

OUR CUSTOMER TERMS FEE-FOR-SERVICE (OTHER WORK WE DO FOR YOU)

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Certain words are used with the specific meanings set out under clause 8 and in the General Terms of our Customer Terms.

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1 ABOUT THE FEE-FOR-SERVICE SECTION

Our Customer Terms

- 1.1 This is the Fee-for-service (Other work we do for you) section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers at http://www.telstra.com.au/customer-terms/home-family/?red=/customerterms/home_family.htm; business and government customers at http://www.telstra.com.au/customer-terms/business-government/?red=/customerterms/bus_government.htm).

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Fee-for-service (Other work we do for you) section, then the Fee-for-service (Other work we do for you) section applies instead to the extent of the inconsistency.

2 FEE-FOR-SERVICE

- 2.1 Fee-for-service is the method that we use to apply a charge for installation, maintenance, consultancy and after sales activities that are not covered by a standard charge or contract.
- 2.2 This includes additional connection, adds, moves or changes, maintenance and repair work (including wiring beyond the first socket and the installation of additional sockets where the installation is neither standard nor non-standard as set out in section 14.1 of the General Terms – Part A of the Basic Telephone Service Section) for you which is not provided as part of your standard service.
- 2.3 We may require you to undergo remote isolation testing (for example, over the phone or through our online tools) before you can request our attendance at your premises or somewhere else to investigate a potential fault further. If you refuse to complete isolation testing, we will not be able to investigate the potential issue further.

3 HOURS OF BUSINESS

- 3.1 For the purpose of Fee-for-service charging, our Standard Business Hours are 8am to 5pm, Monday to Friday, excluding public holidays. We consider all other times to be After Hours.
- 3.2 Whether work is performed during our Standard Business Hours or After Hours is determined by the State or Territory where the relevant service is located or will be provided.

For example: The time zone of the relevant State or Territory, as well as State- or Territory-based public holidays are taken into account.

4 CHARGE STRUCTURE

- 4.1 There are four key components to Fee-for-service charges. They are:
 - (a) Service Call Charge for attending your premises or somewhere else. You pay this charge for each person reasonably required to attend to your service. We may charge you a Service Call Charge unless the Incorrect Callout Charge in (b) applies. For services on the nbn network, a Service Call Charge will apply if you refuse to undertake remote isolation testing (as required by clause 2.3) and you request our attendance to investigate a fault.

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- (b) An Incorrect Callout Charge for attending your premise or somewhere else for a fault condition which is found not to be in the Telstra network but in your private equipment or cabling, unless such equipment or cabling is covered by a separate maintenance agreement with us. This includes the first 15 minutes of labour per person. Note, private equipment includes (but is not limited to) the following items: modems, FOXTEL, auto diallers, cordless phones, fax machines, non-Telstra ADSL equipment and non-rental touchphones/handsets/payphones. We will tell you about this charge at the time you ask us to attend your premise. If you are unsure whether the fault is in the Telstra network, please describe the problem to us when you report the fault and we will make a reasonable attempt to advise you whether the fault is in the Telstra network.
- (c) Labour Charge: Where we attend your premise on a Service Call, or an Incorrect Callout where we are required to attend for longer than 15 minutes, we may apply this charge. This charge may also be applied to travel time and waiting time due to delays caused by you. This charge is applied for each 15 minute block or part thereof, for each person engaged to do the work for you; and
- (d) Materials/Other Charge: This includes all items to support the repair or installation of a Telstra product or service, and/or consultancy service (such as over the phone IT support for hardware and software not covered by our existing support and maintenance obligations).

4.2 We may choose not to impose the Service Call Charge or the Incorrect Callout Charge where we are already attending your premises for another reason.

4.3 We will not charge you the Service Call Charge or the Incorrect Callout Charge at After Hours rates where we start the relevant work within our Standard Business Hours. However, the After Hours Labour Charge will still apply to work carried out After Hours.

5 TABLE OF RATES

FEE-FOR-SERVICE CHARGES	GST EXCL.	GST INCL.
Service Call Charge: Attendance at your premises or another site:		
Between 8am and 5pm Monday to Friday (except public holidays)	\$86.36	\$95.00
All other times (After Hours)	\$269.09	\$296.00
Attendance at your premises or another site where you have requested our attendance in lieu of undergoing remote isolation testing (nbn network only)		
Between 8am and 5pm Monday to Friday (except public holidays)	\$122.73 for 30 minute service appointment	\$135.00 for 30 minute service appointment
All other times (After Hours)	Service not available outside business hours	Service not available outside business hours

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Incorrect Callout Charge: Attendance at your premises or another site:		
Between 8am and 5pm Monday to Friday (except public holidays)	\$122.73	\$135.00
All other times (After Hours)	\$321.82	\$354.00
Labour Charge: Labour charge for each 15 minute block or part thereof:		
Between 8am and 5pm Monday to Friday (except public holidays)	\$36.36	\$40.00
All other times (After Hours)	\$52.73	\$58.00
Materials Charge – you will be charged for any materials used.		

6 FEE-FOR-SERVICE EXAMPLES

6.1 We can apply Fee-for-service charges for the following situations (but it is not limited to these situations).

Altering cabling or equipment

6.2 If you ask us to change cabling or equipment in any way, including for the purpose of installation of additional cabling in conjunction with connection of a service, whether part of our network or your customer cabling, we charge you our Fee-for-service charges for doing the work.

Maintenance works which are outside our service assurance commitments

6.3 Where you request maintenance works which are outside our service assurance commitments; for example where you ask us to repair a fault outside the coverage period.

Add, moves or changes

6.4 We may charge you an additional charge for any adds, moves or changes to your network or network design.

6.5 For equipment configuration file changes (other than complex equipment configuration file changes), fee-for-service charges will apply.

Attendance at your premises or other location if you have refused to undergo remote isolation testing (nbn network only)

6.6 If you have refused to undergo remote isolation testing (as required by clause 2.3) and you request our attendance at your premises or somewhere else, you agree to pay the applicable Service Call Charge set out in the Table of Rates above and other charges we quote you prior to our attendance. These charges will be applied to your bill.

6.7 These charges (in clause 6.6) will not be charged if:

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- (a) You are a Priority Assistance customer (see the Priority Assistance section of Our Customer Terms [here](#)); or
- (b) we determine, acting reasonably and in our discretion, that there are extraordinary circumstances preventing you from undergoing remote isolation testing (for example, a physical condition or injury prevents you from accessing your modem to check that cables are properly plugged in or to reset the device).

7 QUOTATION

- 7.1 The charges for these services vary depending on the nature of the services provided and when they are completed.
- 7.2 If we need to conduct work where Fee-for-service charges apply, we will tell you about the charges and seek your approval (other than for an incorrect call out) before we start work. We will also give you a quotation for material charges, where applicable. This does not apply if you are a wholesale customer.
- 7.3 You may obtain further information about the applicable charges by calling Telstra on 132 000 if you are a business customer or 132 200 if you are a residential customer.

8 SPECIAL MEANINGS

- 8.1 The following words have the following meanings:

Wholesale Customer means a customer of Telstra's Wholesale division. We will decide if you are a customer of Telstra's Wholesale division.