

Part A – General

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Certain words are used with the specific meanings set out on page 38 or in the [General Terms of Our Customer Terms](#).

1 About the Digital Data Services section

Our Customer Terms

- 1.1 This is the Digital Data Services section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply.

Inconsistencies

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

Parts of the Digital Data Services section

- 1.5 The Digital Data Services section is divided into separate documents:
 - (a) Part A – General
 - (b) Part B – DDS
 - (c) Part C – DDS Flexnet
 - (d) Part D – DDS Fastway
 - (e) Part E – DDS Local Area Service
 - (f) Part F – Digital Metropolitan Service (DMS)

2 Availability

- 2.1 We have withdrawn Digital Data Services set out in:
 - (a) Part B – DDS;

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- (b) Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
- (c) Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
- (d) Part F – Digital Metropolitan Services (DMS),

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

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

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

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

- (a) Part B – DDS;
- (b) Part C – DDS Flexnet (except services used to support nx64Kbit/s networks);
- (c) Part D – DDS Fastway (except for nx64 services - see sections 2.4 to 2.8 below); and
- (d) Part F – Digital Metropolitan Services (DMS),

will be withdrawn from the market and no longer be provided to all customers.

DDS Fastway Cease Sale and Exit Notification

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

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

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

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

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

3 General

Cabling and data terminal equipment

- 3.1 We only connect any telecommunications cabling on your premises to a Digital Data Service if:
- (a) a registered cabling service provider installed the cabling; and
 - (b) the cabling meets the Australian Communications Authority's minimum technical requirements.
- 3.2 You must take all reasonably necessary measures to ensure the safe and proper performance of all work we perform at your premises.
- 3.3 You can connect data terminal equipment to a Digital Data Service, if the equipment supplier complies with the Australian Communication Authority's data terminal equipment permit requirements.
- 3.4 You must pay us any costs we reasonably incur in repairing or replacing any of our property, that is damaged or destroyed as a result of you connecting data terminal equipment to our network.

Equipment requirements

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

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Charging

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

4 Connecting a Digital Data Service

Provisioning times

- 4.1 We aim to meet our standard provisioning time for Digital Data Services. We are not required to meet them – they are indicative only and depend on the availability of existing infrastructure. The only exception is DDS Fastway, which our Provisioning Commitment applies to (see below).
- 4.2 Some DDS Fastway and DDS Flexnet 2 Mbit/s services may be considered wideband services. Provisioning of these services fall under the guidelines of the [Wideband Provisioning Times section of Our Customer Terms](#).
- 4.3 We will negotiate the target national standard provisioning times for DDS enhanced facilities such as DDS Flexnet, DDS Vitalink and DDS Austplex.
- 4.4 Our provisioning times for DDS Local Area Service are set out in [Part E – DDS Local Area Service of the Digital Data Service section of Our Customer Terms](#).

Provisioning commitment – DDS Fastway

- 4.5 Our Provisioning Commitment and Enhanced Provisioning Commitment is available for Digital Data Service new connections, upgrade, external removal and indoor removal where existing infrastructure is in place. The Provisioning Commitment involves us providing a provisioning commitment. The Enhanced Provisioning Commitment provides for shortened activation times in some circumstances. For further information see the [Service Assurance and Provisioning Commitment Section of Our Customer Terms](#).

Actual provisioning times

- 4.6 Actual provisioning times are affected by a number of factors including:
- (a) the availability of equipment and network infrastructure; and
 - (b) whether the site is metropolitan or regional; and
 - (c) us having sufficient and timely access to your premises and equipment in order to undertake the provisioning.

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Information we need

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

Target standard provisioning times

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

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

- 4.12 The category of order is determined by the amount of work we need to do to install your service. There are two categories:
- (a) **1. basic:** orders that need minor internal or external work before installation.
- These orders may need minor internal plant work at our exchange, or minor internal plant work at your site that we can perform at the same time as the site visit.
- For example, orders that require the installation of network termination units, or the sliding of cards into free slots in Multiplexer racks; or copper pair jumpering in the access network.

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

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

- 4.13 Our target standard provisioning times are as follows:

Target standard provisioning times – a new Digital Data Service		
Category of order	Urban	Non-urban
1. Basic	9 working days	19 working days
2. Other	A provisioning assessment is made on a case by case basis	A provisioning assessment is made on a case by case basis

- 4.14 The standard provisioning times for indoor removals and indoor relocations of a service within a building are:

- (a) five working days (six working days for Digital Metropolitan Service) for an urban area; and
- (b) ten working days for a non-urban area.

- 4.15 The standard provisioning time for minor changes to your equipment and minor network changes is ten working days.

- 4.16 The standard provisioning times for changing a service interface, the access data rate from 64 kbit/s to 128 kbit/s or the data rate between 128 kbit/s and 1984 kbit/s are:

- (a) five working days for an urban area; and
- (b) ten working days for a non-urban area.

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

Standard connection charges

- 4.17 The standard charges for connecting a new Digital Data Service are set out in the relevant sections of the other parts of [the Digital Data Service section of Our Customer Terms](#).

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Network extension charges

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

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms.

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

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

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

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms.

Property extension charges

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

For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms.

Service extension charge

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

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For fee-for-service charges see the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms.

Materials

4.22 We will apply materials charges set out in individual quotations

5 Withdrawing or putting an order on hold

Withdrawing an order

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

Charges for withdrawing an order		
Stage of installation		Charge payable
Stage 1	Dispatch from sales	30% of the total connection charges applicable
	Dispatch from plant layout	
	Order issue	
Stage 2	Transmission path building	55% of the total connection charges applicable
Stage 3	Terminal equipment provisioning	95% of the total connection charges applicable
	Digital service packet switching test	
Stage 4	Service order finalisation	100% of the total connection charges applicable

Putting an order on hold

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

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

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

6 Not used

7 DDS Internet Customer Access Facility (ICAF)

What is DDS ICAF?

- 7.1 ICAF allows you to monitor your DDS, DDS Fastway and DDS Flexnet services using a standard internet browser.

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- 7.2 You can monitor, test, configure and inquire on your own services within our dedicated digital network. This includes command sets that allow redirection, or initiate physical loopback of network termination unit for physical continuity tests.

No software required

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

Charges

- 7.4 We charge you the following connection charges and monthly charge for DDS ICAF:

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

8 Customer to Customer Interconnection

What is Customer to Customer Interconnection?

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

Charges

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

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Customer to Customer Interconnection charges	GST excl.
Activation of CCI facility per service	\$560.00
Monthly charge per service*	\$82.50

* **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).

- 8.5 You must also pay the connection or installation charges applicable to the service and any applicable access, transmission and service interface charges.

9 Rapid Bandwidth Expansion

What is Rapid Bandwidth Expansion?

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

Availability

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

Available speeds and bandwidth

- 9.4 We upgrade service speed in 64 kbit/s increments.
- 9.5 Rapid Bandwidth Expansion is not available if you wish to change service/access speed from 64 kbit/s or 128kbit/s to a speed within the range 192 kbit/s to 1984 kbit/s (or vice versa).

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- 9.6 For services in the 192-1984 kbit/s band, the Rapid Bandwidth Expansion facility will not be available if your access capacity is not sufficient to cater for the upgrade.

Work on your service

- 9.7 We do work on your service within the standard installation hours of business for DDS Flexnet and DDS Fastway.
- 9.8 We charge you our fee-for-service charges if you ask us to do work outside of our standard installation hours of business. The fee-for-service charges are set out in the [Fee-for-Service \(Other work we do for you\)](#) section of Our Customer Terms

Charges

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

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

10 Vitalink

What is Vitalink?

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

Connection charges

- 10.2 We charge you the following charge for connecting Vitalink when cables are in place:

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

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

Monthly charges

- 10.4 We charge you the following monthly charges for Vitalink:

Vitalink charges	GST excl.
Monthly charge*	\$1,386.21

* **For ACT customers:** If your service is at an address within the ACT Government area including the Jervis Bay area of NSW, we may charge you an ACT Government Utilities Tax Charge in addition to the amount above. See the [General Terms of Our Customer Terms for Small Business or Corporate customers](#) (and any other contractual arrangements you may have with us), whichever is applicable. If you are a wholesale customer, see the [Wholesale Services Section of Our Customer Terms](#).

11 Service levels and performance

Performance specifications

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

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

- 11.2 In respect of the performance specification for availability, a data-link is considered to be unavailable if ten consecutive error seconds occur. The data link is unavailable from the

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start of the ten error seconds, until an error free second occurs. Available time starts at the beginning of an error free second.

11.3 An error free second is a period of one second in which no errors have been detected in the framing bits of the x50 data-link. An error second is a period of one second in which an error has been detected in one or more framing bits of the x50 data-link.

11.4 The performance specification for error free seconds refers to the number of seconds that no error occurs expressed as a percentage of the duration of the test excluding unavailable time.

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

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

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

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

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

12 Service assurance

Fault reporting and repair

12.1 As part of the Digital Data Services, we also provide:

- (a) a 24 hour fault reporting service for telling us about service faults; and

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- (b) a maintenance and repair service for service faults during the following coverage periods

Maintenance and repair coverage periods	Coverage periods
DDS – 1200 bit/s to 19.2 kbit/s DDS Fastway subrate x50 DDS Local Area Service Digital Metropolitan Service (DMS)	7am to 9pm Monday to Saturday, including public holidays
DDS – 48k bit/s DDS Austplex DDS Flexnet DDS Fastway nx64kbit/s	24 hrs 7 days a week, including public holidays

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

Target response and repair times

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

Fault response timeframes	Response time
DDS Austplex 2M access with Vitalink DDS Flexnet 2M access with Vitalink	15 minutes
DDS – 48 kbit/s DDS Austplex 2M access DDS Flexnet DDS Fastway nx64kbit/s	1 hour
DDS – 1200 bit/s to 19.2 kbit/s DDS Fastway subrate x50 DDS Local Area Service Digital Metropolitan Service (DMS)	2 hours

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

Fault repair timeframes	Repair time
DDS Austplex 2M access with Vitalink DDS Flexnet 2M access with Vitalink	4 hours
DDS Austplex 2M access DDS Flexnet 128k and 2M access	8 hours
DDS DDS Flexnet DDS Fastway subrate x50 DDS Fastway nx64kbit/s DDS Local Area Service Digital Metropolitan Service (DMS)	12 hours

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

A rural area is a location over 30 km but under 65 km by road from one of our service centres in capital cities and major regional and provincial centres.

A remote area is a location 65 km and over by road from one of our service centres in capital cities and major regional and provincial centres.

Temporary repairs

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

Emergency repairs

- 12.7 We will give priority to rectifying major fault outages affecting a number of customers. If such cases arise, we may not meet our targets for repairing your service.

Faults caused by interference or you

- 12.8 We can charge you to repair the following faults:

- (a) faults caused by your interference or interference within your control;
- (b) faults caused by your negligence; and

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- (c) faults caused due to wilful damage by you to your Digital Data Service.

Service appointment times

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

Customer Select Assurance and Maintenance Options

- 12.10 Enhanced service assurance options may be available at an additional cost to you. These offer faster response and repair targets for faults. For information in relation to our Customer Select Assurance and Maintenance Options, see the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

FLEXPAC maintenance option

- 12.11 FLEXPAC lets you nominate response and repair targets for faults in your service. For information in relation to our FLEXPAC maintenance option, see the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

13 Other work we do for you

- 13.1 The standard network connection charge for service activation includes work performed during our standard hours of business, which are 8am to 5pm, Monday to Friday, excluding public holidays.
- 13.2 For charges for installation, maintenance, consultancy and after sales activities not covered by a standard charge or contract see [Our Customer Terms Fee-for-service \(Other work we do for you\)](#).

14 Charging zones and areas

Why is this information relevant?

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

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Charging zones

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

Charging areas

- 14.5 Charging zones are made up of three area centres: primary, secondary and tertiary. A full list of each area is set out below.
- 14.6 A **primary area centre** is the principle centre in each charging area. The centre is made up of:
- (a) in the case of Sydney, Melbourne, Adelaide, Hobart, Perth and Brisbane, their telephone charging district;
 - (b) in the case of Townsville, the area serviced by the Townsville telephone charging zone;
 - (c) in the case of Karratha, the area serviced by the Karratha telephone exchange; and
 - (d) in the case of Darwin, the area serviced by the Darwin, Berrimah, Casuarina and Nightcliff telephone exchanges.

Telephone charging districts and zones are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms](#).

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

Telephone charging districts are set out in [Part J – Charging Zones of the Basic Telephone Service section of Our Customer Terms](#).

Part A – General

Dual zone centres

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

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

List of charging zones and areas

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

Charging Zones and Charging Areas		
Charging Zone	New South Wales	
Primary Area Centre	Sydney	
Secondary Area Centre	Canberra, Woollongong, Newcastle (including below)	
Belmont	Charlestown	Cardiff
Boolaroo	Corrimal	Civic

Our Customer Terms

Digital Data Services Section

Part A – General

Dapto
Dudley
Deakin
Fyshwick
Hall Village
Hamilton
Jerrabomberra
Kambah
Lanyon
Mayfield
Mereweather
Melba
Manuka

Monash
Mt Hutton
Mawson
New Lambton
Port Kembla
Queanbeyan
Scullin
Stockton
Tarro
Thirroul
Tomago
Tralee
Toronto

Tuggeranong
Unanderra
Weston Creek
Wollongong
Wallsend
Williamtown
Wolfe St
Warilla
West Wallsend

Tertiary Area Centre

Avoca Beach
Aberdeen
Abermain
Armidale
Adelong
Albury
Albion Park
Alstonville
Anna Bay
Appin
Ardlethan
Ariah Park
Attunga
Barraba
Batemans Bay
Bathurst
Batlow
Baradine
Bega
Belford

Berrima
Bemboka
Bermagui
Berry
Berrigan
Bungendore
Bethanga
Brocklehurst
Bingara
Brunswick Heads
Blayney
Belconnen
Bellingen
Blackheath
Ballina
Berkeley Vale
Berambing
Bungowannah
Bogan Gate
Broken Hill

Barnawartha
Binnaway
Bombala
Boorowa
Bowral
Bowraville
Bargo
Bringelly
Bourke
Balranald
Brewarrina
Banora Point
Barton
Braidwood
Burrawang
Bulahdelah
Buff Point
Byron Bay
Callala Bay
Canyonleigh

Our Customer Terms

Digital Data Services Section

Part A – General

Canowindra	Dungog	Gosford
Cobar	Deniliquin	Gulgong
Coonamble	Dorrigo North	Gunnedah
Condobolin	Dorrigo	Guyra
Collarenebri	Eden	Hanwood
Campbelltown	East Gresford	Harrington
Cds Canberra	Emerald Beach	Hastings Point
Cessnock	Erina	Hay
Coffs Harbour	Evans Head	Helensburgh
Coleambally	Estella	Harwood
Coolamon	Emu Plains	Henty
Coonabarabran	Failford	Holbrook
Cranebrook	Fernhill	Harden
Clarence	Finley	Hillston
Cooma	Forster	Huskisson
Coolah	Forbes	Iluka
Corowa	Ganmain	Inverell
Cowra	Gundagai	Jindera
Cooranbong	Grenfell	Jindabyne
Crace	Griffith	Junction Hill
Corryong	Gearys Gap	Junee
Casino	Gulargambone	Jervis Bay
Crescent Head	Grong Grong	Kandos
Cootamundra	Gilgandra	Kingscliff
Clarence Town	Glenbrook	Kiewa
Cudal	Goulburn	Khancoban
Culcairn	Glenfield	Kiama
Currarong	Galong	Kurri Kurri
Crookwell	Gloucester	Kempsey
Cowpastures	Glen Innes	Kincumber
Dubbo	Gunning	Karuah
Dedderang	Goonellabah	Kariong
Dunedoo	Greta	Katoomba
Delegate	Gorokan	Kyogle
Denman	Grafton	Lavington

Our Customer Terms

Digital Data Services Section

Part A – General

Lake Cathie	Morisset	Portland
Lake Cargelligo	Merriwa	Penrith
Lockhart	Moss Vale	Pokolbin
Lismore	Mt Thorley	Porters Retreat
Lightning Ridge	Mudgee	Parkes
Lithgow	Mullumbimby	Paterson
Long Jetty	Muswellbrook	Port Macquarie
Lake Munmorah	Mt Victoria	Peats Ridge
Llandilo	Mangrove Mtn	Quirindi
Laurieton	Narara	Ravensworth
Leeton	Nabiac	Richmond
Lochinvar	Nambucca Heads	Regentville
Lawson	Narrabri	Raglan
Malua Bay	Narrandera	Rutherglen
Macksville	North Richmond	Raleigh
Maitland	Nelson Bay	Robertson
Manilla	Narromine	The Rock
Murwillumbah	Nords Wharf	Raymond Terrace
Maclean	Narellan	Rutherford
Medlow Bath	Narooma	Rylstone
Menindee	Nowra	Sanctuary Point
Merimbula	Nyngan	Sawtell
Mungindi	Oakdale	Scone
Menangle	Ourimbah	Shoalhaven Heads
Mulgoa	Old Bar	Singleton
Mannering Park	Oberon	Soldiers Point
Mt Hunter	Oaklands	Spring Hill
Mittagong	Orange	Springwood
Moulamein	Orchard Hills	Saratoga
Manildra	Pambula	Swansea
Molong	Patonga Beach	Stratford (NSW)
Moruya	Picton	Stroud
Murrurundi	Pitt Town	Sussex Inlet
Moree	Peak Hill	Sth West Rock
Marulan	Pacific Palms	Tamworth

Our Customer Terms

Digital Data Services Section

Part A – General

Tahmoor	Ulan	Walgett
Tarcutta	Ulladulla	Walcha
Taree	Urunga	Williamsdale
Tibooburra	Uralla	Wangi Wangi
Tweed Heads	Urana Scax	Winmalee
Trundle	Valla Beach	Woy Woy
Terranorra Lodge	Wagga Wagga	Warialda
Temora	Wallerawang	Warren
Tottenham	Windellama	Werris Creek
Thredbo Village	Warkworth	Windsor
Thurgoona	Wauchope	Wagstaff Point
Tintenbar	White Cliffs	West Tamworth
Toukley	Wodonga	Willow Tree
Talangatta	Widgelli	Wee Waa
Tanilba	Wellington	West Wyalong
Tumbarumba	Wilberforce	Wyee
Tregeagle	Wisemans Ferry	Wyong
Trangie	Warragamba	Yass
Terrigal	Wagga East	Yamba
Transit Hill	Woolgoolga	Young
Tambar Springs	Wagga South	
Tenterfield	Wilcannia	
Tumut	Wilton	
Tura Beach	Wingham	
Tullamore	Wyrallah	

Charging Zones and Charging Areas		
Charging Zone	Victoria	
Primary Area Centre	Melbourne	
Secondary Area Centre	Geelong (including below)	
Belmont	Moolap	North Geelong
Ceres	Moorabool	Waurm Ponds
Corio		

Our Customer Terms

Digital Data Services Section

Part A – General

Tertiary Area Centre

Apollo Bay
Alfredton
Allansford
Ararat
Anglesea
Avoca
Alexandra
Axedale
Bacchus Marsh
Baranduda
Barooga
Bairnsdale
Ballan
Balmoral
Barongarook
Baxter
Bannockburn
Beeac
Beaconsfield Upp
Beulah
Beaufort
Bright
Bendigo
Barham
Birregurra
Birchip
Barjarg
Barwon Heads
Benalla
Balnarring
Bolinda
Boort
Ballarat
Broadford

Bullarto
Buninyong
Bunyip
Beechworth
Cann River
Carisbrook
Castlemaine
Cavendish
Cranbourne
Cranbourne North
Camperdown
Churchill
Chiltern
Coleraine
Clunes
Clyde
Cobden
Cobram
Cockatoo
Cohuna
Colac
Cororooke
Cowes
Carwarp
Creswick
Crib Point
Charlton
Casterton
Darnum
Dareton
Dartmoor
Daylesford
Dimboola
Derrinallum

Dixons Creek
Donald
Drouin
Dromana
Drysdale
Dunolly
Eaglehawk
Echuca
Eildon
Elmore
Emerald
Edenhope
Epsom
Euroa
Fish Creek
Fingal
Flinders
Foster
Garfield
Glengarry
Gellibrand River
Gembrook
Gisborne
Goroce
Gre Gre
Gruyere
Glenrowan
Gladysdale
Hastings
Heathmere
Heathcote
Hopetoun
Heywood
Heyfield

Our Customer Terms

Digital Data Services Section

Part A – General

Hamilton	Maffra	Nagambie
Horsham	Maldon	Napoleons
Halls Gap	Malmsbury	Nirranda
Healesville	Maryborough	Nathalia
Hazelwood North	Marysville	Nandaly
Inverloch	Macarthur	Nelson
Inverleigh	Mc Ivor Road	Newhaven
Inglewood	Mallacoota	Newstead
Irymple	Merbein	Nhill
Jeparit	Meredith	Noorat
Kinglake	Mansfield	Numurkah
Kinglake West	Manangatang	Nyah
Kaniva	Mirboo North	Nyora
Kerang	Mildura	Ocean Grove
Kangaroo Flat	Milawa	Omeo
Kialla	Monak	Orbost
Kilmore	Moama	Orford
Koroit	Moe	Ouyen
Korumburra	Moorooduc	Paynesville
Koorlong	Mooroopna	Pearcedale
Koo Wee Rup	Moriac	Peterborough
Kyabram	Mornington	Piangil
Kyneton	Mortlake	Pakenham
Lara	Merino	Port Campbell
Lake Bolac	Mildura Sth	Port Fairy
Leitchville	Mt Buller	Portland
Lemnos	Mt Beauty	Portarlington
Lakes Entrance	Mt Clear	Puckapunyal
Leongatha	Mt Martha	Quambatook
Leopold	Mt Macedon	Queenscliff
Lang Lang	Metung	Rainbow
Little River	Murtoa	Rosedale
Launching Place	Murrayville	Red Cliffs
Longford	Morwell	Riddells Creek
Lorne	Myrtleford	Rochester

Our Customer Terms

Digital Data Services Section

Part A – General

Robinvale	Swan Hill	Wentworth
Romsey	Traralgon	Wendouree
Rosebud	Tatura	Warragul South
Rushworth	Tooradin	Warragul
Rye	Terang	Winchelsea
Sale	Tongala	Warracknabeal
San Remo	Taggerty	Wallan
Sealake	Timboon	Werrimull
Seymour	Thornton	Wonthaggi
Shoreham	Toolangi	Woori Yallock
Shepparton	Toora	Welshpool
Skipton	Torquay	Wycheproof
Stanhope	Trafalgar	Yarrajunction
Somerville	Trentham	Yallourn Nth.
Sorrento	Tocumwal	Yarragon
Seaspray	Tyabb	Yea
Spring Gully	Underbool	Yellingbo
Sebastopol	Warburton	Yinnar
St Arnaud	Wandin	Yarram
Stawell	Wandong	Yarrawonga
St Leonards	Wangaratta	
Stratford	Warrnambool	
Strath Village	West Wodonga	
Swan Reach	Woodend	
Swifts Creek	Wedderburn	

Charging Zones and Charging Areas		
Charging Zone	Queensland	
Primary Area Centre	Brisbane	
Secondary Area Centre	Southport	
Arundel	Carrara	Paradise Point
Ashmore	Merrimac	Robina

Our Customer Terms

Digital Data Services Section

Part A – General

Bundall	Nerang	Southport (Gold Coast)
Coombabah	Oxenford	Surfers Paradise

Tertiary Area Centre

Agnes Waters	Childers	Farleigh
Airlie Beach	Charleville	Frenchville
Allora	Claredale	Gatton
Amberley	Clifton	Gayndah
Augathella	Clermont	Georgetown
Avoca	Coolum Beach	Glasshouse Mtns
Bajool	Calen	Gin Gin
Barcaldine	Clinton	Giru
Bargara	Crows Nest	Gladstone
Bundaberg	Coominya	Golden Beach
Brandon	Coen	Glenden
Beaudesert	Cordalba	Goondiwindi
Burnett Heads	Cooroy	Gracemere
Biggenden	Cracow	Gunpowder
Biloela	Cunnamulla	Gympie
Blackall	Currumbin	Halifax
Blackwater	Curtis	Hamilton Island
Boonah	Dalby	Helidon
Boyne_Island	Deeragun	Herberton
Bribie Island	Delta	Highfields
Beerwah	Dirranbandi	Hay Point
Banksia Beach	Drayton	Inglewood
Bucasia	Dunwich	Injune
Buderim	Dysart	Jandowae
Burleigh Heads	Eidsvold	Jimboomba
Caboolture	El Arish	Julia Ck
Caloundra	Eimeo	Kilcoy
Canungra	Emerald	Killarney
Capella	Esk	Kingaroy
Chillagoe	Eton	Kowanyama
Chinchilla	Eumundi	Laidley

Our Customer Terms

Digital Data Services Section

Part A – General

Lammermoor	Nerimbera	Taroom
Landsborough	Noosa Heads	Tin Can Bay
Lawnhill	Noosaville	Tamborine Mtn
Lowood	North Mackay	Tieri
Longreach	Oakey	Texas
Maleny	Ormeau	Tugun
Maryborough	Paget	Theodore
Mundubbera	Parkhurst	Toowoomba
Meandarra	Peak Crossing	Tolga
Mudgeeraba	Pialba	Torquay
Mt Garnet	Palmview	Toologawah
Middle Ridge	Palmwoods	Wandoan
Middlemount	Pomona	Wallangarra
Mission Beach	Proserpine	Wallaville
Mitchell	Pittsworth	Wamuran
Mackay	Quilpie	Warwick
Miles	Richmond	Wondai
Millmerran	Roma	Wolffdene
Moranbah	Rosewood	Winton
Monto	Rockhampton	Walkerston
Morayfield	Riverside	Wallumbilla
Mooloolaba	Sarina	Woombye
Moura	Seaforth	Woodford
Mt Surprise	Sharon	Woongarra
Mudjimba	South Johnstone	Woorabinda
Murgon	Slade Point	White Rock
Maroochydore	Stephens	Wurtulla
Nanango	Springsure	Yabulu
Nambour	St George	Yeppoon
Nebo	Stanthorpe	Yandina
Newtown	Tara	Yarraman

Our Customer Terms

Digital Data Services Section

Part A – General

Charging Zones and Charging Areas		
Charging Zone	Queensland	
Primary Area Centre	Townsville	
Secondary Area Centre	Nil	

Tertiary Area Centre

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

Charging Zones and Charging Areas		
Charging Zone	South Australia	
Primary Area Centre	Adelaide	
Secondary Area Centre	Nil	

Tertiary Area Centre

Our Customer Terms

Digital Data Services Section

Part A – General

Aldinga	Glencoe	Mannum
Allendale East	Greenock	Manoora
Petermann	Gawler	Monarto
Andamooka	Hawker	Moonta
Angaston	Hamley Bridge	Monash
Ardrossan	Jamestown	Mypolonga
Blanchetown	Kalangadoo	Marla
Bordertown	Kapunda	Moorak
Birdwood	Kadina	Mount Burr
Berri	Keith	Mount Compass
Beachport	Keyneton	Maitland
Balaklava	Kingston Se	Mount Pleasant
Brinkworth	Kimba	Mintaro
Booleroo Centre	Koolunga	Murray Bridge
Blyth	Kingscote	Naracoorte
Barmera	Kingston Murray	Nangwarry
Barmera West	Koonibba	North Shields
Burra	Karatta	Nelshaby
Bute	Leigh Creek	Narrung
Ceduna	Langhorne Creek	Nuriootpa
Crystal Brook	Lameroo	Orroroo
Clare	Lock	Owen
Cleve	Lucindale	Port Broughton
Cummins	Laura	Policemans Point
Coonalpyn	Loxton	Padthaway
Cowell	Lyndock	Penola
Coober Pedy	Lyrup	Peterborough
Coonawarra	Mallala	Port Germein
Edithburgh	Mundulla	Pt. Pirie
Elliston	Meningie	Pinnaroo
Eudunda	Mount Gambier	Penneshaw
Freeling	Millicent	Penong
Gladstone	Minlaton	Petermann
Glossop	Milang	Price
Goolwa	Melrose	Parndana

Our Customer Terms

Digital Data Services Section

Part A – General

Pages Flat	Strathalbyn	Whyalla Jenkins
Port Augusta	Sedan	Whyalla
Pt Elliot	Stirling North	Willunga
Pt. Lincoln	Snowtown	Waikerie
Port Vincent	Swan Reach	Wilmington
Port Wakefield	Streaky Bay	Williamstown
Quorn	Stansbury	Woomera
Roxby Downs	Tanunda	Warooka
Rendelsham	Tintinara	Walleroo
Renmark	Tailem Bend	Wasleys
Renmark North	Two Wells	Wudinna
Renmark West	Tarpeena	Watervale
Robe	Tarlee	Yankalilla
Rosedale	Tantanoola	Yorke town
Roseworthy	Tumby Bay	Yunta
Riverton	Victor Harbor	

Charging Zones and Charging Areas		
Charging Zone	Northern Territory	
Primary Area Centre	Darwin	
Secondary Area Centre	Nil	

Tertiary Area Centre

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

Our Customer Terms

Digital Data Services Section

Part A – General

Charging Zones and Charging Areas		
Charging Zone	Tasmania	
Primary Area Centre	Hobart	
Secondary Area Centre	Nil	

Tertiary Area Centre

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

Charging Zones and Charging Areas		
Charging Zone	Western Australia	
Primary Area Centre	Perth	
Secondary Area Centre	Nil	

Our Customer Terms

Digital Data Services Section

Part A – General

Tertiary Area Centre

Albany North
Albany
Ambergate
Augusta
Australind
Baldivis
Bullsbrook East
Becher
Bremer Bay
Bridgetown
Bakers Hill
Bindoon
Ballidu
Bulong Mine
Boddington
Boyanup
Boyup Brook
Burekup
Brunswick Junction
Broome
Bruce Rock
Bunbury
Busselton West
Brookton
Busselton
Beverley
Byford
Carnamah
Coolgardie
Collie
Cable Beach
Cunderdin
Capel
Collie Power Stn

Cranbrook
Corrigin
Carnarvon North
Carnarvon
Dalwallinu
Darkan
Bencubbin
Dunsborough
Broomehill
Dandaragan
Denmark
Dumbleyung
Marvel Loch
Denham
Dongara
Donnybrook
Thunderbox Mine
Dawesville
Dwellingup
Dowerin
Eaton
Esperance
Esperance North
Exmouth
Greenfields
Golden Grove
Geraldton
Gelorup
Goomalling
Gin Gin
Gnowangerup
Greenbushes
Halls Head
Harvey

Hannans
Halls Creek
Hyden
Irvine Hill
Jigalong
Jurien
Kalbarri
Boulder
Kellerberrin
Kemerton
Kalgoorlie
King River
Kambalda
Kal Nickel Smelter
Kojonup
Kondinin
Koorda
Kirup
Katanning
Kulin
Lancelin
Lake Clifton
Leeman
Leinster
Leonora
Lake Grace
Laverton
Mandurah
Marble Bar
Mount Barker
Merredin
Mundijong
Meekatharra
Mullewa

Our Customer Terms

Digital Data Services Section

Part A – General

Mingenew
Manjimup
Moonyoonooka
Morawa
Moora
Margaret River
Meadow Springs
Mt. Keith Mine
Mt Magnet
Mt. Helena
Mukinbudin
Northcliffe
Newdegate
Nifty Mine
New Norcia
Narembeen
Narrogin
Northam
Norseman
Northampton
Onslow
Oyster Harbour

Picton
Perenjori
Pemberton
Pingelly
Pinjarra
Perseverance
Quairading
Ravensthorpe
Rockingham
Southern Cross
Serpentine
Salmon Gums
South Hedland
Somerville
Tammin
Tambellup
Three Springs
Telfer
Tincurrin
Toodyay
Vasse
Warnbro

Walpole
Williams
Welford
Wagin
Wongan Hills
Waroona
Worsley Refinery
Wickepin
Woorloo
Woorree
Wubin
Wundowie
Wyalkatchem
Smoke Creek-Argy
Yalgoo
Yarloop
Yallingyup
Yarrie Minesite
York
Yunderup
Asarco Gold Mine
Davenport

Charging Zones and Charging Areas		
Charging Zone	Western Australia	
Primary Area Centre	Karratha	
Secondary Area Centre	Nil	

Tertiary Area Centre

Argyle Mine
Barrow Island
Broome

Cue
Dampier
Derby

Fitzroy Crossing
Jerramungup
Karratha South

Our Customer Terms

Digital Data Services Section

Part A – General

Kununarra (also NT)
Newman
Pannwonica
Paraburdoo
Port Hedland
Port Hedland West
Roebourne
South Hedland
Tom Price
Thevenard Island
Wickham
Withnell Bay
Wyndham

Part A – General

15 Special meanings

15.1 The following words have the following special meanings:

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

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

property entry point means:

- where we supply you a service using cable or fibre, the point where the cable or fibre enters your property;
- where we supply you a service using radio, the base of the antenna's supporting structure on your property;