions**

- 4.9 Other inclusions and terms (including modem costs) are as per the Telstra Business Voice Base plan on the nbn network (see Telstra Business Voice Section of Our Customer Terms for Small Business and Governemnet customers)

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## **5 Business Voice Ultimate**

### **Availability**

- 5.1 On and from 25 June 2019, Business Voice Ultimate is not available for new connections, or to new customers, or existing customers who do not have a Business Voice Ultimate plan.

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- 5.2 You can choose Business Voice Ultimate if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.
- 5.3 If you are an existing Telstra customer and sign up to a new Plan, any discounts (for example, loyalty discounts) will not apply to your new Plan.

#### **Monthly charge**

- 5.4 The monthly charge for Business Voice Ultimate is \$80.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### **Local calls**

- 5.5 The charges for the local calls are included in the monthly charge.
- 5.6 If you only make a small number of these calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

#### **National long distance (STD) calls**

- 5.7 The charges for STD calls (including STD Extended Zone & Preferential calls) are included in the monthly charge.
- 5.8 If you only make a small number of STD calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) or 80 cents (GST incl.) per call, as applicable.

#### **Calls to mobiles**

- 5.9 The charges for calls to mobiles are included in the monthly charge.

#### **Other inclusions**

- 5.10 Other inclusions and terms (including modem costs) are as per the Telstra Business Voice Advantage (by invitation only) plan on the nbn network (see Telstra Business Voice Section of Our Customer Terms for Small Business and Government customers).

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#### **6 BusinessLine Casual**

##### **Availability**

- 6.1 BusinessLine Casual is not available for new connections, or to new customers, or existing customers who do not have a BusinessLine Casual plan.
- 6.2 If you are an existing customer you can maintain BusinessLine Casual plan for your Basic Telephone Service if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls
- 6.3 You can choose BusinessLine Casual if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.

##### **Monthly charge**

- 6.4 The monthly charge for BusinessLine Casual is \$55.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

##### **Local calls**

- 6.5 We charge you 22 cents (GST incl.) per call for local calls.

##### **National long distance (STD) calls**

- 6.6 We charge you 22 cents (GST incl.) per call for STD Extended Zone & Preferential calls, and 80 cents per call for all other STD calls.

##### **Calls to mobiles**

- 6.7 We charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute blocks for calls to mobiles.

### Part D – Business Phone Services

- 6.8 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

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## 7 BusinessLine Basic

### Availability

- 7.1 BusinessLine Basic is not available for new connections, to new customers, or existing customers who do not have a BusinessLine Basic plan.
- 7.2 If you are an existing customer you can maintain BusinessLine Basic plan for your Basic Telephone Service if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.

### Monthly charge

- 7.3 The monthly charge for BusinessLine Basic is \$60.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

### Local calls

- 7.4 The charges for local calls are included in the monthly charge.
- 7.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

### National long distance (STD) calls

- 7.6 We charge you 22 cents (GST incl.) per call for STD Extended Zone & Preferential calls and 80 cents (GST incl.) per call for all other STD calls.

### Calls to mobiles

- 7.7 We charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute block for calls to mobiles.
- 7.8 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.



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#### **8 BusinessLine Everyday**

##### **Availability**

- 8.1 BusinessLine Everyday is not available for new connections, to new customers, or existing customers who do not have a BusinessLine Everyday plan.
- 8.2 If you are an existing customer you can maintain BusinessLine Everyday plan for your Basic Telephone Service if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.

##### **Monthly charge**

- 8.3 The monthly charge for BusinessLine Everyday is \$80.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

##### **Local calls**

- 8.4 The charges for local calls are included in the monthly charge.
- 8.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

##### **National long distance (STD) calls**

- 8.6 The charges for STD calls (including STD Extended Zone and Preferential calls) are included in the monthly charge.
- 8.7 If you only make a small number of STD calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) or 80 cents (GST incl.) per call, as applicable.

##### **Calls to mobiles**

- 8.8 We charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute block for calls to mobiles.
- 8.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

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#### **9 BusinessLine Standard**

##### **Availability**

- 9.1 BusinessLine Standard is not available to new customers, or existing customers who do not have a BusinessLine Standard plan.
- 9.2 You can maintain BusinessLine Standard if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.

##### **Monthly charge**

- 9.3 The monthly charge for BusinessLine Standard is \$100.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

##### **Local calls**

- 9.4 The charges for local calls are included in the monthly charge.
- 9.5 If you only make a small number of these calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

##### **National long distance (STD) calls**

- 9.6 The charges for STD calls (including STD Extended Zone and Preferential calls) are included in the monthly charge.
- 9.7 If you only make a small number of STD calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) or 80 cents (GST incl.) per call, as applicable.

##### **Calls to mobiles**

- 9.8 The charges for calls to Telstra mobiles in Australia are included in the monthly charge. For calls to non-Telstra mobiles, we charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute block.
- 9.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

### Part D – Business Phone Services

- 9.10 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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## 10 BusinessLine Max

### Availability

- 10.1 BusinessLine Max is not available for new connections, to new customers, or existing customers who do not have a BusinessLine Max plan.
- 10.2 If you are an existing customer you can maintain BusinessLine Max plan for your Basic Telephone Service if you:
- (a) provide us with proof of your ABN or ACN;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) are billed directly by us for monthly access and local calls.

### Monthly charge

- 10.3 The monthly charge for BusinessLine Max is \$130.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

### Local calls

- 10.4 The charges for the local calls are included in the monthly charge.
- 10.5 If you only make a small number of these calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) per call.

### National long distance (STD) calls

- 10.6 The charges for STD calls (including STD Extended Zone & Preferential calls) are included in the monthly charge.
- 10.7 If you only make a small number of STD calls in a particular period, the effective average price which you pay for these calls may exceed 22 cents (GST incl.) or 80 cents (GST incl.) per call, as applicable.

### Calls to mobiles

- 10.8 The charges for calls to mobiles are included in the monthly charge.

### Part D – Business Phone Services

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#### 11 BusinessLine Access

##### Availability

11.1 We may offer BusinessLine Access to you if you:

- (a) provide us with proof of your ABN or ACN;
- (b) preselect us for long distance calls, international calls and calls to mobile numbers; and
- (c) are billed directly by us for monthly access and local calls.

The BusinessLine Access plan is available only by offer or invitation from us, and is not generally available to customers.

##### Monthly charge

11.2 The monthly charge for BusinessLine Access is \$45.00 (GST incl.).

**ACT customers:** If your Basic Telephone 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 this amount. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

##### Local calls

11.3 We charge you 22 cents (GST incl.) per call for local calls.

##### National long distance (STD) calls

11.4 We charge you 22 cents (GST incl.) per call for STD Extended Zone & Preferential calls, and 80 cents per call for all other STD calls.

##### Calls to mobiles

11.5 We charge you a connection fee of 55 cents (GST incl.) per call and 36 cents (GST incl.) per minute blocks for calls to mobiles.

11.6 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

##### Discount

11.7 This plan includes a 30% discount off the standard BusinessLine call charges (featured in BusinessLine Casual and Complete) incurred while you're on this plan and as listed in this section 8. The discount will apply on local calls, calls to 13, 1300 and 1345 numbers, standard national long distance (STD) calls, calls to standard Australian mobiles and calls to international numbers.

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## 12 BusinessLine Complete

12.1 You can choose BusinessLine Complete for your Basic Telephone Service if:

- (a) you are a business customer; and
- (b) we bill you directly for monthly access and local calls; and
- (c) you preselect us for long distance calls, international calls and calls to mobile numbers.

### Monthly access charge

12.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Complete. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Complete.

BusinessLine Complete monthly charge*	GST incl.
Monthly charge	<b>\$55.00</b>
Monthly charge (where you are a charity)	<b>\$30.00</b>
Monthly charge (where you are a non-profit organisation**)	<b>\$40.00</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Complete 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

\*\* **For Enterprise customers only:** On and from 25 June 2019, these charges are only available for Enterprise non-profit organisations.

### Local calls

12.3 We charge you the following for local calls (including where you have chosen the QuickCall local call option) from your Basic Telephone Service with BusinessLine Complete:

BusinessLine Complete local calls	GST incl.
Local and 019 calls (per call)	<b>22¢</b>

### National long distance (STD) calls

12.4 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Complete:

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<b>BusinessLine Complete STD calls</b>	<b>GST incl.</b>
STD Preferential calls and Extended Zone calls (per call)	<b>22¢</b>
All other STD calls (per call)	<b>80¢</b>

#### **Calls to mobiles**

- 12.5 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Complete. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Complete calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
Calls to a mobile number (per minute block)	<b>36¢</b>

- 12.6 If a call to a Telstra mobile number is diverted to the MobileNet Callback Notification Service, we treat the call as lasting at least 60 seconds.

#### **Wide Area Call option**

- 12.7 If you have the Wide Area Call option on a BusinessLine Complete plan you pay the same rates as a standard BusinessLine Complete plan.

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## **13 BusinessLine Choice**

#### **Availability**

- 13.1 BusinessLine Choice is not available to new customers, or existing customers who do not have a BusinessLine Choice plan.
- 13.2 If you are an existing customer you can maintain BusinessLine Choice for your Basic Telephone Service if you:
- provide us with proof of your ABN or ACN;
  - preselect us for long distance calls, international calls and calls to mobile numbers;
  - are billed directly by us for monthly access and local calls; and
  - have up to 10 business service access lines which are not ISDN lines.

#### **Monthly charge**

- 13.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Choice.

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<b>BusinessLine Choice monthly charge*</b>	<b>GST Incl.</b>
Monthly charge	\$62.95

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Choice 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

- 13.4 We charge you the following for Local calls from your Basic Telephone Service with BusinessLine Choice.

Option	Additional Monthly Charge	Call Charge
	(GST Incl.)	(GST Incl.)
Basic Plan Call Rates	\$0.00	22¢ per call
Business Calling Bonus Option – Local Calls	\$30.00	Charges are included in the Additional Monthly Charge

- 13.5 If you choose the Business Calling Bonus Option and you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 13.6 We charge you the following for National long distance (STD) calls from your Basic Telephone Service with BusinessLine Choice.

Option	Additional Monthly Charge (GST Incl.)	National long distance call type	Call Charge (GST Incl.)
Basic Plan Call Rates	\$0.00	STD Extended Zone Calls & STD Preferential Calls (per call)	Charges as per the BusinessLine Choice Local Call Option you have selected
		All other national Long distance calls (per call)	80¢
Business Calling Bonus Option – National Long distance (STD) calls	\$30.00	All national Long distance calls (including STD Extended Zone Calls & STD Preferential Calls)	Charges are included in the Additional Monthly Charge

- 13.7 If you choose the Business Calling Bonus Option and you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

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#### Calls to mobiles

- 13.8 We charge you the following for calls to Australian mobile numbers from your Basic Telephone Service with BusinessLine Choice. Where the timed rate applies we charge you the connection fee (per call) plus the timed rate charged per minute block.

Option	Additional Monthly Charge (GST incl.)	Call Component	Call Charges (GST incl.)
Basic Plan Call Rates	\$0.00	Connection Fee (per call)	55¢
		Timed rate (per minute block)	36¢
Business Calling Bonus Option – Calls to mobiles	\$30.00	Connection Fee (per call)	Charges are included in the Additional Monthly Charge
		Timed rate (per minute block)	

- 13.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.
- 13.10 The BusinessLine Choice plan is not compatible with most other Telstra offers and discounts including Charity and Non-Profit concessions.
- 13.11 The BusinessLine Choice plan is not compatible with any Term Agreement for Fixed Services. Should you activate a Term Agreement for Fixed Services on your account that has the BusinessLine Choice plan, the pricing in the Term Agreement for Fixed Services will override the pricing in the BusinessLine Choice Plan.

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## 14 BusinessLine Select

#### Availability

- 14.1 BusinessLine Select is not available to new customers or existing customers who did not, as at 22 March 2011, have a BusinessLine Select or BusinessLine Select Saver plan.
- 14.2 If you are an existing customer you can maintain BusinessLine Select for your Basic Telephone Service if you:
- (a) are a business customer or a home business customer;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls; and



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(d) have up to 10 business service access lines which are not ISDN lines.

#### Monthly charge

14.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select.

BusinessLine Select monthly charge*	GST Incl.
Monthly charge	\$53.95

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

14.4 We charge you the following for Local calls from your Basic Telephone Service with BusinessLine Select.

Option	Monthly Charge (GST incl.)	Call Charge (GST incl.)
Frequent	\$30.00	Charges for Local calls are included in the Monthly Charge
Casual	\$0.00	22¢ per call

14.5 If you choose the Frequent Option and you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

14.6 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Select.

Option	Monthly Charge (GST Incl.)	Long distance (STD) call type	Call Charge (GST incl.)
Frequent	\$30.00	All Long distance (STD) calls (including STD Extended Zone Calls & STD Preferential Calls)	Charges are included in the monthly charge
Medium	\$10.00	STD Extended Zone Calls & STD Preferential Calls (per call)	Charges as per the BusinessLine Select Local Call Option you have selected
		All other Long distance (STD) calls (per call)	30¢

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Option	Monthly Charge (GST Incl.)	Long distance (STD) call type	Call Charge (GST incl.)
Casual	\$0.00	STD Extended Zone Calls & STD Preferential Calls (per call)	Charges as per the BusinessLine Select Local Call Option you have selected
		All other Long distance (STD) calls (per call)	80¢

- 14.7 If you choose the Frequent or Medium Option and you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended zone call may exceed 22 cents per call.

#### Calls to mobiles

- 14.8 If you choose the Frequent Option, we charge you the following for calls to Telstra mobiles from your Basic Telephone Service with BusinessLine Select.

Frequent Option Monthly Charge	Call Charge	
GST incl.		GST incl.
\$30.00	Charge (per call)	30¢

- 14.9 For calls to non-Telstra mobiles on the Frequent Option, or if you choose the Casual Option, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select. We charge you the connection fee plus the timed rate charged per minute block.

Calls to Telstra Mobiles			
Option	Monthly Charge	Call Charge	
	GST incl.		GST incl.
Casual	\$0.00	Connection Fee (per call)	55¢
		Timed rate (per minute block)	36¢

Calls to Non Telstra Mobiles		
Frequent or Casual Options	Monthly Charge	GST incl.
Connection fee (per call)	\$0.00	55c
Calls to a non-Telstra mobile number (per minute block)		36c

### Part D – Business Phone Services

- 14.10 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.
- 14.11 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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## 15 BusinessLine Select Saver 1

### Availability

- 15.1 BusinessLine Select Saver 1 is not available to new customers or existing customers who did not, as at 22 March 2011, have a BusinessLine Select or BusinessLine Select Saver plan.
- 15.2 If you are an existing customer you can maintain BusinessLine Select Saver 1 for your Basic Telephone Service if you:
- (a) are a business customer or a home business customer;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls; and
  - (d) have up to 10 business service access lines which are not ISDN lines.

### Monthly charge

- 15.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 1.

BusinessLine Select Saver 1 monthly charge*	GST incl.
Monthly charge	\$123.95

Note: BusinessLine Select Saver 1 monthly charge includes notional access charge of \$51.95 (GST incl), and the following notional charges for calls made from your Basic Telephone Service:

- (a) \$30.00 (GST incl.) for local calls;
- (b) \$30.00 (GST incl.) for STD calls (including STD Extended Zone and STD Preferential Calls);
- (c) \$10.00 (GST incl.) for calls to Telstra mobiles

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 1 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

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#### Local calls

- 15.4 The charges for the local calls you make each month from your Basic Telephone Service with BusinessLine Select Saver 1 are included in the BusinessLine Select Saver 1 monthly charge.
- 15.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 15.6 The charges for the STD calls you make each month from your Basic Telephone Service with BusinessLine Select Saver 1 (including STD Preferential calls and STD Extended Zone calls) are included in the BusinessLine Select Saver 1 monthly.
- 15.7 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### Calls to mobiles

- 15.8 In addition to the BusinessLine Select Saver 1 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 1. For calls to Telstra mobiles we charge you the flat rate set out below and for calls to non-Telstra mobiles, we charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Select Saver 1 calls to mobiles</b>	<b>Charge</b>	<b>GST incl.</b>
Calls to a Telstra mobile number	Charge (per call)	55¢
Calls to a non-Telstra mobile number	Connection Fee (per call)	55¢
	Timed rate (per minute block)	36¢

- 15.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.
- 15.10 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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#### 16 BusinessLine Select Saver 2

##### Availability

- 16.1 BusinessLine Select Saver 2 is not available to new customers or existing customers who did not, as at 22 March 2011, have a BusinessLine Select or BusinessLine Select Saver plan.
- 16.2 If you are an existing customer you can maintain BusinessLine Select Saver 2 for your Basic Telephone Service if you:
- (a) are a business customer or a home business customer;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls; and
  - (d) have up to 10 business service access lines which are not ISDN lines.

##### Monthly charge

- 16.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 2.

<b>BusinessLine Select Saver 2 monthly charge*</b>	<b>GST incl.</b>
Monthly charge	\$75.95

Note: BusinessLine Select Saver 2 monthly charge includes a notional access charge of \$51.95 (GST incl), and the following notional charges for calls made from your Basic Telephone Service:

- (a) \$10.00 (GST incl.) for locals calls;
- (b) \$10.00 (GST incl.) for STD calls.

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 2 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 (and any other contractual arrangements you may have with us), whichever is applicable.

##### Local calls

- 16.4 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 2:

<b>BusinessLine Select Saver 2 Local calls</b>	<b>GST Incl.</b>
Local calls (per call)	10¢

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- 16.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### **National long distance (STD) calls**

- 16.6 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for STD calls from your Basic Telephone Service with BusinessLine Select Saver 2.

<b>BusinessLine Select Saver 2 STD calls</b>	<b>GST Incl.</b>
STD Preferential calls and Extended Zone calls (per call)	10¢
All other STD calls (per call)	30¢

- 16.7 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### **Calls to mobiles**

- 16.8 In addition to the BusinessLine Select Saver 2 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 2. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Select Saver 2 calls to mobiles</b>	<b>GST incl.</b>
Connection Fee on Calls to Mobiles (per call)	55¢
Calls to a Mobile number (per minute block)	36¢

- 16.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

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## **17 BusinessLine Select Saver 3**

### **Availability**

- 17.1 BusinessLine Select Saver 3 is not available to new customers or existing customers who do not, as at 22 March 2011, have a BusinessLine Select or BusinessLine Select Saver plan.
- 17.2 If you are an existing customer you can maintain BusinessLine Select Saver 3 for your Basic Telephone Service if you:
- (a) are a business customer or a home business customer;

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- (b) preselect us for long distance calls, international calls and calls to mobile numbers;
- (c) are billed directly by us for monthly access and local calls; and
- (d) have up to 10 business service access lines which are not ISDN lines.

#### Monthly charge

- 17.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 3.

<b>BusinessLine Select Saver 3 monthly charge*</b>	<b>GST incl.</b>
Monthly charge	\$83.95

Note: BusinessLine Select Saver 3 monthly charge includes a notional access charge of \$51.95 (GST incl.), and the following notional charges for calls made from your Basic Telephone Service:

- I. \$10.00 (GST incl.) for local calls
- II. \$10.00 (GST incl.) for STD calls;
- III. \$10.00 (GST incl.) for calls to Telstra mobiles.

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 3 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

- 17.4 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 3:

<b>BusinessLine Select Saver 3 Local calls</b>	<b>GST incl.</b>
Local calls (per call)	10¢

- 17.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 17.6 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for STD calls from your Basic Telephone Service with BusinessLine Select Saver 3:

<b>BusinessLine Select Saver 3 STD calls</b>	<b>GST incl.</b>
STD Preferential calls and STD Extended Zone calls (per call)	10¢

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<b>BusinessLine Select Saver 3 STD calls</b>	<b>GST incl.</b>
All other STD calls (per call)	30¢

- 17.7 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential all or an STD Extended Zone call may exceed 22 cents per call.

#### **Calls to mobiles**

- 17.8 In addition to the BusinessLine Select Saver 3 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 3. For calls to Telstra mobiles we charge you the flat rate set out below and for calls to non-Telstra mobiles, we charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Select Saver 3 calls to mobiles</b>	<b>Charge</b>	<b>GST incl.</b>
Calls to a Telstra mobile number	Charge (per call)	55¢
Calls to a non-Telstra mobile number	Connection Fee (per call)	55¢
	Timed rate (per minute block)	36¢

- 17.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.
- 17.10 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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## **18 BusinessLine Select Saver 4**

### **Availability**

- 18.1 BusinessLine Select Saver 4 is not available to new customers or existing customers who do not, as at 22 March 2011, have a BusinessLine Select or BusinessLine Select Saver plan.
- 18.2 If you are an existing customer you can maintain BusinessLine Select Saver 4 for your Basic Telephone Service if you:
- (a) are a business customer or home business customer;
  - (b) preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls; and



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- (d) have up to 10 business service access lines which are not ISDN lines.

#### Monthly charge

- 18.3 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Select Saver 4.

<b>BusinessLine Select Saver 4 monthly charge*</b>	<b>GST incl.</b>
Monthly charge	\$65.95

Note: BusinessLine Select Saver 4 monthly charge includes a notional access charge of \$51.95 (GST incl.), and a notional charge of \$10.00 (GST incl.) for local calls.

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Select Saver 4 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

- 18.4 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for local calls from your Basic Telephone Service with BusinessLine Select Saver 4:

<b>BusinessLine Select Saver 4 Local calls</b>	<b>GST incl.</b>
Local calls (per call)	10¢

- 18.5 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call or a call to 019 number may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 18.6 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for STD calls from your Basic Telephone Service with BusinessLine Select Saver 4:

<b>BusinessLine Select Saver 4 STD calls</b>	<b>GST incl.</b>
STD Preferential and STD Extended Zone calls (per call)	10¢
All other STD calls (per call)	80¢

- 18.7 If you make only a small number of STD Preferential calls or STD Extended zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

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#### Calls to mobiles

- 18.8 In addition to the BusinessLine Select Saver 4 monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Select Saver 4. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Select Saver 4 calls to mobiles</b>	<b>GST incl.</b>
Connection Fee on Calls to Mobiles (per call)	55¢
Calls to a Mobile number (per minute block)	36¢

- 18.9 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds.

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## 19 BusinessLine Plus

#### Availability

- 19.1 On and from 25 August 2008, BusinessLine Plus is not available to new customers.
- 19.2 If you are an existing customer you can maintain BusinessLine Plus for your Basic Telephone Service if:
- (a) we bill you directly for monthly access and local calls; and
  - (b) you preselect us for long distance calls, international calls and calls to mobile numbers; and
  - (c) you have one or more business services on the one account.
- 19.3 We can change your plan to BusinessLine Complete or BusinessLine Part if you do not meet these eligibility requirements.

#### Monthly access charge

- 19.4 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Plus. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Plus.

<b>BusinessLine Plus monthly charge*</b>	<b>GST incl.</b>
Monthly charge	<b>\$55.00</b>
Monthly charge (where you are a charity)	<b>\$30.00</b>
Monthly charge (where you are a non-profit organisation)	<b>\$40.00</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Plus 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](#)

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[of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.

\*\* For Enterprise customers only: On and from 25 June 2019, these charges are only available for Enterprise non-profit organisations.

#### Local calls

- 19.5 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Plus:

<b>BusinessLine Plus local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>18¢</b>

- 19.6 If you have chosen the QuickCall local call option, we charge you the following timed rates for local calls from your Basic Telephone Service with BusinessLine Plus. We charge you a flat rate for the first 5 minutes, and then the timed rate (calculated per second) for the remainder of the call. The QuickCall option can be taken on a per line basis.

<b>BusinessLine Plus QuickCall local calls</b>	<b>GST incl.</b>
First 5 minutes (or shorter)	<b>15¢</b>
For each minute after the first 5 minutes	<b>4¢</b>

#### National long distance (STD) calls

- 19.7 We charge you the following for untimed STD calls from your Basic Telephone Service with BusinessLine Plus.

<b>BusinessLine Plus untimed STD calls</b>	<b>GST incl.</b>
STD Preferential calls (per call)	<b>22¢</b>
STD Extended zone calls (per call)	<b>18¢</b>

- 19.8 We charge you the following for timed STD calls from your Basic Telephone Service with BusinessLine Plus. We charge the connection fee for each call and then charge the timed rates charged in per minute blocks. We charge you no more than the STD capped call amount for the first 10 minutes of any call.

<b>BusinessLine Plus timed STD calls</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
STD Community calls, concessional A rate calls and calls up to 50 km distance (per minute block)	<b>8¢</b>
All other calls (per minute block)	<b>15¢</b>

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<b>BusinessLine Plus timed STD calls</b>	<b>GST incl.</b>
STD Capped Call The most you pay for the first 10 minutes of any call any day any time (per minute rates apply after 10 minutes)	<b>\$1.50</b>

#### **Calls to mobiles**

- 19.9 We charge you the following for calls to Australian mobile numbers from your Basic Telephone Service with BusinessLine Plus. We charge you the connection fee plus the timed rate charged per minute block. We charge you no more than the capped call amount for the first 10 minutes of any call.

<b>BusinessLine Plus calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
Calls to a Telstra mobile number (per minute block)	<b>24¢</b>
Calls to a non-Telstra mobile number (per minute block)	<b>38¢</b>
Capped Call The most you pay for the first 10 minutes of any call to a Telstra mobile number (per minute rates apply after 10 minutes)	<b>\$1.50</b>

- 19.10 If a call to a Telstra mobile number is diverted to the MobileNet Callback Notification Service, we treat the call as lasting at least 60 seconds.
- 19.11 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.

#### **STD and calls to mobiles options**

- 19.12 When you choose BusinessLine Plus for your Basic Telephone Service, you can also choose one of the following options to receive different rates for certain calls:

- (a) the Any Mobile option; or
- (b) the Wide Area Call option; or
- (c) the Regional Call option.

- 19.13 You can only choose one of these options for each BusinessLine Plus service.

#### **Any Mobile option**

- 19.14 When you choose the Any Mobile option, we charge you the following STD and calls to mobiles charges instead of the standard BusinessLine Plus charges above.

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<b>BusinessLine Plus (Any Mobile option) untimed STD calls</b>	<b>GST incl.</b>
STD Extended Zone calls (per call)	<b>18¢</b>
STD Preferential calls (per call)	<b>22¢</b>

<b>BusinessLine Plus (Any Mobile option) timed STD calls</b>	<b>GST incl.</b>
Call connection fee (per call)	<b>32¢</b>
STD Community calls (per minute block)	<b>10¢</b>
All other timed calls (per minute block)	<b>18¢</b>
STD Capped Call The most you pay for the first 10 minutes of a call any time of any day (per minute rates apply after 10 minutes)	<b>\$1.50</b>

<b>BusinessLine Plus (Any Mobile option) calls to mobiles</b>	<b>GST incl.</b>
Call connection fee (per call)	<b>32¢</b>
Calls to a Telstra mobile number (per minute block)	<b>35¢</b>
Calls to a non-Telstra mobile number (per minute block)	<b>42¢</b>
Capped Call The most you pay for the first 10 minutes of a call to an Australian mobile number at any time of any day (per minute rates apply after 10 minutes)	<b>\$1.50</b>

#### **Wide Area Call option**

- 19.15 When you choose the Wide Area Call option, we charge you the following STD charges instead of the standard BusinessLine Plus charges above. For timed STD calls, you will be charged the rate applicable at the start of the call for the entire call, whether the Weekday or Weekend rate.

<b>BusinessLine Plus (wide area call option) untimed STD calls</b>	<b>GST incl.</b>
STD Preferential calls, community calls and calls up to 50km (per call)	<b>25¢</b>
STD Extended zone calls (per call)	<b>18¢</b>

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<b>BusinessLine Plus (Wide Area Call option) timed STD calls</b>	<b>Weekday Mon-Fri</b>	<b>Weekend Sat-Sun</b>
	<b>GST incl.</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>	<b>55¢</b>
All timed STD calls (per minute block)	<b>25¢</b>	<b>13¢</b>
STD Capped Call The most you pay for the first 10 minutes of any call any time any day (per minute rates apply after 10 minutes)	<b>\$1.50</b>	<b>\$1.50</b>

#### **Regional Call option**

- 19.16 When you choose the Regional Call option, we charge you the following STD charges instead of the standard BusinessLine Plus charges listed above.

<b>BusinessLine Plus (Regional Call option) untimed STD calls</b>	<b>GST incl.</b>
STD Extended zone calls (per call)	<b>18¢</b>

<b>BusinessLine Plus (regional call option) timed STD calls</b>	<b>GST incl.</b>
Call connection fee (per call)	<b>55¢</b>
STD Preferential calls, community calls, concessional A rate calls and calls up to 85km (per minute block)	<b>10¢</b>
All other STD calls (per minute block)	<b>16¢</b>
Regional Capped Call The most you pay for the first 3 hours of any Preferential call, community call, concessional A rate call or call up to 85 km as long (per minute rates apply after 3 hours)	<b>99¢</b>
STD Capped Call for calls over 85 km The most you pay for the first 10 minutes of any other call any day any time (per minute rates apply after 10 minutes)	<b>\$1.50</b>

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## **20 BusinessLine Ultimate**

#### **Availability**

- 20.1 BusinessLine Ultimate is not available to new customers or existing customers who do not, as at 30 June 2010, have a BusinessLine Ultimate plan
- 20.2 If you are an existing customer you can maintain your BusinessLine Ultimate plan on your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;

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- (b) you preselect us for long distance calls, international calls and calls to mobile numbers;
- (c) are billed directly by us for monthly access and local calls;
- (d) you have up to 10 business service access lines which are not ISDN lines; and
- (e) you agree to choose BusinessLine Ultimate for all your business service access lines.

20.3 BusinessLine Ultimate is not compatible with corporate plans or Business Connect 2.

20.4 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

#### Monthly charge

20.5 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Ultimate.

<b>BusinessLine Ultimate monthly charge*</b>	<b>GST incl.</b>
Monthly charge Includes notional access charge of \$51.95 (GST incl.) and notional subscription charge of \$68.95 (GST incl.) Notional subscription charge includes local calls, and STD calls made from your Basic Telephone Service with BusinessLine Ultimate	<b>\$120.90</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Ultimate 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

20.6 The charges for the local calls you make each month from your Basic Telephone Service with BusinessLine Ultimate are included in the BusinessLine Ultimate monthly charge.

20.7 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

20.8 The charges for the STD calls you make each month from your Basic Telephone Service with BusinessLine Ultimate (including STD Preferential calls and STD Extended Zone calls) are included in the BusinessLine Ultimate monthly charge.

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- 20.9 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### **Calls to mobiles**

- 20.10 In addition to the BusinessLine Ultimate monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Ultimate. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Ultimate calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
Calls to mobiles (per minute block)	<b>22¢</b>

- 20.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds, charged at the above rates.

#### **Fair Use Policy**

- 20.12 To receive and continue to receive BusinessLine Ultimate, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use BusinessLine Ultimate for the intended purposes for which it is supplied to you.
- 20.13 We consider that you will breach our Fair Use Policy if you resupply, resell or commercially exploit BusinessLine Ultimate without our consent.
- 20.14 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use BusinessLine Ultimate.

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## **21 BusinessLine STD Saver**

### **Availability**

- 21.1 BusinessLine STD Saver is not available to new customers or existing customers who did not, as at 30 June 2010, have a BusinessLine STD Saver plan
- 21.2 If you are an existing customer you can maintain your BusinessLine STD Saver plan on your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
  - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;



# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

- (c) are billed directly by us for monthly access and local calls;
- (d) you have up to 10 business service access lines which are not ISDN lines; and
- (e) you agree to choose BusinessLine STD Saver for all your business service access lines.

21.3 BusinessLine STD Saver is not compatible with corporate plans or Business Connect 2.

21.4 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

#### Monthly charge

21.5 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine STD Saver.

<b>BusinessLine STD Saver monthly charge*</b>	<b>GST incl.</b>
Monthly charge Includes notional access charge of \$51.95 (GST incl.) and notional subscription charge of \$48.95 (GST incl.) Notional subscription charge includes STD calls made from your Basic Telephone Service with BusinessLine STD Saver	<b>\$100.90</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine STD Saver 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

21.6 We charge you the following for local calls from your Basic Telephone Service with BusinessLine STD Saver:

<b>BusinessLine STD Saver local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>15¢</b>

21.7 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

21.8 The charges for the STD calls you make each month from your Basic Telephone Service with BusinessLine STD Saver (including Preferential calls and Extended Zone calls) are included in the BusinessLine STD Saver monthly charge.

### Part D – Business Phone Services

- 21.9 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### Calls to mobiles

- 21.10 In addition to the BusinessLine STD Saver monthly charge, we charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine STD Saver. We charge you the connection fee plus the timed rate charged per minute block.

BusinessLine STD Saver calls to mobiles	GST incl.
Connection fee (per call)	55¢
Calls to mobiles (per minute blocks)	22¢

- 21.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds, charged at the above rates.

#### Fair Use Policy

- 21.12 To receive and continue to receive BusinessLine STD Saver, you must comply with our Fair Use Policy. Our Fair Use Policy is intended to ensure that you use BusinessLine STD Saver for the intended purposes for which it is supplied to you.
- 21.13 We consider that you will breach our Fair Use Policy if you resupply, resell or commercially exploit BusinessLine STD Saver without our consent.
- 21.14 If we believe you are in breach of our Fair Use Policy, we will tell you by writing to you. If we are not satisfied that you do follow our Fair Use Policy (or you have not fixed the breach) within 30 days of us telling you, we can limit your right to use BusinessLine STD Saver.

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## 22 BusinessLine Metro

#### Availability

- 22.1 BusinessLine Metro is not available to new customers or existing customers who do not, as at 30 June 2010, have a BusinessLine Metro plan.
- 22.2 If you are an existing customer you can maintain your BusinessLine Metro plan on your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
  - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;

# Our Customer Terms

## Basic Telephone Service Section

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- (c) are billed directly by us for monthly access and local calls;
- (d) you have up to 10 business service access lines which are not ISDN lines;  
and
- (e) you agree to choose BusinessLine Metro for all your business service access lines.

22.3 BusinessLine Metro is not compatible with corporate plans or Business Connect 2.

22.4 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

#### Monthly charge

22.5 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Metro.

<b>BusinessLine Metro monthly charge*</b>	<b>GST incl.</b>
Monthly charge Includes notional access charge of \$51.95 (GST incl.) and notional subscription charge of \$28.95 (GST incl.)	<b>\$80.90</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Metro 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

22.6 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Metro:

<b>BusinessLine Metro local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>15¢</b>

22.7 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

22.8 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Metro.

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### Part D – Business Phone Services

<b>BusinessLine Metro STD calls</b>	<b>GST incl.</b>
STD Preferential calls (per call)	<b>22¢</b>
STD Extended zone calls (per call)	<b>16¢</b>
All other STD calls (per call)	<b>40¢</b>

- 22.9 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### **Calls to mobiles**

- 22.10 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Metro. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Metro calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
Calls to mobiles (per minute block)	<b>22¢</b>

- 22.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds, charged at the above rates.

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## **23 BusinessLine National**

#### **Availability**

- 23.1 BusinessLine National is not available to new customers or existing customers who do not, as at 30 June 2010, have a BusinessLine National plan
- 23.2 If you are an existing customer you can maintain your BusinessLine National plan on for your Basic Telephone Service if:
- you are a business customer or a home business customer;
  - you preselect us for long distance calls, international calls and calls to mobile numbers;
  - are billed directly by us for monthly access and local calls;
  - you have up to 10 business service access lines which are not ISDN lines; and
  - you agree to choose BusinessLine National for all your business service access lines.

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23.3 BusinessLine National is not compatible with corporate plans or Business Connect 2.

23.4 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

#### Monthly charge

23.5 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine National.

<b>BusinessLine National monthly charge*</b>	<b>GST incl.</b>
Monthly charge Includes notional access charge of \$51.95 (GST incl.) and notional subscription charge of \$28.95 (GST incl.)	<b>\$80.90</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine National 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

23.6 We charge you the following for local calls and calls to 019 numbers from your Basic Telephone Service with BusinessLine National:

<b>BusinessLine National local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>15¢</b>

23.7 If you make only a small number of local calls or calls to 019 numbers in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

23.8 We charge you the following for STD calls (including STD Preferential calls and STD Extended Zone calls) from your Basic Telephone Service with BusinessLine National.

<b>BusinessLine National STD calls</b>	<b>GST incl.</b>
STD calls (per call)	<b>15¢</b>

23.9 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

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## Basic Telephone Service Section

### Part D – Business Phone Services

#### Calls to mobiles

- 23.10 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine National. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine National calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>
Calls to Mobiles (per minute block)	<b>30¢</b>

- 23.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds, charged at the above rates.

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## 24 BusinessLine Call Saver

#### Availability

- 24.1 BusinessLine Call Saver is not available to new customers or existing customers who did not, as at 30 June 2010, have a BusinessLine Call Saver plan
- 24.2 If you are an existing customer you can maintain your BusinessLine Call Saver plan on your Basic Telephone Service if:
- (a) you are a business customer or a home business customer;
  - (b) you preselect us for long distance calls, international calls and calls to mobile numbers;
  - (c) are billed directly by us for monthly access and local calls;
  - (d) you have up to 10 business service access lines which are not ISDN lines; and
  - (e) you agree to choose BusinessLine Call Saver for all your business service access lines.
- 24.3 BusinessLine Call Saver is not compatible with corporate plans or Business Connect 2.
- 24.4 We can change your plan to the BusinessLine Complete pricing package if you do not meet these eligibility requirements.

#### Monthly charge

- 24.5 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Call Saver.

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### Part D – Business Phone Services

<b>BusinessLine Call Saver monthly charge*</b>	<b>GST incl.</b>
Monthly charge Includes notional access charge of \$51.95 (GST incl.) and notional subscription charge of \$18.95 (GST incl.)	<b>\$75.90</b>

\* **For ACT customers:** If your Basic Telephone Service with BusinessLine Call Saver 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](#) (and any other contractual arrangements you may have with us), whichever is applicable.

#### Local calls

- 24.6 We charge you the following for local calls and calls to 019 numbers from your Basic Telephone Service with BusinessLine Call Saver:

<b>BusinessLine Call Saver local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>15¢</b>

- 24.7 If you make only a small number of local calls in a particular period, the effective average price which you pay for a local call may exceed 22 cents (GST incl.) per call.

#### National long distance (STD) calls

- 24.8 We charge you the following for STD calls from your Basic Telephone Service with BusinessLine Call Saver.

<b>BusinessLine Call Saver STD calls</b>	<b>GST incl.</b>
STD Preferential calls (per call)	<b>22¢</b>
STD Extended zone calls (per call)	<b>16¢</b>
All other STD calls (per call)	<b>40¢</b>

- 24.9 If you make only a small number of STD Preferential calls or STD Extended Zone calls in a particular period, the average price which you pay for an STD Preferential call or an STD Extended Zone call may exceed 22 cents per call.

#### Calls to mobiles

- 24.10 We charge you the following for calls to mobile numbers from your Basic Telephone Service with BusinessLine Call Saver. We charge you the connection fee plus the timed rate charged per minute block.

<b>BusinessLine Call Saver calls to mobiles</b>	<b>GST incl.</b>
Connection fee (per call)	<b>55¢</b>

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## Basic Telephone Service Section

### Part D – Business Phone Services

<b>BusinessLine Call Saver calls to mobiles</b>	<b>GST incl.</b>
Calls to a Mobiles (per minute block)	<b>30¢</b>

- 24.11 If a call to a Telstra mobile number is diverted to the Telstra Mobile Callback Notification Service, we treat the call as lasting at least 60 seconds, charged at the above rates.

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## 25 BusinessLine Part

### Availability

- 25.1 If you are a business customer and you do not preselect us for your long distance, international calls and calls to mobile numbers, we apply the BusinessLine Part pricing plan to your Basic Telephone Service.

### Monthly access charge

- 25.2 We charge you the following monthly charge for your Basic Telephone Service with BusinessLine Part. We charge you double this monthly charge for a temporary Basic Telephone Service with BusinessLine Part.

<b>BusinessLine Part monthly charge</b>	<b>GST incl.</b>
Monthly charge	<b>\$55.00</b>

### Local calls

- 25.3 We charge you the following for local calls from your Basic Telephone Service with BusinessLine Part:

<b>BusinessLine Part local calls</b>	<b>GST incl.</b>
Local calls (per call)	<b>22¢</b>

### Other calls

- 25.4 You can't make national long distance calls, calls to mobiles or international direct dial calls from services on a BusinessLine Part plan.

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## 26 Business Exchange Line service

### Availability

- 26.1 If you do not choose a BusinessLine plan for your Basic Telephone Service, we may provide you with have a Business Exchange Line service.



### Part D – Business Phone Services

#### Charges

- 26.2 The charges for monthly access and calls are the same as for BusinessLine Complete.
- 26.3 If your Business Exchange Line 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. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable.
- 26.4 You cannot choose the QuickCalls local calls option or the Wide Area Call option if you have a Business Exchange Line service.

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### 27 International calls from business services

- 27.1 We charge you the following for international calls from your business service.
- 27.2 For 0011 calls, we charge you the connection fee (if any) plus the per-minute block rate.
- 27.3 You may not be able to call every number in a particular destination. We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. If we withdraw direct dial services to Iraq, you should use an Operator Assisted Call by dialling 1234 (or 12550 from a public payphone).

#### International Calls – Ultimate Business Voice

- 27.4 We charge you the following for international calls from your Ultimate Business Voice plan

#### PAYG International Plus rates

##### International Plus rates

Country	Call connection fee	Landline per min	Mobile per min
Afghanistan	\$0.55	\$1.95	\$1.95
Alaska	\$0.55	\$0.02	\$0.02
Albania	\$0.55	\$1.20	\$1.20
Algeria	\$0.55	\$1.95	\$1.95
American Samoa	\$0.55	\$1.95	\$1.95
Andorra	\$0.55	\$0.80	\$0.80
Angola	\$0.55	\$1.80	\$1.80
Anguilla	\$0.55	\$1.95	\$1.95
Antarctica	\$0.55	\$0.65	\$0.65
Antigua and Barbuda	\$0.55	\$1.35	\$1.35
Argentina	\$0.55	\$0.03	\$0.30
Armenia	\$0.55	\$1.55	\$1.55
Aruba	\$0.55	\$1.35	\$1.35

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Ascension Island	\$0.55	\$1.60	\$1.60
Austria	\$0.55	\$0.30	\$0.45
Azerbaijan	\$0.55	\$1.55	\$1.55
Bahamas	\$0.55	\$0.85	\$0.85
Bahrain	\$0.55	\$1.50	\$1.50
Bangladesh	\$0.55	\$0.05	\$0.05
Barbados	\$0.55	\$1.40	\$1.40
Belarus	\$0.55	\$1.20	\$1.20
Belgium	\$0.55	\$0.05	\$0.30
Belize	\$0.55	\$1.40	\$1.40
Benin	\$0.55	\$1.90	\$1.90
Bermuda	\$0.55	\$1.20	\$1.20
Bhutan	\$0.55	\$1.70	\$1.70
Bolivia, Plurinational State of	\$0.55	\$1.40	\$1.40
Bosnia and Herzegovina	\$0.55	\$0.20	\$0.35
Botswana	\$0.55	\$1.60	\$1.60
Brazil	\$0.55	\$0.05	\$0.30
British Indian Ocean Territory	\$0.55	\$1.90	\$1.90
Brunei Darussalam	\$0.55	\$1.05	\$1.05
Bulgaria	\$0.55	\$1.35	\$1.35
Burkina Faso	\$0.55	\$1.90	\$1.90
Burundi	\$0.55	\$1.90	\$1.90
Cabo Verde	\$0.55	\$1.90	\$1.90
Cambodia	\$0.55	\$0.20	\$0.20
Cameroon	\$0.55	\$1.95	\$1.95
Canada	\$0.55	\$0.01	\$0.01
Cayman Islands	\$0.55	\$1.35	\$1.35
Central African Republic	\$0.55	\$1.90	\$1.90
Chad	\$0.55	\$1.95	\$1.95
Chile	\$0.55	\$0.05	\$0.30
China	\$0.55	\$0.02	\$0.02
Colombia	\$0.55	\$1.40	\$1.40
Comoros	\$0.55	\$1.50	\$1.50
Congo	\$0.55	\$1.90	\$1.90
Congo, the Democratic Republic of the	\$0.55	\$1.95	\$1.95
Cook Islands	\$0.55	\$1.35	\$1.35
Costa Rica	\$0.55	\$1.60	\$1.60
Côte d'Ivoire	\$0.55	\$1.90	\$1.90
Croatia	\$0.55	\$0.40	\$1.00
Cuba	\$0.55	\$1.15	\$1.15
Cyprus	\$0.55	\$0.05	\$0.05
Czechia	\$0.55	\$0.10	\$0.30
Denmark	\$0.55	\$0.05	\$0.30
Djibouti	\$0.55	\$1.95	\$1.95
Dominica	\$0.55	\$1.15	\$1.15

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## Basic Telephone Service Section

### Part D – Business Phone Services

Dominican Republic	\$0.55	\$0.85	\$0.85
Ecuador	\$0.55	\$1.40	\$1.40
Egypt	\$0.55	\$0.15	\$0.15
El Salvador	\$0.55	\$1.35	\$1.35
Equatorial Guinea	\$0.55	\$1.95	\$1.95
Eritrea	\$0.55	\$1.95	\$1.95
Estonia	\$0.55	\$0.20	\$0.20
Ethiopia	\$0.55	\$1.95	\$1.95
Falkland Islands (Malvinas)	\$0.55	\$1.40	\$1.40
Faroe Islands	\$0.55	\$1.25	\$1.25
Fiji	\$0.55	\$0.30	\$0.30
Finland	\$0.55	\$0.65	\$0.90
France	\$0.55	\$0.03	\$0.20
French Guiana	\$0.55	\$1.40	\$1.40
French Polynesia	\$0.55	\$1.00	\$1.00
Gabon	\$0.55	\$1.90	\$1.90
Gambia	\$0.55	\$1.90	\$1.90
Georgia	\$0.55	\$1.55	\$1.55
Germany	\$0.55	\$0.05	\$0.25
Ghana	\$0.55	\$0.20	\$0.20
Gibraltar	\$0.55	\$1.20	\$1.20
Greece	\$0.55	\$0.03	\$0.20
Greenland	\$0.55	\$1.25	\$1.25
Grenada	\$0.55	\$1.40	\$1.40
Guadeloupe	\$0.55	\$1.25	\$1.25
Guam	\$0.55	\$0.75	\$0.75
Guantanamo Bay	\$0.55	\$1.60	\$1.60
Guatemala	\$0.55	\$1.40	\$1.40
Guinea	\$0.55	\$1.90	\$1.90
Guinea-Bissau	\$0.55	\$1.95	\$1.95
Guyana	\$0.55	\$1.50	\$1.50
Haiti	\$0.55	\$1.80	\$1.80
Holy See (Vatican City State)	\$0.55	\$0.40	\$0.40
Honduras	\$0.55	\$1.40	\$1.40
Hong Kong	\$0.55	\$0.02	\$0.02
Hungary	\$0.55	\$0.05	\$0.25
Iceland	\$0.55	\$1.00	\$1.00
India	\$0.55	\$0.03	\$0.03
Indonesia	\$0.55	\$0.10	\$0.10
Inmarsat Aero	\$ -	\$10.99	\$10.99
Inmarsat B	\$ -	\$ 5.99	\$ 5.99
Inmarsat B-HSD	\$ -	\$19.99	\$19.99
Inmarsat GAN ISDN	\$ -	\$14.99	\$14.99
Inmarsat M	\$ -	\$ 3.99	\$ 3.99

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Inmarsat Mini M	\$ -	\$ 3.49	\$ 3.49
Iran, Islamic Republic of	\$0.55	\$0.15	\$0.15
Iraq	\$0.55	\$0.20	\$0.20
Ireland	\$0.55	\$0.03	\$0.25
Iridium	\$ -	\$ 4.85	\$ 4.85
Israel	\$0.55	\$0.03	\$0.15
Italy	\$0.55	\$0.03	\$0.25
Jamaica	\$0.55	\$1.35	\$1.35
Japan	\$0.55	\$0.03	\$0.15
Jordan	\$0.55	\$0.20	\$0.20
Kazakhstan	\$0.55	\$1.55	\$1.55
Kenya	\$0.55	\$0.25	\$0.25
Kiribati	\$0.55	\$1.95	\$1.95
Korea, Democratic People's Republic of	\$0.55	\$1.60	\$1.60
Korea, Republic of	\$0.55	\$0.03	\$0.05
Kuwait	\$0.55	\$1.40	\$1.40
Kyrgyzstan	\$0.55	\$1.55	\$1.55
Lao People's Democratic Republic	\$0.55	\$0.20	\$0.20
Latvia	\$0.55	\$1.15	\$1.15
Lebanon	\$0.55	\$0.10	\$0.35
Lesotho	\$0.55	\$1.35	\$1.35
Liberia	\$0.55	\$1.95	\$1.95
Libya	\$0.55	\$1.60	\$1.60
Liechtenstein	\$0.55	\$0.60	\$0.60
Lithuania	\$0.55	\$0.20	\$0.20
Luxembourg	\$0.55	\$0.75	\$0.75
Macao	\$0.55	\$1.35	\$1.35
Macedonia, the former Yugoslav Republic of	\$0.55	\$0.15	\$0.40
Madagascar	\$0.55	\$1.90	\$1.90
Malawi	\$0.55	\$1.60	\$1.60
Malaysia	\$0.55	\$0.03	\$0.03
Maldives	\$0.55	\$1.90	\$1.90
Mali	\$0.55	\$1.90	\$1.90
Malta	\$0.55	\$0.20	\$0.05
Marshall Islands	\$0.55	\$1.70	\$1.70
Martinique	\$0.55	\$1.35	\$1.35
Mauritania	\$0.55	\$1.90	\$1.90
Mauritius	\$0.55	\$0.20	\$0.20
Mayotte	\$0.55	\$1.40	\$1.40
Mexico	\$0.55	\$1.10	\$1.10
Micronesia, Federated States of	\$0.55	\$1.70	\$1.70

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Moldova, Republic of	\$0.55	\$1.63	\$1.63
Monaco	\$0.55	\$0.64	\$0.64
Mongolia	\$0.55	\$1.95	\$1.95
Montenegro	\$0.55	\$0.25	\$0.25
Montserrat	\$0.55	\$1.60	\$1.60
Morocco	\$0.55	\$1.95	\$1.95
Mozambique	\$0.55	\$1.95	\$1.95
Myanmar	\$0.55	\$1.70	\$1.70
Namibia	\$0.55	\$1.60	\$1.60
Nauru	\$0.55	\$1.95	\$1.95
Nepal	\$0.55	\$1.60	\$1.60
Netherlands	\$0.55	\$0.03	\$0.25
Netherlands Antilles	\$0.55	\$1.25	\$1.25
New Caledonia	\$0.55	\$1.00	\$1.00
New Zealand	\$0.55	\$0.03	\$0.30
Nicaragua	\$0.55	\$0.20	\$0.20
Niger	\$0.55	\$1.90	\$1.90
Nigeria	\$0.55	\$0.25	\$0.25
Niue	\$0.55	\$1.95	\$1.95
Norfolk Island	\$0.55	\$1.95	\$1.95
Northern Mariana Islands	\$0.55	\$1.40	\$1.40
Norway	\$0.55	\$0.30	\$0.30
Oman	\$0.55	\$1.30	\$1.30
Pakistan	\$0.55	\$0.10	\$0.15
Palau	\$0.55	\$1.30	\$1.30
Palestine, State of	\$0.55	\$0.03	\$0.03
Panama	\$0.55	\$1.35	\$1.35
Papua New Guinea	\$0.55	\$0.83	\$0.83
Paraguay	\$0.55	\$0.20	\$0.20
Peru	\$0.55	\$0.25	\$0.25
Philippines	\$0.55	\$0.02	\$0.15
Poland	\$0.55	\$0.05	\$0.20
Portugal	\$0.55	\$0.05	\$0.74
Puerto Rico	\$0.55	\$0.75	\$0.75
Qatar	\$0.55	\$1.90	\$1.90
Réunion	\$0.55	\$1.60	\$1.60
Romania	\$0.55	\$0.10	\$0.25
Russian Federation	\$0.55	\$1.50	\$1.50
Rwanda	\$0.55	\$1.60	\$1.60
Saint Helena, Ascension and Tristan da Cunha	\$0.55	\$1.40	\$1.40
Saint Kitts and Nevis	\$0.55	\$1.40	\$1.40
Saint Lucia	\$0.55	\$1.40	\$1.40
Saint Pierre and Miquelon	\$0.55	\$1.35	\$1.35
Saint Vincent and The Grenadines	\$0.55	\$1.40	\$1.40

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Samoa	\$0.55	\$0.55	\$0.55
San Marino	\$0.55	\$0.48	\$0.48
Sao Tome and Principe	\$0.55	\$1.60	\$1.60
Saudi Arabia	\$0.55	\$1.58	\$1.58
Senegal	\$0.55	\$1.95	\$1.95
Serbia	\$0.55	\$0.25	\$0.25
Seychelles	\$0.55	\$1.90	\$1.90
Sierra Leone	\$0.55	\$1.90	\$1.90
Singapore	\$0.55	\$0.02	\$0.02
Sint Maarten (Dutch part)	\$0.55	\$1.25	\$1.25
Slovakia	\$0.55	\$0.20	\$0.20
Slovenia	\$0.55	\$0.10	\$0.10
Solomon Islands	\$0.55	\$1.34	\$1.34
Somalia	\$0.55	\$1.95	\$1.95
South Africa	\$0.55	\$0.05	\$0.25
South Sudan	\$0.55	\$1.60	\$1.60
Spain	\$0.55	\$0.05	\$0.30
Sri Lanka	\$0.55	\$0.10	\$0.15
Sudan	\$0.55	\$1.60	\$1.60
Suriname	\$0.55	\$1.35	\$1.35
Swaziland	\$0.55	\$1.90	\$1.90
Sweden	\$0.55	\$0.05	\$0.20
Switzerland	\$0.55	\$0.05	\$1.12
Syrian Arab Republic	\$0.55	\$0.30	\$0.30
Taiwan	\$0.55	\$0.03	\$0.15
Tajikistan	\$0.55	\$1.35	\$1.35
Tanzania, United Republic of	\$0.55	\$1.60	\$1.60
Thailand	\$0.55	\$0.03	\$0.03
Thuraya	\$ -	\$ 5.65	\$ 5.65
Timor-Leste	\$0.55	\$0.65	\$0.65
Togo	\$0.55	\$1.90	\$1.90
Tokelau	\$0.55	\$1.95	\$1.95
Tonga	\$0.55	\$0.90	\$0.90
Trinidad and Tobago	\$0.55	\$1.15	\$1.15
Tunisia	\$0.55	\$1.20	\$1.20
Turkey	\$0.55	\$0.05	\$0.15
Turkmenistan	\$0.55	\$1.35	\$1.35
Turks and Caicos Islands	\$0.55	\$1.60	\$1.60
Tuvalu	\$0.55	\$1.76	\$1.76
Uganda	\$0.55	\$1.60	\$1.60
Ukraine	\$0.55	\$0.20	\$0.20
United Arab Emirates	\$0.55	\$0.25	\$0.20
United Kingdom	\$0.55	\$0.02	\$0.20
United States	\$0.55	\$0.02	\$0.02
Uruguay	\$0.55	\$0.15	\$0.40
Uzbekistan	\$0.55	\$1.35	\$1.35

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Vanuatu	\$0.55	\$1.95	\$1.95
Venezuela, Bolivarian Republic of	\$0.55	\$1.00	\$1.00
Viet Nam	\$0.55	\$0.05	\$0.05
Virgin Islands, British	\$0.55	\$1.60	\$1.60
Virgin Islands, US	\$0.55	\$0.75	\$0.75
Wallis and Futuna	\$0.55	\$1.40	\$1.40
Yemen	\$0.55	\$1.60	\$1.60
Zambia	\$0.55	\$1.60	\$1.60
Zimbabwe	\$0.55	\$0.20	\$0.55

#### 1.2 Telstra Business Ultimate (Business Calling pack IDD call inclusions)

Country	Call connection fee	Landline per min	Mobile per min
Afghanistan	\$0.55	\$1.95	\$1.95
Alaska	\$0.55	\$0.02	\$0.02
Albania	\$0.55	\$1.20	\$1.20
Algeria	\$0.55	\$1.95	\$1.95
American Samoa	\$0.55	\$1.95	\$1.95
Andorra	\$0.55	\$0.80	\$0.80
Angola	\$0.55	\$1.80	\$1.80
Anguilla	\$0.55	\$1.95	\$1.95
Antarctica	\$0.55	\$0.65	\$0.65
Antigua and Barbuda	\$0.55	\$1.35	\$1.35
Argentina		Unlimited	\$0.30
Armenia	\$0.55	\$1.55	\$1.55
Aruba	\$0.55	\$1.35	\$1.35
Ascension Island	\$0.55	\$1.60	\$1.60
Austria	\$0.55	\$0.30	\$0.45
Azerbaijan	\$0.55	\$1.55	\$1.55
Bahamas	\$0.55	\$0.85	\$0.85
Bahrain	\$0.55	\$1.50	\$1.50
Bangladesh		Unlimited	Unlimited
Barbados	\$0.55	\$1.40	\$1.40
Belarus	\$0.55	\$1.20	\$1.20
Belgium		Unlimited	\$0.30
Belize	\$0.55	\$1.40	\$1.40
Benin	\$0.55	\$1.90	\$1.90
Bermuda	\$0.55	\$1.20	\$1.20
Bhutan	\$0.55	\$1.70	\$1.70
Bolivia, Plurinational State of	\$0.55	\$1.40	\$1.40
Bosnia and Herzegovina	\$0.55	\$0.20	\$0.35
Botswana	\$0.55	\$1.60	\$1.60
Brazil	\$0.55	\$0.05	\$0.30
British Indian Ocean Territory	\$0.55	\$1.90	\$1.90
Brunei Darussalam	\$0.55	\$1.05	\$1.05

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Bulgaria	\$0.55	\$1.35	\$1.35
Burkina Faso	\$0.55	\$1.90	\$1.90
Burundi	\$0.55	\$1.90	\$1.90
Cabo Verde	\$0.55	\$1.90	\$1.90
Cambodia	\$0.55	\$0.20	\$0.20
Cameroon	\$0.55	\$1.95	\$1.95
Canada		Unlimited	Unlimited
Cayman Islands	\$0.55	\$1.35	\$1.35
Central African Republic	\$0.55	\$1.90	\$1.90
Chad	\$0.55	\$1.95	\$1.95
Chile		Unlimited	\$0.30
China		Unlimited	Unlimited
Colombia	\$0.55	\$1.40	\$1.40
Comoros	\$0.55	\$1.50	\$1.50
Congo	\$0.55	\$1.90	\$1.90
Congo, the Democratic Republic of the	\$0.55	\$1.95	\$1.95
Cook Islands	\$0.55	\$1.35	\$1.35
Costa Rica	\$0.55	\$1.60	\$1.60
Côte d'Ivoire	\$0.55	\$1.90	\$1.90
Croatia	\$0.55	\$0.40	\$1.00
Cuba	\$0.55	\$1.15	\$1.15
Cyprus		Unlimited	Unlimited
Czechia	\$0.55	\$0.10	\$0.30
Denmark	\$0.55	Unlimited	\$0.30
Djibouti	\$0.55	\$1.95	\$1.95
Dominica	\$0.55	\$1.15	\$1.15
Dominican Republic	\$0.55	\$0.85	\$0.85
Ecuador	\$0.55	\$1.40	\$1.40
Egypt	\$0.55	\$0.15	\$0.15
El Salvador	\$0.55	\$1.35	\$1.35
Equatorial Guinea	\$0.55	\$1.95	\$1.95
Eritrea	\$0.55	\$1.95	\$1.95
Estonia	\$0.55	\$0.20	\$0.20
Ethiopia	\$0.55	\$1.95	\$1.95
Falkland Islands (Malvinas)	\$0.55	\$1.40	\$1.40
Faroe Islands	\$0.55	\$1.25	\$1.25
Fiji	\$0.55	\$0.30	\$0.30
Finland	\$0.55	\$0.65	\$0.90
France		Unlimited	Unlimited
French Guiana	\$0.55	\$1.40	\$1.40
French Polynesia	\$0.55	\$1.00	\$1.00
Gabon	\$0.55	\$1.90	\$1.90
Gambia	\$0.55	\$1.90	\$1.90
Georgia	\$0.55	\$1.55	\$1.55



# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Germany	\$0.55	Unlimited	\$0.25
Ghana	\$0.55	\$0.20	\$0.20
Gibraltar	\$0.55	\$1.20	\$1.20
Greece		Unlimited	Unlimited
Greenland	\$0.55	\$1.25	\$1.25
Grenada	\$0.55	\$1.40	\$1.40
Guadeloupe	\$0.55	\$1.25	\$1.25
Guam	\$0.55	\$0.75	\$0.75
Guantanamo Bay	\$0.55	\$1.60	\$1.60
Guatemala	\$0.55	\$1.40	\$1.40
Guinea	\$0.55	\$1.90	\$1.90
Guinea-Bissau	\$0.55	\$1.95	\$1.95
Guyana	\$0.55	\$1.50	\$1.50
Haiti	\$0.55	\$1.80	\$1.80
Holy See (Vatican City State)	\$0.55	\$0.40	\$0.40
Honduras	\$0.55	\$1.40	\$1.40
		Unlimited	Unlimited
Hungary	\$0.55	\$0.05	\$0.25
Iceland	\$0.55	\$1.00	\$1.00
India		Unlimited	Unlimited
Indonesia	\$0.55	Unlimited	\$0.10
Inmarsat Aero	\$ -	\$10.99	\$10.99
Inmarsat B	\$ -	\$ 5.99	\$ 5.99
Inmarsat B-HSD	\$ -	\$19.99	\$19.99
Inmarsat GAN ISDN	\$ -	\$14.99	\$14.99
Inmarsat M	\$ -	\$ 3.99	\$ 3.99
Inmarsat Mini M	\$ -	\$ 3.49	\$ 3.49
Iran, Islamic Republic of	\$0.55	\$0.15	\$0.15
Iraq	\$0.55	\$0.20	\$0.20
Ireland	\$0.55	Unlimited	\$0.25
Iridium	\$ -	\$ 4.85	\$ 4.85
Israel	\$0.55	Unlimited	\$0.15
Italy	\$0.55	\$0.03	\$0.25
Jamaica	\$0.55	\$1.35	\$1.35
Japan	\$0.55	Unlimited	\$0.15
Jordan	\$0.55	\$0.20	\$0.20
Kazakhstan	\$0.55	\$1.55	\$1.55
Kenya	\$0.55	\$0.25	\$0.25
Kiribati	\$0.55	\$1.95	\$1.95
Korea, Democratic People's Republic of	\$0.55	\$1.60	\$1.60
Korea, Republic of		Unlimited	Unlimited
Kuwait	\$0.55	\$1.40	\$1.40
Kyrgyzstan	\$0.55	\$1.55	\$1.55

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Lao People's Democratic Republic	\$0.55	\$0.20	\$0.20
Latvia	\$0.55	\$1.15	\$1.15
Lebanon	\$0.55	\$0.10	\$0.35
Lesotho	\$0.55	\$1.35	\$1.35
Liberia	\$0.55	\$1.95	\$1.95
Libya	\$0.55	\$1.60	\$1.60
Liechtenstein	\$0.55	\$0.60	\$0.60
Lithuania	\$0.55	\$0.20	\$0.20
Luxembourg	\$0.55	\$0.75	\$0.75
Macao	\$0.55	\$1.35	\$1.35
Macedonia, the former Yugoslav Republic of	\$0.55	\$0.15	\$0.40
Madagascar	\$0.55	\$1.90	\$1.90
Malawi	\$0.55	\$1.60	\$1.60
Malaysia		Unlimited	Unlimited
Maldives	\$0.55	\$1.90	\$1.90
Mali	\$0.55	\$1.90	\$1.90
Malta	\$0.55	\$0.20	\$0.05
Marshall Islands	\$0.55	\$1.70	\$1.70
Martinique	\$0.55	\$1.35	\$1.35
Mauritania	\$0.55	\$1.90	\$1.90
Mauritius	\$0.55	\$0.20	\$0.20
Mayotte	\$0.55	\$1.40	\$1.40
Mexico	\$0.55	\$1.10	\$1.10
Micronesia, Federated States of	\$0.55	\$1.70	\$1.70
Moldova, Republic of	\$0.55	\$1.63	\$1.63
Monaco	\$0.55	\$0.64	\$0.64
Mongolia	\$0.55	\$1.95	\$1.95
Montenegro	\$0.55	\$0.25	\$0.25
Montserrat	\$0.55	\$1.60	\$1.60
Morocco	\$0.55	\$1.95	\$1.95
Mozambique	\$0.55	\$1.95	\$1.95
Myanmar	\$0.55	\$1.70	\$1.70
Namibia	\$0.55	\$1.60	\$1.60
Nauru	\$0.55	\$1.95	\$1.95
Nepal	\$0.55	\$1.60	\$1.60
Netherlands	\$0.55	Unlimited	\$0.25
Netherlands Antilles	\$0.55	\$1.25	\$1.25
New Caledonia	\$0.55	\$1.00	\$1.00
		Unlimited	Unlimited
Nicaragua	\$0.55	\$0.20	\$0.20
Niger	\$0.55	\$1.90	\$1.90
Nigeria	\$0.55	\$0.25	\$0.25
Niue	\$0.55	\$1.95	\$1.95

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Norfolk Island	\$0.55	\$1.95	\$1.95
Northern Mariana Islands	\$0.55	\$1.40	\$1.40
Norway	\$0.55	Unlimited	\$0.30
Oman	\$0.55	\$1.30	\$1.30
Pakistan	\$0.55	Unlimited	\$0.15
Palau	\$0.55	\$1.30	\$1.30
Palestine, State of	\$0.55	\$0.03	\$0.03
Panama	\$0.55	\$1.35	\$1.35
Papua New Guinea	\$0.55	\$0.83	\$0.83
Paraguay	\$0.55	\$0.20	\$0.20
Peru	\$0.55	\$0.25	\$0.25
Philippines	\$0.55	\$0.02	\$0.15
Poland	\$0.55	Unlimited	\$0.20
Portugal	\$0.55	\$0.05	\$0.74
Puerto Rico	\$0.55	\$0.75	\$0.75
Qatar	\$0.55	\$1.90	\$1.90
Réunion	\$0.55	\$1.60	\$1.60
Romania	\$0.55	\$0.10	\$0.25
Russian Federation	\$0.55	\$1.50	\$1.50
Rwanda	\$0.55	\$1.60	\$1.60
Saint Helena, Ascension and Tristan da Cunha	\$0.55	\$1.40	\$1.40
Saint Kitts and Nevis	\$0.55	\$1.40	\$1.40
Saint Lucia	\$0.55	\$1.40	\$1.40
Saint Pierre and Miquelon	\$0.55	\$1.35	\$1.35
Saint Vincent and The Grenadines	\$0.55	\$1.40	\$1.40
Samoa	\$0.55	\$0.55	\$0.55
San Marino	\$0.55	\$0.48	\$0.48
Sao Tome and Principe	\$0.55	\$1.60	\$1.60
Saudi Arabia	\$0.55	\$1.58	\$1.58
Senegal	\$0.55	\$1.95	\$1.95
Serbia	\$0.55	\$0.25	\$0.25
Seychelles	\$0.55	\$1.90	\$1.90
Sierra Leone	\$0.55	\$1.90	\$1.90
Singapore		Unlimited	Unlimited
Sint Maarten (Dutch part)	\$0.55	\$1.25	\$1.25
Slovakia	\$0.55	\$0.20	\$0.20
Slovenia	\$0.55	\$0.10	\$0.10
Solomon Islands	\$0.55	\$1.34	\$1.34
Somalia	\$0.55	\$1.95	\$1.95
South Africa	\$0.55	Unlimited	\$0.25
South Sudan	\$0.55	\$1.60	\$1.60
Spain	\$0.55	\$0.05	\$0.30
Sri Lanka	\$0.55	\$0.10	\$0.15
Sudan	\$0.55	\$1.60	\$1.60

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Suriname	\$0.55	\$1.35	\$1.35
Swaziland	\$0.55	\$1.90	\$1.90
Sweden	\$0.55	Unlimited	\$0.20
Switzerland	\$0.55	Unlimited	\$1.12
Syrian Arab Republic	\$0.55	\$0.30	\$0.30
Taiwan		Unlimited	Unlimited
Tajikistan	\$0.55	\$1.35	\$1.35
Tanzania, United Republic of	\$0.55	\$1.60	\$1.60
Thailand		Unlimited	Unlimited
Thuraya	\$ -	\$ 5.65	\$ 5.65
Timor-Leste	\$0.55	\$0.65	\$0.65
Togo	\$0.55	\$1.90	\$1.90
Tokelau	\$0.55	\$1.95	\$1.95
Tonga	\$0.55	\$0.90	\$0.90
Trinidad and Tobago	\$0.55	\$1.15	\$1.15
Tunisia	\$0.55	\$1.20	\$1.20
Turkey	\$0.55	Unlimited	\$0.15
Turkmenistan	\$0.55	\$1.35	\$1.35
Turks and Caicos Islands	\$0.55	\$1.60	\$1.60
Tuvalu	\$0.55	\$1.76	\$1.76
Uganda	\$0.55	\$1.60	\$1.60
Ukraine	\$0.55	\$0.20	\$0.20
United Arab Emirates	\$0.55	\$0.25	\$0.20
United Kingdom		Unlimited	Unlimited
United States		Unlimited	Unlimited
Uruguay	\$0.55	\$0.15	\$0.40
Uzbekistan	\$0.55	\$1.35	\$1.35
Vanuatu	\$0.55	\$1.95	\$1.95
Venezuela, Bolivarian Republic of	\$0.55	\$1.00	\$1.00
Viet Nam		Unlimited	Unlimited
Virgin Islands, British	\$0.55	\$1.60	\$1.60
Virgin Islands, US	\$0.55	\$0.75	\$0.75
Wallis and Futuna	\$0.55	\$1.40	\$1.40
Yemen	\$0.55	\$1.60	\$1.60
Zambia	\$0.55	\$1.60	\$1.60
Zimbabwe	\$0.55	\$0.20	\$0.55

**Our Customer Terms**  
Basic Telephone Service Section

Part D – Business Phone Services

# **Our Customer Terms**

## **Basic Telephone Service Section**

### **Part D – Business Phone Services**

**International Calls – Business Voice Base, Business Voice Ultimate, BusinessLine Complete, BusinessLine Plus, BusinessLine Ultimate, BusinessLine STD Saver, BusinessLine Metro, BusinessLine National, BusinessLine Call Saver, BusinessLine Select, BusinessLine Select Saver 1, BusinessLine Select Saver 2, BusinessLine Select Saver 3 and BusinessLine Select Saver 4, BusinessLine Choice, BusinessLine Casual, BusinessLine Basic, BusinessLine Everyday, BusinessLine Standard, BusinessLine Max, BusinessLine Access**

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

#### International Calls – BusinessVoice Advantage

	0011/ Calls to Fixed	0011 Calls to Mobile
	GST Inc	GST Inc
<b>Connection fee (per call)</b>	<b>55c</b>	<b>55c</b>
	<b>Per minute block rate</b>	<b>Per minute block rate</b>
Afghanistan	\$1.95	\$1.95
Alaska	\$0.02	\$0.02
Albania	\$1.20	\$1.20
Algeria	\$1.95	\$1.95
American Samoa	\$1.95	\$1.95
Andorra	\$0.80	\$0.80
Angola	\$1.80	\$1.80
Anguilla	\$1.95	\$1.95
Antarctica	\$0.65	\$0.65
Antarctica – Aurora & Wilkins	\$1.40	\$1.40
Antigua & Barbuda	\$1.35	\$1.35
Argentina	\$0.03	\$0.30
Armenia	\$1.55	\$1.55
Aruba	\$1.35	\$1.35
Ascension Island	\$1.60	\$1.60
Austria	\$0.30	\$0.45
Azerbaijan	\$1.55	\$1.55
Bahamas	\$0.85	\$0.85
Bahrain	\$1.50	\$1.50
Bangladesh	\$0.05	\$0.05
Barbados	\$1.40	\$1.40
Belarus	\$1.20	\$1.20
Belgium	\$0.05	\$0.30
Belize	\$1.40	\$1.40
Benin	\$1.90	\$1.90
Bermuda	\$1.20	\$1.20
Bhutan	\$1.70	\$1.70
Bolivia	\$1.40	\$1.40
Bosnia & Herzegovina	\$0.20	\$0.35
Botswana	\$1.60	\$1.60
Brazil	\$0.05	\$0.30
Brunei Darussalam	\$1.05	\$1.05
Bulgaria	\$1.35	\$1.35
Burkina Faso	\$1.90	\$1.90
Burundi	\$1.90	\$1.90
Cambodia	\$0.20	\$0.20
Cameroon	\$1.95	\$1.95
Canada	\$0.01	\$0.01
Cabo Verde	\$1.90	\$1.90
Cayman Is	\$1.35	\$1.35
Central African Rep	\$1.90	\$1.90
Chad	\$1.95	\$1.95

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Chile	\$0.05	\$0.30
China	\$0.02	\$0.02
Colombia	\$1.40	\$1.40
Comoros	\$1.50	\$1.50
Congo Democratic Republic	\$1.95	\$1.95
Congo	\$1.90	\$1.90
Cook Islands	\$1.35	\$1.35
Costa Rica	\$1.60	\$1.60
Croatia	\$0.40	\$1.00
Cuba	\$1.15	\$1.15
Cyprus	\$0.05	\$0.05
Czech Republic	\$0.10	\$0.30
Denmark	\$0.05	\$0.30
Diego-Garcia	\$1.90	\$1.90
Djibouti	\$1.95	\$1.95
Dominica	\$1.15	\$1.15
Dominican Rep	\$0.85	\$0.85
East Timor	\$0.65	\$0.65
Ecuador	\$1.40	\$1.40
Egypt	\$0.15	\$0.15
El Salvador	\$1.35	\$1.35
Equatorial Guinea	\$1.95	\$1.95
Eritrea	\$1.95	\$1.95
Estonia	\$0.20	\$0.20
Ethiopia	\$1.95	\$1.95
Faroe Islands	\$1.25	\$1.25
Falkland Islands	\$1.40	\$1.40
Fiji	\$0.30	\$0.30
Finland	\$0.65	\$0.90
France	\$0.03	\$0.20
French Guiana	\$1.40	\$1.40
French Polynesia	\$1.00	\$1.00
Gabon	\$1.90	\$1.90
Gambia	\$1.90	\$1.90
Georgia	\$1.55	\$1.55
Germany	\$0.05	\$0.25
Ghana	\$0.20	\$0.20
Gibraltar	\$1.20	\$1.20
Greece	\$0.03	\$0.20
Greenland	\$1.25	\$1.25
Grenada	\$1.40	\$1.40
Guadeloupe	\$1.25	\$1.25
Guam	\$0.75	\$0.75
Guantanamo	\$1.60	\$1.60
Guatemala	\$1.40	\$1.40
Guinea-Bissau	\$1.95	\$1.95
Guinea	\$1.90	\$1.90
Guyana	\$1.50	\$1.50
Haiti	\$1.80	\$1.80



# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Hawaii	\$0.02	\$0.02
Honduras	\$1.40	\$1.40
Hong Kong	\$0.02	\$0.02
Hungary	\$0.05	\$0.25
Iceland	\$1.00	\$1.00
India	\$0.03	\$0.03
Indonesia	\$0.10	\$0.10
Iran	\$0.15	\$0.15
Iraq	\$0.20	\$0.20
Ireland	\$0.03	\$0.25
Israel	\$0.03	\$0.15
Italy	\$0.03	\$0.25
Ivory Coast	\$1.90	\$1.90
Jamaica	\$1.35	\$1.35
Japan	\$0.03	\$0.15
Jordan	\$0.20	\$0.20
Kazakhstan	\$1.55	\$1.55
Kenya	\$0.25	\$0.25
Kiribati	\$1.95	\$1.95
Korea DPR (North)	\$1.60	\$1.60
Korea Republic (South)	\$0.03	\$0.05
Kuwait	\$1.40	\$1.40
Kyrgyzstan	\$1.55	\$1.55
Lao PDR	\$0.20	\$0.20
Latvia	\$1.15	\$1.15
Lebanon	\$0.10	\$0.35
Lesotho	\$1.35	\$1.35
Liberia	\$1.95	\$1.95
Libya	\$1.60	\$1.60
Liechtenstein	\$0.60	\$0.60
Lithuania	\$0.20	\$0.20
Luxembourg	\$0.75	\$0.75
Macau	\$1.35	\$1.35
Macedonia FYR	\$0.15	\$0.40
Madagascar	\$1.90	\$1.90
Malawi	\$1.60	\$1.60
Malaysia	\$0.03	\$0.03
Maldives	\$1.90	\$1.90
Mali	\$1.90	\$1.90
Malta	\$0.20	\$0.05
Northern Mariana Islands	\$1.40	\$1.40
Marshall Islands	\$1.70	\$1.70
Martinique	\$1.35	\$1.35
Mauritania	\$1.90	\$1.90
Mauritius	\$0.20	\$0.20
Mayotte	\$1.40	\$1.40
Mexico	\$1.10	\$1.10
Micronesia Federated States	\$1.70	\$1.70
Moldova Republic	\$1.63	\$1.63

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Monaco	\$0.64	\$0.64
Mongolia	\$1.95	\$1.95
Montenegro	\$0.25	\$0.25
Montserrat	\$1.60	\$1.60
Morocco	\$1.95	\$1.95
Mozambique	\$1.95	\$1.95
Myanmar	\$1.70	\$1.70
Namibia	\$1.60	\$1.60
Nauru	\$1.95	\$1.95
Nepal	\$1.60	\$1.60
Netherlands	\$0.03	\$0.25
Netherlands Antilles	\$1.25	\$1.25
New Caledonia	\$1.00	\$1.00
New Zealand	\$0.03	\$0.30
Nicaragua	\$0.25	\$0.25
Niger	\$1.90	\$1.90
Nigeria	\$0.25	\$0.25
Niue	\$1.95	\$1.95
Norfolk Island	\$1.95	\$1.95
Norway	\$0.30	\$0.30
Oman	\$1.30	\$1.30
Pakistan	\$0.10	\$0.15
Palau	\$1.30	\$1.30
Palestine, (State of)	\$0.03	\$0.03
Panama	\$1.35	\$1.35
Papua New Guinea	\$0.83	\$0.83
Paraguay	\$0.25	\$0.25
Peru	\$0.25	\$0.25
Philippines	\$0.02	\$0.15
Poland	\$0.05	\$0.20
Portugal	\$0.05	\$0.74
Puerto Rico	\$0.75	\$0.75
Qatar	\$1.90	\$1.90
Reunion	\$1.60	\$1.60
Romania	\$0.10	\$0.25
Russian Federation	\$1.50	\$1.50
Rwanda	\$1.60	\$1.60
Samoa	\$0.55	\$0.55
San Marino	\$0.48	\$0.48
Sao Tome & Principe	\$1.60	\$1.60
Saudi Arabia	\$1.58	\$1.58
Senegal	\$1.95	\$1.95
Serbia	\$0.25	\$0.25
Seychelles	\$1.90	\$1.90
Sierra Leone	\$1.90	\$1.90
Singapore	\$0.02	\$0.02
Slovakia	\$0.20	\$0.20
Slovenia	\$0.10	\$0.10
Solomon Islands	\$1.34	\$1.34

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

Somalia	\$1.95	\$1.95
South Africa	\$0.05	\$0.25
Spain	\$0.05	\$0.30
Sri Lanka	\$0.10	\$0.15
Saint Helena	\$1.40	\$1.40
Saint Kitts & Nevis	\$1.40	\$1.40
Saint Lucia	\$1.40	\$1.40
Saint Pierre & Miquelon	\$1.35	\$1.35
Saint Vincent & The Grenadines	\$1.40	\$1.40
Sudan	\$1.60	\$1.60
South Sudan	\$1.60	\$1.60
Suriname	\$1.35	\$1.35
Swaziland	\$1.90	\$1.90
Sweden	\$0.05	\$0.20
Switzerland	\$0.05	\$1.12
Syria	\$0.30	\$0.30
Taiwan	\$0.03	\$0.15
Tajikistan	\$1.35	\$1.35
Tanzania United Republic	\$1.60	\$1.60
Thailand	\$0.03	\$0.03
Togo	\$1.90	\$1.90
Tokelau	\$1.95	\$1.95
Tonga	\$0.90	\$0.90
Trinidad & Tobago	\$1.15	\$1.15
Tunisia	\$1.20	\$1.20
Turkey	\$0.05	\$0.15
Turkmenistan	\$1.35	\$1.35
Turks & Caicos Islands	\$1.60	\$1.60
Tuvalu	\$1.76	\$1.76
Uganda	\$1.60	\$1.60
Ukraine	\$0.20	\$0.20
United Arab Emirates	\$0.25	\$0.20
United Kingdom	\$0.02	\$0.20
Uruguay	\$0.15	\$0.40
United States	\$0.02	\$0.02
Uzbekistan	\$1.35	\$1.35
Vanuatu	\$1.95	\$1.95
Vatican City	\$0.40	\$0.40
Venezuela	\$1.00	\$1.00
Viet Nam	\$0.05	\$0.05
Virgin Islands (British)	\$1.60	\$1.60
Virgin Islands (US)	\$0.75	\$0.75
Wallis & Futuna	\$1.40	\$1.40
Yemen	\$1.60	\$1.60
Zambia	\$1.60	\$1.60
Zimbabwe	\$0.20	\$0.55

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

- 27.5 We charge you the following for calls to the specified global and satellite services. We charge you per minute block.

We can withdraw services to any destination, or to particular numbers in a destination, but will try and notify you before this happens, in accordance with the General Terms of Our Customer Terms. In some circumstances we may need to withdraw services to particular numbers in a destination immediately without telling you beforehand due to third party activities such as internet dumping.

<b>Calls to global and satellite services</b>	<b>GST incl.</b>
Calls to Inmarsat B numbers beginning with 8703 (per minute block)	<b>\$5.99</b>
Calls to Inmarsat Aero numbers beginning with 8705 (per minute block)	<b>\$10.99</b>
Calls to Inmarsat B HSD numbers beginning with 87039 (per minute block) or Calls to Inmarsat BGAN numbers beginning with 87077 and 87078	<b>\$19.99</b>
Calls to Inmarsat M numbers beginning with 8706(per minute block)	<b>\$3.99</b>
Calls to Inmarsat Mini M numbers beginning with 87076 (per minute block)	<b>\$3.49</b>
Calls to Inmarsat GAN ISDN numbers beginning with 87060 (per minute block)	<b>\$14.99</b>
Calls to: <ul style="list-style-type: none"><li>• International Network Shared Code (Thuraya) numbers beginning with 88216 ; or</li><li>• Other International Networks – 8818, 8819, 88213, 88228, 88232, 88234, 88242, 88298 and 88299.</li></ul>	<b>\$5.65</b>
Calls to Iridium numbers beginning with 8816 or 8817 (per minute block)	<b>\$4.85</b>

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## 28 Online billing service (OBS)

- 28.1 OBS is our online billing service. We provide bills on one or more magnetic data storage tapes for services that are billed on Flexcab, Bliss or Race billing systems.
- 28.2 OBS is not available to wholesale customers after 30 June 2007.
- 28.3 Where you and we agree that your bills should be prepared using OBS, it is the primary billing method and replaces paper billing. We only consider providing bills using OBS if your bills are \$250,000 or more per month on average over three months.
- 28.4 If you provide onward billing, reports or statements to third parties using OBS, you are responsible for any billing enquiries from those third parties.

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

- 28.5 We provide you with the following on request without charge:
- (a) summary paper invoices for charges billed on our Flexcab billing system;
  - (b) itemized paper invoices for charges billed on our Flexcab billing system for the first three months that you receive OBS bills; and
  - (c) paper invoices for charges billed on our Bliss and Race billing systems.
- 28.6 If you want additional OBS tapes (either containing copies or splits of a standard OBS bill tape), we charge you the following:

<b>OBS charges</b>	<b>GST incl.</b>
Per additional tape	<b>\$643.50</b>

#### **OBS Service Promises**

- 28.7 We promise to deliver your OBS tape to your address by 5 pm on the agreed date. This is our OBS Delivery Promise. (We consider your OBS tape delivered when one of your representatives signs our delivery document.)
- 28.8 We promise to format your OBS tape so that it has the correct data format for Flexcab or Bliss accounts, is readable, is not corrupted and is in the data record layout specified in the OBS technical specification. This is our OBS Format Promise. (We can change the data record layout in the OBS technical specification, but give you six weeks' warning before we do.)
- 28.9 If we do not meet our OBS Delivery Promise to you, you can claim your choice of Rebate A or Rebate B.
- 28.10 If we do not meet our OBS Format Promise to you, you can claim Rebate B (or if you need a new OBS tape, you can choose Rebate A instead).
- 28.11 If we do not meet both our OBS Delivery Promise and OBS Format Promise for a particular OBS tape, you can only claim either Rebate A or Rebate B. You do not get two rebates or the same rebate twice.
- 28.12 It is not a breach of our OBS Format Promise where there are data format errors arising because of your conversion or development or associated errors.
- 28.13 We can ask for verification (including independent verification) to satisfy ourselves that you are entitled to a rebate. This might include satisfying ourselves that your equipment, software or processes are fault-free.
- 28.14 Rebate A is 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape multiplied by the number of business hours the delivery was overdue as a fraction of the total number of business hours in that month. (Business hours are 8am to 5pm, Monday to Friday, other than public holidays.) The

# Our Customer Terms

## Basic Telephone Service Section

### Part D – Business Phone Services

maximum Rebate A is 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape.

Example: If the total amount billed on your OBS tape is \$250,000 and we were meant to deliver it on the 14th (a Monday) but instead deliver it at 9am on the 15th, we are one business hour overdue. If there are 180 business hours in this particular month, Rebate A is 1/180th of \$2,500.

- 28.15 Rebate B is your actual direct costs incurred to rectify the problem up to 1% of the total amount billed on Flexcab and Bliss accounts on the relevant OBS tape.

Your direct costs do not include things like lost profits or revenue, but might include labour and associated costs.

- 28.16 To claim a rebate, you have to write to our OBS Help Desk to make your claim within 5 business days of the agreed delivery date (for breaches of our OBS Delivery Promise) or within 5 business days of the actual delivery date (for breaches of our OBS Format Promise).

- 28.17 You are not entitled to claim a rebate if you have undisputed accounts outstanding for more than 30 days after the later of the agreed delivery date or the actual delivery date. We also do not provide rebates for accounts in review (that is, accounts that are not delivered electronically because of system-based safeguards).

- 28.18 To help us keep our OBS Delivery Promise, you have to write to our OBS Help Desk at least 5 business days before you change your delivery address.