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Certain words are used with the specific meanings set out below on page 14 and in [the General Terms of Our Customer Terms](#).

1 About the Ethernet Lite section

Our Customer Terms

- 1.1 This is the Ethernet Lite (formerly known as Business DSL) section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

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

2 General

- 2.1 You must not re-sell the Ethernet Lite service.
- 2.2 The rate and technical means by which we supply Ethernet Lite is entirely at our discretion.
- 2.3 We do not connect any equipment that is used to provide a Ethernet Lite service to an uninterruptible power supply.

Ethernet Lite Cease Sale and Exit Notification

- 2.4 Ethernet Lite will not be available for purchase by new or existing customers from 12 May 2018 in areas where the area's nbn rollout region standard cease sale commencement date is on or before 12 May 2018; in areas where the area's nbn rollout region standard cease sale commencement date is after 12 May 2018, the cease sale will be that later date.
- 2.5 From 31 May 2021, Ethernet Lite services will not be available for purchase by new or existing customers in all areas.
- 2.6 Existing customers affected by the aforementioned will continue to be able to make

configuration, software and record changes.

- 2.7 Ethernet Lite will be disconnected on 12 November 2018 in areas where the area's nbn rollout region disconnection date falls on or before 12 November 2018; in areas where the area's nbn rollout region disconnection date falls after 12 November 2018, Ethernet Lite will be disconnected in accordance with the nbn rollout region disconnection timetable.
- 2.8 On 31 August 2022, all remaining Ethernet Lite services will be disconnected in all areas.
- 2.9 Further details on the preceding are set out in the document titled RM5(A), 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>.

IP WAN Ethernet Lite

- 2.10 All IP WAN Ethernet Lite services will not be available for purchase by new customers in all areas from 28 June 2018.

Eligibility

- 2.11 In order to determine whether you are eligible to apply for an Ethernet Lite service, you must request a service qualification for your site.
- 2.12 The results of the service qualification are indicative only and you must not rely on them. We cannot confirm your eligibility for the Ethernet Lite service until we perform a physical inspection of your site. We will not accept your application if we determine that we are not be able to provide an Ethernet Lite service to you.
- 2.13 If you continue to acquire a Business DSL service on or after 3 May 2010, this section of Our Customers Terms applies to your service as if references to "Ethernet Lite" were references to "Business DSL".

3 Ethernet Lite service

What is Ethernet Lite?

- 3.1 Ethernet Lite is a broadband data carriage service that offers symmetric data rates.
- 3.2 Ethernet Lite can be used to connect two sites using an Ethernet Lite connection at least one of the sites. The other site can be connected using a wide range of connection services including Ethernet Lite, Frame Relay and ATM.

- 3.3 An Ethernet Lite service can also be used to connect a site to the Internet or to our IP WAN service.

For example, our Ethernet Lite service can be used to connect:

- (a) a branch office to another branch office using an Ethernet Lite connection at each office;
- (b) a branch office to a head office in using an Ethernet Lite connection at the branch office and an ATM connection at the head office; or
- (c) a branch office to the Internet.

An ATM connection is a single ATM access interface, as described in [the ATM section of Our Customer Terms](#).

- 3.4 An Ethernet Lite service can be used to connect:

- (a) an Ethernet Lite site to another Business DSL site – **Ethernet Lite point to point connection**;
- (b) one or more Ethernet Lite sites to an ATM site – each connection is an **Ethernet Lite ATM connection**;

An ATM site is a site that is connected to an exchange using an ATM connection. An ATM connection is an ATM access, as described in [the ATM section of Our Customer Terms](#).

- (c) one or more Ethernet Lite sites to a Frame Relay site – each connection is an **Ethernet Lite Frame Relay connection** (limited to a maximum access bandwidth of 4096kbit/s);

A Frame Relay site is a site that is connected to an exchange using a Frame Relay connection. A Frame Relay connection is a Frame Relay access, as described in [the Frame Relay Services section of Our Customer Terms](#).

- (d) an Ethernet Lite site to IP WAN – each connection is an **Ethernet Lite IP WAN connection**; or
- (e) an Ethernet Lite site to Internet Direct or Business Broadband – each connection is an **Ethernet Lite Internet Direct/Business Broadband connection**.

Services you need

- 3.5 In order to obtain the following connections, you must acquire the following services:

Ethernet Lite connection	Service to be acquired
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Ethernet Lite connection	Service to be acquired
Ethernet Lite point to point connection	Two Ethernet Lite connections (EVC is required for an Ethernet Lite point to point connection)
Ethernet Lite ATM connection	An Ethernet Lite connection and an ATM connection
Ethernet Lite Frame Relay connection (limited to a maximum Ethernet Lite access bandwidth of 4096 kbit/s)	An Ethernet Lite connection of no more than 4096Kbit/s and a Frame Relay connection
Ethernet Lite IP WAN connection	An Ethernet Lite connection and an IP WAN connection
Ethernet Lite Internet Direct/Business Broadband connection	An Ethernet Lite connection and an Internet Direct/Business Broadband connection

An **Ethernet Virtual Circuit (EVC)** is a virtual link between two communicating data terminals.

- 3.6 The terms (including pricing) upon which we will provide these connections are set out in the table below.

Service	Section of Our Customer Terms
ATM connection	ATM section
Frame Relay connection	Frame Relay Services section
IP WAN	IP Solutions section
Internet Direct/Business Broadband	Internet Direct section

The PVC/PVP charges in [the ATM section of Our Customer Terms](#) and the PVC charges in [the Frame Relay Services section of Our Customer Terms](#) do not apply to the ATM and Frame Relay connections.

Ethernet Lite connection

- 3.7 An Ethernet Lite connection connects a site to an exchange.
- 3.8 Each Ethernet Lite connection is comprised of:
- (a) a network termination unit that supports a 10/100 Ethernet interface;
 - (b) a copper connection that terminates at an exchange;

- (c) an EVC; and
- (d) bandwidth.

Access bandwidth and information rates

3.9 Access bandwidth means the data throughput rate of an Ethernet Lite connection. The following access bandwidths are available for each Ethernet Lite connection:

- (a) 128 kbit/s
- (b) 256 kbit/s;
- (c) 512 kbit/s;
- (d) 1024 kbit/s;
- (e) 1536 kbit/s;
- (f) 2048 kbit/s;
- (g) 3072 kbit/s;
- (h) 4096 kbit/s;
- (i) 5120 kbit/s;
- (j) 6144 kbit/s;
- (k) 8192 kbit/s; and
- (l) 10240 kbit/s.

3.10 The following sustained information rates (SIRs) are available for the EVC in these connections:

Ethernet Lite connection	Sustained information rate
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Ethernet Lite connection	Sustained information rate
Ethernet Lite point to point connection	An SIR equal to: <ul style="list-style-type: none"> (a) the access bandwidth of the Ethernet Lite connection with the lowest access bandwidth; (b) one half of the access bandwidth of the Ethernet Lite connection with the lowest access bandwidth; (c) one quarter of the access bandwidth of the Ethernet Lite connection with the lowest access bandwidth.
Ethernet Lite ATM connection Ethernet Lite Frame Relay connection (limited to a maximum Ethernet Lite access bandwidth of 4096 kbit/s) Ethernet Lite IP WAN connection	An SIR equal to: <ul style="list-style-type: none"> (a) the access bandwidth of the Ethernet Lite connection; (b) one half of the access bandwidth of the Ethernet Lite connection; or (c) one quarter of the access bandwidth of the Ethernet Lite connection.
Ethernet Lite Internet Direct/Business Broadband connection	An SIR equal to the access bandwidth of the Ethernet Lite connection.

3.11 The Peak Information Rate (PIR) is the maximum rate at which data can be transmitted over an EVC.

3.12 The PIR of the EVC equals the access bandwidth of the connection with the lowest access bandwidth for the following connections:

- (a) an Ethernet Lite point to point connection;
- (b) an Ethernet Lite ATM connection; or
- (c) an Ethernet Lite Frame Relay connection (limited to a maximum Ethernet Lite access bandwidth of 4096 kbit/s).

3.13 The PIR of the EVC equals the access bandwidth of the Ethernet Lite connection for the following connections:

- (a) an Ethernet Lite IP WAN connection; or
- (b) an Ethernet Lite Internet Direct/Business Broadband connection.

- 3.14 When you take an Ethernet Lite service from us, we will agree:
- (a) the initial access bandwidth of each Ethernet Lite connection; and
 - (b) the initial SIR for each EVC.
- 3.15 Actual throughput will be lower than the access bandwidth for the Ethernet Lite connection and can vary depending on the transmission protocol used. This is due to the transmission protocols using a portion of the access bandwidth of the Ethernet Lite connection to manage the transmission of data.
- 3.16 Certain access bandwidths are not available with all transmission protocols. The choice of transmission protocol used to deliver your Ethernet Lite service is at our discretion. We will notify you of the access bandwidths available to you as part of the service qualification.
- 3.17 Ethernet Lite services delivered using multiple copper pairs may continue to operate at a reduced bandwidth if a single copper pair fails. You should notify us immediately upon becoming aware of any degradation in your bandwidth.

Minimum term

- 3.18 You have to take an Ethernet Lite connection for at least one month.

Cancelling your service

- 3.19 You must pay a cancellation charge if you cancel an Ethernet Lite connection after it has been provisioned but before the end of the one month term.
- 3.20 If we cancel an Ethernet Lite connection due to your material breach after it has been provisioned but before the end of the one-month term, then you must pay a cancellation charge.
- 3.21 The cancellation charge is equal to the Ethernet Lite site charges and the EVC service charges payable by you for that connection for the one-month term.

Cabling and equipment requirements

- 3.22 You must provide all cabling and any other equipment that is required to connect network termination units to your equipment.
- 3.23 We only connect existing cabling on your premises to the service if:
- (a) it has been installed by a registered cabling service provider; and
 - (b) it has been installed to and continues to meet minimum technical requirements determined by the Australian Communications Authority.

Your liability to us

- 3.24 You must pay any costs and expenses we reasonably incur in connection with repairing or changing our property that are caused by connecting your equipment to our network, or your equipment interfering with our network.

4 Connecting an Ethernet Lite service

Provisioning times

- 4.1 We aim to meet our provisioning service levels. We are not required to meet them – they are indicative only.
- 4.2 Provisioning times depend on a number of factors, including:
- (a) the availability of equipment and network infrastructure; and
 - (b) us having sufficient and timely access to your premises and equipment in order to undertake the provisioning.
- 4.3 The provisioning service levels for an Ethernet Lite connection are set out below.

Target standard provisioning time	<p>Where there is existing cabling on your premises, the target standard provisioning time is 15 business days from when we accept your order.</p> <p>Where the service is used to connect an Ethernet Lite site to IP WAN, the target standard provisioning time is 20 business days from when we accept your order.</p> <p>Where there is no (or insufficient) existing cabling available, then we will tell you the target standard provisioning time if you ask us.</p>
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Connection charge

- 4.4 We charge you the following connection charge for connecting a new Ethernet Lite service:

Connection charges	GST excl.
Network connection charge for each Ethernet Lite site ≤2048 kbit/s	\$500.00
Network connection charge for each Ethernet Lite site >2048 kbit/s	\$750.00

Further work

- 4.5 We charge you an agreed amount if we agree to perform any work that is not required to be performed under this agreement. If there is no agreed amount for any work, then we charge you for the work on a time and materials basis at our current rates at the time. We will tell you what our current rates are and obtain your approval before we start work.

Network extension charges

- 4.6 We can charge you an additional infrastructure charge for installing Ethernet Lite infrastructure in an exchange where this is not already available. This charge is based on time and materials. We will tell you about this additional infrastructure charge when we complete a feasibility study and before we confirm your order.

Withdrawing an order

- 4.7 We can charge you to withdraw an order for a Ethernet Lite service, 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	Acceptance of your application	30% of the network connection charges above
Stage 2	Transmission path building	55% of the network connection charges above
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the network connection charges above
Stage 4	Service order finalisation	100% of the network connection charges above

Putting an order on hold

- 4.8 We can charge you the following percentage of the connection charges if you put an order for an Ethernet Lite service on hold, depending on the stage at which you put the order on hold. We can also charge you the applicable rental charge (less any applicable discount) for the period that you keep your order on hold after the date that you originally required the service.

Charges for placing an order on hold		
Stage of installation		Charge payable
Stage 1	Acceptance of your application	30% of the network connection charges above
Stage 2	Transmission path building	55% of the network connection charges above
Stage 3	Terminal equipment provisioning Digital service packet switching test	95% of the network connection charges above
Stage 4	Service order finalisation	100% of the network connection charges above
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 distance rental charge to apply, less existing and/or agreed additional discount

- 4.9 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.

5 Monthly and other charges

Monthly Ethernet Lite site charges

- 5.1 We charge you the following monthly Ethernet Lite site charges. The charges depend upon the zone in which the site is located and the access bandwidth provided at that site.

Monthly Ethernet Lite site charges#	
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Speed	CBD	Metropolitan	Regional	Remote
	(GST excl.)	(GST excl.)	(GST excl.)	(GST excl.)
128 kbit/s	\$287.00	\$287.00	\$414.00	\$911.00
256 kbit/s	\$341.00	\$341.00	\$500.00	\$1,100.00
512 kbit/s	\$393.00	\$393.00	\$592.00	\$1,302.40
1024 kbit/s	\$440.00	\$440.00	\$689.00	\$1,515.80
1536 kbit/s	\$492.00	\$492.00	\$790.00	\$1,738.00
2048 kbit/s	\$596.00	\$596.00	\$936.00	\$2,059.20
3072 kbit/s	\$740.00	\$740.00	\$1,073.00	\$2,360.60
4096 kbit/s	\$890.00	\$890.00	\$1,290.50	\$2,839.10
5120 kbit/s	\$1,141.00	\$1,141.00	\$1,654.00	\$3,639.00
6144 kbit/s	\$1,309.00	\$1,309.00	\$1,898.00	\$4,176.00
8192 kbit/s	\$1,376.00	\$1,376.00	\$1,995.00	\$4,389.00
10240 kbit/s	\$1,513.00	\$1,513.00	\$2,194.00	\$4,827.00

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.

5.2 The charges for the remote zone commence on 27 November 2005. However, if as at midnight on 26 November 2005 you:

- (a) have an Ethernet Lite service with us in a regional site; and
- (b) as of 27 November 2005 that site will be reclassified as a remote site,

you will continue to pay the regional zone monthly Ethernet Lite site charges for that site until you cancel the Ethernet Lite service for that site, or we withdraw it.

Monthly EVC service charges

5.3 We charge you the following monthly EVC service charges. The charges depend on the sustained information rate (SIR) of your connection and whether the sites are located in the same state or different states.

5.4 We do not charge you the EVC service charges for Ethernet Lite IP WAN

connections.

Intrastate covers any distance between two sites within the same State and any distance between one site in the Australian Capital Territory and another site anywhere in NSW.

Interstate covers any distance between two sites located in two different States.

Monthly PVC service charges#		
Sustained information rate	Intrastate	Interstate
	(GST excl.)	(GST excl.)
32 kbit/s	\$26.00	\$436.00
64 kbit/s	\$50.00	\$830.00
128 kbit/s	\$96.00	\$1,577.00
256 kbit/s	\$171.00	\$2,821.00
384 kbit/s	\$242.00	\$3,983.00
512 kbit/s	\$302.00	\$4,979.00
768 kbit/s	\$399.00	\$6,572.00
1024 kbit/s	\$435.00	\$7,568.00
1280 kbit/s	\$605.00	\$9,541.00
1536 kbit/s	\$776.00	\$11,515.00
2048 kbit/s	\$813.00	\$13,660.00
2560 kbit/s	\$990.00	\$16,664.00
3072 kbit/s	\$1,167.00	\$19,667.00
4096 kbit/s	\$1,528.25	\$25,954.41
5120 kbit/s	\$1,834.00	\$31,417.00
6144 kbit/s	\$2,132.42	\$36,599.83
8192 kbit/s	\$2,729.50	\$46,847.83
10240 kbit/s	\$3,241.25	\$55,631.75

For ACT customers: If your service is at or covers any distance 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.

Changing your access bandwidth or sustained information rate

5.5 You can ask us to change the access bandwidth of an Ethernet Lite connection or the sustained information rate (SIR) for an EVC at any time by giving us a change request.

5.6 In some circumstances, change requests may not be performed, despite our reasonable efforts. You must verify that your change requests have been performed. This is because when we calculate the charges you must pay we disregard any change requests that are not performed (for any reason).

5.7 We charge you the following charge if you ask us to change your access bandwidth and this does not need any change to the physical bandwidth of the connection:

Access bandwidth change charge	GST excl
For each change request	\$500.00

5.8 If you want us to change the physical bandwidth of the connection, then we charge you the connection charge set out above.

5.9 We charge you the following charge if you ask us to change the sustained information rate (SIR) for an EVC:

Sustained information rate change charge	GST excl
For each change request	\$100.00

Relocating your Ethernet Lite site

5.10 We charge you the connection charge set out above if you relocate your Ethernet Lite site.

Changing the configuration of your network termination unit

5.11 We charge you the following charge if you ask us to change the configuration of your network termination unit:

Network termination unit configuration change charge	GST excl
For each change request	\$500.00

6 Service assurance

- 6.1 The service assurance levels for Ethernet Lite are set out in the [Service Assurance and Provisioning Commitment section of Our Customer Terms](#).

7 Special meanings

- 7.1 If you apply for an Ethernet Lite service before 1 June 2012, your site charges under clause **Error! Reference source not found.** are based on the following zones, as defined in clause **Error! Reference source not found.:**

- (a) Central Business District (CBD) or CBD zone;
- (b) metropolitan or metro;
- (c) regional; and
- (d) remote.

- 7.2 If you apply for an Ethernet Lite service on and from 1 June 2012, your site charges under clause **Error! Reference source not found.** are based on the zone advised to you when you apply for the service, and from time to time.

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

an **Ethernet Lite site** is a site that is connected to an exchange using an Ethernet Lite connection.

Central Business District (CBD) or CBD zone includes any site that connects to an exchange set out in the following table:

Central business district zone exchanges	
Sydney:	Pitt, Haymarket, City South, Kent, Dalley, North Sydney, Balmain, City East, Redfern
Melbourne:	Batman, Exhibition, Lonsdale, Russell, North Melbourne, Windsor, South Melbourne
Brisbane:	Edison, Charlotte, Springhill, Roma, Woolloongabba, Valley, Paddington, South Brisbane, Toowong
Adelaide:	Flinders, Waymouth, North Adelaide, West Adelaide, Prospect, St Peters, Unley
Perth:	Bulwer, Pier, Wellington, Subiaco
Canberra:	Civic, Barton, Deakin, Belconnen

metropolitan or metro means any area outside the CBD zone and:

- (a) within 50 kilometres of a metropolitan point of presence set out in the table below; or
- (b) within the exchange service area of an additional nominated metropolitan exchange in the table below.

The metropolitan points of presence are:

Metropolitan points of presence	
Location	Exchange
Sydney	Pitt
Melbourne	Exhibition
Brisbane	Woollongabba
Adelaide	Waymouth
Perth	Wellington
Canberra	Deakin
Darwin	Darwin
Hobart	Hobart

The additional nominated metropolitan exchanges are:

Additional nominated metropolitan exchanges	
Sydney	Avoca Beach, Berkshire Park, Bringelly, Campbelltown, Campbelltown South, Canoelands, Cattai, Cranebrook, Ebenezer, Gosford, Gunderman, Helensburgh, Kariong, Kincumber, Llandilo, Luddenham, Maraylya, Maroota South, Menangle, Mount White, Narellan, Orchard Hills, Patonga Beach, Penrith, Pitt Town, Saratoga, South Windsor, Spencer, St Helens Park, Wagstaff Point, Wilberforce, Windsor, Woy Woy
Melbourne	Bacchus Marsh, Baxter, Beaconsfield Upper, Bolinda, Clyde, Cockatoo, Cranbourne, Cranbourne North, Darraweit Guim, Devon Meadows, Dixons Creek, Emerald, Gisborne, Gruyere, Kinglake, Kinglake West, Little River, Mornington, Officer, Parwan, Pearcedale, Portarlington, Riddells Creek, Somerville, St Leonards, Wallan, Wandin, Woori Yallock, Yellingbo

Additional nominated metropolitan exchanges	
Adelaide	Aldinga, Bull Creek, Callington, Gawler, Gawler River, Harrogate, Hartley, Hope Forest, Lyndoch, Mount Compass, Mount Pleasant, Pages Flat, Reeves Plains, Rosedale, Roseworthy, Sellicks, Strathalbyn, Tooperang, Two Wells, Williamstown, Willunga, Yundi
Brisbane	Ormeau, Logan Village, Borallon, Jimboomba, Dunwich, Wolffdene, Fernvale, Dayboro, Amberley, Purga, Walloon, Beachmere, Woongoolba, Glamorgan Vale, Morayfield, Koorringal, Amity Point, Upper Caboolture, Ocean View, Marburg, Tamborine Village, Lowood, Caboolture, Peak Crossing, Ningi, Rosewood, Bribie Island, Veresdale, Mutdapilly, Minden, Toorbul, Banksia Beach, Point Lookout
Canberra	Uriarra Forest, Wamboin, Burra Creek, Hoskinstown, Williamsdale, Gearys Gap, The Mullion, Bungendore, Brindabella, Top Naas, Gundaroo, Murrumbateman, Michelago, Captains Flat, Wee Jasper, Greenfield Farm, Cavan, Goodhope
Perth	Jindalee, Lower Chittering, Muchea, Serpentine
Darwin	Berry Springs, Howard Springs, Noonamah
Hobart	Nubeena, Koonya, Dunalley, Woodsdale, Buckland, Colebrook, Kempton, Moogara, Gretna, Middleton, South Bruny, Cygnet, Geeveston, Garden Island Creek, Glendevie

regional means any area:

- (a) outside of the metropolitan area with a population of 10,000 or more; or
- (b) within the exchange service area of an additional nominated regional exchange in the table below.

Additional nominated regional exchanges	
Melbourne	Ararat, Avoca, Ballan, Beaufort, Beulah, Birchip, Boort, Castlemaine, Charlton, Clunes, Cohuna, Creswick, Daylesford, Dimboola, Dinglee, Donald, Dunolly, Edenhope, Elmhurst, Elmore, Goroke, Haddon, Halls gap, Harrow, Heathcote, Hopetoun, Jeparit, Kaniva, Kerang, Kyabram, Kyneton, Lake Bolac, Lancefield, Lockington, Maldon, Maryborough, Meredith, Minyip, Mount Macedon, Murrayville, Murtoa, Natimuk, Newstead, Nhill, Ouyen, Patchewollock, Pyramid hill, Rainbow, Robinvale, Rochester, Romsey, Rupanyup, Sea lake, Skipton, St Arnaud, Stanhope, Stawell, Tongala, Trentham, Underbool, Warracknabeal, Wedderburn, Willaura, Woodend, Woomelang, Wycheproof

Additional nominated regional exchanges	
Brisbane	Alpha, Augathella, Babinda, Bamaga, Barcaldine, Biggenden, Blackall, Blackwater, Camooweal, Cardwell, Chinchilla, Clermont, Cloncurry, Cunnamulla, Dirranbandi, Doomadgee, Dysart, Eidsvold, Esk, Gayndah, Herberton, Hughenden, Inglewood, Injune, Julia Creek, Kingaroy, Middlemount, Miles, Millmerran, Mitchell, Mossman, Murgon, Nanango, Palm Island, Richmond, St George, Stanthorpe, Surat, Tara, Texas, Wallumbilla, Weipa, Winton, Woorabinda, Yarrabah
Hobart	Beaconsfield, Boat Harbour, Bothwell, Bridport, Campbell Town, Cressy, Currie, Deloraine, Dover, Evandale, Exeter, Forth, George Town, Hagley, Latrobe, Lilydale, Longford, Oatlands, Ouse, Penguin, Perth, Queenstown, Rosebery, Sheffield, Smithton, South Bruny, Spreyton, St Helens, St Marys, Swansea, Triabunna, Wesley Vale, Westbury, Whitemark, Yolla

remote means any area within Australia that is within the our digital network infrastructure boundaries and is outside the CBD, metropolitan and regional areas.

sustained information rate or **SIR** is the committed information rate for the transmission of data over an EVC.