

Part C – Value Added Services

Contents

Click on the section that you are interested in.

1	About this Part	3
2	Value added services and packages	3
3	Managed Radius	4
	What is Managed Radius?	4
	Availability	4
	Connection charge	4
	Monthly charge	4
	Adds/moves/changes charge	5
4	Trans Tasman IP	5
	Cease sale and exit notification	5
	What is Trans Tasman IP?	5
	Speed	6
	Minimum commitment	6
	Cancelling your service	6
	Trans Tasman IP access services	6
	Routing protocols	7
	Charges for New Zealand IP Network	7
	Monthly charge	7
	Upgrade/downgrade charge	8
5	Domain Name Server, Domain Name Application, Domain Name Renewal	8
	Domain Name Server	8
	Domain Name Application	8
	Domain Name Renewal	9
6	Customer Network Reporting	9
	What is Customer Network Reporting?	9
	Availability	10
	Connection charge	10
	Monthly charge	10
	Software Reconfiguration charge	10
	Access and configuration	10
	Your changes	11
	Accuracy and performance	11
7	Customer Network Visualisation Reporting (known as “IPVis”) and My Network	11
	What is IPVis?	11
	IPVis availability	11
	What is My Network?	12
	My Network availability	12

Part C – Value Added Services

8	Dedicated Access Point Name for IP Wireless	12
	What is a Dedicated Access Point Name?	12
	Connection charge	13
9	Multicast VPN	13
	What is Multicast VPN?	13
	Availability	13
	Multicast VPN charges	14
	Monthly Charge (IP MAN)	14
	Monthly Charge (IP WAN)	15
10	Special meanings	15

Part C – Value Added Services

Certain words are used with the specific meanings set out in Part A – General or in [the General Terms of our Customer Terms](#).

1 About this Part

1.1 This is part of the IP Solutions section of Our Customer Terms. Provisions in other parts of the IP Solutions 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 IP Solutions section for more detail on how the various parts of the IP Solutions section should be read together.

1.2 [Part E – IP Solutions \(non-current plans\)](#) section of Our Customer Terms contains some plans or pricing which are no longer available for new services.

2 Value added services and packages

2.1 You can ask for any of the following applicable value added services or packages:

- (a) Managed Radius – Advanced Radius and Basic Radius, which provides end user authentication to your IP Networking Service;
- (b) Trans Tasman IP Services – which provides you with a connection between your IP MAN or your IP WAN and a compatible network located in New Zealand;
- (c) Domain Name Server, Domain Name Application and Domain Name Renewal;
- (d) Customer Network Reporting – which provides you with information and statistics on your IP Networking Service;
- (e) Internet Usage Reporting;
- (f) Customer Network Visualisation Reporting;
- (g) Dedicated Access Point Name for IP Wireless; and
- (h) Multicast VPN.

Part C – Value Added Services

3 Managed Radius

What is Managed Radius?

3.1 Managed Radius provides an IP Networking Service with access to an authentication server that can be used to authenticate an end user's access to that IP Networking Service.

3.2 You have to give us authentication information (user names and passwords) for Managed Radius.

Availability

3.3 To get Managed Radius, you have to have IP Remote (PSTN), ADSL, IP Wireless or value added packages.

3.4 From 15 January 2005, managed Radius will be offered as one of two service options – Basic Radius and Advanced Radius.

3.5 If you took up Managed Radius before 15 January 2005, you will continue to receive your Managed Radius service under the Basic Radius service option.

3.6 Under Basic Radius, we must make any changes to existing user details of the addition of new users. We charge you the adds/moves/changes charge set out below for any changes or additions that you request under Basic Radius.

3.7 Under Advanced Radius, you can make changes to existing user details or add new users directly on your Managed Radius. We do not charge you our adds/moves/changes charge for changes or additions that you make using Advanced Radius.

Connection charge

3.8 We charge you the following connection charge for each IP Networking Service that has access to the authentication server:

Connection charge	GST excl.
Basic Radius per IP Networking Service	\$210.00
Advanced Radius per IP Networking Service	\$500.00

Monthly charge

3.9 We charge you the following monthly charge for each IP Networking Service that has access to the authentication server:

Part C – Value Added Services

Monthly charge	GST excl.
Basic Radius per IP Networking Service	\$23.08
Advanced Radius per IP Networking Service	\$333.33

Adds/moves/changes charge

- 3.10 We charge you the following charge if you ask us to change the authentication information of your Basic Radius.

For example, if you ask us to include an additional user name, or if you ask us to change a password for an existing user name.

Adds/moves/changes charge	GST excl.
Per change request	\$100.00

4 Trans Tasman IP

Cease sale and exit notification

- 4.1 On and from 28 June 2018, the IP WAN TransTasman service is no longer be available for order by new customers.

What is Trans Tasman IP?

- 4.2 Our Trans Tasman IP service uses Trans Tasman IP Connectivity to connect your IP MAN or your IP WAN to:
- (a) an IP Network that is located in New Zealand that we provide (“**New Zealand IP Network**”); or
 - (b) a TCP/IP virtual private network in New Zealand (that you are solely responsible for acquiring and which is compatible with the Trans Tasman IP Connectivity and the IP WAN or IP MAN).
- 4.3 A New Zealand IP Network includes one or more ports located in New Zealand, and a New Zealand Frame Relay, New Zealand ATM, or New Zealand Ethernet access service for each port to connect that port to your New Zealand site.
- 4.4 The speed of the ports and the New Zealand Frame Relay, New Zealand ATM, or New Zealand Ethernet access services are available on request. The bandwidth

Part C – Value Added Services

available between two ports located within the same city is called Metro Bandwidth. The bandwidth available between two ports located in different cities is called Inter-Metro Bandwidth.

Speed

- 4.5 The speed of your Trans Tasman IP Connectivity may be between 64kbit/s and 50 Mbit/s.

Minimum commitment

- 4.6 You have to take a Trans Tasman IP service for at least 12 months.

Cancelling your service

- 4.7 We charge you the cancellation charge if:
- (a) you cancel a Trans Tasman IP service before the end of the minimum term of 12 months; or
 - (b) we cancel a Trans Tasman IP service due to your breach before the end of the minimum term of 12 months.
- 4.8 The cancellation charge is an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount equal to the monthly charge payable by you for that Trans Tasman IP service multiplied by the number of months from the cancellation date to the end of the minimum term of 12 months.

Trans Tasman IP access services

- 4.9 **A New Zealand Frame Relay access service** is a frame-switched data carriage network connecting intelligent end-points within New Zealand and consists of:
- (a) a Frame Relay access; and
 - (b) permanent virtual circuit, virtual link between your New Zealand site and the New Zealand port for transmitting data.
- 4.10 **A New Zealand ATM access service** is a cell-switched data carriage network connecting intelligent end-points within New Zealand and consists of:
- (a) an ATM access interface; and
 - (b) permanent virtual circuit, virtual link between your New Zealand site and the New Zealand port for transmitting data; or

Part C – Value Added Services

- (c) permanent virtual path, virtual address association between your New Zealand site and the New Zealand port for transmitting data.

4.11 **A New Zealand Ethernet access service** is an Ethernet frame switched data carriage network connecting intelligent end-points within New Zealand. It consists of an Ethernet access interface between your New Zealand site and the New Zealand port.

Routing protocols

4.12 The routing protocols supported between your router and the routers located in New Zealand that are used by us to provide the Trans Tasman IP Service are:

- (a) static; and
- (b) border gateway protocol.

Charges for New Zealand IP Network

4.13 You and we will agree the charges for your New Zealand IP Network.

Monthly charge

4.14 We charge you the following monthly charge for Trans Tasman IP:

For the different classes of service, see [Part D – Service Levels](#) of the IP Solutions section of Our Customer Terms.

Monthly charge					
Speed	Class of service		Speed	Class of service	
	Data Transfer	Dynamic		Data Transfer	Dynamic
	(GST excl.)	(GST excl.)		(GST excl.)	(GST excl.)
64 kbit/s	\$1,059.00	\$1,377.00	3 Mbit/s	\$15,725.00	\$20,443.00
96 kbit/s	\$1,555.00	\$2,022.00	4 Mbit/s	\$20,619.00	\$26,805.00
128 kbit/s	\$1,624.00	\$2,111.00	5 Mbit/s	\$24,914.00	\$32,389.00
192 kbit/s	\$2,355.00	\$3,062.00	6 Mbit/s	\$29,042.00	\$37,755.00
256 kbit/s	\$2,566.00	\$3,336.00	7 Mbit/s	\$33,155.00	\$43,101.00
384 kbit/s	\$3,721.00	\$4,837.00	8 Mbit/s	\$37,715.00	\$48,328.00
512 kbit/s	\$4,055.00	\$5,271.00	9 Mbit/s	\$40,711.00	\$52,924.00

Part C – Value Added Services

Monthly charge					
Speed	Class of service		Speed	Class of service	
	Data Transfer	Dynamic		Data Transfer	Dynamic
	(GST excl.)	(GST excl.)		(GST excl.)	(GST excl.)
768 kbit/s	\$5,946.00	\$7,730.00	10 Mbit/s	\$44,146.00	\$57,389.00
1024 kbit/s	\$6,557.00	\$8,524.00	15 Mbit/s	\$63,478.00	\$82,521.00
1536 kbit/s	\$9,898.00	\$12,867.00	20 Mbit/s	\$83,542.00	\$108,605.00
2 Mbit/s	\$10,863.00	\$14,121.00	50 Mbit/s	\$122,203.00	\$158,864.00

Upgrade/downgrade charge

- 4.15 We charge you the following upgrade/downgrade charge if you ask us to change the speed of your Trans Tasman IP service:

Upgrade/downgrade charge	GST excl.
Each change	\$200.00

5 Domain Name Server, Domain Name Application, Domain Name Renewal

Domain Name Server

- 5.1 Domain Name Server provides an IP Networking Service to resolve subdomains into IP addresses.
- 5.2 We can charge you the following charges for each domain name server configuration:

Domain Name Server charge	GST excl.
Per set-up/configuration	\$100.00

Domain Name Application

- 5.3 Domain Name Application involves us applying for the registration of certain domain names as your agent.

Part C – Value Added Services

5.4 We can charge you the following charges for each domain name application:

Domain Name Application	GST excl.
Per application with a 5 day turnaround time	\$300.00
Per application with a 3 day turnaround time	\$500.00

Domain Name Renewal

5.5 Domain Name Renewal involves us renewing domain names registered by us as your agent.

5.6 We can charge you the following charges for each domain name renewal:

Domain Name Renewal	GST excl.
Per application	\$280.00

6 Customer Network Reporting

What is Customer Network Reporting?

6.1 Customer Network Reporting provides you with information on your IP Networking Service, including:

- (a) **At a glance reports** – performance statistics relating to an individual component of your IP Networking Service (eg your device, physical interface or PVC);
- (b) **Trend reports** – performance statistics tracking the performance of components in your IP Networking Service or statics showing the relationship between different components of your IP Networking Services over time; and
- (c) **Top N reports** – other information based on a range of criteria.

6.2 We can also decide to provide you with additional reports containing information such as your total network volume, volume comparisons with previous periods, utilisation and response times.

Part C – Value Added Services

Availability

- 6.3 Customer Network Reporting may not be available on all IP Networking Services. We can reject a request for the provision of Customer Network Reporting if your equipment or your IP Networking Service does not support Customer Network Reporting.

Connection charge

- 6.4 We charge you the following connection charge for each IP Networking Service accessing Customer Network Reporting, depending on whether you need a small, medium or large device:

Connection charge	GST excl.
Small device	\$60.00
Medium device	\$120.00
Large device	\$240.00

Monthly charge

- 6.5 We charge you the following monthly charge for each IP Solution accessing Customer Network Reporting, depending on whether you need a small, medium or large device:

Monthly charge	GST excl.
Small device	\$60.00
Medium device	\$120.00
Large device	\$240.00

Software Reconfiguration charge

- 6.6 We can charge you a fee if a software reconfiguration is needed for us to provide you with Customer Network Reporting. This charge will be quoted to you at the time of the reconfiguration.

Access and configuration

- 6.7 You must provide us with access to your sites to enable us to provide you with Customer Network Reporting.

Part C – Value Added Services

- 6.8 You are responsible for configuring your equipment in order to provide Customer Network Reporting.

Your changes

- 6.9 You must tell us if you change:
- (a) any item of your equipment or components of your equipment;
 - (b) the configuration of your equipment;
 - (c) your IP Networking Service; or
 - (d) the speed of your IP Networking Service.

If you not tell us about these changes, we will stop providing you with Customer Network Reporting for the relevant site.

Accuracy and performance

- 6.10 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we cannot promise the continuous collection of reporting information and the accuracy of the reports due to factors outside our control.
- 6.11 To the maximum extent permitted by law and subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms , we are not liable to you in contract, tort (including negligence) or otherwise, for any failure or deficiency in the availability, effectiveness, accuracy or performance of the Customer Network Reporting.

7 Customer Network Visualisation Reporting (known as “IPVis”) and My Network

What is IPVis?

- 7.1 IPVis is an online application. It allows you to view your IP network solution topology and some of your service details. IPVis does this by using information periodically extracted from some of our systems
- 7.2 IPVis also provides you with the ability to initiate a limited number of network queries to run on our network management systems and have the results of these queries returned to you. These queries will show you the status and/or configuration (as applicable) of various elements in your IP Networking Service.

IPVis availability

- 7.3 IPVis may not be available to all customers.

Part C – Value Added Services

7.4 We can restrict your ability to perform network queries tests at any time.

What is My Network?

7.5 My Network is an online application. It aims to give you visibility of your compatible Telstra services. My Network does this by using information periodically extracted from our systems.

7.6 My Network also lets you initiate some network queries. These queries will show you the detected status and/or configuration (as applicable) of various elements in your Telstra network.

My Network availability

7.7 My Network may not be available to all customers and we can confirm this on request.

7.8 We can restrict your ability to perform network query tests at any time without telling you.

8 Dedicated Access Point Name for IP Wireless

What is a Dedicated Access Point Name?

8.1 A Dedicated Access Point Name (Dedicated APN) provides an enhanced level of GPRS authentication. We can provide a Dedicated APN that is specific to your IP Wireless port. The Dedicated APN must be the same as your IP Wireless domain name.

8.2 We provide you with two Dedicated APN options:

- (a) If you request the first Dedicated APN option (the default option), then we will use Dedicated APN in authenticating users in a GPRS service only. We will not use the Dedicated APN to enforce authentication of non-GPRS services (1xRTT). This means that 1xRTT users will be successfully authenticated if they enter the correct user name and password during the authentication process. If a user is accessing a GPRS service, then that user must use the correct user name and password together with the relevant Dedicated APN before they will be successfully authenticated.
- (b) If you request the second Dedicated APN option, then we will enforce user name, password and the Dedicated APN authentication for all users. This means that a user must correctly enter in their user name, password and the relevant Dedicated APN before they will be successfully authenticated. If you select this option, then all 1xRTT users will not be authenticated, as they will not have a dedicated APN. Effectively this becomes a GPRS only IP Wireless network.

Part C – Value Added Services

Connection charge

- 8.3 We charge you the following connection charge for each IP Wireless service using Dedicated APN.

Connection charge	GST excl.
Dedicated Access Point Name	\$900.00

9 Multicast VPN

What is Multicast VPN?

- 9.1 Multicast VPN is a feature that conserves the bandwidth of your IP VPN for the carriage of single streams of information from one or more source services to multiple active receiver services simultaneously.
- 9.2 This feature uses standard routing protocols to direct the information stream from the source services to the receiver services.
- 9.3 The amount of bandwidth that can be used at any one time by your IP VPN to send Multicast traffic will be agreed between you and us.

Availability

- 9.4 You must first establish an IP VPN in order to utilise Multicast VPN.
- 9.5 If you applied for your Multicast VPN service before 1 July 2016, Multicast VPN is currently only available as a feature of:
- (a) IP MAN; and
 - (b) IP WAN, if the IP WAN service for each site that is connected using Ethernet Lite, Frame Relay, ATM or our Iterra Digital satellite service.
- 9.6 If you applied for your Multicast VPN service on and from 1 July 2016, Multicast VPN is available as a feature of those services that we confirm on request.
- 9.7 You don't have to choose the dynamic class of service to send or receive Multicast traffic. Depending on your service performance requirements and the different types of data traffic you wish to carry, we may recommend that you consider selecting the dynamic class of service feature.

Part C – Value Added Services

Multicast VPN charges

- 9.8 If you applied for your Multicast VPN service:
- (a) on and from 1 July 2016, the applicable charges are set out in your separate agreement with us or we'll will otherwise confirm them on request; and
 - (b) before 1 July 2016, the applicable charges are set out in the rest of this clause 9.

Monthly Charge (IP MAN)

- 9.9 We charge you the following monthly charge for Multicast VPN if provided as a feature of your IP MAN service:

Access bandwidth of IP MAN service	GST excl.
2 Mbit/s	\$180.58
3 Mbit/s	\$182.67
4 Mbit/s	\$186.42
5 Mbit/s	\$189.67
6 Mbit/s	\$193.92
7 Mbit/s	\$199.00
8 Mbit/s	\$206.50
9 Mbit/s	\$215.75
10 Mbit/s	\$226.92
11 Mbit/s	\$247.50
12 Mbit/s	\$276.67
13 Mbit/s	\$301.58
14 Mbit/s	\$327.08
15 Mbit/s	\$351.33
16 Mbit/s	\$376.17
20 – 1,000 Mbit/s	\$406.33

Part C – Value Added Services

- 9.10 There is no extra charge applied to the Inter-capital rate limiter (ICRL)/ WAN interconnect port for Multicast VPN.

Monthly Charge (IP WAN)

- 9.11 We charge you the following monthly charge for Multicast VPN if provided as a feature of your IP WAN service for each site connected using Ethernet Lite:

IP WAN port speed	GST excl.
256 kbit/s	\$107.00
384 kbit/s	\$151.20
512 kbit/s	\$189.00
768 kbit/s	\$249.50
1024 kbit/s	\$285.60
1536 kbit/s	\$442.40
2048 kbit/s – 10240 kbit/s	\$517.40

- 9.12 We charge you the following monthly charge for Multicast VPN for each site if provided as a feature of your IP WAN service connected using Frame Relay, ATM or our Iterra Digital satellite service:

IP WAN port speed	GST excl.
256 kbit/s	\$107.00
384 kbit/s	\$151.20
512 kbit/s	\$189.00
768 kbit/s	\$249.50
1 Mbit/s	\$285.60
1.6 Mbit/s	\$442.40
2 Mbit/s - 34 Mbit/s	\$517.40

10 Special meanings

The following words have the following special meanings:

Part C – Value Added Services

FNC means the Feature and Network Changes tool accessible via Order Online which enables you to request simple and complex changes to your IP Solutions online.

IPSS means the IP Self Serve portal which enables you to manage certain parts of your service online.

receiver service is any service that receives the information stream from the source service.

source service is the service that sends the information stream.