



BUSINESS SERVICES AGREEMENT

AGREEMENT TERMS

YOUR DETAILS

Name	Data Action Pty Ltd	(you or your)
ABN	32 008 102 690	
Address for Notices	Level 1, 151 South Terrace Adelaide SA 5000	
Billing Address	As above	
Contact Person	Karl Grant	
Email Address	kgrant@da.com.au	
Fax Number	08 8410 0175	
Phone Number	08 8201 1000	

OUR DETAILS

Name	Telstra Corporation Limited (ABN 33 051 775 556)	(we, us or our)
Address for Notices	General Manager, Contract Management Locked Bag 6502, Sydney NSW 2001	
Contact Person	Ray Ormsby	
Fax Number	1300 886 281	
Phone Number	08 8433 4059	

START DATE The date this agreement is signed by the last party.

AGREED BY YOU

Signed for you by your authorised representative:

Signature  Date 27/6/14
Print Name Karl Grant Position Chief Executive Officer

AGREED BY US

Signed for us by our authorised representative:

Signature



Date

30/06/2014

Print Name

Michael Lohrle

Position

State Director SA/WI

Capitalised terms are defined in this Agreement (including clause 17 of these Agreement Terms).

1 THIS AGREEMENT

- 1.1 This Agreement consists of:
 - (a) the Service Schedules;
 - (b) the Agreement Terms;
 - (c) any Attachment; and
 - (d) Our Customer Terms as they apply to the Services (except for the General Terms section of Our Customer Terms).
- 1.2 You acknowledge either receiving, or having had the opportunity to review, a copy of Our Customer Terms. You may view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us.
- 1.3 If there is an inconsistency between the parts of this Agreement, the document listed earlier in clause 1.1 prevails to the extent of the inconsistency.

2 SERVICES

- 2.1 We agree to supply the Services to you, and you agree to acquire them from us, at the prices and on the terms of this Agreement.
- 2.2 The Services must be ordered, supplied and billed against the nominated accounts agreed by the parties.
- 2.3 If we decide, or are required, to modify or exit a Service from the market, then we may, by giving you prior reasonable notice:
 - (a) migrate you to the modified service or an alternative service (and if requested by us you will provide reasonable assistance to enable us to do so); or
 - (b) cancel the Service.
- 2.4 Where we migrate or cancel a Service progressively we will give you prior reasonable notice on a progressive basis.
- 2.5 If the service to which we propose you migrate is materially detrimental to you, you may cancel the service without the payment of any Early Termination Charges.

3 TERM

- 3.1 This Agreement begins on the Start Date and continues until it is terminated or the Service Schedule Terms for all Services have expired or been terminated.
- 3.2 A Service Schedule Term automatically extends on a month to month basis on the existing terms (including price), unless either party notifies the other (at least 30 days before any automatic extension) that it does not wish the Service Schedule Term to extend automatically.
- 3.3 A Service Schedule will terminate when all the Services under that Service Schedule are cancelled or terminated.

4 OUR COMMITMENT TO YOU

- 4.1 We will:

- (a) provide the Services with due care and skill, but do not guarantee that they will be continuous or fault free;
- (b) ensure that any goods supplied in connection with the Services are reasonably fit for the purpose for which they are supplied;
- (c) ensure that all work we perform in connection with the Services is carried out by competent and suitably qualified personnel; and
- (d) meet with you regularly to discuss our performance under this Agreement.

5 YOUR COMMITMENT TO US**5.1 You:**

- (a) must ensure that all equipment connected to the Services by you, or on your behalf, is technically compatible with the relevant Service(s) and that your Premises and the equipment complies with and is used in accordance with all reasonable procedures notified by us and any applicable legislation;
- (b) must not alter, tamper, reverse engineer, repair or attempt to repair the Services or cause, or allow, a third party to do any of these acts;
- (c) are solely responsible for selecting, supplying and maintaining your own facilities and equipment;
- (d) are solely responsible for the content and security of any data or information which you send or receive using the Services; and
- (e) are solely responsible for any use of the Services, or any Facility connected to the Services on your Premises, by you or any third party whether authorised or not.

6 PAYMENT AND INVOICES

- 6.1 You must pay us the charges set out in this Agreement for the Services.
- 6.2 The charges for the Services will ordinarily be billed monthly in arrears, except where they are payable in advance. All charges are payable within 30 days of the date of invoice.
- 6.3 If you genuinely dispute an invoice you need not pay the disputed amount until the dispute is resolved, however you must pay all undisputed amounts by the due date.
- 6.4 If you do not pay any amount due under this Agreement on time, we may:
 - (a) on 7 days notice, decrease or withdraw any off-tariff or discounted pricing for those Services until all unpaid amounts are paid; and
 - (b) charge you interest (calculated on a daily basis) on any unpaid amounts at an annual rate equivalent to the Official Cash Rate set by the Reserve Bank of Australia.
- 6.5 You may only make a claim on the basis that the charges on an invoice for Services are incorrect within 12 months of the invoice due date.

7 TAXES

- 7.1 Subject to clauses 7.2 and 7.3, you must pay all Taxes in connection with the Services.
- 7.2 Where GST is imposed on a taxable supply made in connection with this Agreement and the recipient of that supply receives a tax invoice for that supply, the recipient must pay the GST to the supplier (without deduction or set-off) by the tax invoice due date.

- 7.3 If one party is required to indemnify or reimburse another party (Payee) for any cost, loss or expense, the indemnity or reimbursement payable does not include any amount for which the Payee (or an entity grouped with the payee for GST purposes) is entitled to an input tax credit, but will be increased in accordance with clause 7.2 if the amount payable is consideration for a taxable supply.
- 7.4 We may charge you an annual charge in relation to the ACT Government Utilities Tax (ACT Government Utilities Tax Charge) if you acquire one or more affected services within the ACT Government Area. We will notify you of the applicable ACT Government Utilities Tax Charge amount each year before it is payable. ACT Government Area means the area of the Australia Capital Territory, including the Jervis Bay area of NSW.

8 SUSPENSION OR CANCELLATION OF SERVICES

- 8.1 You may cancel a Service at any time on 30 days notice, however we may charge you any applicable Early Termination Charges.
- 8.2 We may limit, suspend or cancel the provision of a Service at any time without notice to you:
 - (a) in the event of an emergency or in order to provide resources to emergency and other essential services;
 - (b) if the supply or use of a Service is or is to become unlawful; or
 - (c) if, in our reasonable opinion, the provision of a Service is liable to cause death or personal injury or damage to property.

For the avoidance of doubt, if we suspend or cancel a Service in accordance with this clause 8.2, we will not require you to pay us the charges set out in this Agreement for the Services for the period of such suspension or cancellation.
- 8.3 We may limit, suspend or cancel the provision of a Service at any time by notice to you and we will give you as much notice possible and as appropriate in the circumstances:
 - (a) if you do not pay any amounts due for that Service on time;
 - (b) if the Australian Competition and Consumer Commission (ACCC) issues or we reasonably anticipate that the ACCC may issue a competition notice in relation to a Service;
 - (c) if your use of a Service interferes (or threatens to interfere) with the efficiency of our network and you fail to rectify the situation;
 - (d) if you are or become a carrier or carriage service provider (as defined in the Act); or
 - (e) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 8.4 Where provision of a Service has been suspended or cancelled under clause 8.3(a), we may require you to pay a re-connection charge when the Service is re-connected.

9 TERMINATION

- 9.1 If a party commits a material breach and does not remedy the breach within 30 days of receiving a notice to do so, then the other party may terminate this Agreement (if the breach affects the Agreement) or terminate the Service Schedule (if the breach affects a Service provided under that Service Schedule).
- 9.2 We may, at any time on 7 days notice terminate a Service Schedule if no Services are acquired by you under that Service Schedule.

- 9.3 If this Agreement or a Service Schedule expires or is terminated for any reason:
- (a) you must pay us all outstanding invoices by the due date and within 30 days of request for payment, all other amounts outstanding as at the date of, or arising as a result of, expiry, termination or cancellation (including any Early Termination Charges);
 - (b) those Services that are provided by us under Our Customer Terms and continue to be acquired by you, will be supplied on the terms (including price) of Our Customer Terms;
 - (c) we may enter the Premises and remove any Facility belonging to us which is connected with that Service. If we are unable to gain access to the Premises we may recover the value of the Facility from you as a debt due to us; and
 - (d) all rights a party has accrued before expiry, termination or cancellation continue.
- 9.4 If this Agreement expires or terminates for any reason, clauses 5 (Your commitment to us), 9.3 (Termination), 10 (Confidentiality and Privacy), 11 (Limitation of liability) and 12 (Third Party IP claims) continue in full force and effect.

10 CONFIDENTIALITY AND PRIVACY

- 10.1 Each party must treat as confidential information:
- (a) the provisions of this Agreement; and
 - (b) all information provided by the other party under this Agreement, including our technical, operational, billing, pricing and commercial information in relation to the supply of Services.
- 10.2 A party must not disclose the other party's confidential information to any person except:
- (a) to its employees, lawyers, accountants and our sub-contractors on a 'need to know' basis provided those persons first agree to observe the confidentiality of the information;
 - (b) with the other party's prior written consent;
 - (c) if required by law, any regulatory authority or stock exchange; or
 - (d) if it is in the public domain.
- 10.3 You agree and will ensure that any of your related bodies corporate which receive services connected with this Agreement and your representatives are aware, that we may use and disclose information about you and each of them in accordance with our Privacy Statement (as amended by us from time to time), which is available at http://www.telstra.com.au/privacy/privacy_statement.html or by calling us on 1800 039 059.

11 LIMITATION OF LIABILITY

- 11.1 If we fail to meet any of our service level obligations as a result of any interruption or delay to your Service, we accept liability to you, but limit our liability to the applicable service level rebates or credits. Where you are not entitled to a service level rebate or credit, we limit our liability to an amount equal to the charges billed for the affected Services for the period of the interruption or delay.
- 11.2 We accept liability arising from our breach of contract or negligence:
- (a) for any personal injury or death to you, your employees, agents and contractors in relation to the supply of the Services;
 - (b) for any damage to your real or tangible property resulting from the supply of the Services, but we limit our liability to our choice of repairing or replacing the property or paying the cost of repairing or replacing it; and

- (c) unless clause 11.1 applies, for any other cost or expense you reasonably incur that is a direct result of, and flows naturally from, such breach or negligence (but excludes loss of profits, revenue, business opportunities, likely savings and data), but we limit our liability for all such claims in aggregate to the total amount payable to us under this Agreement during the first year of this Agreement.
- 11.3 Other than for the liability we accept under clauses 11.1 and 11.2, we exclude all other warranties, rights, remedies and liability to you or a third party for breach of contract, negligence or breach of any other law. For any liability which cannot lawfully be excluded, but can be limited, our liability is limited to our choice of re-supplying or paying the cost of re-supplying services and repairing, replacing or paying the cost of repairing or replacing goods.
- 11.4 Notwithstanding anything else in this clause 11, our liability will be reduced to the extent the loss or damage is caused by you, your employees, agents or contractors.

12 THIRD PARTY IP CLAIMS

- 12.1 We indemnify you against any direct loss, damage, liability, costs or expenses incurred by you as a result of a claim by a third party against you that the Services or any material provided by us under this Agreement infringes the Intellectual Property Rights of the third party, subject to you allowing us to direct any defence and settlement of the claim. This indemnity does not apply to the extent the claim arises out of any modification of any materials provided by us, relates to services or materials provided by a third party in conjunction with the Services, or is caused or contributed to by you.
- 12.2 Where any person makes a claim for Intellectual Property Right infringement in connection with the provision of Services or materials (including Facilities) by us, we may modify, limit, suspend or cancel the provision of Services or materials, if required, in response to the claim.

13 DISPUTE RESOLUTION

- 13.1 The parties agree to use best endeavours to resolve in good faith any dispute concerning this Agreement. Each party must follow the procedures in this clause 13 before starting arbitration or court proceedings (except for urgent injunctive or declaratory relief).
- 13.2 If a dispute arises between the parties that cannot be resolved promptly between our contact person and your contact person, either party may notify the other party of a formal dispute. Each party must nominate a senior executive to meet within 7 days of the notice (or another agreed period) to try and resolve the dispute.
- 13.3 If the dispute remains unresolved, the parties must try to resolve it by mediation administered by the Australian Commercial Disputes Centre according to its Mediation Guidelines.

14 TECHNOLOGY INCENTIVE FUND - ANNUAL CREDIT

- 14.1 Within 30 days of the Start Date, we will create a Technology Incentive Fund (TIF) account for you and credit this account with \$98,994.50 (GST inclusive). On each anniversary of the Start Date, we will credit your TIF account with \$98,994.50 (GST inclusive). The total amount we will credit under this clause is \$296,983.50 (GST inclusive).
- 14.2 You may only use the TIF to purchase eligible Telstra products and services or for other purposes approved by us and notified to you from time to time. Your TIF account is not transferable or redeemable as cash and cannot be used to pay any existing service or equipment charges. We will reduce the credit in your TIF account by the full GST inclusive retail list price of the purchased Telstra product or service redeemed by you.
- 14.3 We may suspend or close your TIF account at any time by notice to you:
- (a) if you do not pay any undisputed amounts due to us on time;

- (b) if you do not achieve any minimum commitments or Spend conditions set out or referred to in this Agreement; or
 - (c) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 14.4 If this Agreement is terminated for any reason other than for our material breach, you must reimburse us any TIF amount which has been used. Upon expiry or termination of this Agreement your TIF account will be closed.
- 14.5 If we close your TIF account for any reason, any balance remaining will be extinguished.

TIF Rollover

- 14.6 Within 30 days of the Start Date we will also create a Rollover TIF account for you and credit this account with the Rollover Amount. You acknowledge this Rollover Amount must be used by you within 90 days of the Start Date otherwise it will be forfeited and the Rollover TIF account will be closed.

15 LOYALTY CREDIT - ANNUAL CREDIT

- 15.1 We will credit your nominated Telstra account with the following loyalty credits (**Loyalty Credit**) to be applied against your Telstra invoices:
- (a) the amount of \$526,872.50 (GST inclusive) within thirty (30) days of the Start Date;
 - (b) a further amount of \$526,872.50 (GST inclusive) thirteen (13) months after the Start Date; and
 - (c) a further amount of \$526,872.50 (GST inclusive) thirteen (25) months after the Start Date.
- 15.2 The Loyalty Credit may only be applied against your invoices for the Services. The Loyalty Credit is not transferable or redeemable as cash.
- 15.3 We may suspend or cease payment of the Loyalty Credit at any time by notice to you:
- (a) if you do not pay any undisputed amounts due to us on time;
 - (b) if you do not achieve any minimum commitments or Spend conditions set out or referred to in this Agreement; or
 - (c) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 15.4 If this Agreement is terminated for any reason other than our material breach, you must reimburse us any Loyalty Credit which has been credited to your nominated Telstra account.

16 GENERAL

ENTIRE AGREEMENT

- 16.1 Other than as specifically set out in this Agreement, this Agreement constitutes the entire agreement between the parties about the Services, and supersedes any previous agreement or representation relating to the Services.

GOVERNING LAW

16.2 This Agreement is governed by the laws of the Australian State or Territory in which your principal place of business is located. Each party submits to the non exclusive jurisdiction of the courts of that place and the courts of appeal from them.

INTERPRETATION

16.3 In this Agreement:

- (a) a reference to this Agreement includes all its parts described in clause 1.1, and includes any amendment to or replacement of them;
- (b) a reference to a statute, code or other law includes regulations and other instruments under it and consolidations, amendments, re-enactments or replacements of any of them;
- (c) terms used that are defined in the A New Tax System (Goods and Services Tax) Act 1999 (Cth) have the meaning given in that Act, unless the context makes it clear that a different meaning is intended;
- (d) a reference to a party includes a reference to the party's executors, administrators, successors and assigns;
- (e) the singular includes the plural, and vice versa; and
- (f) "includes", "including", "for example", "such as" and similar terms are not words of limitation.

NOTICES

16.4 All notices and consents must be in writing and sent to the addresses or fax numbers for notices specified on the front page of the Agreement Terms, or to your officer or as otherwise agreed. Notices must not be sent by email.

16.5 Notices sent:

- (a) by hand are taken to be received when delivered;
- (b) by post to an address in Australia are taken to be received by the third Business Day after posting;
- (c) by post to an address outside Australia are taken to be received by the seventh Business Day after posting; or
- (d) by fax are taken to be received when the sender's fax machine issues a successful transmission report.

VARIATIONS

16.6 This Agreement may only be varied:

- (a) by written agreement between the parties; except
- (b) for terms set out in Our Customer Terms, in accordance with the Act.

If you require information about detrimental changes to Our Customer Terms before they take effect, it will be available at <http://www.telstra.com.au/customerterms/>.

SEVERABILITY

- 16.7 If any clause or part of any clause is held by a court to be invalid or unenforceable, that clause or part of a clause is to be regarded as having been deleted from this Agreement and this Agreement otherwise remains in full force and effect.

WAIVER OF RIGHTS

- 16.8 A right created by this Agreement may only be waived in writing by the party giving the waiver, and the failure to exercise or any delay in exercising a right or remedy provided by this Agreement or by law does not waive the right or remedy.
- 16.9 A waiver of a breach of this Agreement does not waive any other breach.

WARRANTIES

- 16.10 Each party warrants to the other that entering into and performing its obligations under this Agreement does not breach any of its contractual obligations to any other person.
- 16.11 You warrant that you have not relied on any representations or warranties by us other than those in this Agreement.

ASSIGNMENT AND AGENCY

- 16.12 A party must not assign its rights or novate its obligations under this Agreement without the other party's prior written consent, which must not be unreasonably withheld.
- 16.13 You may appoint a third party to act on your behalf in relation to this Agreement with our prior written consent, which will not be unreasonably withheld. We may withdraw our consent on reasonable grounds relating to the conduct of the third party.

FORCE MAJEURE

- 16.14 If a party is unable to perform or is delayed in performing an obligation under this Agreement (other than an obligation to pay money) because of an event beyond that party's reasonable control (Force Majeure Event), that obligation is suspended but only so far and for so long as it is affected by the Force Majeure Event.
- 16.15 If a Force Majeure Event occurs, the non-performing party must:
- (a) promptly give the other party notice of the event and an estimate of the non-performance and delay;
 - (b) take all reasonable steps to overcome the effects of the event (but this does not require the settlement of industrial disputes or other claims on unreasonable terms); and
 - (c) resume compliance as soon as practicable after the event no longer affects either party.

17 SPEND CONDITIONS

- 17.1 The minimum Spend per Quarter for all Services set out in Schedule 1 – Fixed Voice Services and Schedule 2 – Telstra IP Telephony Services is \$492,592.00.
- 17.2 The minimum Spend per Quarter for all Services set out in Schedule 3 – Data Services, Schedule 4 – Data Services (GWIP & Ethernet Campus) and Schedule 6 – Managed Data Networks (MDN) is \$1,176,215.00.
- 17.3 We will monitor your Spend for each Quarter after the Service Start Date.
- 17.4 If you do not achieve at least 90% of the amount in clauses 17.1 and 17.2 above, we may on 7 days notice decrease or withdraw any off-tariff or discounted pricing for the relevant Service(s) for any subsequent

Quarters until you achieve in a subsequent Quarter 100% of the amount in clauses 17.1 and 17.2 above (based on the previous off-tariff or discounted pricing).

- 17.5 If you do not achieve at least 70% of the amount in clauses 17.1 and 17.2 above, we may on 7 days notice terminate the relevant Service Schedule(s).

18 2011 AGREEMENT

- 18.1 The parties agree that:

- (a) subject to clause 18.1(b), the 2011 Agreement is terminated effective from the Start Date;
- (b) the following items listed in Attachment 1 to Schedule 2 of the 2011 Agreement, and as set out in Att 1 to Service Schedule 3 of this Agreement will continue:
 - (i) IP Wide Area Port, Annual Interconnect Bandwidth Charges table; and
 - (ii) IP WAN Monthly Port Charge – ADSL IP Access, which will continue for 12 months from the Start Date for the purposes of allowing you to transition to Connect IP services.

19 DEFINITIONS

- 19.1 In this Agreement, unless otherwise stated:

Act means the Telecommunications Act 1997 (Cth).

Business Day means any day other than a Saturday, Sunday or recognised public holiday in the jurisdiction in clause 16.2.

Early Termination Charge means the early termination charge(s) for a Service (if any) set out or referred to in the Service Schedule or the relevant section of Our Customer Terms for that Service.

Facility means facility as defined in the Act and includes any line, equipment, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a Service.

Intellectual Property Rights means all current and future registered rights in respect of copyright, designs, circuit layouts, trademarks, trade secrets, domain names, database rights, know-how and confidential information and any other intellectual property rights as defined by Article 2 of the World Intellectual Property Organisation Convention of July 1967, excluding patents.

Our Customer Terms means the Standard Form of Agreement formulated by Telstra for the purposes of Part 23 of the Act, as amended by us from time to time in accordance with the Act.

Premises means any land, building, structure, vehicle or vessel which is owned, leased or occupied by you containing a Facility or a Service, or to which a Service is supplied.

Service means the service set out or referred to in a Service Schedule and includes any individual service or component which constitutes the service.

Service Schedules means the Schedules attached or added to these Agreement Terms for a Service.

Service Start Date for a Service means the date set out in the relevant Service Schedule.

Service Schedule Term for a Service means the period for that Service set out in the relevant Service Schedule.

Rollover Amount means the amount of \$31,140.72 (GST Incl.), being the accumulated funds remaining in the TIF account created pursuant to clause 15 of the Business Services Agreement between the parties dated 30 May 2011.

Taxes means a tax, levy, duty, charge, deduction or withholding, however described, imposed by law or a government agency, together with any related interest, penalty or fine, including in respect of GST, but excluding income tax.

Attachment 1 - Resale Service Terms

Capitalised terms are defined in this Agreement (including clause 11 of this Attachment).

1 RESALE SERVICES

- 1.1 These Resale Service Terms apply to the Resale Services, and any reference to Services in the Agreement includes the Resale Services. To the extent of any inconsistency between this Attachment and any other part of the Agreement, this Attachment prevails in respect of the Resale Services to the extent of the inconsistency.
- 1.2 We agree that you may resell the Resale Services in Australia to End Users for the Term, subject always to the terms and conditions of this Attachment. For the avoidance of doubt, you may not resell any services set out in Schedules 8 and 9 of this Agreement.

Relationship of the Parties

- 1.3 The relationship of the parties is that of independent contractors and nothing in this Agreement is to be treated as creating an employee/employer relationship, agency relationship, partnership or joint venture between the parties.
- 1.4 You must not incur or purport to incur any liability on our behalf.

2 PRICING

- 2.1 The price at which you supply the Resale Services to End Users will be in your sole discretion.

3 YOUR OBLIGATIONS

- 3.1 You acknowledge and agree that:
 - (a) it is your responsibility to comply with all relevant legal and regulatory requirements industry codes and/or standards (including your applicable obligations if you are a Carriage Service Provider or Carrier for the purposes of the Act); and
 - (b) to the extent that you are a Carriage Service Provider or Carrier for the purposes of the Act, clause 8.3(d) (Suspension or Cancellation of Services) of the Agreement Terms will not apply in respect of the Resale Services.
- 3.2 You acknowledge that you and/or the End Users may be required to enter into additional terms and conditions in relation to the Resale Services (such as software end user licence terms). If we provide any software to you as part of providing the Resale Services, you must only distribute such software to the End Users.

4 END USER OBLIGATIONS

- 4.1 You must ensure that the agreement between you and an End User in relation to the resale of the Resale Services contains provisions:
 - (a) which ensure you are able to comply with this Service Schedule (including any restrictions on use of the Resale Services);
 - (b) enabling supply of the Resale Services in respect of the End User to be suspended or terminated on the same terms as we may suspend or terminate the provision of the Resale Services to you; and
 - (c) that will enable us, on your behalf, to enter the End User's Premises and install, maintain, remove or otherwise deal with any Facility belonging to us which is connected with that Resale Service.

4.2 You acknowledge and agree that you are responsible for:

- (a) resolving any disputes raised by your End Users;
- (b) all liability in respect of any amounts payable by your End Users to you; and
- (c) any failure by your End Users to comply with any terms of this Agreement applicable to the use of the Resale Services, as if references in this Agreement to you, were references to each End User.

5 CONTACT WITH END USERS

5.1 You acknowledge and agree that we may contact and deal with End Users for any purpose not prohibited by law (for example, for the purpose of informing them of any impending or actual cessation of supply of the Resale Services or otherwise in accordance with the Act), provided that we do not discuss your pricing for the Resale Services.

5.2 For the avoidance of doubt, we may contact and deal with End Users as part of our ordinary course of business, including discussing our products and services, and we will notify you of such discussions.

Emergency Services

5.3 You:

- (a) authorise us to contact and deal with your End Users in an Emergency and in connection with the testing or fault remediation of a service provided for the purpose of Emergency management or disaster planning (**Displan Service**);
- (b) appoint each End User as your agent to activate or to add, remove or change a Resale Service for that End User in an Emergency;
- (c) will give us all reasonable assistance (including provision of information and access to records) as required by us for the purposes of connecting Resale Services or remedying Resale Service faults in an Emergency;
- (d) must maintain and make available to us on request account numbers, services, Emergency contact details and service details (including the address of the End User's Premises and the location of the service within the Premises) in relation to a Displan Service and the End User of that service; and
- (e) must comply with applicable national, state and local disaster and Emergency management plans and to assist us to comply with such plans.

6 END USER RECORDS

6.1 You must maintain auditable and up-to-date records and supporting documentation in relation to End Users and the Resale Services supplied by you to the End Users, including contact details, account numbers and service details (**Records**).

6.2 If requested by us, you must provide us with the Records as reasonably required by us to perform our rights and obligations under this Agreement and comply with any applicable laws.

6.3 You acknowledge that we may access certain information about an End User when we deal with them, including details about the Resale Services supplied by you to that End User.

7 PRIVACY

7.1 Each party must:

- (a) comply with all Privacy Laws in relation to the Personal Information;

- (b) ensure that any person to whom Personal Information is disclosed in accordance with this Agreement, does not do or omit to do anything which, if done or omitted to be done, would constitute breach of this clause 7; and
 - (c) not do anything or omit to do anything with the Personal Information that will cause the other party to breach its obligations under a Privacy Law.
- 7.2 Where you disclose Personal Information to us, you warrant that you have notified or made the relevant individual aware of the matters required by APP 5.1 in respect of the disclosure to and use by us of the Personal Information for the purposes of this agreement.
- 7.3 You agree and will ensure that your related bodies corporate, representatives and Personnel and any individuals who receive the Resale Services, are aware, that we may use and disclose information about you and each of them in accordance with our Privacy Statement (as amended by us from time to time) which is available at http://www.telstra.com.au/privacy_statement.html or by calling us on 1800 039 059.

8 SERVICE DELIVERY

- 8.1 Orders for Resale Services (including any requests for moves, add and changes (MACs) and any other requests in relation to the Resale Services) must only be submitted by you to the service delivery team that we nominate in accordance with the process agreed between the parties.
- 8.2 You will be the primary point of contact for End Users in relation to the Resale Services, including for:
- (a) sales, ordering and provisioning enquiries;
 - (b) faults and outages;
 - (c) billing enquiries; and
 - (d) all other service related enquiries.
- 8.3 If an End User contacts us directly in relation to the Resale Services, we will advise that End User to contact and deal with you.

9 INDEMNITY

- 9.1 We remain liable to you for the ongoing performance of the Services (including any Resale Services) in accordance with the Agreement Terms.
- 9.2 Notwithstanding any other clause in the Agreement, you indemnify us against all losses, damages, costs or expenses suffered or incurred by us arising out of or in connection with the supply of Resale Services to an End User.

10 INTELLECTUAL PROPERTY AND BRANDING**Intellectual Property Rights**

- 10.1 A party must not use the other party's Intellectual Property Rights except as expressly permitted in this Agreement, or as otherwise agreed in writing by the other party.
- 10.2 Nothing in this Agreement transfers ownership in, or otherwise grants any rights in, any Intellectual Property Rights of a party.

Branding

- 10.3 You acknowledge and agree that:
- (a) we control the description and scope of the Resale Services and that you must not re-brand,

- repackage or modify the Resale Services; and
- (b) any agreement between you and an End User in relation to the Resale Services must not contain any branding of ours, including our name, logo, trademarks or corporate look,
- except as expressly permitted in this Agreement, or as otherwise agreed in writing by us.
- 10.4 You must not do anything, and must ensure that End Users do not do anything, in respect of the Resale Services which damages our reputation or brings us, our brand or products and services into disrepute.
- 10.5 You must promptly notify us after becoming aware of any claim or complaint by an End User in connection with their use of a Resale Service.

11 AUTHORITIES AND CONSENTS

- 11.1 You warrant that if you issue a direction or instruction to us in respect of any matter that requires an End User's authority or consent, you have obtained the relevant authority and consent from the End User.

12 DEFINITIONS

- 12.1 In this Attachment, unless otherwise stated:

Carriage Service Provider has the meaning given to it by section 87 of the Act.

Carrier has the meaning given to it by section 7 of the Act.

Resale Services means the following Services:

- (a) Fixed Voice Services as set out in Schedule 1;
- (b) Telstra IP Telephony Service as set out in Schedule 2;
- (c) Data Services as set out in Schedule 3;
- (d) Data Services (GWIP and Ethernet Campus) Services as set out in Schedule 4;
- (e) Telstra Wavelength Service as set out in Schedule 5;
- (f) Managed Data Network as set out in Schedule 6 and
- (g) Managed Billing and Reporting System as set out in Schedule 7.

Emergency means an emergency due to an actual or potential occurrence (such as fire, flood, storm, earthquake, explosion, accident, epidemic or war like action) which endangers or threatens to endanger the safety or health of persons, or destroys or damages or threatens to destroy or damage, property.

End User means your customer to which you will supply the Resale Services, as specified in Annexure A to this Attachment.

Personal Information means "Personal Information" as defined in the Privacy Act 1988 (Cth) which is received or learnt by you from any source in connection with this Agreement.

Privacy Laws means the *Privacy Act 1988 (Cth)*, the *Spam Act 2003 (Cth)*, the *Telecommunications Act 1997 (Cth)* and any other applicable legislation, and mandatory industry codes and standards relating to the handling of Personal Information.

Term means the term of the Agreement.

Annexure A – End Users

Name of End User	ABN / ACN
Anglican Community Fund (Inc)	62 280 551 612
Anglican Financial Services	51 925 884 864
Synod of Diocese of Adelaide of Anglican Church of Aust Inc	63 198 215 958
Anglican Investment & Development Fund	71 007 807 415
AFG Securities Pty Ltd	32 094 842 458
Mecu Limited	21 087 651 607
Beyond Bank Australia	15 087 651 143
The Broken Hill Community Credit Union Ltd	31 504 012 749
Coastline Credit Union Limited	88 087 649 910
COC Investment Services	13 144 882 931
Credit Union SA Limited	36 087 651 232
Defence Bank Limited	57 087 651 385
Dnister Ukrainian Credit Co-Operative Limited	59 087 651 394
EECU Limited	35 087 650 039
Fire Service Credit Union Limited	17 087 651 152
Gateway Credit Union Ltd	47 087 650 093
Intech Credit Union Limited	70 087 650 191
Melbourne Anglican Trust Corporation	82 862 724 352
P&N Bank	69 087 651 876
Australian Central Credit Union Ltd	11 087 651 125
Pioneer Mortgage Services Pty Ltd	83 051 433 491
Prime Mortgage Group Ltd	64 007 364 114
Propcorp Pty Limited	16 080 201 912
R.A.C. Finance Limited	77 009 066 862
Sutherland Credit Union Limited (trading as The Shire Credit Union)	89 087 650 708

Summerland Credit Union Limited	23 087 650 806
The University Credit Society Limited	90 087 651 901

SCHEDULE 1 - FIXED VOICE SERVICES

SERVICE START DATE: The date the last party signs the Agreement.

SERVICE SCHEDULE TERM: 3 years.

SERVICE TERMS

1 SERVICE DESCRIPTION

- 1.1 The Fixed Voice Services are described in the Attachment to this Service Schedule.
- 1.2 The parties agree that during the Service Schedule Term:
 - (a) your Basic Telephone Service may be replaced with the equivalent Telstra T-Biz Voice Service on the NBN, being either:
 - (i) T-Biz Voice; or
 - (ii) T-Biz Voice Standard; and
 - (b) the price you pay us for the T-Biz Voice or T-Biz Voice Standard service (as applicable) will be the same as the price you would have paid to us for your Basic Telephone Service.

2 PRICING

- 2.1 All prices for the Fixed Voice Services and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule.
- 2.2 The prices and discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.3 All prices set out in this Service Schedule are GST exclusive, unless otherwise stated.

3 TERM AND TERMINATION

- 3.1 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term unless terminated or renewed.

EARLY TERMINATION CHARGE

- 3.2 If during the Service Schedule Term a Service is cancelled or terminated for any reason other than for our material breach, we may charge you any waived Service charges and an amount calculated as follows:

A x B x 25%

"A" = the average Service charges paid or payable each month by you for the Service up to the date of cancellation.

"B" = the number of months (or part of a month) remaining in the Service Schedule Term.

You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

4 DEFINITIONS

- 4.1 In this Service Schedule, unless otherwise stated:

Base Price means the GST exclusive price set out in Our Customer Terms for the Service before applying any Flexi-Plan or other discount plan described in Our Customer Terms, and excludes any weekend rates, pricing packages, spot specials, capped calls or other promotional offers.

First Year means the 12 month period up to but not including the first anniversary of the Service Start Date.

Quarter means a full 3 calendar month period commencing on 1 July, 1 October, 1 January and 1 April in any year.

Second Year means the 12 month period immediately following the First Year.

Spend means the GST exclusive amount of money that we bill you.

Att 1 to Schedule 1 - Pricing

SERVICES	PRICING/DISCOUNTS	
Basic Telephone Service provides you connection to our public switched telephone network, the ability to make and receive certain types of calls and a telephone number.	Installation and Activation charges	For the First Year
	Basic Telephone Service	Base Price
	Access charges	Monthly charge (\$)
	Basic Telephone Service -BusinessLine Complete	31.77
<p>Conditions:</p> <ul style="list-style-type: none"> • No other type of once-off charges are waived. • No other discounts, special pricing plans or other promotional offers apply. 		
ISDN gives you integrated digital access to voice and data networks. It is made up of a digital transmission circuit between the NT1 at your premises and the local ISDN exchange.	Connection/Installation and Activation charges	For the First Year
	ISDN 2	Base Price
	ISDN 2 Enhanced	
	Access charge	Monthly charge (\$)
	ISDN 2	57.73
	ISDN 2 Enhanced	62.27
<p>Conditions:</p> <ul style="list-style-type: none"> • No other type of once-off charges are waived. • No other discounts, special pricing plans or other promotional offers apply. 		
ISDN gives you integrated digital access to voice and data networks. It is made up of a digital transmission circuit between the NT1 at your premises and the local ISDN exchange.	Connection and Activation charges	For the First Year
	ISDN 10/20/30	Base Price
	ISDN 10/20/30 Dual Node and Diverse Access	
	Access charge	Monthly charge (\$)
	ISDN 10	277.27
	ISDN 20	554.54
	ISDN 30	804.55
	Every subsequent 10 channels	250

SERVICES	PRICING/DISCOUNTS												
	<p>Conditions:</p> <ul style="list-style-type: none"> • No other type of once-off charges are waived. • No other discounts, special pricing plans or other promotional offers apply. 												
<p>Local Voice calls include the following call types for fixed Business Phone Services:</p> <ul style="list-style-type: none"> • Untimed Local-Rate calls from PSTS, including local FaxStream Basic calls. • ISDN NDD1 local voice calls made from an ISDN 2, 10, 20 or 30 service. • CVPN local voice calls from CVPN Spectrum, CVPN (PSTS) or CVPN (PSIS). • CustomNet local voice calls. <p>All other call types are excluded.</p>	<table border="1"> <thead> <tr> <th>Local Voice call rates</th> <th>¢ per call</th> </tr> </thead> <tbody> <tr> <td>Untimed Local-Rate calls PSTS</td> <td>5.5</td> </tr> <tr> <td>ISDN NDD1 (ISDN 2 services)</td> <td>5.5</td> </tr> <tr> <td>ISDN NDD1 (ISDN 10,20 or 30 services)</td> <td>5.5</td> </tr> <tr> <td>CVPN</td> <td>5.5</td> </tr> <tr> <td>CustomNet</td> <td>5.5</td> </tr> </tbody> </table> <p>Conditions:</p> <ul style="list-style-type: none"> • No other discounts, special pricing plans or other promotional offers apply. • A Telecard verification fee applies. 	Local Voice call rates	¢ per call	Untimed Local-Rate calls PSTS	5.5	ISDN NDD1 (ISDN 2 services)	5.5	ISDN NDD1 (ISDN 10,20 or 30 services)	5.5	CVPN	5.5	CustomNet	5.5
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CVPN	5.5												
CustomNet	5.5												
<p>Fixed to Mobile calls includes all fixed to mobile calls terminating in Australia (including Telecard calls to mobiles) but excluding, calls from fixed phones to Optus MobileSat™, Operator Assisted calls to Mobiles and Payphone originated and pulse emulated fixed to mobile calls.</p>	<table border="1"> <thead> <tr> <th>Fixed to Mobile call Rates</th> <th>¢ per minute</th> <th>Minimum call fee (¢)</th> <th>Call connection fee (¢)</th> </tr> </thead> <tbody> <tr> <td>Fixed call to Telstra mobiles</td> <td>13</td> <td>0</td> <td>0</td> </tr> <tr> <td>Fixed calls to non-Telstra mobiles</td> <td>15</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Conditions:</p> <ul style="list-style-type: none"> • No other discounts, special pricing plans or other promotional offers apply. • A Telecard verification fee applies. 	Fixed to Mobile call Rates	¢ per minute	Minimum call fee (¢)	Call connection fee (¢)	Fixed call to Telstra mobiles	13	0	0	Fixed calls to non-Telstra mobiles	15	0	0
Fixed to Mobile call Rates	¢ per minute	Minimum call fee (¢)	Call connection fee (¢)										
Fixed call to Telstra mobiles	13	0	0										
Fixed calls to non-Telstra mobiles	15	0	0										
<p>International calls from your Basic Telephone Service to an international fixed service that includes the following call types:</p> <ul style="list-style-type: none"> • International Direct 0011 & 0015 Fax calls • FaxStream 0015 International • Iterra • ISDN International voice 0011 & 0015 Fax calls • OnRamp International 0011 voice 	<p>The International Calls Table attached as Att 2 to Schedule 1 sets out the prices per minute (charged per second).</p> <p>Conditions:</p> <ul style="list-style-type: none"> • No other discounts, special pricing plans or other promotional offers apply. • Call connection charge may apply (see International Calls Table attached as Att 2 to Schedule 1) 												

SERVICES	PRICING/DISCOUNTS																																													
<p>calls</p> <ul style="list-style-type: none"> • CustomNet Spectrum Off-Net international calls • International Direct Telecard calls (A Telecard verification fee applies) • CVPN International Off-Net calls (International Class 3) • All other call types are excluded. 																																														
<p>National Long Distance Voice calls include the following call types for fixed Business Phone Services:</p> <ul style="list-style-type: none"> • STD (TCRC per second flat rate, but excluding Payphones and any pulse emulated calls). • ISDN NDD 2 – NDD5 voice calls. • Faxstream Basic. • Spectrum NDD 2 – NDD5 voice calls. • National On-Net Calls (National Class 1). • National Off-Net Calls (National Class 2). • Telecard – National Direct Dialled calls (A Telecard verification fee applies). <p>All other call types are excluded.</p>	<table border="1" data-bbox="620 720 1430 899"> <thead> <tr> <th data-bbox="620 720 1256 765">National Long Distance Voice calls</th><th data-bbox="1256 720 1430 765">¢</th></tr> </thead> <tbody> <tr> <td data-bbox="620 765 1256 810">Intercapital and Non-Intercapital calls (per minute)</td><td data-bbox="1256 765 1430 810">5.5</td></tr> <tr> <td data-bbox="620 810 1256 854">Minimum call fee</td><td data-bbox="1256 810 1430 854">0</td></tr> <tr> <td data-bbox="620 854 1256 899">Connection fee</td><td data-bbox="1256 854 1430 899">0</td></tr> </tbody> </table> <p>Conditions:</p> <ul style="list-style-type: none"> • No other discounts, special pricing plans or other promotional offers apply. 	National Long Distance Voice calls	¢	Intercapital and Non-Intercapital calls (per minute)	5.5	Minimum call fee	0	Connection fee	0																																					
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<p>Telstra Inbound Network Services</p> <p>Priority One3, Priority 1300, Freecall 1800 and Freecall One8 Services.</p> <p>Local Inbound Voice calls – calls to Telstra Inbound Network Services which originate and terminate in the same local call area and which are not Mobile Originating Inbound Voice Calls.</p> <p>Long Distance Inbound Voice calls – calls to Telstra Inbound Network Services which are not Local Inbound Voice Calls and not Mobile Originating Inbound Voice Calls.</p> <p>Mobile Originating Inbound Voice calls – calls to Telstra Inbound Network Services from a cellular mobile service to an answering point which is a fixed service.</p>	<table border="1" data-bbox="620 1382 1430 1965"> <thead> <tr> <th data-bbox="620 1382 922 1505">Telstra Inbound Network Services - call rates</th><th data-bbox="922 1382 1017 1505">¢ per min</th><th data-bbox="1017 1382 1144 1505">Min-- imum call fee (¢)</th><th data-bbox="1144 1382 1271 1505">Call connec- tion fee (¢)</th><th data-bbox="1271 1382 1430 1505">Free Initial call time (min)</th></tr> </thead> <tbody> <tr> <td data-bbox="620 1516 1430 1550" style="text-align: center;">Priority One3/1300</td><td data-bbox="620 1550 1430 1561"></td><td data-bbox="620 1561 1430 1568"></td><td data-bbox="620 1568 1430 1575"></td><td data-bbox="620 1575 1430 1582"></td></tr> <tr> <td data-bbox="620 1561 922 1595">Local Inbound Voice calls</td><td data-bbox="922 1561 1017 1595">4</td><td data-bbox="1017 1561 1144 1595">0</td><td data-bbox="1144 1561 1271 1595">0</td><td data-bbox="1271 1561 1430 1595">15</td></tr> <tr> <td data-bbox="620 1595 922 1651">Long Distance Inbound Voice calls</td><td data-bbox="922 1595 1017 1651">4</td><td data-bbox="1017 1595 1144 1651">N/A</td><td data-bbox="1144 1595 1271 1651">N/A</td><td data-bbox="1271 1595 1430 1651">N/A</td></tr> <tr> <td data-bbox="620 1651 922 1730">Mobile Originating Inbound Voice calls</td><td data-bbox="922 1651 1017 1730">4</td><td data-bbox="1017 1651 1144 1730">0</td><td data-bbox="1144 1651 1271 1730">N/A</td><td data-bbox="1271 1651 1430 1730">N/A</td></tr> <tr> <td data-bbox="620 1741 1430 1775" style="text-align: center;">Freecall One8/1800</td><td data-bbox="620 1775 1430 1786"></td><td data-bbox="620 1786 1430 1792"></td><td data-bbox="620 1792 1430 1799"></td><td data-bbox="620 1799 1430 1806"></td></tr> <tr> <td data-bbox="620 1786 922 1819">Local Inbound Voice calls</td><td data-bbox="922 1786 1017 1819">4</td><td data-bbox="1017 1786 1144 1819">0</td><td data-bbox="1144 1786 1271 1819">0</td><td data-bbox="1271 1786 1430 1819">0</td></tr> <tr> <td data-bbox="620 1819 922 1875">Long Distance Inbound Voice calls</td><td data-bbox="922 1819 1017 1875">4</td><td data-bbox="1017 1819 1144 1875">0</td><td data-bbox="1144 1819 1271 1875">N/A</td><td data-bbox="1271 1819 1430 1875">N/A</td></tr> <tr> <td data-bbox="620 1875 922 1965">Mobile Originating</td><td data-bbox="922 1875 1017 1965">4</td><td data-bbox="1017 1875 1144 1965">0</td><td data-bbox="1144 1875 1271 1965">N/A</td><td data-bbox="1271 1875 1430 1965">N/A</td></tr> </tbody> </table>	Telstra Inbound Network Services - call rates	¢ per min	Min-- imum call fee (¢)	Call connec- tion fee (¢)	Free Initial call time (min)	Priority One3/1300					Local Inbound Voice calls	4	0	0	15	Long Distance Inbound Voice calls	4	N/A	N/A	N/A	Mobile Originating Inbound Voice calls	4	0	N/A	N/A	Freecall One8/1800					Local Inbound Voice calls	4	0	0	0	Long Distance Inbound Voice calls	4	0	N/A	N/A	Mobile Originating	4	0	N/A	N/A
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SERVICES	PRICING/DISCOUNTS																								
	Inbound Voice calls																								
	<p>Conditions:</p> <ul style="list-style-type: none"> • The discounts above only apply to the incoming call rates payable by you for the Telstra Inbound Network Services except for: <ul style="list-style-type: none"> - Calls made by a caller to the Telstra Inbound Network Services; - Calls to an answering point which is a cellular mobile service; or - Calls to an answering point which is overseas. • No other discounts, special pricing plans or other promotional offers apply (i.e. the Ten Cent or less Rebate and Call Completion Incentive Rebates). 																								
T-Biz Voice provides you connection to our public switched telephone network over the National Broadband Network, the ability to make and receive certain types of calls and a telephone number.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left; padding: 2px;">T-Biz Voice Installation and Activation Charges</th> </tr> </thead> <tbody> <tr> <td style="width: 70%; padding: 2px;"></td><td style="width: 30%; text-align: center; padding: 2px;">Base Price less</td></tr> <tr> <td style="padding: 2px;">Activation – only for existing fixed voice services migrating to NBN</td><td style="text-align: center; padding: 2px;">100%</td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left; padding: 2px;">T-Biz Voice Standard Installation and Activation Charges</th> </tr> </thead> <tbody> <tr> <td style="width: 70%; padding: 2px;"></td><td style="width: 30%; text-align: center; padding: 2px;">Base Price less</td></tr> <tr> <td style="padding: 2px;">Activation – only for existing fixed voice services migrating to NBN</td><td style="text-align: center; padding: 2px;">100%</td></tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2" style="text-align: left; padding: 2px;">Access charges</th> </tr> </thead> <tbody> <tr> <td style="width: 70%; padding: 2px;"></td><td style="width: 30%; text-align: center; padding: 2px;">Monthly charge</td></tr> <tr> <td style="padding: 2px;">T-Biz Voice</td><td style="text-align: center; padding: 2px;">\$31.77</td></tr> <tr> <td style="padding: 2px;">T-Biz Voice Standard</td><td style="text-align: center; padding: 2px;">\$31.77</td></tr> </tbody> </table>					T-Biz Voice Installation and Activation Charges			Base Price less	Activation – only for existing fixed voice services migrating to NBN	100%	T-Biz Voice Standard Installation and Activation Charges			Base Price less	Activation – only for existing fixed voice services migrating to NBN	100%	Access charges			Monthly charge	T-Biz Voice	\$31.77	T-Biz Voice Standard	\$31.77
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T-Biz Voice Standard	\$31.77																								
	<p>Conditions:</p> <ul style="list-style-type: none"> • The installation and activation pricing above is not applicable for new T-Biz Voice Services connections. • No other type of once-off charges is waived. • No other discounts, special pricing plans or other promotional offers apply. 																								

Att 2 to Schedule 1 - International Calls Price List

International Calls Table for fixed to fixed calls (GST exclusive per minute rate)

Connection fee: 0 cent per call

COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)
Alaska	0.1600	Cameroon	2.2610	Fiji	0.8000
Albania	2.0140	Canada	0.1000	Finland	0.5985
Algeria	2.2610	Cape Verde	2.0140	France	0.3000
Andorra	0.7220	Cayman Islands	1.3300	French Guiana	1.5295
Angola	1.9380	Central African Rep	2.0900	French Polynesia	0.9690
Anguilla	2.2610	Chad	2.2610	Gabon	2.0140
Antarctica	0.6460	Chile	0.8455	Gambia	2.0140
Antigua	1.3300	China	0.2000	Georgia	1.5295
Argentina	1.0450	Colombia	1.5675	Germany	0.2000
Armenia	1.5295	Comoro Is.	1.5675	Ghana	2.0140
Aruba Is.	1.3300	Congo (Zaire)	2.2610	Gibraltar	1.9380
Ascension	2.0140	Congo Republic	2.0900	Greece	0.2800
Austria	0.5985	Cook Islands	1.2065	Greenland	1.2065
Azerbaijan	1.5295	Costa Rica	2.0140	Grenada	1.5675
Bahamas	0.8455	Croatia	1.0070	Guadeloupe	1.3300
Bahrain	1.5295	Cuba	1.0450	Guam	0.7220
Bangladesh	1.4535	Cyprus	1.0450	Guantanamo	1.5675
Barbados	1.5675	Cyprus (Northern)	0.8455	Guatemala	1.5675
Belarus	1.5295	Czechoslovakia Rep	0.8455	Guinea Bissau	2.2610
Belgium	0.8075	Denmark	0.5605	Guinea Republic	2.0140
Belize	1.5675	Diego-Garcia	2.0140	Guyana	1.4535
Benin	2.0140	Djibouti	2.2610	Haiti	1.9380
Bermuda	1.5675	Dominica	1.0450	Hawaii	0.0600
Bhutan	1.5675	Dominican Rep	0.8455	Honduras	2.2610
Bolivia	1.5675	Ecuador	1.5675	Hong Kong	0.0600
Bosnia Herzegovina	1.0450	Egypt	1.2445	Hungary	0.8455
Botswana	1.5675	El Salvador	2.0140	Iceland	1.0450
Brazil	1.0450	Equitorial Guinea	2.2610	India	0.9000
Brunei	1.0450	Eritrea	2.2610	Indonesia	0.5000
Bulgaria	1.9380	Estonia	1.0450	Iran	1.5295
Burkina Faso	2.0140	Ethiopia	2.2610	Iraq#	1.5675

COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)
Burundi	2.0140	Faeroe Islands	1.2065	Ireland	0.2500
Cambodia	1.5295	Falkland Is	1.5675	Israel & Palestinian Ter.	0.7505
Italy	0.3000	Mexico	1.0450	Romania	1.3300
Ivory Coast	2.0140	Micronesia	1.5675	Russia	1.0450
Jamaica	1.3300	Moldova	1.5295	Rwanda	1.5675
Japan	0.1000	Monaco	0.7220	Samoa (US)	0.8835
Jordan	1.3300	Mongolia	2.2610	Samoa (West)	0.8835
Kazakhstan	1.5295	Montserrat	2.0140	San Marino	0.6460
Kenya	1.4535	Morocco	2.2610	Sao Tome & Principe	2.0140
Kiribati	0.8835	Mozambique	2.2610	Saudi Arabia	1.5675
Korea PDR (North)	2.0140	Myanmar (Burma)	1.5675	Senegal	2.2610
Korea Sth R.	0.2000	Namibia	1.5675	Seychelles	2.0140
Kuwait	1.4535	Nauru	0.8835	Sierra Leone	2.0140
Kyrgyzstan	1.5295	Nepal	1.4535	Singapore	0.0600
Laos	1.5295	Netherlands	0.1800	Slovak Republic	0.7220
Latvia	1.3300	Netherlands Antilles	1.0450	Slovenia	1.0450
Lebanon	1.1875	New Caledonia	0.9690	Solomon Islands	0.8835
Lesotho	1.3300	New Zealand	0.0600	Somalia	2.2610
Liberia	2.2610	Nicaragua	1.5675	South Africa	0.3000
Libya	1.5675	Niger	2.0900	Spain	0.6745
Liechtenstein	0.5985	Nigeria	1.3300	Sri Lanka	0.8200
Lithuania	1.5295	Niue Island	0.8075	St Helena	1.5675
Luxembourg	0.8455	Norfolk Island	0.6460	St Kitts & Nevis	1.5675
Macau	1.3300	Norway	0.5985	St Lucia	1.5675
Macedonia	1.0450	Oman	1.2920	St Pierre & Miquelon	1.3300
Madagascar	2.0900	Pakistan	1.5295	St Vincent & Bequia	1.5675
Malawi	1.5675	Palau	1.9380	Sudan	1.5675
Malaysia	0.2000	Panama	1.3300	Surinam	1.3300
Maldives Islands	2.0140	Papua New Guinea	0.2800	Swaziland	2.0140
Mali	2.0140	Paraguay	1.5675	Sweden	0.2200
Malta	0.8835	Peru	1.3300	Switzerland	0.1800
Mariana Islands	1.5675	Philippines	0.3000	Syria	2.0140

COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)	COUNTRY	SPECIAL RATE (\$)
Marshall Islands	1.5675	Poland	0.8455	Taiwan	0.2400
Martinique	1.3300	Portugal	1.0450	Tajikstan	1.3300
Mauritania	2.0140	Puerto Rico	0.7220	Tanzania	1.5675
Mauritius	1.3300	Qatar	2.0140	Thailand	0.2400
Mayotte	1.3680	Reunion	1.5675	Timor-Leste	0.5000
Togo	2.0900	Uganda	1.5675	Venezuela	1.0450
Tokelau	0.8835	Ukraine	1.0450	Vietnam	1.1400
Tonga	0.8835	United Arab Emirates	1.2065	Virgin Is (British)	2.0140
Trinidad & Tobago	1.0450	United Kingdom	0.0600	Virgin Islands (USA)	0.7220
Tunisia	2.2610	Uruguay	1.3300	Wallis & Futuna Is	1.5675
Turkey	0.8455	USA	0.0600	Yemen AR	1.5675
Turkmenistan	1.3300	Uzbekistan	1.3300	Yugoslavia Fed. Rep	1.0070
Turks & Caicos Is	2.0140	Vanuatu	0.8835	Zambia	1.5675
Tuvalu	1.0450	Vatican City	0.6460	Zimbabwe	1.3300

Telstra reserves the right to withdraw Direct Dial services to Iraq without notice due to customer privacy concerns. If direct dial service is not available, callers to Iraq should use an Operator Assisted Call by dialling 1234 (or 12550 from a Payphone).

SCHEDULE 2 - TELSTRA IP TELEPHONY SERVICE

SERVICE START DATE: The date we first supply any part of the Telstra IP Telephony service to you.

SERVICE SCHEDULE TERM: 3 years.

MINIMUM TERM: The minimum term of service with rental equipment is 36 months and with purchased equipment is 12 months.

SERVICE TERMS

1 SERVICE DESCRIPTION

1.1 The Telstra IP Telephony (TIPT) service is a scalable, open standards based solution that allows you to make and receive voice telephone calls and video calls using our underlying access networks. To be able to make and receive video calls you must have compatible equipment which is capable of making and receiving video calls.

ACCESS SERVICE

- 1.2 In order for us to provide the Telstra IP Telephony service to you, you must acquire and maintain an eligible Enterprise Access Service or Business Access Service from us. The charges and terms for your Enterprise Access Service or Business Access Service are separate from and in addition to the charges and terms for your Telstra IP Telephony service.
- 1.3 The list of the Enterprise Access Services and Business Access Services is as follows:

CATEGORY	ACCESS SERVICES
Enterprise Access Services	Business IP Ethernet Business IP Frame Relay Business IP Ethernet Lite Connect IP Ethernet Connect IP Frame Relay Connect IP Ethernet Lite IP MAN (or Government Wideband IP - GWIP) ATM access into IPWAN IP WAN Ethernet Lite IP WAN Frame Relay IP WAN ATM
Business Access Services	Telstra Connect IP ADSL Telstra Connect IP Broadband* Telstra Connect IP Broadband (NBN)** Telstra Connect IP Next G® Primary Telstra Business IP ADSL Telstra Business IP Broadband*

CATEGORY	ACCESS SERVICES
	<p>Telstra Business IP Broadband (NBN)**</p> <p>IP WAN ADSL</p> <p>IPWAN BROADBAND*</p> <p>IP Wireless Next G® service</p> <p>Iterra IP</p> <p>Global WAN</p> <p>* Only available in South Brisbane Exchange (ESA Code – SOTH)</p> <p>** Only available where NBN is available</p>

2 PRICING

- 2.1 All prices for the Telstra IP Telephony service and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule.
- 2.2 The prices and any discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.3 All prices set out in this Service Schedule are GST exclusive, unless otherwise stated.

TERM AND TERMINATION

- 2.4 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term, unless terminated or renewed.
- 2.5 Notwithstanding the Service Schedule Term, the Minimum Term applies for any equipment you rent and/or purchase from us during the Service Schedule Term.

EARLY TERMINATION CHARGE

- 2.6 If:
 - (a) during the Service Schedule Term you cancel one or more feature packages or your Telstra IP Telephony service is cancelled or terminated for any reason other than for our material breach; or
 - (b) you rent equipment from us and during the Minimum Term your rental arrangement is cancelled or terminated for any reason other than for our material breach,
- we may charge you an amount equal to:
- (c) 30% of the monthly service charges for your cancelled feature packages or Telstra IP Telephony service (as applicable) in respect of the month in which they are cancelled or terminated, multiplied by the number of months (or part of a month) remaining in the Service Schedule Term from the date of cancellation or termination;
 - (d) the remaining balance of the price of any equipment you purchased from us; and
 - (e) if you rented equipment from us, 100% of the monthly rental charges for any cancelled rental equipment multiplied by the number of months (or part of a month) remaining in the Minimum Term from the date of cancellation or termination.

- 2.7 You acknowledge that the above early termination charges are a genuine pre-estimate of the loss we are likely to suffer.

Att 1 to Schedule 2 - Pricing

SERVICES	PRICING/DISCOUNTS	
Telstra IP Telephony (TIPT) service is a scalable, open standards based solution that allows you to make and receive voice telephone calls and video calls using our underlying access networks. To be able to make and received video calls you must have compatible equipment which is capable of making and receiving video calls.	Telstra IP Telephony (TIPT)	Price List attached as <u>Error! Reference source not found.</u> Att 2 to Schedule 2 less %
Monthly Access fees		
Regular User Feature Packages -		10
<ul style="list-style-type: none"> • Standard Pack • Basic Pack • Hoteling/Hotdesking Pack 		
Equipment		
Polycom Handset Rental monthly fee		10
Conditions:		
<ul style="list-style-type: none"> • All national long distance calls on TIPT services must be pre-selected to Telstra. • No other discounts, special pricing plans or other promotional offers apply. 		

Att 2 to Schedule 2 - Telstra IP Telephony Service – Price List

1 FEATURE PACKAGES – FEES AND CHARGES

Establishment fee	\$50.00 (applies to each feature package selected, in addition to the monthly fees for the feature packages).	
Categories of Feature Packages	Feature Packages	Monthly fee (per feature package selected) (excl. GST)
Regular User Feature Packages	Basic Pack	\$8.00
	Standard Pack	\$14.00
	Executive Pack	\$22.00
	Hotelling / Hot Desking Pack	\$7.00
Optional User Feature Packages	Remote Office	\$5.00
	Voice Portal	\$4.00
	N-Way Calling	\$5.00
	Web Attendant Console	\$50.00
	miReception Console	\$150.00
	TIPT-OCS Integration	\$5.00
	Call Centre Agent client	\$25.00
	Call Centre Supervisor client	\$50.00
	Call Centre Premium Agent client	\$50.00
	Call Centre Premium Supervisor client	\$75.00
	Call Centre Wallboard	\$35.00
Optional Group Feature Package	Video Meeting Room	\$22.00
	Group Conferencing	\$5.00

2 EQUIPMENT

EQUIPMENT - FEES AND CHARGES

Equipment	Rental price (per item per month) (excl. GST)	Purchase price (per item) (excl. GST)
Handsets		
Polycom VVX1500	\$26.00	\$780.00
Polycom SoundPoint IP670	\$16.00	\$475.00
Polycom VVX500	\$11.00	\$350.00
Polycom SoundPoint IP650	\$10.00	\$325.00

Equipment	Rental price (per item per month) (excl. GST)	Purchase price (per item) (excl. GST)
Polycom SoundPoint IP560	\$12.00	\$375.00
Polycom SoundPoint IP550	\$9.50	\$285.00
Polycom SoundPoint IP450	\$7.00	\$215.00
Polycom SoundPoint IP331	\$5.20	\$155.00
Polycom SoundPoint IP235	\$4.80	\$140.00
Conference Phones		
Polycom SoundStation IP7000	\$35.00	\$1,050.00
Polycom SoundStation IP6000	\$25.00	\$750.00
Integrated Access Devices		
Linksys 8 Port IAD	\$12.00	\$375.00
Linksys 2 Port IAD	\$4.00	\$125.00
Accessories		
Polycom SoundPoint IP670 Expansion Module	\$12.00	\$350.00
Polycom SoundPoint IP650 Expansion Module	\$10.00	\$300.00
Polycom SoundStation IP7000 External Microphones	\$12.00	\$350.00
Polycom SoundStation IP7000 Daisy Chain Unit	Not Applicable	\$300.00
Polycom SoundStation IP7000 Console Interconnect Cable	Not Applicable	\$70.00
Headset interface adapters, 5 pack of 2.5mm to RJ-9	Not Applicable	\$95.00
Polycom SoundStation IP6000 External Microphones	\$12.00	\$350.00
Polycom Wallmount Kit for IP450	Not Applicable	\$50.00
Polycom Wallmount Kit for IP550/IP560/IP650/IP670	Not Applicable	\$50.00
Power Packs		
Polycom SoundStation IP7000 Power Pack (1 pack)	\$5.00	\$170.00
Polycom SoundStation IP6000 Power Pack	\$5.00	\$170.00
Polycom VVX 1500/ SoundPoint IP560/IP670/IP560 power pack (5 pack)	\$5.00	\$170.00
Polycom SoundPoint IP235/IP331/IP450/IP550/IP650 power pack (5 pack)	\$5.00	\$120.00

3 TELSTRA MANAGED VOICE SERVICES

If you apply for Managed Voice Services with your Telstra IP Telephony service, please note the quantity of Managed Voice Services will be the same as the total quantity of Regular User Feature Packs applied for.

MVS Option	Establishment fee per service (excl. GST)	Monthly fee per handset (excl. GST)	Adds, moves and changes fee (excl. GST)
MVS Essentials Hosted	N/A	\$5.20	Included (but not adds, moves and changes involving project coordination, which will incur additional costs)

4 HEADSETS

You must have a Telstra IP Telephony Service to be eligible to purchase headsets from us. The headsets can only be used with certain compatible equipment. Your account executive can provide you with details of compatible equipment on request. Telstra recommends that a compatible noise limiting amplifier for acoustic protection is used in conjunction with your headset.

For support with installation and maintenance please contact the third party supplier on 1800 626 505 8.30am-5pm AEST Monday to Friday (excluding public holidays).

Headset Model	Purchase price (per item) (excl. GST)
Sennheiser CC515IP with bottom cable	\$240.00
Sennheiser CC550IP with bottom cable	\$270.00
Sennheiser DW Office with EHS cable	\$349.00
Jabra GN2120 with smart cord	\$190.00
Jabra GN2125 with smart cord	\$205.00
Jabra GN 9450 with EHS cable	\$299.00
Jabra GN930 with USB connectivity	\$180.00
Plantronics Savi W440	\$160.00
Sennheiser corded HS w/b monaural	\$124.00
Sennheiser corded HS w/b binaural	\$150.00
Sennheiser Standard EasyDisconnect bottom cable for connection to Polycom SIP desk based phone	\$30.00
Jabra EHS Adapter for Polycom (Electronic Hookswitch Adapter)	\$35.00
Jabra Smart Headset Curly Cord with RJ11	\$42.00
Sennheiser EHS cable for Polycom	\$105.00
Sennheiser DWO replacement headset	\$236.00
Sennheiser DWO replacement headset (binaural)	\$273.00

Sennheiser DWO Multi Headset Charger	\$107.00
Sennheiser DWO replacement Battery	\$28.00
Polaris 4G Soundshield	\$380.00

5 TIPT COMPLETE CALLING PLANS

Option	Number of eligible services	Monthly fee (excl. GST)	Charges
TIPT Complete Basic Calling Plans			
Plan 1	20-49	\$18	Monthly fee includes Local and National Long Distance (STD) calls.
Plan 2	50-99	\$15	You need to have an eligible Telstra fixed voice plan to take up a TIPT Complete Basic Calling Plan. Charges for call types not listed above will be charged at the rates applicable to your eligible fixed voice plan.
Plan 3	100-499	\$15	If you cancel a TIPT Complete Basic Calling plan before the end of your minimum term, your fixed voice service will continue on the terms and conditions of your original eligible fixed voice plan.
Plan 4	500+	\$10	You can't change between different TIPT calling plans during your Minimum Term.
TIPT Complete Premium Calling Plans			
Plan 1	20-49	\$35	Monthly fee includes Local, National Long Distance (STD) calls and calls to Mobiles in Australia.
Plan 2	50-99	\$30	You need to have an eligible Telstra fixed voice plan to take up a TIPT Complete Premium Calling Plan. Charges for call types not listed above will be charged at the rates applicable to your eligible fixed voice plan.
Plan 3	100-499	\$25	If you cancel a TIPT Complete Premium Calling plan before the end of your minimum term, your fixed voice service will continue on the terms and conditions of your original eligible fixed voice plan.
Plan 4	500+	\$20	You can't change between different TIPT calling plans during your Minimum Term.

6 DEPLOYMENT SERVICES - FEES AND CHARGES

Deployment service	Description	Fee (excl. GST)
TIPT Configuration & Installation (Not available for Headsets)	Equipment configuration & installation	\$70.00 (per end connected)
	Customer Integration Workshop	\$1,329.00
TIPT Training (Not available for Headsets)	Training – Full Day	\$1,250.00 (per day)
	Training – Half Day	\$700.00 (per half day)
TIPT Regional Uplift	If the TIPT Training or TIPT Configuration & Installation is required to be delivered outside the metropolitan areas of Brisbane, Sydney, Canberra, Melbourne, Adelaide, Darwin, Hobart or Perth.	\$900.00 (per visit per site)

7 OPTIONAL SERVICES & EQUIPMENT**REAL TIME BILLING – FEES AND CHARGES**

Establishment fee (excl. GST)	Monthly fee (excl. GST)	Adds, moves and changes fee (excl. GST)
\$2,130.00	\$4.00 (per service)	\$475.00

INTEGRATED DIAL PLAN

If you select to take up an integrated dial plan it must be applied across all of your CustomNet and Telstra IP Telephony sites.

Establishment fee (excl. GST)	Monthly fee (per TIPT feature pack) (excl. GST)	Adds, moves and changes fee (excl. GST)
N/A	\$4.20	Included

TIPT DECT EQUIPMENT - FEES AND CHARGES

Equipment	Rental price (per item per month)	Purchase price (per item)
Handsets		
Polycom Kirk 4020	\$15.00	\$395.00
Polycom Kirk 4040	\$21.00	\$550.00
Polycom Kirk 5020	\$22.00	\$575.00

Equipment	Rental price (per item per month)	Purchase price (per item)
Handsets		
Polycom Kirk 5040	\$23.00	\$595.00
Polycom Kirk 4080	\$60.00	\$1,400.00
Polycom Soundstation 2W Conference Phone	\$50.00	\$1,500.00
Basestations		
KWS300 Basestation	\$25.00	\$550.00
KWS6000 Server	\$60.00	\$1,250.00
KWS6000 Basestation	\$45.00	\$975.00
KWS6000 Server Media Resource	\$90.00	\$2,125.00
KWS6000 Server G729 Codec Module	\$40.00	\$975.00
KWS6000 Server User Licence 31-150	\$40.00	\$1,1250.00
KWS6000 Server User Licence 151-500	\$80.00	\$2,750.00
KWS6000 Server User Licence 501-1500	\$150.00	\$4,950.00
KWS6000 Server User Licence 1501-4096	\$250.00	\$7,750.00
Repeaters		
2 Channel Multi Cell Repeater	\$30.00	\$625.00
4 Channel Multi Cell Repeater	\$20.00	\$450.00
Handset Accessories		
Belt Clip for all handsets	Not Applicable	\$35.00
Leather Case for Kirk 4020 & 4040	Not Applicable	\$25.00
Leather Case for Kirk 4080	Not Applicable	\$75.00
Rubber Case for Kirk 4020 & 4040	Not Applicable	\$25.00
Replacement Battery for Kirk 4020 & 4040	Not Applicable	\$35.00
Replacement Battery for Kirk 5020 & 5040	Not Applicable	\$85.00
Replacement Battery for Kirk 4080	Not Applicable	\$75.00
Headset for Kirk 4020 & 4040	Not Applicable	\$65.00
Safety Line for Kirk 4020, 4040 & 4080	Not Applicable	\$40.00
4 Way Handset Charger Rack (excludes chargers)	Not Applicable	\$135.00
Belt Clip for all handsets		
Basestation Accessories		
External Antenna Kit	Not Applicable	\$295.00
PoE to 9v Adaptor Kit	Not Applicable	\$125.00

TIPT DECT EQUIPMENT MAINTENANCE – FEES AND CHARGES*

Maintenance Service	Fee
Handsets	
Polycom Kirk 4020, 4040, 5020, 5040 & Soundstation 2W (for purchased equipment only)	\$7.00 (per month for each handset) after the initial 12 month period**
Polycom Kirk 4080 (for purchased equipment only)	\$20.00 (per month for each Handset) after the initial 12 month period**
Basestations and Repeaters	
KWS300 Basestation (for purchased equipment only)	\$11.00 (per month for each basestation) after the initial 12 month period**
KWS600v3IP Basestation (for purchased equipment only)	\$35.00 (per month for each basestation) after the initial 12 month period**
KWS6000 Server (for purchased equipment only)	\$25.00 (per month for each basestation) after the initial 12 month period**
KWS6000 Server Basestation (for purchased equipment only)	\$20.00 (per month for each basestation) after the initial 12 month period**
KWS6000 Server Media Resource (for purchased equipment only)	\$40.00 (per month for each basestation) after the initial 12 month period**
KWS6000 Server G729 Codec Module (for purchased equipment only)	\$20.00 (per month for each basestation) after the initial 12 month period**
2 channel multi cell repeater (for purchased equipment only)	\$14.00 (per month for each repeater) after the initial 12 month period**
4 channel multi cell repeater (for purchased equipment only)	\$10.00 (per month for each repeater) after the initial 12 month period**

* TIPT DECT equipment maintenance is included with rental TIPT DECT equipment at no additional charge.

** If you have selected to purchase TIPT DECT equipment in the table above, you will receive maintenance from us for that TIPT DECT equipment at no additional charge for up to 12 months after the date you purchase the TIPT DECT equipment from us, provided you continue your TIPT service during that time. Telstra will charge you for maintenance you ask us to provide for your purchased TIPT DECT equipment after the first 12 months. Maintenance services are only available while you have a TIPT service.

TIPT DECT DEPLOYMENT SERVICES - FEES AND CHARGES

Deployment Service	Fee
Standard Installation	
Day Rate (8 hours)	\$1,600.00 (per day)
1/2 Day Rate (4 hours)	\$850.00 (per 4 hours)
Travel (per hour)	\$120.00 (per hour)
Site Survey (4 hours)	\$850.00 (per 4 hours)
Site Survey Extra Hours	\$225.00 (per hour)
Complex Installation	
Cherry Picker (per day)	\$600.00 (per day)

Deployment Service	Fee
Standard Installation	
After Hours Day Rate (8 Hours)	\$2,400.00 (per day)
After Hours 1/2 Day (4hours)	\$1,250.00 (per 4 hours)
After Hours Travel (per hour)	\$180.00 (per hour)

CUSTOMISED DESKTOP CLIENTS – FEES AND CHARGES

TELSTRA TELEPHONY TOOLBAR

Establishment fee (excl. GST)	Monthly fee (per customised client) (ex GST)	Adds, moves and changes fee (excl. GST)
\$2,130.00	\$75	\$1820.00

MIRECEPTION DESKTOP CLIENT*

Establishment fee (excl. GST)	Monthly fee (per customised client) (ex GST)	Adds, moves and changes fee (excl. GST)
\$2,130.00	\$75	\$1820.00

* You must have a miReception Console optional user feature package to take up the customised miReception desktop client.

8 OPTIONAL SERVICES FOR TIPT DESKTOP CLIENTS

A. Installation and testing services

Optional service	Daily fee (excl. GST)	Estimated number of days
Installation and testing services	\$1820.00	

B. Fault resolution

Optional service	Fees
Fault resolution	\$540 for the first 3 hours \$180 for each hour after the first 3 hours

9 TIPT BUNDLES

Bundle Type	Bundles Name	Monthly fee (per Bundle) (excl. GST)
Executive Bundles	TIPT Clarity	\$55.50

	TIPT Clarity Plus	\$75.50
	TIPT Vivid	\$38.50
	TIPT Vivid plus	\$62.50
Receptionist Bundles	TIPT Quest	\$46.50
	TIPT Quest-R	\$215.50
Office Worker Bundles	TIPT Reach	\$31.00
	TIPT Active	\$29.00
	TIPT Active Plus	\$45.00

SCHEDULE 3 - DATA SERVICES

SERVICE START DATE: The date the last party signs the Agreement.

SERVICE SCHEDULE TERM: 3 years.

SERVICE TERMS

1 SERVICE DESCRIPTION

1.1 The Data Services are described in the Attachment to this Service Schedule.

2 PRICING

- 2.1 All prices for the Data Services and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule.
- 2.2 The prices and discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.3 All prices set out in this Service Schedule are GST exclusive, unless otherwise stated.

3 TERM AND TERMINATION

- 3.1 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term unless terminated or renewed.

EARLY TERMINATION CHARGE

- 3.2 If during the Service Schedule Term a Service is cancelled or terminated for any reason other than for our material breach, we may charge you any waived Service charges and an amount calculated as follows:

A x B x 25%

"A" = the average Service charges paid or payable each month by you for the Service up to the date of cancellation.

"B" = the number of months (or part of a month) remaining in the Service Schedule Term.

You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

4 DEFINITIONS

- 4.1 In this Service Schedule, unless otherwise stated:

Base Price means the GST exclusive price set out in Our Customer Terms for the Service before applying any Flexi-Plan or other discount plan described in Our Customer Terms, and excludes any weekend rates, pricing packages, spot specials, capped calls or other promotional offers.

First Year means the 12 month period up to but not including the first anniversary of the Service Start Date.

Quarter means a full 3 calendar month period commencing on 1 July, 1 October, 1 January and 1 April in any year.

Second Year means the 12 month period immediately following the First Year.

Spend means the GST exclusive amount of money that we bill you.

Att 1 to Schedule 3 - Pricing

SERVICES	PRICING / DISCOUNTS	
Business IP is an Internet Protocol based data network solution comprising IP connectivity and one or more of the following standard connections for each site:	Standard Installation Charges	For the First Year, Price List attached as Att 5 to Schedule 3 less %
<ul style="list-style-type: none"> • Telstra Business IP ADSL Service, an asymmetrical digital subscriber line (ADSL) service ("ADSL site service"); • Telstra Business IP Ethernet Lite Service, an Ethernet Lite (Business DSL) service ("Ethernet Lite site service"); • Telstra Business IP Frame Relay Service, a Frame Relay service ("Frame Relay site service"); or • Telstra Business IP Ethernet Service, an IP MAN service ("IP MAN site service"). • Telstra Business IP Broadband (NBN) service, a NBN service ("Broadband (NBN) site service") 	Business IP – Ethernet Lite Service	100
	Business IP – Ethernet (CBD/Metro)	100
	Access Speeds up to 1Gbps	
	Business IP – Ethernet (Urban)	100
	Business IP – Ethernet (Regional)	100
	Business IP - ADSL Service (including High Speed ADSL)	100
	Monthly Site Service Fees	Price List attached as Att 5 to Schedule 3 less %
	Business IP - Ethernet Lite (Metro)	47
	Business IP - Ethernet Lite (Regional)	47
	Business IP – Ethernet (CBD/Metro)	45
	Access Speeds up to 1Gbps	
	Business IP – Ethernet (Urban)	25
	Business IP – Ethernet (Regional)	15
	Business IP – ADSL	30
	Access Speeds 512K/128K, 512K/512K and 1.5M/256K	
Conditions:		
<ul style="list-style-type: none"> • The connection charges above do not include any charges relating to any cabling and any other equipment that is required to connect from the Network Boundary Point to your equipment. • If you request us to relocate this Business IP connection charges set out in the Price List attached will apply. • Installation discount applies to standard installations only 		
Connect IP is an Internet Protocol based data network solution that provides IP connectivity to Telstra's Internet Direct Service (but not Internet access or usage) and one or more of the following IP WAN standard connections for each site:	Installation Charges	For the First Year, Price List attached as Att 6 to Schedule 3 less %
<ul style="list-style-type: none"> • Telstra Connect IP DSL Service, an asymmetrical digital subscriber line 	Connect IP - ADSL Service (including High Speed ADSL)	100

SERVICES	PRICING / DISCOUNTS
(ADSL) service and supplied equipment for each site ("ADSL site service");	Connect IP - Ethernet Lite Service 100
• Telstra Connect IP Ethernet Lite Service, an Ethernet Lite (Business DSL) service and supplied equipment for each site ("Ethernet Lite site service");	Connect IP - Frame Relay Service 100
• Telstra Connect IP Ethernet Service, an Ethernet Single Uplink service and supplied equipment for each site ("Ethernet site service");	Connect IP - Ethernet Service (for CBD) 100
• Telstra Connect IP Frame Relay Service, a Frame Relay service and supplied equipment for each site ("Frame Relay site service");	Connect IP - Ethernet Service (for Metro) 100
• Telstra Connect IP Next G primary service and supplied equipment for each site ("Next G™ site service");	Connect IP - Ethernet Service (for Urban) 100
• Telstra Connect IP Broadband (NBN) Service, an asymmetrical NBN service and supplied equipment for each site ("Broadband (NBN) site service").	Connect IP - Ethernet Service (for Regional) 100
A Next G™ service may also be used as a service backup if the primary access fails ("Next G™ Back Up service"). Note that the Next G™ Back Up service is not available as a service backup if the Next G™ site service is the primary access service.	Monthly Site Service Fees Price List attached as Att 6 to Schedule 3 less %
	Connect IP – DSL Standard & Managed Services 30 Access Speeds 256k/64k, 512K/128K, 512K/512K and 1.5M/256K
	Connect IP – DSL Standard & Managed Services 10 High Speed ADSL
	Connect IP – DSL Managed with End to End DCoS 20 Access Speeds 512K/128K, 512K/512K and 1.5M/256K
	Connect IP – Ethernet Lite (CBD) 50
	Connect IP – Ethernet Lite (Metro) 50
	Connect IP – Ethernet Lite (Urban) 50
	Connect IP – Ethernet Lite (Regional) 50
	Connect IP – Frame Relay 50 Access speeds below 512k
	Connect IP – Frame Relay 50 Access Speeds 512k and above
	Connect IP – Ethernet (for CBD & Metro) 50
	Connect IP – Ethernet (for Urban) 35
	Connect IP – Ethernet (for Regional) 25
	Conditions: • No other discounts, special pricing plans or other promotional offers apply.

Ethernet Lite is a broadband data carriage service that offers symmetric data rates.

Connection charges	For the First Year, Base Price less %
Network Connection Charges	100

Conditions:

- This discount does not apply to any other type of connection or once-off fees except as specified above including any Network Extension Charge or Service Extension Charge (where applicable).

Monthly charges	Base Price less %
Monthly Ethernet Lite site charges	40

Conditions:

- No other discounts, special pricing plans or other promotional offers apply.

Ethernet MAN is an Ethernet over fibre data networking service. You can also apply for Ethernet MAN EVPL as an Ethernet MAN option.

Connection Charges- Ethernet MAN "standard" and EVPL	For the First Year, Base Price less %
Single uplink connection	100

Conditions:

- The connection charges above do not include any charges relating to any cabling and any other equipment that is required to connect from the Ethernet MAN switch to your equipment, any network extension charges or service extension charges (if applicable).

Bandwidth & Port Charges- Ethernet MAN "standard" and EVPL	Base Price less %
Single uplink connection	Bandwidth charges 52

Conditions:

- No other discounts, special pricing plans or other promotional offers apply.

Frame Relay is a frame-switched data carriage network connecting intelligent endpoints within Australia.

Centralised Help Desk means a help desk which in our opinion provides:

- initial diagnostics;

Frame Relay - Connection Charges	For the First Year, Base Price less %

<ul style="list-style-type: none"> • screening of End User service difficulties; and • a central point of contact for reporting of all faults to us concerning all Frame Relay Services, <p>and ensures its users direct all reports of Frame Relay Services difficulties to your centralised help desk facility and not to us.</p>	<p>Connection for:</p> <ul style="list-style-type: none"> • New Standard Frame Relay Access 64 kbit/s to 1984 kbit/s • Frame Relay Access converting from DDS • Rearranging Permanent Virtual Circuit • Change of Access data rate fee: between 64 kbit/s to 1984 kbit/s or between 2 Mbit/s to 44 Mbit/s; • Change of service interface 	100				
Conditions:						
<ul style="list-style-type: none"> • No other type of once-off charges is waived, including any Network Extension Charge, Property Connection Charge or Service Extension Charge (where applicable). 						
<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Frame Relay Permanent Virtual Circuit Charges</th> <th style="text-align: left;">Base Price less %</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Monthly Permanent Virtual Circuit service charges - Interstate</td> <td style="padding: 5px; text-align: center;">50</td> </tr> </tbody> </table>	Frame Relay Permanent Virtual Circuit Charges	Base Price less %	Monthly Permanent Virtual Circuit service charges - Interstate	50		
Frame Relay Permanent Virtual Circuit Charges	Base Price less %					
Monthly Permanent Virtual Circuit service charges - Interstate	50					
Conditions:						
<ul style="list-style-type: none"> • You must operate a Centralised Help Desk. • No other discounts, special pricing plans or other promotional offers apply 						
<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Frame Relay Access Charges</th> <th style="text-align: left;">Base Price less %</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Monthly access charges – Metropolitan Bandwidth 64 kbit/s to 1984 kbit/s</td> <td style="padding: 5px; text-align: center;">50</td> </tr> </tbody> </table>	Frame Relay Access Charges	Base Price less %	Monthly access charges – Metropolitan Bandwidth 64 kbit/s to 1984 kbit/s	50		
Frame Relay Access Charges	Base Price less %					
Monthly access charges – Metropolitan Bandwidth 64 kbit/s to 1984 kbit/s	50					
Conditions:						
<ul style="list-style-type: none"> • The above discounts only apply to the following regions and distances: • Metropolitan – Metro local calling area and Metro non-local calling area up to (and including) 50km • No other discounts, special pricing plans or other promotional offers apply. 						
<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Frame Relay Access Charges</th> <th style="text-align: left;">Base Price less %</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Monthly access charges – Regional All bandwidths</td> <td style="padding: 5px; text-align: center;">50</td> </tr> </tbody> </table>	Frame Relay Access Charges	Base Price less %	Monthly access charges – Regional All bandwidths	50		
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Conditions:						
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	<p>the following regions and distances:</p> <ul style="list-style-type: none"> • Regional – locations outside Metropolitan areas • No other discounts, special pricing plans or other promotional offers apply. 																		
IP MAN connects one or more sites using fibre connections.																			
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IP MAN Connection charges	For the First Year, Base Price less %																		
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IPMAN Single Uplink Regional	100																		
IP MAN Wide Area Port	100																		
IP MAN Wide Area Port Back Up	100																		

Conditions:

- The connection charges above do not include any charges relating to any cabling and any other equipment that is required to connect from the IP MAN Network Boundary Point to your equipment.
- If you request us to relocate this IP MAN Single Uplink Speeds >1GB (CBD, Business, Metro Zone), IP MAN Link Connection charges set out in the Price List attached will apply.
- The pricing above is subject to a feasibility study, and may change as a result.

IP MAN Access charges	Base Price less %
Annual Access Bandwidth charges - Single Uplink CBD, Business, Metro Access speeds up to 1,000 Mbps	52
IP MAN Access charges	Price List attached as <u>0</u>Att-2 to Schedule 3 less %
Annual Access Bandwidth charges - Dual Site Diverse Access CBD,	52

	Business, Metro Access speeds up to 1,000 Mbps											
	IP MAN Access charges	Base Price less %										
	Annual Access Bandwidth charges – Dual Uplink & Fully Redundant CBD, Business, Metro	52										
	IP MAN Access charges	Base Price less %										
	Annual Interconnect Charge (Aggregate Model) - IP MAN to IP WAN	85										
	IP MAN Access charges	Price List attached as Att 3 to Schedule 3 less %										
	Access Bandwidth charges – IPMAN Single Uplink Urban Access speeds 2 Mbps to 10 Mbps	25										
	IP MAN Access charges	Price List attached as Att 3 to Schedule 3 less %										
	Access Bandwidth charges – IPMAN Single Uplink Regional	15										
Conditions:												
<ul style="list-style-type: none"> No other discounts, special pricing plans or other promotional offers apply. 												
IP Value Added Services (IP VAS) Packages are bundled products and services that we can provide as part of your IP Solution to enhance the functionality of your IP Networking Service. Value Added Services include:												
Internet Gateway Packages You can choose from the following three types of internet gateway packages: <ul style="list-style-type: none"> standard internet gateway package; enhanced internet gateway package; and premium internet gateway package. The following Remote Connection options are available with the Internet Gateway Packages: <ul style="list-style-type: none"> Client to Site (IPSec VPN); and Site to Site (IPSec VPN) Extranet Gateway Package provides a connection between your IP Networking Service and an IP Networking Service that												
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IP VAS Monthly charges	Base Price less %											
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<p>we provide to another customer of ours.</p> <p>Hosting Gateway Package comprises of several features that allow you to improve the functionality of the connection between your IP Networking Service and a hosting service we provide you. You can choose either:</p> <ul style="list-style-type: none"> • A standard hosting gateway package; or • A premium hosting gateway package. <p>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.</p>									
<p>IP WAN (previously known as Telstra Private IP Solutions) connects at least one site to an exchange</p>	<table border="1" data-bbox="674 819 1441 931"> <tr> <th>Connection charges</th> <th>For the First Year, Base Price less %</th> </tr> <tr> <td>IP WAN connection</td> <td>100</td> </tr> </table> <table border="1" data-bbox="674 976 1441 1088"> <tr> <th>Monthly charges</th> <th>Base Price less %</th> </tr> <tr> <td>IP WAN Monthly Port charges</td> <td>60</td> </tr> </table> <p>Conditions:</p> <ul style="list-style-type: none"> • No other discounts, special pricing plans or other promotional offers apply. 	Connection charges	For the First Year, Base Price less %	IP WAN connection	100	Monthly charges	Base Price less %	IP WAN Monthly Port charges	60
Connection charges	For the First Year, Base Price less %								
IP WAN connection	100								
Monthly charges	Base Price less %								
IP WAN Monthly Port charges	60								
<p>IP Wireless allows end users to access sites using wireless technology</p>	<table border="1" data-bbox="674 1279 1441 1391"> <tr> <th>Connection Charges</th> <th>For the First Year, Base Price less %</th> </tr> <tr> <td>IP Wireless Connection charge</td> <td>100</td> </tr> </table> <table border="1" data-bbox="674 1436 1441 1548"> <tr> <th>Monthly Charges</th> <th>Base Price less %</th> </tr> <tr> <td>IP Wireless Monthly Port charge</td> <td>50</td> </tr> </table> <p>Conditions:</p> <ul style="list-style-type: none"> • These charges are in addition to GPRS, 3G and Next G™ charges. • No other discounts, special pricing plans or other promotional offers apply. <p>Telstra Internet Direct gives you high performance dedicated connection to the internet that lets you connect to the Internet via our points of presence around Australia</p>	Connection Charges	For the First Year, Base Price less %	IP Wireless Connection charge	100	Monthly Charges	Base Price less %	IP Wireless Monthly Port charge	50
Connection Charges	For the First Year, Base Price less %								
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IP WAN (previously known as Telstra Private IP Solutions) connects at least one site to an exchange.	<p>Monthly Port Charge - ADSL IP Access</p> <p>Price List below less 60%</p> <table> <tbody> <tr> <td>ADSL WAN Dynamic 1.5M/256K</td> <td>\$247.52</td> </tr> <tr> <td>ADSL WAN Dynamic 256K/64K</td> <td>\$110.50</td> </tr> <tr> <td>ADSL WAN Dynamic 512K/128K</td> <td>\$163.80</td> </tr> <tr> <td>ADSL WAN Data Transfer 1.5M/256K</td> <td>\$190.40</td> </tr> <tr> <td>ADSL WAN Data Transfer 256K/64K</td> <td>\$85.00</td> </tr> <tr> <td>ADSL WAN Data Transfer 512K/128K</td> <td>\$126.00</td> </tr> </tbody> </table>	ADSL WAN Dynamic 1.5M/256K	\$247.52	ADSL WAN Dynamic 256K/64K	\$110.50	ADSL WAN Dynamic 512K/128K	\$163.80	ADSL WAN Data Transfer 1.5M/256K	\$190.40	ADSL WAN Data Transfer 256K/64K	\$85.00	ADSL WAN Data Transfer 512K/128K	\$126.00						
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IP MAN (previously known as Telstra Wideband IP) connects sites using fibre connections. IP MAN can also connect one site area using fibre connections.	<p>IP MAN Wide Area Port</p> <p>Annual Interconnect Bandwidth Charges</p> <ul style="list-style-type: none"> IP MAN Wide Area Port (per Service Model) as per the below table. <table border="1"> <thead> <tr> <th></th> <th>GST exclusive</th> </tr> </thead> <tbody> <tr> <td>64 Kbit/s</td> <td>\$1,884.00</td> </tr> <tr> <td>128 Kbit/s</td> <td>\$3,067.51</td> </tr> <tr> <td>256Kbit/s</td> <td>\$4,879.20</td> </tr> <tr> <td>384Kbit/s</td> <td>\$5,905.54</td> </tr> <tr> <td>512Kbit/s</td> <td>\$6,735.64</td> </tr> <tr> <td>768Kbit/s</td> <td>\$7,903.97</td> </tr> <tr> <td>1 Mbit/s</td> <td>\$8,019.73</td> </tr> <tr> <td>2 Mbit/s</td> <td>\$10,865.52</td> </tr> </tbody> </table>		GST exclusive	64 Kbit/s	\$1,884.00	128 Kbit/s	\$3,067.51	256Kbit/s	\$4,879.20	384Kbit/s	\$5,905.54	512Kbit/s	\$6,735.64	768Kbit/s	\$7,903.97	1 Mbit/s	\$8,019.73	2 Mbit/s	\$10,865.52
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	4 Mbit/s	\$13,081.71
	6 Mbit/s	\$15,653.37
	8 Mbit/s	\$18,868.53
	10 Mbit/s	\$23,339.97
	12 Mbit/s	\$27,828.36
	14 Mbit/s	\$32,254.24
	16 Mbit/s	\$36,512.25
	18 Mbit/s	\$40,959.31
	20 Mbit/s	\$45,124.05
	22 Mbit/s	\$49,537.54
	24 Mbit/s	\$53,933.04
	26 Mbit/s	\$58,310.04
	28 Mbit/s	\$62,670.51
	30 Mbit/s	\$67,012.48
	32 Mbit/s	\$71,337.75
	34 Mbit/s	\$75,644.72
	40 Mbit/s	\$88,832.98
	50 Mbit/s	\$110,063.85
	60 Mbit/s	\$131,575.83
	70 Mbit/s	\$153,087.81
	80 Mbit/s	\$174,599.79
	90 Mbit/s	\$196,111.77
	100 Mbit/s	\$216,000.01
	150 Mbit/s	\$322,875.00

Att 2 to Schedule 3 - IPMAN - Dual site Diverse Access Price List

(All prices in this Price List are GST exclusive and current as at 1 November 2012)

CONNECTION CHARGES		
CBD Zone	Business Zone	Metropolitan Zone
\$10,000	\$12,000	\$15,000

BANDWIDTH CHANGE
\$100.00

ANNUAL ACCESS BANDWIDTH CHARGE – IPMAN DUAL SITE DIVERSE ACCESS						
Site Access Speed	CBD Zone		Business Zone		Metro Zone	
	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS
2Mbps	\$17,820.00	\$20,505.00	\$23,150.00	\$26,615.00	\$38,865.00	\$44,710.00
4Mbps	\$18,440.00	\$21,200.00	\$23,935.00	\$27,515.00	\$40,175.00	\$46,200.00
6Mbps	\$19,185.00	\$22,060.00	\$24,895.00	\$28,635.00	\$41,795.00	\$48,060.00
8Mbps	\$20,415.00	\$23,485.00	\$26,500.00	\$30,480.00	\$44,505.00	\$51,180.00
10Mbps	\$22,505.00	\$25,875.00	\$29,135.00	\$33,500.00	\$48,785.00	\$56,100.00
12mbps	\$27,440.00	\$31,560.00	\$35,515.00	\$40,845.00	\$52,335.00	\$60,195.00
14Mbps	\$32,380.00	\$37,235.00	\$42,000.00	\$48,290.00	\$55,505.00	\$63,830.00
16Mbps	\$37,315.00	\$42,925.00	\$48,290.00	\$55,545.00	\$58,385.00	\$67,155.00
20Mbps	\$40,125.00	\$46,145.00	\$52,220.00	\$60,065.00	\$63,580.00	\$73,110.00
30Mps	\$45,840.00	\$52,630.00	\$60,295.00	\$69,210.00	\$73,575.00	\$84,845.00
40Mbps	\$50,485.00	\$58,060.00	\$66,665.00	\$76,670.00	\$82,690.00	\$95,095.00
50Mbps	\$54,275.00	\$62,415.00	\$71,980.00	\$82,790.00	\$89,985.00	\$103,490.00
60Mbps	\$57,690.00	\$66,345.00	\$76,845.00	\$88,365.00	\$96,415.00	\$110,885.00
70Mbps	\$60,620.00	\$69,710.00	\$80,995.00	\$93,155.00	\$102,285.00	\$117,625.00
80Mbps	\$63,430.00	\$72,930.00	\$84,935.00	\$97,675.00	\$107,560.00	\$123,700.00
90Mbps	\$65,870.00	\$75,745.00	\$88,505.00	\$101,795.00	\$108,345.00	\$125,445.00
100Mbps	\$68,180.00	\$78,415.00	\$91,870.00	\$105,650.00	\$109,090.00	\$129,325.00
150Mbps	\$77,940.00	\$89,635.00	\$105,840.00	\$121,725.00	\$127,255.00	\$146,350.00
200Mbps	\$85,745.00	\$98,610.00	\$117,050.00	\$134,615.00	\$141,935.00	\$163,220.00
300Mbps	\$98,060.00	\$112,775.00	\$134,960.00	\$155,210.00	\$165,560.00	\$190,390.00
400Mbps	\$107,700.00	\$123,855.00	\$149,175.00	\$171,555.00	\$184,715.00	\$212,410.00
500Mbps	\$115,995.00	\$133,395.00	\$161,320.00	\$185,510.00	\$200,995.00	\$231,145.00

600Mbps	\$123,200.00	\$141,675.00	\$171,940.00	\$197,735.00	\$215,405.00	\$247,720.00
800Mbps	\$135,400.00	\$155,700.00	\$190,200.00	\$218,740.00	\$240,290.00	\$276,330.00
1000Mbps	\$145,765.00	\$167,625.00	\$205,695.00	\$236,540.00	\$261,595.00	\$300,830.00

Att 3 to Schedule 3 - IPMAN Urban Zone Single Uplink - Price List

(All prices in this Price List are GST exclusive)

ANNUAL ACCESS CHARGES		
Bandwidth	Data Transfer Class of Service	Dynamic Class of Service
2 Mbit/s	\$39,614.40	\$43,570.80
4 Mbit/s	\$42,739.20	\$47,010.60
6 Mbit/s	\$45,864.00	\$48,988.80
8 Mbit/s	\$50,450.40	\$53,890.20
10 Mbit/s	\$52,126.20	\$57,330.00
12 Mbit/s	\$53,802.00	\$59,182.00
14 Mbit/s	\$55,478.00	\$61,026.00
16 Mbit/s	\$57,154.00	\$62,869.00
20 Mbit/s	\$67,750.20	\$74,529.00
30 Mbit/s	\$75,050.00	\$82,555.00
40 Mbit/s	\$83,374.00	\$91,712.00
50 Mbit/s	\$95,898.60	\$105,487.20
60 Mbit/s	\$105,499.00	\$116,048.00
70 Mbit/s	\$110,799.00	\$121,878.00
80 Mbit/s	\$115,099.00	\$126,608.00
90 Mbit/s	\$120,299.00	\$132,328.00
100 Mbit/s	\$125,092.80	\$137,592.00
150 Mbit/s	\$148,060.00	\$163,746.00
200 Mbit/s	\$175,130.00	\$192,643.00

CONNECTION AND OR SITE RELOCATION CHARGE:

\$15,000.00

Att 4 to Schedule 3 - IPMAN Regional Zone Single Uplink - Price List

(All prices in this Price List are GST exclusive)

ANNUAL ACCESS CHARGES		
Bandwidth	Data Transfer Class of Service	Dynamic Class of Service
2 Mbit/s	\$47,772.00	\$52,548.00
4 Mbit/s	\$51,540.00	\$56,700.00
6 Mbit/s	\$55,308.00	\$59,076.00
8 Mbit/s	\$60,840.00	\$64,992.00
10 Mbit/s	\$62,868.00	\$69,144.00
12 Mbit/s	\$64,884.00	\$71,364.00
14 Mbit/s	\$66,912.00	\$73,596.00
16 Mbit/s	\$68,928.00	\$75,816.00
20 Mbit/s	\$81,708.00	\$89,880.00
30 Mbit/s	\$90,516.00	\$99,564.00
40 Mbit/s	\$100,548.00	\$110,604.00
50 Mbit/s	\$115,656.00	\$127,212.00
60 Mbit/s	\$127,236.00	\$139,956.00
70 Mbit/s	\$133,620.00	\$146,988.00
80 Mbit/s	\$138,804.00	\$152,688.00
90 Mbit/s	\$145,080.00	\$159,588.00
100 Mbit/s	\$150,864.00	\$165,936.00

CONNECTION AND OR SITE RELOCATION CHARGE:
\$20,000.00

Att 5 to Schedule 3 - Business IP - Price List

(All prices in this Price List are GST exclusive and current as at 1 November, 2012.)

TELSTRA BUSINESS IP - ADSL

STANDARD INSTALLATION		
Site Access Speed		
256/64K		\$150.00
512K/128K		\$150.00
1.5M/256K		\$150.00
512K/512K		\$150.00
High Speed ADSL		\$150.00

Monthly Site Service Fees		
Site Access Speed	Standard	Dynamic
256/64K	\$160.00	\$185.50
512K/128K	\$216.00	\$253.80
1.5M/256K	\$315.40	\$372.52
512K/512K	\$315.40	\$372.52
High Speed ADSL	\$345.00	Not Available

Fee for Service		
Any additional work done on your Premises to install any part of the service	Fee for service as quoted at time of installation	
Non standard installation & connection applies to difficult locations, terrain, dwelling unit obstacles or commercial premises	Fee for service as quoted at time of installation	

Fee for Service Additional Management Services		
Simple Software Reconfiguration Changes	\$20 per 15 minutes or part thereof	
Complex Software Reconfiguration Changes	\$45 per 15 minutes or part thereof	
Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)	
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof	

TELSTRA BUSINESS IP - ETHERNET LITE (BUSINESS DSL)

STANDARD INSTALLATION		
Site Access Speed		
128K		\$600
256K		\$600
512K		\$600

1M	\$600
1.5M	\$600
2M	\$600
3M	\$600
4M	\$600
5M	\$600
6M	\$600
8M	\$600
10M	\$600

Monthly Site Service Fees**CBD**

Site Access Speed	Standard	Dynamic
128K	\$378.00	\$539.00
256K	\$552.00	\$735.00
512K	\$831.00	\$1,050.00
1M	\$1,256.00	\$1,530.00
1.5M	\$1,661.00	\$1,988.00
2M	\$2,067.00	\$2,447.00
3M	\$2,850.00	\$3,305.00
4M	\$3,355.00	\$3,855.00
5M	\$3,672.00	\$4,313.00
6M	\$3,884.00	\$4,618.00
8M	\$4,413.00	\$5,381.00
10M	\$5,092.00	\$6,166.00

Metropolitan

Site Access Speed	Standard	Dynamic
128K	\$378.00	\$539.00
256K	\$552.00	\$735.00
512K	\$831.00	\$1,050.00
1M	\$1,256.00	\$1,530.00
1.5M	\$1,661.00	\$1,988.00
2M	\$2,067.00	\$2,447.00
3M	\$2,850.00	\$3,305.00
4M	\$3,355.00	\$3,855.00
5M	\$3,672.00	\$4,313.00
6M	\$3,884.00	\$4,618.00

8M	\$4,413.00	\$5,381.00
10M	\$5,092.00	\$6,166.00
Urban		
Site Access Speed	Standard	Dynamic
128K	\$506.00	\$661.00
256K	\$711.00	\$885.00
512K	\$1,030.00	\$1,232.00
1M	\$1,504.00	\$1,749.00
1.5M	\$1,959.00	\$2,245.00
2M	\$2,408.00	\$2,734.00
3M	\$3,305.00	\$3,690.00
4M	\$3,880.00	\$4,300.00
5M	\$4,888.00	\$5,204.00
6M	\$5,560.00	\$5,806.00
8M	\$6,312.00	\$6,646.00
10M	\$7,007.20	\$7,899.00
Regional		
Site Access Speed	Standard	Dynamic
128K	\$506.00	\$661.00
256K	\$711.00	\$885.00
512K	\$1,030.00	\$1,232.00
1M	\$1,504.00	\$1,749.00
1.5M	\$1,959.00	\$2,245.00
2M	\$2,408.00	\$2,734.00
3M	\$3,305.00	\$3,690.00
4M	\$3,880.00	\$4,300.00
5M	\$4,888.80	\$5,204.00
6M	\$5,560.00	\$5,806.00
8M	\$6,312.00	\$6,646.00
10M	\$7,007.20	\$7,899.00
Multicast		
Access Bandwidth	Monthly Charge	
256K	\$107.00	
512K	\$189.00	
1M	\$285.60	
2M – 10M	\$517.40	

Fee for Service	
Any additional work done on your Premises to install Ethernet Lite access	Fee for service as quoted at time of installation
Non-standard installation & connect	Fee for service as quoted at time of installation.
Fee for Service Additional Management Services	
Simple Software Reconfiguration Changes	\$20 per 15 minutes or part thereof
Complex Software Reconfiguration Changes	\$45 per 15 minutes or part thereof
Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof

TELSTRA BUSINESS IP - FRAME RELAY

STANDARD INSTALLATION		
Site Access Speed		
128K		\$1,500
256K		\$1,500
512K		\$1,500
1M		\$1,500
1.5M		\$1,500
2M		\$1,500
Monthly Site Service Fees		
Metropolitan		
Site Access Speed	Standard	Dynamic
128K	\$670.00	\$845.00
256K	\$1,010.00	\$1,223.00
512K	\$1,460.00	\$1,724.00
1M	\$1,910.00	\$2,224.00
1.5M	\$2,585.00	\$2,975.00
2M	\$3,260.00	\$3,726.00
Regional		
Site Access Speed	Standard	Dynamic
128K	\$1,285.00	\$1,493.00
256K	\$1,920.00	\$2,063.00
512K	\$2,760.00	\$3,095.00
1M	\$4,200.00	\$4,657.00
1.5M	\$4,580.00	\$5,070.00

2M	\$4,960.00	\$5,483.00
Multicast		
Access Bandwidth		Monthly Charge
256K		\$107.00
512K		\$189.00
1M		\$285.60
2M		\$517.40
Fee for Service		
Any additional work done on your Premises to install Frame Relay access		Fee for service as quoted at time of installation
Non-standard installation & connect		Fee for service as quoted at time of installation.
Fee for Service Additional Management Services		
Simple Software Reconfiguration Changes		\$20 per 15 minutes or part thereof
Complex Software Reconfiguration Changes		\$45 per 15 minutes or part thereof
Network Design Consultancy		\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit		\$20 per 15 minutes or part thereof

TELSTRA BUSINESS IP – ETHERNET

STANDARD INSTALLATION				
Service	CBD	Metro	Urban	Regional
Single Uplink ≤1GB	\$10,000	\$12,000	\$15,000	\$20,000
Dual Access ≤1GB	\$15,000	\$20,000	POA	POA
Dual Site Diverse Access (Per Solution)	\$20,000	\$20,000		
Fully Redundant ≤1GB	\$20,000	\$25,000	POA	POA
Single Uplink >1GB	\$60,000	\$60,000	N/A	N/A
Fully Redundant >1GB	\$60,000	\$60,000	N/A	N/A

BANDWIDTH CHANGE	
	\$250

ANNUAL SITE SERVICE RENTAL – BUSINESS IP ETHERNET SINGLE UPLINK								
Site Access Speed	CBD Zone		Metro Zone		Urban Zone		Regional Zone	
	Data Transfer	DCoS						
2Mbps	\$24,804.00	\$29,532.00	\$26,976.00	\$32,484.00	\$51,564.00	\$55,524.00	\$60,852.00	\$65,520.00

ANNUAL SITE SERVICE RENTAL – BUSINESS IP ETHERNET SINGLE UPLINK

Site Access Speed	CBD Zone		Metro Zone		Urban Zone		Regional Zone	
	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS
4Mbps	\$36,300.00	\$42,108.00	\$40,260.00	\$46,560.00	\$61,128.00	\$68,664.00	\$72,132.00	\$81,024.00
6Mbps	\$44,436.00	\$55,932.00	\$47,064.00	\$59,268.00	\$70,680.00	\$73,800.00	\$83,400.00	\$87,096.00
8Mbps	\$53,700.00	\$66,360.00	\$56,636.00	\$71,748.00	\$80,244.00	\$84,492.00	\$94,680.00	\$99,696.00
10Mbps	\$63,588.00	\$77,808.00	\$67,896.00	\$82,212.00	\$89,076.00	\$100,416.00	\$105,108.00	\$118,488.00
12mbps	\$69,348.00	\$85,032.00	\$77,496.00	\$93,696.00	\$96,780.00	\$103,632.00	\$114,192.00	\$122,280.00
14Mbps	\$74,796.00	\$91,044.00	\$83,160.00	\$99,948.00	\$104,568.00	\$111,708.00	\$123,396.00	\$131,820.00
16Mbps	\$78,804.00	\$96,276.00	\$86,892.00	\$104,388.00	\$114,072.00	\$122,184.00	\$134,604.00	\$144,168.00
20Mbps	\$83,976.00	\$101,832.00	\$92,832.00	\$110,568.00	\$133,080.00	\$145,428.00	\$157,032.00	\$171,600.00
30Mps	\$108,108.00	\$127,500.00	\$116,640.00	\$136,164.00	\$167,364.00	\$181,848.00	\$197,496.00	\$214,584.00
40Mbps	\$130,812.00	\$152,400.00	\$142,368.00	\$173,244.00	\$201,552.00	\$218,280.00	\$237,828.00	\$257,568.00
50Mbps	\$148,320.00	\$171,036.00	\$162,936.00	\$185,796.00	\$241,224.00	\$260,844.00	\$284,640.00	\$307,800.00
60Mbps	\$162,936.00	\$185,868.00	\$178,032.00	\$201,228.00	\$275,940.00	\$299,448.00	\$325,620.00	\$353,340.00
70Mbps	\$173,412.00	\$196,440.00	\$189,792.00	\$212,604.00	\$305,472.00	\$332,520.00	\$360,456.00	\$392,364.00
80Mbps	\$182,916.00	\$206,736.00	\$199,524.00	\$223,248.00	\$334,776.00	\$363,768.00	\$395,028.00	\$429,252.00
90Mbps	\$190,284.00	\$215,184.00	\$207,276.00	\$232,260.00	\$364,284.00	\$395,340.00	\$429,864.00	\$466,500.00
100Mbps	\$196,260.00	\$221,496.00	\$214,668.00	\$240,060.00	\$386,580.00	\$423,492.00	\$456,168.00	\$499,728.00
150Mbps	\$235,560.00	\$265,272.00	\$254,880.00	\$284,952.00				
200Mbps	\$306,084.00	\$335,904.00	\$322,692.00	\$357,864.00				
300Mbps	\$420,396.00	\$455,052.00	\$435,660.00	\$484,080.00				
400Mbps	\$552,492.00	\$614,460.00	\$586,728.00	\$648,540.00				
500Mbps	\$675,528.00	\$757,584.00	\$713,928.00	\$795,864.00				
600Mbps	\$806,760.00	\$902,760.00	\$857,808.00	\$953,820.00				
800Mbps	\$1,033,716.00	\$1,178,808.00	\$1,092,180.00	\$1,237,344.00				
1Gbps	\$1,242,132.00	\$1,444,380.00	\$1,308,228.00	\$1,512,096.00				
2Gbps	N/A	\$2,672,103.00	N/A	\$2,797,378.60				
3Gbps	N/A	\$3,740,944.00	N/A	\$3,916,329.00				
4Gbps	N/A	\$4,676,180.00	N/A	\$4,895,411.00				

ANNUAL SITE SERVICE RENTAL – BUSINESS IP ETHERNET

Site Access Speed	Dual Access				Fully Redundant			
	CBD Zone		Metro Zone		CBD Zone		Metro Zone	
	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS
2Mbps	\$34,944.00	\$41,784.00	\$37,416.00	\$44,184.00	\$40,368.00	\$49,896.00	\$41,568.00	\$53,616.00
4Mbps	\$47,352.00	\$54,288.00	\$52,116.00	\$58,800.00	\$54,528.00	\$65,988.00	\$54,636.00	\$70,620.00
6Mbps	\$60,480.00	\$78,876.00	\$64,944.00	\$83,388.00	\$69,276.00	\$88,500.00	\$74,928.00	\$93,492.00

ANNUAL SITE SERVICE RENTAL – BUSINESS IP ETHERNET								
Site Access Speed	Dual Access				Fully Redundant			
	CBD Zone		Metro Zone		CBD Zone		Metro Zone	
	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS	Data Transfer	DCoS
8Mbps	\$75,756.00	\$95,028.00	\$80,400.00	\$99,744.00	\$84,996.00	\$106,620.00	\$89,928.00	\$111,576.00
10Mbps	\$91,044.00	\$112,236.00	\$99,240.00	\$120,312.00	\$102,156.00	\$125,928.00	\$110,196.00	\$133,968.00
12Mbps	\$105,408.00	\$128,412.00	\$113,820.00	\$136,920.00	\$118,272.00	\$144,072.00	\$126,312.00	\$152,220.00
14Mbps	\$109,536.00	\$133,500.00	\$117,972.00	\$141,984.00	\$122,892.00	\$149,784.00	\$131,316.00	\$158,256.00
16Mbps	\$112,704.00	\$138,684.00	\$121,212.00	\$147,360.00	\$127,692.00	\$157,128.00	\$136,548.00	\$165,984.00
20Mbps	\$118,932.00	\$141,216.00	\$127,884.00	\$150,144.00	\$134,748.00	\$159,996.00	\$142,968.00	\$168,792.00
30Mbps	\$161,148.00	\$186,288.00	\$170,040.00	\$195,264.00	\$182,580.00	\$211,056.00	\$191,016.00	\$219,792.00
40Mbps	\$197,112.00	\$225,996.00	\$208,404.00	\$237,336.00	\$219,276.00	\$256,044.00	\$230,748.00	\$267,372.00
50Mbps	\$216,204.00	\$258,264.00	\$230,820.00	\$272,988.00	\$242,724.00	\$279,312.00	\$257,364.00	\$293,808.00
60Mbps	\$234,468.00	\$272,376.00	\$249,852.00	\$287,760.00	\$265,656.00	\$302,988.00	\$280,968.00	\$318,456.00
70Mbps	\$246,300.00	\$286,956.00	\$262,692.00	\$303,324.00	\$279,048.00	\$319,212.00	\$295,368.00	\$335,664.00
80Mbps	\$256,752.00	\$299,340.00	\$273,804.00	\$316,416.00	\$286,128.00	\$332,988.00	\$303,372.00	\$350,244.00
90Mbps	\$260,532.00	\$307,332.00	\$277,644.00	\$324,564.00	\$295,188.00	\$348,204.00	\$312,408.00	\$365,508.00
100Mbps	\$276,096.00	\$320,352.00	\$294,420.00	\$338,640.00	\$312,816.00	\$362,952.00	\$331,020.00	\$381,192.00
150Mbps	\$339,816.00	\$384,696.00	\$359,328.00	\$404,148.00	\$385,008.0	\$435,864.00	\$403,416.00	\$454,320.00
200Mbps	\$426,096.00	\$470,196.00	\$447,684.00	\$491,604.00	\$482,760.00	\$532,740.00	\$504,132.00	\$554,172.00
300Mbps	\$579,408.00	\$633,756.00	\$608,460.00	\$662,796.00	\$656,472.00	\$718,056.00	\$685,596.00	\$747,216.00
400Mbps	\$755,244.00	\$819,480.00	\$789,468.00	\$853,692.00	\$855,696.00	\$928,476.00	\$889,716.00	\$962,520.00
500Mbps	\$922,704.00	\$1,009,164.00	\$960,972.00	\$1,047,420.00	\$1,045,416.00	\$1,143,384.00	\$1,083,756.00	\$1,181,628.00
600Mbps	\$1,089,384.00	\$1,201,332.00	\$1,140,432.00	\$1,252,368.00	\$1,234,272.00	\$1,361,112.00	\$1,285,332.00	\$1,412,160.00
800Mbps	\$1,409,076.00	\$1,565,808.00	\$1,467,600.00	\$1,624,272.00	\$1,596,480.00	\$1,774,068.00	\$1,655,004.00	\$1,832,652.00
1Gbps	\$1,709,928.00	\$1,933,464.00	\$1,777,416.00	\$2,000,976.00	\$1,902,120.00	\$2,125,932.00	\$1,969,668.00	\$2,193,456.00
2Gbps	N/A	N/A	N/A	N/A	N/A	\$3,932,974.00	N/A	\$4,057,894.00
3Gbps	N/A	N/A	N/A	N/A	N/A	\$5,506,164.00	N/A	\$5,681,051.00
4Gbps	N/A	N/A	N/A	N/A	N/A	\$6,882,705.00	N/A	\$7,101,314.00

ANNUAL SITE SERVICE RENTAL–BUSINESS IP ETHERNET		
Site Access Speed	Dual Site Diverse Access	
	CBD/Metro Zone	
	Data Transfer	DCoS
2Mbps	\$43,645.00	\$56,295.00
4Mbps	\$57,370.00	\$74,150.00
6Mbps	\$78,675.00	\$98,165.00

ANNUAL SITE SERVICE RENTAL-BUSINESS IP ETHERNET		
Site Access Speed	Dual Site Diverse Access	
	CBD/Metro Zone	
8Mbps	\$94,425.00	\$117,155.00
10Mbps	\$115,705.00	\$140,665.00
12Mbps	\$132,630.00	\$159,830.00
14Mbps	\$137,880.00	\$166,170.00
16Mbps	\$143,375.00	\$174,285.00
20Mbps	\$150,115.00	\$177,230.00
30Mbps	\$200,565.00	\$230,780.00
40Mbps	\$242,285.00	\$280,740.00
50Mbps	\$270,230.00	\$308,500.00
60Mbps	\$295,015.00	\$334,380.00
70Mbps	\$310,135.00	\$352,445.00
80Mbps	\$318,540.00	\$367,755.00
90Mbps	\$328,030.00	\$383,785.00
100Mbps	\$347,570.00	\$400,250.00
150Mbps	\$423,585.00	\$477,035.00
200Mbps	\$529,340.00	\$581,880.00
300Mbps	\$719,875.00	\$784,575.00
400Mbps	\$934,200.00	\$1,010,645.00
500Mbps	\$1,137,945.00	\$1,240,710.00
600Mbps	\$1,349,600.00	\$1,482,770.00
800Mbps	\$1,737,755.00	\$1,924,285.00
1Gbps	\$2,068,150.00	\$2,303,130.00

MULTICAST	
Access Bandwidth	Monthly Charge
2M	\$180.58
4M	\$186.42
6M	\$193.92
8M	\$206.50
10M	\$226.92
12M	\$276.67
14M	\$327.08
16M	\$376.17

20M – 400M	\$406.33
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TELSTRA BUSINESS IP – IP FAST REROUTE

INSTALLATION
\$100 per redundancy pair
ANNUAL RENTAL CHARGE
\$1,260 per redundancy pair

All other charges in connection with your Business IP service that aren't set out in this Price List are priced on application.

TELSTRA BUSINESS IP – BROADBAND (NBN)

STANDARD INSTALLATION		
Site Access Speed		
12M/1M	\$150.00	
25M/5M	\$150.00	
25M/10M	\$150.00	
50M/20M	\$150.00	
100M/40M	\$150.00	
Monthly Site Service Fees		
Site Access Speed	Standard	Dynamic
12M/1M	\$345.00	\$405.00
25M/5M	\$518.00	\$609.00
25M/10M	\$570.00	\$670.00
50M/20M	\$855.00	\$1,016.00
100M/40M	\$1,282.00	\$1,506.00
Fee for Service		
Any additional work done on your Premises to install any part of the service	Fee for service as quoted at time of installation	
Non standard installation & connection applies to difficult locations, terrain, dwelling unit obstacles or commercial premises	Fee for service as quoted at time of installation	
Fee for Service - Additional Management Services		
Network Design Consultancy	\$200 per hour or part thereof(minimum charge of \$200 applies)	
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof	

Att 6 to Schedule 3 - Connect IP - Price List

(All prices in this Price List are GST exclusive unless otherwise specified and current as at 16 November 2012)

MONTHLY NETWORK SERVICE FEE

If you have an existing or subscribe to a Telstra IP WAN network and IP connectivity to Internet Direct or an Internet Gateway, we will waive the Monthly Network Service Fee. However, if at any time during the contract term, your existing IP Connectivity to Internet Direct is cancelled or terminated for any reason, a Monthly Network Service Fee of \$416.66 per month will apply for the remainder of the contract term.

If you do not have an existing or subscribe to a Telstra IP WAN network and IP connectivity to Internet Direct or an Internet Gateway, a Monthly Network Service Fee of \$416.66 per month will apply. Please note that regardless of the number of Site Services you purchase under this agreement, you are only required pay the Monthly Network Service Fee once per IP WAN network.

TELSTRA CONNECT IP - DSL

Installation (without CIP Next G Back Up service) per site

Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.

Site Access Speed

256/64K	\$150.00
512K/128K	\$150.00
512K/512K	\$150.00
1.5M/256K	\$150.00
High Speed ADSL	\$150.00

Installation (with CIP Next G™ Back Up service) per site

Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.

All access speeds	\$250
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Monthly Site Service Fees (per site)

Site Access Speed	Standard	Managed	Managed End to End DCoS
256/64K	\$325.00	\$375.00	\$412.50
512K/128K	\$385.00	\$435.00	\$478.50
512K/512K	\$485.00	\$535.00	\$588.50
1.5M/256K	\$485.00	\$535.00	\$588.50
High Speed ADSL	\$515.00	\$565.00	N/A

Relocation

Internal relocation of the site of your service (relocation within a building)	Fee for service as quoted at time of request
External relocation of the site of your service	\$150.00 for standard installation & connection Fee for service as quoted at time of installation for non

	standard installation & connection
Fee for Service	
Any additional work done on your Premises to install any part of the service	Fee for service as quoted at time of installation
Non standard installation & connection applies to difficult locations, terrain, dwelling unit obstacles or commercial premises	Fee for service as quoted at time of installation
Fee for Service	Additional Management Services
Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof

TELSTRA CONNECT IP - ETHERNET LITE**Installation (with or without CIP Next G™ Back Up service) per site**

Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.

Site Access Speed

128K	\$1,500
256K	\$1,500
512K	\$1,500
1M	\$1,500
1.5M	\$1,500
2M	\$1,500
3M	\$1,500
4M	\$1,500
5M	\$1,500
6M	\$1,500
8M	\$1,500
10M	\$1,500

Monthly Site Service Fees (per site)**Connect IP Ethernet Lite Standard**

Bandwidth	CBD	Metro	Urban	Regional
128K	\$418.00	\$418.00	\$546.00	\$546.00
256K	\$592.00	\$592.00	\$751.00	\$751.00
512K	\$871.00	\$871.00	\$1,070.00	\$1,070.00
1M	\$1,296.00	\$1,296.00	\$1,544.00	\$1,544.00
1.5M	\$1,701.00	\$1,701.00	\$1,999.00	\$1,999.00

2M	\$2,107.00	\$2,107.00	\$2,448.00	\$2,448.00
3M	\$2,890.00	\$2,890.00	\$3,345.00	\$3,345.00
4M	\$3,395.00	\$3,395.00	\$3,920.00	\$3,920.00
5M	\$3,712.00	\$3,712.00	\$4,928.00	\$4,928.00
6M	\$3,924.00	\$3,924.00	\$5,600.00	\$5,600.00
8M	\$4,453.00	\$4,453.00	\$6,352.00	\$6,352.00
10M	\$5,132.00	\$5,132.00	\$7,047.20	\$7,047.20
Connect IP Ethernet Lite Managed				
Bandwidth	CBD	Metro	Urban	Regional
128K	\$518.00	\$518.00	\$646.00	\$646.00
256K	\$692.00	\$692.00	\$851.00	\$851.00
512K	\$971.00	\$971.00	\$1,170.00	\$1,170.00
1M	\$1,396.00	\$1,396.00	\$1,644.00	\$1,644.00
1.5M	\$1,801.00	\$1,801.00	\$2,099.00	\$2,099.00
2M	\$2,207.00	\$2,207.00	\$2,548.00	\$2,548.00
3M	\$2,990.00	\$2,990.00	\$3,445.00	\$3,445.00
4M	\$3,495.00	\$3,495.00	\$4,020.00	\$4,020.00
5M	\$3,812.00	\$3,812.00	\$5,028.00	\$5,028.00
6M	\$4,024.00	\$4,024.00	\$5,700.00	\$5,700.00
8M	\$4,553.00	\$4,553.00	\$6,452.00	\$6,452.00
10M	\$5,232.00	\$5,232.00	\$7,147.20	\$7,147.20
Connect IP Ethernet Lite Managed End to End DCoS				
Bandwidth	CBD	Metro	Urban	Regional
128K	\$579.00	\$579.00	\$701.00	\$701.00
256K	\$775.00	\$775.00	\$925.00	\$925.00
512K	\$1,090.00	\$1,090.00	\$1,272.00	\$1,272.00
1M	\$1,570.00	\$1,570.00	\$1,789.00	\$1,789.00
1.5M	\$2,028.00	\$2,028.00	\$2,285.00	\$2,285.00
2M	\$2,487.00	\$2,487.00	\$2,774.00	\$2,774.00
3M	\$3,345.00	\$3,345.00	\$3,730.00	\$3,730.00
4M	\$3,895.00	\$3,895.00	\$4,340.00	\$4,340.00
5M	\$4,353.00	\$4,353.00	\$5,244.00	\$5,244.00
6M	\$4,658.00	\$4,658.00	\$5,846.00	\$5,846.00
8M	\$5,421.00	\$5,421.00	\$6,686.00	\$6,686.00
10M	\$6,206.00	\$6,206.00	\$7,939.00	\$7,939.00
ISDN Backup Connection		\$480 per annum plus the fees and charges relating to Telstra ISDN 2 (On Ramp) Services set out in Our Customer Terms (including, but not limited to, connection		

	charges, access charges and call charges)
Multicast	
Access Bandwidth	Monthly Charge
256K	\$107.00
512K	\$189.00
1024K	\$285.60
2048K – 10M	\$517.40
Relocation	
Internal relocation of the site of your service (relocation within a building)	Fee for service as quoted at time of request
External relocation of the site of your service	\$1500.00 for standard installation & connection Fee for service as quoted at time of installation for non standard installation & connection
Fee for Service	
Any additional work done on your Premises to install Ethernet Lite access	Fee for service as quoted at time of installation
Non-standard installation & connect	Fee for service as quoted at time of installation.
Any changes to the application to Level of Service mapping after the Telstra Connect IP Ethernet Lite Service has been established (Managed End to End DCoS Level of Service only)	Fee for service as quoted at time of request.
Fee for Service Additional Management Services	
Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof

TELSTRA CONNECT IP - FRAME RELAY

Installation (with or without CIP Next G™ Back Up service) per site	
Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.	
Site Access Speed	
64K	\$1,500
128K	\$1,500
256K	\$1,500
512K	\$1,500
1M	\$1,500
2M	\$1,500
Monthly Site Service Fees (per site)	
Metropolitan	

Site Access Speed	Standard	Managed	Managed End to End DCoS			
64K	\$650.00	\$756.00	\$818.00			
128K	\$710.00	\$816.00	\$885.00			
256K	\$1050.00	\$1156.00	\$1263.00			
512K	\$1500.00	\$1606.00	\$1764.00			
1M	\$1950.00	\$2056.00	\$2264.00			
2M	\$3300.00	\$3406.00	\$3766.00			
Regional						
Site Access Speed	Standard	Managed	Managed End to End DCoS			
64K	\$915.00	\$1021.00	\$1088.00			
128K	\$1325.00	\$1431.00	\$1533.00			
256K	\$1960.00	\$1956.00	\$2103.00			
512K	\$2800.00	\$2906.00	\$3135.00			
1M	\$4240.00	\$4346.00	\$4697.00			
2M	\$5000.00	\$5106.00	\$5523.00			
ISDN Backup Connection	\$480 per annum plus the fees and charges relating to Telstra ISDN 2 (On Ramp) Services set out in Our Customer Terms (including, but not limited to, connection charges, access charges and call charges)					
Multicast						
Access Bandwidth	Monthly Charge					
256K	\$107.00					
512K	\$189.00					
1024K	\$285.60					
2048K	\$517.40					
Relocation						
Internal relocation of the site of your service (relocation within a building)	Fee for service as quoted at time of request					
External relocation of the site of your service	\$1500.00 for standard installation & connection					
Fee for service as quoted at time of installation for non standard installation & connection						
Fee for Service						
Any additional work done on your Premises to install frame relay access	Fee for service as quoted at time of installation					
Non-standard Installation & connect	Fee for service as quoted at time of installation.					
Any changes to the application to Level of Service mapping after the Telstra Connect IP Frame Relay Service has been established (Managed End to End DCoS Level of Service only)	Fee for service as quoted at time of request.					

Fee for Service Additional Management Services

Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof

TELSTRA CONNECT IP - ETHERNET**Installation (with or without CIP Next G™ Back Up service) per site**

Note: This doesn't include the cost of external antenna or building modifications needed for installation, or any commercial works to get the fibre from what we deem to be the MDF to the customer's floor / computer room, which are POA.

Zone	
CBD	\$11,000.00
Metro	\$13,000.00
Urban	\$16,500.00
Regional	\$22,000.00

Monthly Site Service Fees (per site) – Connect IP Ethernet Standard

Site Access Speed	CBD Zone	Metro Zone	Urban Zone	Regional Zone
2Mbps	\$2,305.00	\$2,486.00	\$4,535.00	\$5,309.00
4Mbps	\$3,263.00	\$3,593.00	\$5,332.00	\$6,249.00
6Mbps	\$3,941.00	\$4,160.00	\$6,128.00	\$7,188.00
8Mbps	\$4,713.00	\$5,141.00	\$6,925.00	\$8,128.00
10Mbps	\$5,537.00	\$5,896.00	\$7,661.00	\$8,997.00
12Mbps	\$6,017.00	\$6,696.00	\$8,303.00	\$9,754.00
14Mbps	\$6,471.00	\$7,168.00	\$8,952.00	\$10,521.00
16Mbps	\$6,805.00	\$7,479.00	\$9,744.00	\$11,455.00
20Mbps	\$7,236.00	\$7,974.00	\$11,328.00	\$13,324.00
30Mbps	\$9,247.00	\$9,958.00	\$14,185.00	\$16,696.00
40Mbps	\$11,139.00	\$12,102.00	\$17,034.00	\$20,057.00
50Mbps	\$12,598.00	\$13,816.00	\$20,340.00	\$23,958.00
60Mbps	\$13,816.00	\$15,074.00	\$23,233.00	\$27,373.00

Monthly Site Service Fees (per site) – Connect IP Ethernet Managed End to End DCoS

Site Access Speed	CBD Zone	Metro Zone	Urban Zone	Regional Zone
2Mbps	\$2,730.00	\$2,976.00	\$4,896.00	\$5,729.00
4Mbps	\$3,778.00	\$4,149.00	\$5,991.00	\$7,021.00
6Mbps	\$4,930.00	\$5,208.00	\$6,419.00	\$7,527.00
8Mbps	\$5,799.00	\$6,248.00	\$7,310.00	\$8,577.00
10Mbps	\$6,753.00	\$7,120.00	\$8,637.00	\$10,143.00

12Mbps	\$7,355.00	\$8,077.00	\$8,905.00	\$10,459.00
14Mbps	\$7,856.00	\$8,598.00	\$9,578.00	\$11,254.00
16Mbps	\$8,292.00	\$8,968.00	\$10,451.00	\$12,283.00
20Mbps	\$8,755.00	\$9,483.00	\$12,388.00	\$14,569.00
30Mbps	\$10,894.00	\$11,616.00	\$15,423.00	\$18,151.00
40Mbps	\$12,969.00	\$14,706.00	\$18,459.00	\$21,733.00
50Mbps	\$14,522.00	\$15,752.00	\$22,006.00	\$25,919.00
60Mbps	\$15,758.00	\$17,038.00	\$25,223.00	\$29,714.00

Relocation

Internal relocation of the site of your service (relocation within a building)	Fee for service as quoted at time of request
External relocation of the site of your service	Full standard installation & connection charges apply. Fee for service as quoted at time of installation for non standard installation & connection

Fee for Service

Any additional work done on your Premises to install ethernet access	Fee for service as quoted at time of installation
Non-standard installation & connect	Fee for service as quoted at time of installation.
Bandwidth upgrade	\$ 280 per change

Fee for Service - Additional Management Services

Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof

Multicast

Access bandwidth	Monthly charge
2M -10M	\$517.40

TELSTRA CONNECT IP – CIP NEXT G™ SITE SERVICE

INSTALLATION FEE	
CIP Next G™ site service (primary access)	\$250 per service*

*This doesn't include site survey costs, the cost of external antenna, ceiling or building modifications needed for installation, which are POA.

MONTHLY SERVICE FEE	STANDARD	MANAGED	MANAGED WITH END-TO-END DCOS
CIP Next G™ site service (primary access), including data plan	\$515	\$565	N/A

TELSTRA CONNECT IP – CIP NEXT G™ BACK UP SERVICE

UPGRADE OF EXISTING SITE DURING THE CONTRACT TERM TO INCLUDE CIP NEXT G™ BACK UP SERVICE		
Without change of router (eg. Add Next G™ card to existing compatible C1841 /C 1941 / C2921)		\$250
With a change of router	Connect IP DSL	\$500
	All other Connect IP primary access services	\$1500
Monthly fees (per site)		
Monthly Back Up fee		\$60
Data Plans		
Access type		Service Assurance Level
(Note: This is not included as part of your Connect IP charges and you must purchase this separately)		
CIP DSL		Business (default)
(Upgradeable options)		Business Plus
		Express 8
		Express 8 Plus
CIP Ethernet Lite		Business (default)
(Upgradeable options)		Business Plus
		Express 8
		Express 8 Plus
CIP Ethernet		Business Plus (default)
(Upgradeable options)		Express 8
		Express 8 Plus
		Express 6
		Express 6 Plus
		Express 4
		Express 4 Plus
CIP Frame		Business Plus (default)
(Upgradeable options)		Express 8
		Express 8 Plus
		Express 6
		Express 6 Plus
		Express 4
		Express 4 Plus
Service Assurance level		Next G™ Back Up – Monthly Plan Charge
(Note: Only available for eligible CIP Primary Access		
(Note: This is not included as part of your Connect		

types, as specified in the above table, and subject to our confirmation)	IP charges and you must purchase this separately)	
	GST inclusive	GST exclusive
Express 4 Plus	\$39.00	\$35.45
Express 6 Plus	\$44.00	\$40.00
Express 8 Plus	\$50.00	\$45.45
Business Plus	\$64.00	\$58.18
Express 4	\$64.00	\$58.18
Express 6	\$69.00	\$62.73
Express 8	\$79.00	\$71.82
Business	\$84.00	\$76.36
End of Next Business Day	\$99.00	\$90.00

TELSTRA CONNECT IP – BROADBAND (NBN)**Installation (without CIP Next G Back Up service) per site**

Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.

Site Access Speed

12M/1M	\$150.00
25M/5M	\$150.00
25M/10M	\$150.00
50M/20M	\$150.00
100M/40M	\$150.00

Installation (with CIP Next G™ Back Up service) per site

Note: This doesn't include the cost of external antenna or building modifications needed for installation, which are POA.

All access speeds	\$250
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Monthly Site Service Fees (per site)

Site Access Speed	Standard	Managed	Managed End to End DCoS
12M/1M	\$515.00	\$565.00	\$625.00
25M/5M	\$688.00	\$738.00	\$829.00
25M/10M	\$740.00	\$790.00	\$890.00
50M/20M	\$1,035.00	\$1,085.00	\$1,236.00
100M/40M	\$1,452.00	\$1,502.00	\$1,726.00

Relocation

Internal relocation of the site of your service (relocation within a building)	Fee for service as quoted at time of request
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External relocation of the site of your service	\$150.00 for standard installation & connection Fee for service as quoted at time of installation for non standard installation & connection
Fee for Service	
Any additional work done on your Premises to install any part of the service	Fee for service as quoted at time of installation
Non standard installation & connection applies to difficult locations, terrain, dwelling unit obstacles or commercial premises	Fee for service as quoted at time of installation
Fee for Service	Additional Management Services
Network Design Consultancy	\$200 per hour or part thereof (minimum charge of \$200 applies)
Supply of Network Data or Audit	\$20 per 15 minutes or part thereof
Simple software reconfiguration changes only	\$100.00 for all simple changes you make at the same time.
Complex software reconfiguration changes only	\$280.00 for all complex changes you make at the same time.
A combination of simple software reconfiguration changes and complex software reconfiguration changes	\$280.00 for all simple and complex changes you make at the same time.

Att 7 to Schedule 3 - Telstra Internet Direct - Unlimited Single Service Price List

(All prices in this Price List are GST exclusive and current as at 6 August 2010)

MONTHLY CHARGES (ALL ACCESS TYPES EXCLUDING ADSL AND COLOCATION)	
Access Speed	Monthly Charge (excl. GST)
64 Kbps	\$44.00
128 Kbps	\$87.00
256 Kbps	\$175.00
512 Kbps	\$349.00
1 Mbps	\$682.00
1.5 Mbps	\$767.25
2 Mbps	\$994.99
3 Mbps	\$1492.85
4 Mbps	\$1,963.44
5 Mbps	\$2,419.68
6 Mbps	\$2,903.90
8 Mbps	\$4,425.78
10 Mbps	\$5,667.39
16 Mbps	\$7,718.30
20 Mbps	\$9,372.55
24 Mbps	\$10,718.30
28 Mbps	\$11,954.25
30 Mbps	\$12,622.55
32 Mbps	\$13,390.85
34 Mbps	\$14,159.15
36 Mbps	\$14,927.45
40 Mbps	\$15,363.40
50 Mbps	\$19,204.90
60 Mbps	\$21,272.55
80 Mbps	\$28,363.40
100 Mbps	\$35,454.25
150 Mbps	\$48,750.00
200 Mbps	\$65,000.00
300 Mbps	\$97,500.00
400 Mbps	\$130,000.00

500 Mbps	\$162,500.00
600 Mbps	\$195,000.00
800 Mbps	\$260,000.00
1000 Mbps	\$295,451.00

Att 8 to Schedule 3 - Telstra Internet Direct - Tiered Multiple Service Price List

(All prices in this Price List are GST exclusive and current as at 6 August 2010)

MONTHLY CHARGES (ALL ACCESS TYPES EXCLUDING MODEM AND ADSL)		
Tier Volume (GB Allowance)	Monthly Charge (excl. GST)	Usage charges - cents/MB downloaded (excl. GST)
150 GB	\$343.64	7.2728
200 GB	\$458.18	7.2728
250 GB	\$562.91	7.2728
300 GB	\$670.91	7.2728
400 GB	\$893.45	7.2728
500 GB	\$1,090.91	7.2728
600 GB	\$1,309.09	7.2728
700 GB	\$1,527.27	7.2728
800 GB	\$1,745.45	7.2728
900 GB	\$1,963.64	7.2728
1,000 GB	\$2,181.82	7.2728
1,500 GB	\$3,272.73	7.2728
2,000 GB	\$4,309.09	7.2728
2,500 GB	\$5,318.18	7.2728
3,000 GB	\$6,381.82	7.2728
3,500 GB	\$7,445.45	7.2728
4,000 GB	\$8,509.09	7.2728
4,500 GB	\$9,572.73	7.2728
5,000 GB	\$10,636.36	7.2728
5,500 GB	\$11,700.00	7.2728
6,000 GB	\$12,600.00	7.2728
6,500 GB	\$13,650.00	7.2728
7,000 GB	\$14,700.00	7.2728
7,500 GB	\$15,750.00	7.2728
8,000 GB	\$16,800.00	7.2728
8,500 GB	\$17,850.00	7.2728
9,000 GB	\$18,900.00	7.2728
9,500 GB	\$19,950.00	7.2728
10,000 GB	\$21,000.00	7.2728
15,000 GB	\$31,500.00	7.2728

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20,000 GB	\$42,000.00	7.2728
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SCHEDULE 4 - DATA SERVICES (GWIP & ETHERNET CAMPUS)

SERVICE START DATE:	For each Service, it is the Commissioning Date.
SERVICE SCHEDULE TERM:	# months from the date the last party signs the Agreement.
INITIAL PERIOD (FOR EACH SERVICE):	# months from the Service Start Date (minimum 12 months).

SERVICE TERMS

1 SERVICE DESCRIPTION

- 1.1 The Data Services are the services described in the Attachments to this Service Schedule.

2 PRICING

- 2.1 All prices for the Data Services and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule. In addition to Our Customer Terms, terms in the Attachments apply to the Data Services.
- 2.2 The prices and discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.3 All prices set out in this Service Schedule are GST exclusive, unless otherwise stated.

3 TERM AND TERMINATION

- 3.1 This Service Schedule begins on the date the last party signs the [Agreement / Variation Agreement no. [x]] and continues until the expiry of the Service Schedule Term or the expiry of the Initial Period for all Services (whichever occurs later), unless terminated or renewed.

EARLY TERMINATION CHARGE

- 3.2 If during the Initial Period of a Service, that Service is cancelled for any reason other than for our material breach, we may charge you any waived Service charges and an amount calculated as follows:

A x B x 25%

"A" = the average Service charges paid or payable each month by you for the Service up to the date of cancellation.

"B" = the number of months (or part of a month) remaining in the Initial Period for the cancelled Service.

You acknowledge that this amount is a genuine pre-estimate of the loss we are likely to suffer.

4 DEFINITIONS

- 4.1 In this Service Schedule, unless otherwise stated:

First Year means the 12 month period up to but not including the first anniversary of the Service Start Date.

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Quarter means a full 3 calendar months based on the financial year (which begins on the first day of July in any calendar year). We will commence monitoring your minimum spend per quarter at the completion of the first 3 calendar month period based on the financial year following the Start Date and each 3 calendar month period thereafter.

Spend means the GST exclusive amount of money that we bill you.

Att 1 to Schedule 4 - Pricing

GWIP	Establishment Charges	For the First Year, Price List attached as Att 2 to Schedule 4 less %
	GWIP establishment charges (including the redundant connection charge, where applicable)	100
	Access Charges	Price List attached as Att 2 to Schedule 4 less %*
	Annual Access charge	40
	Establishment charge	Refer to Price List attached
<p>Conditions:</p> <ul style="list-style-type: none"> • The establishment charges above do not include any charges relating to any cabling and any other equipment that is required to connect from the IP MAN Network Boundary Point to your equipment. • *Excludes IP Fast Reroute • No other discounts, special pricing plans or other promotional offers apply. 		

Att 2 to Schedule 4 - GWIP and Ethernet Campus - Price List

(All prices in this Price List are GST exclusive and current as at 20 January 2014)

GWIP – ESTABLISHMENT CHARGES		
	12 months	24 months
GWIP – CBD, Metro, Urban & Regional	\$37,500	\$7,500
Ethernet Campus	\$12,500	\$2,500
Bandwidth upgrade		\$1,000 per access
Fully Redundant (CBD & Metro only)		\$10,000 per access service
Dual Site Diverse Access (CBD & Metro only)		\$10,000 per access service
IP Fast Reroute		\$100 per redundancy pair
GWIP Trunk Port		\$3,600 Per Access

BANDWIDTH CHANGE
\$100.00

The GWIP access tariffs provide State wide connectivity; GWIP services in different States must be connected via either a MAN/WAN Interconnect or IP MAN Wide Area Port.

All GWIP pricing is subject to feasibility study and priced on application.

GWIP & ETHERNET CAMPUS – STANDARD ANNUAL ACCESS CHARGES						
Access Bandwidth	GWIP				Ethernet Campus	
	CBD & Metro		Urban & Regional			
	Data Transfer	DCoS	Data Transfer	DCoS		
2 Mbit/s	\$17,772	\$19,548	\$37,728	\$41,496	\$17,772	
4 Mbit/s	\$19,176	\$21,096	\$40,704	\$44,772	\$19,176	
10 Mbit/s	\$23,388	\$25,716	\$49,644	\$54,600	\$23,388	
20 Mbit/s	\$30,396	\$33,432	\$64,524	\$70,980	\$26,424	
50 Mbit/s	\$43,020	\$47,328	\$91,332	\$100,464	\$27,588	
100 Mbit/s	\$56,112	\$61,728	\$119,136	\$131,040	\$28,992	
200 Mbit/s	\$72,948	\$80,244	N/A	N/A	\$30,636	
400 Mbit/s	\$94,932	\$104,424	N/A	N/A	\$32,964	
600 Mbit/s	\$110,832	\$121,908	N/A	N/A	\$34,368	
800 Mbit/s	\$123,696	\$136,056	N/A	N/A	\$35,772	
1000 Mbit/s	\$134,448	\$147,888	N/A	N/A	\$36,948	

Note: Additional Connection and rental charges apply for additional Redundancy.

No Bandwidth on Demand feature available for GWIP or Ethernet Campus.

GWIP – REDUNDANT PATH		
Access Bandwidth	CBD & Metro	Regional
n/a	\$15,000	n/a

Note: Access bandwidth and features of the redundant path are provisioned as per the primary access service.

ANNUAL SITE SERVICE RENTAL – GWIP DUAL SITE DIVERSE ACCESS		
CBD & Metro Zone		
Site Access Bandwidth	Data Transfer	DCoS
2Mbps	\$19,015	\$20,915
4Mbps	\$20,515	\$22,565
10Mbps	\$25,020	\$27,520
20Mbps	\$32,525	\$35,775
50Mbps	\$46,035	\$50,640
100Mbps	\$60,045	\$66,050
200Mbps	\$78,060	\$85,865
400Mbps	\$101,575	\$111,735
600Mbps	\$118,590	\$130,450
800Mbps	\$132,350	\$145,685
1000Mbps	\$143,860	\$158,245

IP FAST REROUTE – ANNUAL RENTAL CHARGES		
Per redundancy pair		\$1,260

GWIP TRUNK PORT – ANNUAL RENTAL CHARGE		
Per Access		\$3,600

ANNUAL INTERCONNECTION CHARGE		
POA		

All other charges in connection with your GWIP or Ethernet Campus service that aren't set out in this Price List are priced on application.

Att 3 to Schedule 4 - GWIP and Ethernet Campus Service Terms

1 GENERAL

- 1.1 This Service Schedule (including this Attachment) sets out the terms on which we agree to supply GWIP and Ethernet Campus to you.
- 1.2 Clause references in this Attachment refer to clauses within this Attachment unless stated otherwise.

2 SERVICES

- 2.1 Each "Service" provided under this Attachment is either:
 - (a) a GWIP Service, as described in clause 3; or
 - (b) an Ethernet Campus Service, as described in clause 4.
- 2.2 Each Service includes a Network Connection, as described in clause 5.
- 2.3 Each Service is installed at a particular Site. Subject to a feasibility study by us, there may be more than one Service installed at a particular Site.
- 2.4 We will notify you and provide you with the details of your Service when that Service has been installed, connected and tested to our reasonable satisfaction.
- 2.5 Each Service commences on the Commissioning Date and continues for the Initial Period for that Service.
- 2.6 The charges for the Services are those charges set out or referred to in this Service Schedule.
- 2.7 The charges and discounts set out in this Service Schedule apply for a Service from the beginning of the next billing cycle following the Commissioning Date of that Service unless otherwise set out in this Service Schedule.
- 2.8 For the avoidance of doubt, you may:
 - (a) order GWIP Services without ordering any Ethernet Campus Services; or
 - (b) order Ethernet Campus Services without ordering any GWIP Services.

3 GWIP

SERVICE DESCRIPTION

- 3.1 GWIP is an Internet protocol ("IP") networking product that is designed to operate at the Layer 3 (Network Layer) level of the Open System Interconnection reference model.
- 3.2 Your GWIP Services are delivered using our Core Network. We will configure a Virtual Private Network that consists of all your GWIP Services.
- 3.3 If you wish to interconnect your Sites in different States, then you must obtain, at an additional cost, a Telstra IP WAN port (that we will notify to you at that time) in each such State. For example, if you have a Site in New South Wales and a Site in Victoria and you wish to interconnect your Sites in those two States, then you will need to obtain two Telstra IP WAN ports, one for each of Victoria and New South Wales.

AVAILABILITY

- 3.4 Subject to a feasibility study by us, GWIP Services are available in all Metro and Regional areas.

- 3.5 Each GWIP Service must be connected to a GWIP Network Point of Presence (**PoP**). Whether a Site can be connected to a particular GWIP Network PoP is subject to a feasibility study by us.

IP ADDRESSING

- 3.6 The GWIP Service does not include an allocation of IP addresses. You must acquire all IP addresses to be used with your GWIP Service.
- 3.7 You are responsible for allocating the IP addresses used between the Provider Edge Router and the Customer Edge Router.
- 3.8 Both public and private IP address ranges can be supported provided that the IP address of each device that is connected to the same VPN remains unique. You are responsible for ensuring that the IP address of each device connected to the VPN is unique.

ROUTING

- 3.9 The GWIP Service supports both static and dynamic routing between the Provider Edge Router and the Customer Edge Router.
- 3.10 You can apply for IP Fast Reroute as an optional feature with your GWIP Fully Redundant, Dual Diverse, Dual Non Diverse or 2 Single Network Connections. IP Fast Reroute aims to provide faster failover from the primary to the secondary path. IP Fast Reroute is not available with your Ethernet Campus Service.
- 3.11 To apply for, and continue to use, IP Fast Reroute, you must at all times ensure that your:
- (a) customer edge router supports rapid failover detection; and
 - (b) equipment is compatible with IP Fast Reroute.
- 3.12 We can accept or reject your application for IP Fast Reroute at our choice.

4 ETHERNET CAMPUS

SERVICE DESCRIPTION

- 4.1 The Ethernet Campus Service is a Local Area Networking (**LAN**) product. The Ethernet Campus Service operates at Layer 2 (**Data Link Layer**) of the Open System Interconnection reference model.
- 4.2 The Ethernet Campus Service enables you to build an Ethernet-based Virtual LAN (**VLAN**) around a GWIP Network PoP. The Ethernet Campus Service supports both point-to-point and multi-point network topologies.
- 4.3 Ethernet Campus Sites connect to the GWIP Network PoP via Layer 2 Ethernet links. Ethernet Campus Sites located on the same VLAN must be connected to the same GWIP Network PoP.

AVAILABILITY

- 4.4 Subject to a feasibility study by us, Ethernet Campus Services are available in all Regional areas.
- 4.5 You acknowledge that an Ethernet Campus Service can only be installed where a GWIP Network PoP has been deployed. Ethernet Campus Services must be located within 10km (maximum fibre distance) of a GWIP Network PoP.

5 NETWORK CONNECTION

NETWORK CONNECTION OPTION

- 5.1 GWIP and Ethernet Campus both support a number of different Network Connection options:

- (a) Single Network Connection;
 - (b) Dual Non Diverse Network Connection;
 - (c) Dual Diverse Network Connection;
 - (d) Dual Site Diverse Network Connection; and
 - (e) Fully Redundant Network Connection.
- 5.2 If your Site is in a Regional area, then we do not guarantee that we will be able to connect each Network Connection from that Site to different exchanges.
- 5.3 You acknowledge that the Network Connection option we provide at a particular Site is subject to a feasibility study by us.

NETWORK TERMINATION UNIT (NTU)

- 5.4 Each Network Connection includes one or more Network Termination Units (NTU). The type of NTU to be used will be determined by us during the feasibility study.
- 5.5 You acknowledge that:
- (a) you must provide an adequate cabinet or rack space to house the NTU, or acquire a cabinet from us for an additional fee;
 - (b) you must provide an AC power point at a location that is no more than 1 metre away from the NTU;
 - (c) for any of your Services that have a Fully Redundant Network Connection, you agree to provide a second cabinet or rack space to house the second (redundant) NTU.

ACCESS BANDWIDTH

- 5.6 The maximum Access Bandwidth that is available at a particular Site is subject to:
- (a) the location of the Site (as set out in the Access Bandwidth Availability table below);
 - (b) the Port Type in use at that Site (as set out in Port Type table above); and
 - (c) a feasibility study by us.

Access Bandwidth (Mbps)	ACCESS BANDWIDTH AVAILABILITY		
	GWIP	Ethernet Campus	Regional
Metro	Regional	Regional	
2	x	x	x
4	x	x	x
10	x	x	x
20	x	x	x
50	x	x	x
100	x	x	x
200	x		x
400	x		x

600	x		x
800	x		x
1000	x		x

- 5.7 Subject to availability, the initial Access Bandwidth for each Service will be agreed by the parties at the time when that Service is first ordered by you.
- 5.8 Subject to clause 5.8, you may request a change to the Access Bandwidth for a Service by submitting an Access Bandwidth change request to us. For any such request:
- (a) we will investigate the feasibility of providing the requested change;
 - (b) assuming the requested change is feasible, we will advise you of the Access Bandwidth Charges and other charges relating to the provision of the Service at the requested Access Bandwidth; and
 - (c) if you accept the charges referred to in clause (b), we will implement the request within the time agreed by the parties.
- 5.9 You acknowledge and agree that we will not accept any request to decrease the initial Access Bandwidth for a Service during the Initial Period.
- 5.10 For the avoidance of doubt, bandwidth on demand functionality where you can submit Access Bandwidth change requests to us via an online tool is not available with the Services.

6 MULTICAST VPN (GWIP SERVICES ONLY)

DESCRIPTION

- 6.1 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.
- 6.2 This feature uses standard routing protocols to direct the information stream from the Source Services to the Receiver Services.
- 6.3 The tracking of active and inactive Receiver Services is based on reports and queries between the Telstra Provider Edge (PE) routers and the Receiver Service Customer Edge (CE) router.
- 6.4 We will set a limit on the amount of bandwidth that can be used at any one time by your GWIP Service to send Multicast traffic. This limit will apply even if the total amount of access bandwidth for your GWIP Service exceeds that limit. The remaining bandwidth can still be used to send and receive Unicast traffic.

AVAILABILITY

- 6.5 You must first establish a VPN in order to utilise Multicast VPN. Multicast VPN is currently only available as a feature of the GWIP Service.
- 6.6 You do not have to select a dynamic Class of Service with your GWIP Service in order to send or receive Multicast traffic. However, depending on your service performance requirements and the different types of data traffic you wish to carry, we may recommend that you consider selecting a dynamic Class of Service.

7 CHARGES

GENERAL

- 7.1 You agree to pay the applicable charges for the Services as set out or referred to in the Service Schedule. Unless otherwise stated, all charges set out in this Service Schedule are exclusive of GST.

- 7.2 Establishment Charges are payable one month in advance.
- 7.3 Annual Access and Rental Charges are payable in advance in equal monthly installments.
- 7.4 Where applicable:
 - (a) Annual Interconnection Charges apply from the date of implementation in the Telstra billing system, and are payable in advance in equal monthly installments; and
 - (b) Multicast VPN Charges are payable in advance in equal monthly installments.

ENTERPRISE WORKS

- 7.5 You may request us to perform Enterprise Works so that Service(s) can be accessed at a specified location.
- 7.6 You acknowledge that we will only perform the requested Enterprise Works where:
 - (a) we are satisfied that the work is necessary to provide Service(s) to you;
 - (b) we have completed a feasibility study, and are satisfied as to the commercial value of the work;
 - (c) you have agreed to pay a contribution to cover our capital costs associated with the work; and
 - (d) you have entered into an Enterprise Works Agreement setting out the specific terms and conditions upon which we will perform Enterprise Works.

COMMERCIAL WORKS

- 7.7 We may highlight the requirement for supplementary Commercial Works to enable the delivery of the Service to you. We will, at your request, provide you with a quotation for such Commercial Works at our then commercial rates. You acknowledge that such Commercial Works will need to be performed before you can receive the Service.

EXCLUSIONS

- 7.8 There are certain restrictions as set out in this clause 7.8 that apply if you obtain Services in both Canberra and Sydney. If you ask us to provide Services to Sites in:
 - (a) Canberra; and
 - (b) Sydney,

then you must nominate, and we will designate, either Canberra or Sydney (but not both) (the "Nominated City") as the Metro zone for the purposes of the fees and charges in respect of the Services at that Nominated City.

For example, if you nominate (and we designate) Sydney as the Metro zone in respect of a Service, then we will charge you the Metro fees and charges for the relevant Service at your Sites in Sydney, and the Regional fees and charges for the relevant Service at your Sites in Canberra.

8 CABLING

- 8.1 You must provide all cabling and any other equipment that is required to connect the GWIP Service Delivery Point to your equipment.
- 8.2 If you ask us to provide you with cabling or cabling upgrades to connect from the GWIP Service Delivery Point to your equipment, then we will give you an estimate of the fees and charges for the relevant work (including the cost of supplying you with cabling). We will only commence the work (including supplying

you with cabling) if you agree with our estimate.

- 8.3 You must ensure that, and we are not required to connect the Service unless, all of your cabling and your equipment meets minimum technical requirements determined by the Australian Communications & Media Authority ("ACMA"), and that all your cabling has been installed by a registered cabling service provider.

9 NTU LOCATION

- 9.1 The standard location for our NTU at your site is the building communications room or the Main Distribution Frame Room ("MDF Room"), where this exists. We deliver the GWIP Service to this location.
- 9.2 For your GWIP Fully Redundant Network Connection, you can ask us to provide you with a separate NTU at an alternative location at your site. If we agree to your request, we'll charge you the additional cost of extending cabling beyond the standard service delivery point. We confirm these charges on request.
- 9.3 If there's a suitable NTU in a communications room or MDF Room at your site but you ask us to terminate your GWIP Service on a NTU located in another place at your site, additional charges apply, which we confirm on request. If you ask us to do this, you must do so at the time you order your GWIP service.
- 9.4 We charge you for providing and installing cabling to your site beyond the standard service delivery point on a POA basis.

10 HELPDESK

- 10.1 Where you experience technical problems with your Services, you may contact the IP Solutions Helpdesk on 1800 467 889 (or such other number we notify to you from time to time). The IP Solutions Helpdesk is available 24 hours a day, 7 days a week, 365 days a year.

11 EARLY TERMINATION FEE

- 11.1 If you cancel a Service before the end of the Initial Period for that Service, or terminate this Service Schedule, then you must pay us an Early Termination Fee for each cancelled or terminated Service calculated in accordance with clause 3 of this Service Schedule.

12 ADDITIONAL SERVICES

- 12.1 Our obligation to provide Additional Services is subject to us carrying out a feasibility study in relation to that Service and the Site to which that Service is to be provided and being satisfied that our existing cabling infrastructure is capable of providing the Service to the Site without the need for us to upgrade that infrastructure.
- 12.2 You acknowledge that the feasibility study will determine the exact location of the Site and the telecommunication services which can be provided to that Site. Accordingly, if your proposed Site is not available, we will discuss alternative telecommunication services which may be provided to your proposed Site.

13 SERVICE LEVELS

- 13.1 The Service Levels available for the Services are set out in Annexure 1.
- 13.2 The Service Levels set out in Annexure 1 are indicative targets only. We will not be liable to you (whether in contract, tort, including negligence, or otherwise) for any failure to meet those targets other than as set out in Annexure 1.

14 SPECIAL CONDITIONS

PROVISIONING

- 14.1 You acknowledge that we have the discretion to determine the method, means and timing of the

installation, construction and commissioning of the Services to the Sites.

IP ADDRESSES

- 14.2 We may, as a condition of providing the Service(s) to you, require you to provide us with IP addresses from within a certain block agreed between the parties ("Your Supplied IP Addresses");
- 14.3 You grant to us a non-exclusive, non-transferable, revocable licence to use Your Supplied IP Addresses for the purpose of providing the Service(s) to you; and
- 14.4 Our licence to use Your Supplied IP Addresses terminates immediately upon the earlier of:
 - (a) termination or expiration of the Agreement;
 - (b) cancellation of the Service(s); or
 - (c) us ceasing to provide the Service(s).
- 14.5 If you use Your Supplied IP Addresses for a Service, you must use Your Supplied IP Addresses for all interfaces associated with the use of that Service.
- 14.6 You must give us at least 30 days' prior written notice of any change in Your Supplied IP Addresses.

MISCELLANEOUS

- 14.7 You may not resell any of the Services, in whole or in part, to any third party.

15 GENERAL ACKNOWLEDGMENTS AND OBLIGATIONS

- 15.1 You acknowledge that:
 - (a) the choices of bandwidth which we offer to a particular Site and the technical means by which we supply the Service is entirely at our discretion;
 - (b) we do not commit to supply the Service(s) at all times or without any outage, fault or delay; and
 - (c) we do not connect any equipment that is used to provide the Services to an uninterruptible power supply.
- 15.2 You acknowledge that the availability of a Service may vary depending on:
 - (a) geographic and technical capability of our network and delivery systems at the time at which the Service is requested and delivered; and
 - (b) availability of suitable network infrastructure at the time at which the Service is requested or delivered.
- 15.3 You must provide us with all reasonable assistance (including access to your Sites and systems) to enable us to meet our obligations. You must take all safety precautions reasonably necessary to ensure the safe and proper performance by us of all work at your Sites.

16 INTELLECTUAL PROPERTY RIGHTS

- 16.1 If we have designed or design your Service(s), then all intellectual property rights connected with the design of your Service(s), including without limitation any intellectual property rights relating to:
 - (a) network diagrams; and
 - (b) management IP addresses,

remain with us at all times, and all information relating to the design of your Service(s), including without limitation the information identified in paragraphs (a) to (b), is confidential information of us for the purposes of this Agreement.

17 DEFINITIONS

17.1 In this Agreement unless otherwise indicated:

Access Bandwidth means, in respect of a Service, the rate at which data can be transmitted to the network.

Additional Services means any Services ordered by you under this Service Schedule other than the Initial Services.

Commercial Works means, in respect of the delivery of the Service, the additional customised work that is required to provide the Service to you, and includes the capital works (for example trenching and ducts work) from the property boundary point to the property entry point and all work beyond the GWIP Service Delivery Point (where we normally allow a maximum of 7 metres from the GWIP Service Delivery Point to the NTU).

Commissioning Date means the date you receive the notice referred to in clause 2.4

Core Network means the Telstra IP Solutions Core Network but does not include any of the following:

- (a) Ports;
- (b) NTUs; and
- (c) fibre connections.

Customer Edge (CE) Router means a router located at a Site, provided and configured by you.

Enterprise Works means any work that we will undertake, at our discretion, to extend the public network infrastructure that we own for the benefit of an individual customer.

Ethernet Campus Site means a Site where an Ethernet Campus Service has been commissioned.

Exchange means a Telstra building where equipment is located in order to provide a Service.

Fibre Access Point means a point on Telstra's existing telecommunications network to which a cable may be connected including a manhole, pit or pole.

GWIP Network Point of Presence (PoP) means, in respect of the Service, the network access point located in an Exchange.

GWIP Service Delivery Point means the customer-side Port on the NTU at a Site to which a GWIP or Ethernet Campus Service is to be provided to you.

GWIP Site means a Site where a GWIP Service has been commissioned.

Initial Services means the initial set of Services ordered by you on the date of execution of this Service Schedule.

Metro means one of the following cities: Sydney, Canberra, Melbourne, Hobart, Adelaide, Perth, Darwin and Brisbane.

NTU means a Network Termination Unit and is a Telstra network device, which can be either a switch or an Optical Media Converter (OMC), which supports one or more of your ports, each port providing a

network boundary and/or service delivery demarcation point. The ports on an NTU may support more than one Virtual Private Network (VPN).

Port means one of the Port Types described in the Service Details.

Provider Edge (PE) Router means a router located at a GWIP Network PoP, provided and configured by us.

Receiver Service is any service that receives the information stream from the Source Service.

Regional means those areas covered by our digital network infrastructure that are outside the Metro areas.

Service has the meaning given to it in clause 2.1.

Shared Access Switch is a switch device which can support multiple ports for more than one customer, where each port provides a network boundary demarcation point.

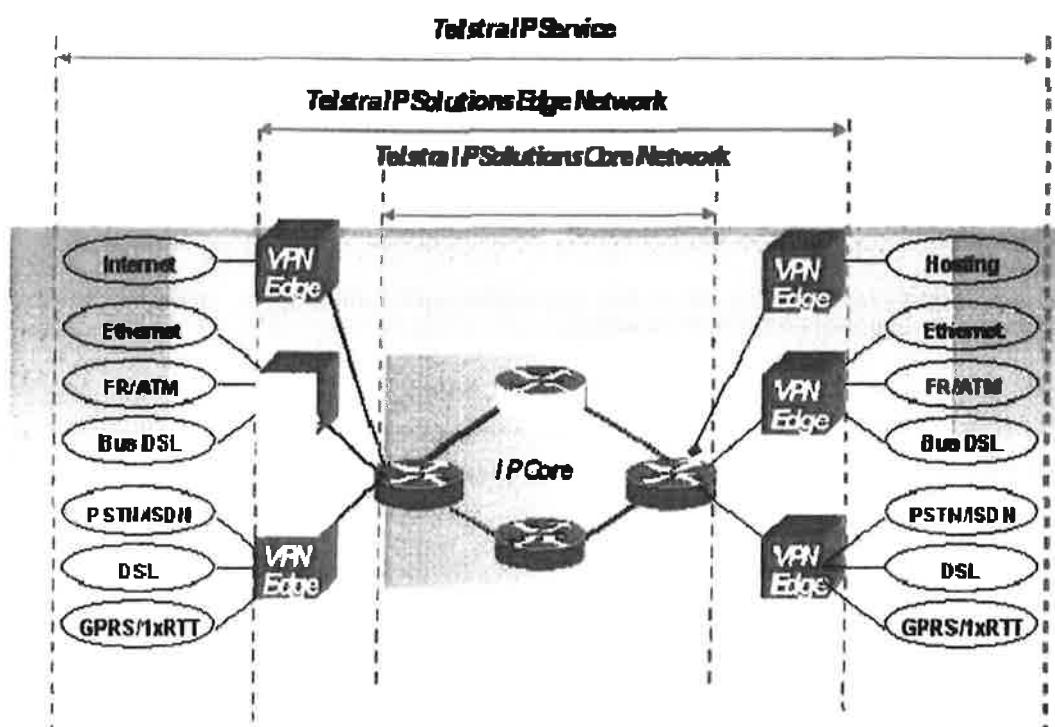
Site means in relation to a Service, any land, building, structure or vessel which is owned, leased or occupied by you to which the Service is to be provided.

Source Service is the service that sends the information stream.

State means a state or territory within Australia.

Telstra IP Solutions Core Network means our core transmission links and backbone routers.

Telstra IP Solutions Edge Network means our IP Solutions Core Network and our virtual private network edge devices.



ANNEXURE 1 TO ATTACHMENT 3 – SERVICE LEVELS AND ASSURANCE

1 PROVISIONING

GENERAL

- 1.1 If you are a consumer as defined in the Australian Consumer Law, our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- 1.2 The provisions of the remainder of this Annexure 1 are in addition to the rights and remedies you may have under the Australian Consumer Law or other laws.
- 1.3 You are responsible for the costs associated with claiming under this Annexure 1.
- 1.4 You acknowledge that the Standard Provisioning Times set out in this clause are subject to a feasibility study by us.
- 1.5 The Standard Provisioning Time is a minimum timeframe you can reasonably expect per installation and activation of your Service, provided there is sufficient network infrastructure in place.
- 1.6 We will confirm the Standard Provisioning Time upon application by you.
- 1.7 The Standard Provisioning Time will begin one day after our acceptance of an accurate and complete order for a Service.

GWIP

- 1.8 The target Standard Provisioning Time for GWIP services will be:
 - (a) 20 Business Days of your request in Metro areas; and
 - (b) 40 Business Days of your request in Regional areas.

ETHERNET CAMPUS

- 1.9 The target Standard Provisioning Time for Ethernet Campus services will be 40 Business Days of your request in Regional areas.

2 PERFORMANCE

GENERAL DESCRIPTION

- 2.1 The performance service levels are:
 - (a) Network Availability of the Core Network; and
 - (b) Service Availability of the Service(s).

NETWORK AVAILABILITY

- 2.2 Network Availability of the Core Network is calculated using the following formula:

$$\text{Network availability} = ((\text{HPY} - \text{OT}) / (\text{HPY} - \text{EO})) \times 100$$

where:

HPY = the number of hours in the Year.

OT = the number of Outage Hours for the Core Network in the Year.

EO = the number of Outage Hours for the Core Network in the Year during which any of the Exclusion Events applies.

2.3 The Network Availability performance service levels are:

NETWORK	NETWORK AVAILABILITY
Core Network	99.999%

2.4 Network Availability is measured over a 12 month period.

SERVICE AVAILABILITY

2.5 Service Availability is calculated using the following formula:

$$\text{Service Availability} = ((\text{HPY} - \text{OT}) / (\text{HPY} - \text{EO})) \times 100$$

where:

HPY = the number of hours in the Year.

OT = the number of Outage Hours in the Year for the Service.

EO = the number of Outage Hours in the Year for the Service during which any of the Exclusion Events applies.

2.6 The Service Availability performance service levels are:

Zone / Service Assurance Option	SERVICE AVAILABILITY			
	Single	Dual Non-Diverse	Dual Diverse	Fully Redundant
Urban	N/A	N/A	N/A	N/A
With Express 2 plus	N/A	N/A	N/A	99.980%
With Express 4 plus	N/A	N/A	N/A	99.980%
With Express 6 plus	N/A	N/A	N/A	99.980%
With Express 8 plus	99.800%	99.900%	99.950%	99.980%
Business Plus	99.800%	99.900%	99.950%	99.980%
Major Rural	99.500%	99.750%	99.800%	N/A
Minor Rural	99.500%	99.750%	99.800%	N/A
Remote	99.250%	99.500%	N/A	N/A

2.7 Service Availability is measured for each Service over a 12 month period.

3 CLASS OF SERVICE (GWIP SERVICE ONLY)

GENERAL

- 3.1 The GWIP Service provides optional support for Class of Service (CoS). For the avoidance of doubt, Ethernet Campus does not support CoS.
- 3.2 The CoS Categories, in order of highest to lowest priority, are:
 - (a) Multimedia CoS;
 - (b) Interactive CoS; and
 - (c) Data Transfer CoS.
- 3.3 If you have selected CoS but your traffic does not include CoS information, that traffic will be prioritised by us. We may apply any priority to that traffic.
- 3.4 If you have not selected CoS with your GWIP service, we will treat all traffic as Data Transfer CoS.

YOUR OBLIGATIONS

- 3.5 If you have selected CoS, you must implement the following within your network:
 - (a) classification and marking - you must classify and mark outgoing IP packets according to your business policy on application priorities; and
 - (b) traffic shaping and egress queuing based on subscribed rate - you must implement your own traffic shaping and priority queuing at the Customer Edge Router.

PACKET LOSS RATIO

- 3.6 The Packet Loss Ratio is the percentage of packets lost when traffic travels through the IP Solutions Edge Network.
- 3.7 We measure the admitted committed traffic (packets) into the IP Solutions Edge Network and the delivered committed traffic (packets) out of the IP Solutions Edge Network over a monthly period. We calculate a number of sample Packet Loss Ratios based upon the results of each measurement using the following formula:

$$\text{Packet Loss Ratio (\%)} = ((B - A) / B) \times 100$$

where:

A = the delivered committed traffic (packets) out of the IP Solutions Edge Network.

B = the admitted committed traffic (packets) into the IP Solutions Edge Network.

- 3.8 The target Packet Loss Ratio for each CoS Class is shown in the table below. Our target is that the specified percentage (e.g. 99.99% for Multimedia CoS) of the samples will have a Packet Loss Ratio less than or equal to the value set out below for the relevant CoS class.

TARGET PACKET LOSS RATIO	
CoS Category	Packet Loss Ratio (%)
Multimedia	99.99%
Interactive	99.90%

Data Transfer	99.00%
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ROUND TRIP TRANSIT DELAY

- 3.9 The Round Trip Transit Delay ("RTTD") is a measure of the average time taken for a 64 byte IP packet to traverse any two given nodes within the IP Solutions Edge Network.
- 3.10 The RTTD does not include ingress/egress queuing and blocking delays as the effect of these parameters varies based on the bandwidth of your Ports.
- 3.11 Our target is that 99% of the samples will have a RTTD of less than or equal to the target RTTD for the relevant service as set out in the table below:

TARGET RTTD	
CoS Category	Target RTTD(ms)
Multimedia	20
Interactive	20
Data Transfer	35

PACKET DELAY VARIATION

- 3.12 The "Packet Delay Variation" is the deviation or displacement in phased timing (RTTD timing) within the IP Solutions Edge Network.
- 3.13 A sample packet delay variation is calculated by deducting the minimum measured RTTD time over a one hour period from the maximum measured RTTD time over the same one hour period. Ingress and egress queuing and blocking delays are not included as the effect of these parameters varies based on the bandwidth of your Ports.
- 3.14 The Packet Delay Variation is the average sample Packet Delay Variation for the relevant measurement period.
- 3.15 Our target is that 99% of the samples will have a Packet Delay Variation of less than or equal to the value set out below for the relevant service. For example: if a Packet Delay Variation of 2 ms applies, our target is that 99% of the samples will have a packet delay variation of less than or equal to 2 ms.

CLASS OF SERVICE	PACKET DELAY VARIATION (MAXIMUM MILLISECONDS)
Static – data transfer	10
Dynamic	
- Multimedia	2
- Interactive	5
- Data transfer	10

4 SERVICE ASSURANCE

SCOPE

- 4.1 Service assurance levels cover:

- (a) Response Times; and
- (b) Restoration Targets.

4.2 We use reasonable commercial efforts to meet the service assurance levels.

RESPONSE TIME

4.3 Our "Response Time" is the period commencing when a valid service fault report is received by us and ending on the first to occur of:

- (a) when we tell you that the fault has been identified by remote diagnostics and that work has commenced to identify the fault;
- (b) when we tell you that a Site visit is required; or
- (c) when one of our representatives attends the site.

We exclude any hours during that period that are outside the Coverage Period.

RESTORATION TARGET

4.4 Our "Restoration Time" is the period commencing when a valid service fault report is received by us and ending on the first to occur of:

- (a) the service is returned to full working order; or
- (b) a temporary repair is performed which allows the service to be used.

We exclude any hours during that period, which are outside the Coverage Period.

4.5 A "Status Report" is:

- (a) advice that the relevant Service difficulty has been identified as our responsibility by remote diagnostics and action has commenced to resolve it;
- (b) advice that a site visit is required; or
- (c) advice regarding the progress on correcting the relevant Service difficulty and the likely time at which the difficulty will be resolved.

4.6 A "Follow Up Report" is a report detailing the outcome of a fault correction.

SERVICE ASSURANCE LEVELS

4.7 Service assurance levels apply from the GWIP or the Ethernet Campus Service Delivery Point.

4.8 The standard service assurance that we will provide with no additional cost for the Service is Business Plus with the features set out in the table below:

STANDARD SERVICE ASSURANCE					
Standard service assurance level	Coverage Period	Response Time	Restoration Target		
			Urban Area	Major and Minor Rural Area	Remote Area
Business Plus	24 hours, 7 days per week	1 hour	12 hours	36 hours	60 hours

(incl. public holidays)				
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- 4.9 You acknowledge that the above Restoration Target is not available for Ethernet Campus in Urban Areas.
- 4.10 You can upgrade the standard service assurance level for your GWIP Service by requesting an enhanced service assurance. You may request an enhanced service assurance level by completing an application form. If we approve your upgrade request we will provide the service at an additional charge.
- 4.11 The enhanced service assurance levels that are available for your GWIP Service in Urban Areas only are set out below:

ENHANCED SERVICE ASSURANCE OPTIONS				
Customer Select Assurance Options	Coverage Hours (Including Public Holidays)	Status Report	Restoration Target	Follow up Report
Express 8 plus	24 hours, 7 days per week	60 mins	8 hours	120 mins
Express 6 plus	24 hours, 7 days per week	30 mins	6 hours	90 mins
Express 4 plus	24 hours, 7 days per week	15 mins	4 hours	60 mins
Express 2 plus	24 hours, 7 days per week	15 mins	2 hours	60 mins

- 4.12 Enhanced service assurance levels with shorter Restoration Targets than Express 8 and Express 8 plus are only available if your Sites are connected using a GWIP Fully Redundant Network Connection.
- 4.13 Enhanced service assurance levels for GWIP are only available in Urban Areas.
- 4.14 There are no enhanced service assurance levels available for Ethernet Campus.

5 REBATES

- 5.1 If we fail to meet a Restoration Target for a Service, then you are entitled to a service rebate as set out in the table below:

SERVICE ASSURANCE LEVEL	SERVICE REBATE
For standard	20% of the monthly charge for one month's Access Bandwidth charge in respect of the relevant Service for each complete hour that we exceed the Restoration Target. The maximum service rebate we will give you in a month is capped at the one month's Access Bandwidth charge in respect of the relevant Service for the month in which we failed to meet the Restoration Target.
For an enhanced service assurance option	20% of one month's Access Bandwidth charge for each complete hour that we fail to meet the Restoration Target. The maximum service rebate we will give you in a month is capped at one month's Access Bandwidth charge in respect of the relevant Service for the month in which we failed to meet the Restoration Target. plus 50% of the annual charge for the enhanced service assurance option. The maximum service rebate we will give you in a year is capped at the annual

[redacted] charge for the enhanced service assurance option you have obtained.

- 5.2 You must claim any service rebates to which you are entitled within 90 days of first becoming aware of the entitlement.
- 5.3 All performance service levels other than Restoration Targets are indicative of our targets.
- 5.4 If we give you a service rebate, then we will not give you any other rebates.
- 5.5 The service rebate is your only remedy for us failing to meet a Restoration Target.
- 5.6 To claim a service rebate, you must provide the following details to a member of our fault account management team, or to one of our sales representatives, within two months of the original fault report:
 - (a) your name and address;
 - (b) the relevant Telstra account number and service number;
 - (c) the relevant fault reference number; and
 - (d) the reason for dissatisfaction.
- 5.7 If there is a dispute about whether we have failed to meet a restoration target, then our decision is final.

6 REPORTING

- 6.1 We will provide you with monthly reports as set out in this clause 6 of Annexure 1.
- 6.2 We may change the content or the format of the monthly reports by notice to you from time to time, including changing the:
 - (a) content of the sections as set out in clause 6.3 of Annexure 1; and
 - (b) type of Summary Reports as set out in clause 6.4 of Annexure 1.
- 6.3 The reports are grouped into 4 sections:
 - (a) Summary Reports;
 - (b) Top Ten Reports;
 - (c) Element Details; and
 - (d) Supplemental Reports.
- 6.4 Summary Reports include the following displays:
 - (a) Total Network Volume: the report that shows the total traffic volume for the group of elements in that report;
 - (b) Average Network Volume by Day: the report that allows you to compare traffic volume during the period of the report against the average weekly traffic volumes during a defined baseline period;
 - (c) Average Health Index by Day: the report that shows you the performance of the entire set of elements in the report for each day; and
 - (d) Situations to Watch: the report that identifies various conditions with an element in the report.

7 DEFINITIONS

Element Details means, in respect of a monthly report, the section that compares the performance of individual elements during the period of the relevant report over a baseline period.

Exclusion Events means:

- (a) a change made to a Service by anyone other than Telstra;
- (b) a failure by you to meet your obligations under this Service Schedule;
- (c) any interference or damage caused by you;
- (d) unscheduled emergency maintenance on Telstra's systems or scheduled downtime for system maintenance on Telstra's systems;
- (e) any act of God, war, terrorism, industrial action, lightning, fire, earthquake, storm, flood, governmental restraint, expropriation or prohibition, (including a competition notice issued to Telstra); abnormal power conditions (including power failure); unavailability or delay in the availability of software, equipment or transport; inability or delay in granting or obtaining governmental approvals, consents, permits or licences, or any other event or circumstance beyond our reasonable control; or
- (f) the use of a Service with, or faults in or failure of, equipment, software or services not provided, or approved in writing by, Telstra.

Follow Up Report has the meaning given to it in clause of Annexure 1.

Service Assurance Zone means Urban, Major Rural, Minor Rural or Remote.

Status Report has the meaning given to it in clause 4.5 of Annexure 1.

Minor Rural means areas within Australia with a population of between 200 and 2,500 people but not within the Extended Charging Zones.

Major Rural means areas within Australia with a population of between 2,500 and 10,000 people.

Outage Hours means hours during which the relevant service is Unavailable.

Packet Delay Variation has the meaning given to it in clause 3.13 of Annexure 1.

Remote means Australian areas of population less than 200 people or areas included in an Extended Charging Zone.

Response Time has the meaning given to it in clause 4.3 of Annexure 1.

Restoration Time has the meaning given to it in clause 4.4 of Annexure 1.

Restoration Target means, in respect of a service assurance level, the target Restoration Time.

RTTD has the meaning given to it in clause 3.9 of Annexure 1.

Summary Reports means, in respect of a monthly report, the summary section that includes various displays as set out in clause 6.4 of Annexure 1.

Supplemental Reports means, in respect of a monthly report, the section that contains additional reports that give you further information on the elements of the report.

Top Ten Reports means, in respect of a monthly report, the top ten sections that summarise the performance of various elements.

Unavailable means any part of the Year during which the relevant service is unable to send and receive data between any two Services and which is documented in Telstra's trouble ticket other than a trouble ticket opened:

- (a) later than 72 hours after the disruption occurs; or
- (b) for degraded service, such as slow data transmission.

and for this purpose Unavailability is considered to commence when the trouble ticket for it is opened. Trouble tickets will be opened at the time we are notified of the disruption by notice in writing or by telephone to the service delivery team.

Urban means an area with a population of greater than 10,000 people.

SCHEDULE 5 - TELSTRA WAVELENGTH SERVICE

SERVICE START DATE: The date the last party signs the Agreement.

SERVICE SCHEDULE TERM: 3 years.

SERVICE TERMS

1 WHAT IS THE TELSTRA WAVELENGTH SERVICE?

- 1.1 The Telstra Wavelength Service (**TWS**) is a high capacity data carriage service that uses optical fibre cabling and wavelength division multiplexing. TWS comprises of:
 - (a) an optical fibre connection between the Sites;
 - (b) wavelength division multiplexing equipment at each Site; and
 - (c) management of the optical fibre connection and wavelength division multiplexing equipment.
- 1.2 The physical fibre connections we provide as part of the TWS are between the Fibre Termination Points at the Sites.
- 1.3 To order the TWS, you must complete and send us an Application Form. We don't have to accept any Application Form, but if we do, the Application Form together with this Agreement applies. This Agreement prevails to the extent of any inconsistency with the Application Form.

2 TWS AVAILABILITY AND OTHER REQUIRED SERVICES

- 2.1 The TWS is only available between a Site in an Urban Area and another Site in the same Urban Area and Local Call Area.
- 2.2 The TWS' availability depends on a number of factors, including availability of suitable infrastructure and you having appropriate equipment and interfaces.
- 2.3 To obtain the TWS, you must at a minimum, acquire from us a 64k Telstra Frame Relay access (or such other form of access we may require from time to time) and a 16k Intrastate Private Virtual Connection at each Site. The terms (including pricing) on which we provide Frame Relay services are set out in the Frame Relay section of Our Customer Terms or in our separate agreement with you (if applicable).
- 2.4 We'll manage the wavelength division multiplexing equipment in accordance with our (as applicable):
 - (a) "**Managed Carriage**" service tier, as described in the Managed WAN section of Our Customer Terms; or
 - (b) "**Basic Managed**" service tier, as described in the Managed Data Networks section of Our Customer Terms.

3 PRICING FOR YOUR TWS

- 3.1 You must pay us the applicable fees and charges set out in Att 1 to Schedule 5 (TWS Pricing). All monthly charges for your TWS are payable in advance.
- 3.2 The prices and discounts in this Service Schedule are effective from implementation into our billing systems.
- 3.3 All prices in this Service Schedule are GST exclusive, unless otherwise stated.

- 3.4 If a Site isn't ready for installation of the Equipment within 40 Business Days of the Service Start Date and we didn't cause this delay, you must commence paying us the charges for your TWS (including the installation, relocation and annual rental charges set out in Att 1 to Schedule 5 (TWS Pricing)).
- 3.5 The charges under clause 3.4 exclude Frame Relay charges, which are charged to you at Our Customer Term rates and which you must pay separately.
- 3.6 You must pay all reasonable costs and expenses we incur in connection with repairing, modifying, or altering any of our equipment where the fault, modification or alteration is required as a result of your equipment or anything you, or a party acting on your behalf (other than us), has done.
- 3.7 Any work we perform in addition to that which is required to be performed under this Service Schedule, will be charged on a time and materials basis at our then current rates, unless otherwise agreed.

4 TERM AND TERMINATION

- 4.1 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term unless terminated or renewed.
- 4.2 The Service Schedule Term automatically renews on a month-to-month basis on the same terms (including price), unless a party notifies the other (at least 30 days before an automatic renewal) that it does not want automatic renewal to occur.
- 4.3 Without limiting any of our rights under the Agreement, we may immediately terminate a TWS by notice to you if:
 - (a) we can't enter a Site to inspect, repair or maintain the Equipment after giving you reasonable prior written notice of that inspection, repair or maintenance;
 - (b) you don't rectify any defect or inadequacy in any equipment needed for the TWS and which we don't maintain, within a reasonable period of us telling you of that defect or inadequacy; or
 - (c) you vacate a Site.
- 4.4 Upon expiry or termination (for any reason) of this Service Schedule, we will collect all Equipment and aim to do so within 60 days after such expiry or termination. If this Service Schedule is terminated for any reason other than our material breach, you must promptly pay us our reasonable costs in connection with that collection of Equipment.
- 4.5 If for any reason this Service Schedule expires or terminates, or the Service is cancelled, clause 6.4 continues in full force and effect.

EARLY TERMINATION CHARGE

- 4.6 If during the Service Schedule Term, a TWS is terminated for any reason other than for our material breach, we may charge you any waived TWS charges and an amount calculated as follows:

A x B x 50%

"A" = the average TWS charges paid or payable each month by you for the TWS up to the date of cancellation.

"B" = the number of months (or part of a month) remaining in the Service Schedule Term.

You acknowledge that this amount is a genuine pre-estimate of the loss we're likely to suffer.

5 OUR OBLIGATIONS

- 5.1 We will ensure that our personnel comply with your reasonable health, safety and security policies and directions while on your premises, as you may notify to us from time to time.

6 YOUR OBLIGATIONS

- 6.1 You must:

- (a) ensure our personnel are in a safe working environment when working on your premises;
- (b) ensure your maintenance contact specified in the Application Form (or their replacement as notified by you) is available for us to contact 24 hours a day, each day of the year;
- (c) give us all reasonable assistance, cooperation, access, information, materials and facilities as we request from time to time in connection with us performing the TWS; and
- (d) where applicable, obtain (at your cost) all third party consents needed for us to use the facilities and any materials requested by us to perform the TWS.

- 6.2 If you fail to meet any of your obligations under the Agreement:

- (a) we are entitled to an extension of time, which reasonably reflects the effects of your failure;
- (b) you must promptly pay us any costs we incur from the failure, including costs associated with down time and re-scheduling of resources; and
- (c) any changes in prices will be calculated on a time and materials basis at our then current rates, unless otherwise agreed.

- 6.3 You must provide:

- (a) all cabling required to connect the Equipment to your equipment;
- (b) a secure and lockable storage area for our equipment during installation and commissioning of the TWS;
- (c) us with floor plans indicating the power distribution and the agreed placement of equipment;
- (d) us with access to the Sites and all assistance reasonably necessary to ensure the safe and proper performance by us of all work at your Sites; and
- (e) a power supply to any Equipment that requires it.

- 6.4 You are responsible for the operation and maintenance of the patch cables, attenuators or other devices connecting your equipment to the Equipment.

- 6.5 You acknowledge and agree that we or our representatives must carry out all connections and disconnections to the TWS at your cost.

- 6.6 Title in the Equipment remains with us at all times. You must take proper care of the Equipment and ensure it is not damaged, destroyed, lost or stolen, or modified by anyone other than us.

7 TARGET SERVICE LEVELS AND AVAILABILITY

- 7.1 We aim to meet the target service levels and service availability set out in this Service Schedule.

- 7.2 The target service level for the TWS is Express 8, which provides for a Response Time target of 1 hour or less and a Restoration Time target of 8 hours or less.

7.3 The TWS has a number of channels. Each channel, with its associated wavelength, is considered independently in the calculation of service availability target set out in clause 7.5 below.

7.4 The service availability target for the TWS is as follows in each Period:

PROTECTION LEVEL	SERVICE AVAILABILITY TARGET
Single fibre path unprotected	99.91%
Bronze protected	99.93%
Platinum protected	99.99%
Platinum plus	99.99%

7.5 The service availability target is calculated as follows:

$$\text{Channel availability target} = \frac{\text{Period} - \text{Outage Time}}{\text{Period}}$$

$$\text{Service availability target} = \frac{\text{Sum of Channel Availabilities}}{\text{Number of Channels}}$$

7.6 "Outage Time" starts when you report a fault to us and release the TWS to us for maintenance action and ends when we return the TWS to you for use. Outage Time does not include:

- (a) planned outages, which are not included in the calculation of service availability; and
- (b) any outages or faults caused or contributed to by you, a third party, or any event or cause outside our reasonable control.

7.7 The service Level and service availability targets under this clause 7 and all our other obligations under this Service Schedule only apply to the operation and performance of the Equipment at each Site and the fibre paths between the Equipment. For clarity, they don't apply to the patch cables, attenuators or other devices connecting your equipment to the Equipment.

8 PLANNED OUTAGES WITH YOUR TWS

8.1 Subject to clause 8.2 below, where reasonably practical, we'll give you at least 5 Business Days' notice of any planned outage, where we think the outage will cause significant interruption to your TWS. If the scheduled planned outage time is not suitable for you:

- (a) you must notify us within 24 hours from our notice; and
- (b) negotiate with us in good faith to reschedule the planned outage.

8.2 If we reasonably think that an urgent outage is needed (including to resolve critical network operational problems), we'll endeavour to notify you of the outage as soon as reasonably practicable.

9 RELOCATING YOUR TWS

9.1 If you ask us to relocate your TWS during the Service Schedule Term and we agree to do this, you must pay us the applicable relocation charges in Att 1 to Schedule 5 (TWS Pricing), together with any additional charges that we identify to you at the time we conduct a feasibility study for that relocation.

- 9.2 Despite any other clause in this Service Schedule, if we agree to your relocation request, and you pay us the charges set out in clause 9.1 and continue to acquire the TWS for the remainder of the Service Schedule Term, such relocation is not a cancellation or termination of the TWS. This means that the early termination charge under clause 4.6 won't apply to that relocation.

10 DEFINITIONS

- 10.1 In this Service Schedule, unless otherwise stated:

Application Form means the Telstra application form used to order the TWS, as we update from time to time.

Equipment means the wavelength division multiplexing equipment and any other equipment we provide to you.

Fibre Termination Points means the physical points of fibre connection marked as such in the Application Form.

Local Call Area has the meaning given to it in the Public Switched Data Services section of Our Customer Terms.

Period means a period of 3 calendar months commencing from the Service Start Date and every 3 calendar months afterwards.

Response Time means the time we take to locate and commence rectifying a reported fault. We are deemed to have responded to a fault report upon provision of advice to you that:

- (a) the fault has been identified by remote diagnostics, and that work has commenced to rectify the fault; or
- (b) a site visit is required and/or the attendance at a site by our representative.

Restoration Time means the period commencing when a report of a fault in the TWS from you is received by us and ends when the TWS has been restored or a workaround is provided.

Site means each of your physical premises located at the Site Addresses set out in the Application Form, or such other physical location for delivery of the Service as may be agreed between the parties.

Urban Area means the area up to 30km (road distance) from the main Telstra Service Centre (or any other Telstra Service Centre agreed by the parties) in a city with a population of 30,000 people or more.

Att 1 to Schedule 5 - TWS Pricing

SERVICES	PRICING					
Telstra Wavelength Service is a high capacity data carriage service that uses optical fibre cabling and wavelength division multiplexing and is comprised of:	Installation and relocation	For the first year, Price List attached as Att 2 to Schedule 5 less %				
<ul style="list-style-type: none"> • an optical fibre connection between the Sites; • installation and provision of wavelength division multiplexing equipment at each Site; and • management of the optical fibre connection and wavelength division multiplexing equipment. 	Installation and relocation charges	100				
Monthly Rental Charges		Price List attached as Att 2 to Schedule 5 less %				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">CBD, Zone 1 and Zone 2</td><td style="padding: 2px;">37</td></tr> <tr> <td style="padding: 2px;">Zone 3</td><td style="padding: 2px;"></td></tr> </table>		CBD, Zone 1 and Zone 2	37	Zone 3		
CBD, Zone 1 and Zone 2	37					
Zone 3						
Conditions						
<ul style="list-style-type: none"> • During the Service Schedule Term, you must not reduce or downgrade your chosen speed for the relevant Service. • No other discounts, pricing plans, or other promotional offers apply. 						

Att 2 to Schedule 5 - TWS Price List

All prices in this price list are GST exclusive and current as at 1 October 2013

INSTALLATION CHARGES (ONCE OFF)		
Route	First channel	Multi-channel
0	\$30,000.00	\$15,000.00
7 to 9	\$40,000.00	\$20,000.00

RELOCATION CHARGES (ONCE OFF)			
Route	Relocation type	First channel	Multi-channel
0	External relocation (per channel)	\$30,000.00	\$15,000.00
7 to 9	External relocation (per channel)	\$40,000.00	\$20,000.00
0, 7 to 9	Internal relocation	\$10,000.00	\$10,000.00

CHANGE CHARGES (ONCE OFF)		
Route	First channel	Multi-channel
0 and 7 to 9	\$1,000.00	\$1,000.00

FIRST CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	SFP			
		Speed			
		1G	2G	4G	10G
0	CBD	\$4,405.00	\$5,140.00	\$6,220.00	\$9,065.00
	Z1	\$5,495.00	\$6,415.00	\$7,765.00	\$11,325.00
	Z2	\$6,330.00	\$7,390.00	\$8,940.00	\$13,030.00
	Z3	\$37,790.00	\$57,180.00	\$85,220.00	\$158,600.00
7	Z1	\$6,220.00	\$8,575.00	\$13,290.00	\$27,430.00
	Z2	\$6,840.00	\$9,430.00	\$14,615.00	\$30,170.00
	Z3	\$49,760.00	\$83,970.00	\$128,805.00	\$239,715.00
8	Z1	\$7,310.00	\$10,090.00	\$15,645.00	\$32,325.00
	Z2	\$8,040.00	\$11,100.00	\$17,215.00	\$35,555.00
	Z3	\$61,915.00	\$93,675.00	\$139,615.00	\$259,845.00
9	Z1	\$9,115.00	\$12,010.00	\$17,805.00	\$35,185.00
	Z2	\$10,040.00	\$13,230.00	\$19,610.00	\$38,750.00
	Z3	\$61,915.00	\$93,675.00	\$139,615.00	\$259,845.00

FIRST CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	Bronze			
		Speed			
		1G	2G	4G	10G
0	CBD	\$5,505.00	\$6,425.00	\$7,775.00	\$11,330.00
	Z1	\$6,870.00	\$8,020.00	\$9,710.00	\$14,155.00
	Z2	\$7,910.00	\$9,240.00	\$11,175.00	\$16,290.00
	Z3	\$47,235.00	\$71,475.00	\$106,525.00	\$198,250.00
7	Z1	\$7,775.00	\$10,720.00	\$16,615.00	\$34,285.00
	Z2	\$8,550.00	\$11,790.00	\$18,270.00	\$37,715.00
	Z3	\$62,200.00	\$104,965.00	\$161,010.00	\$299,645.00
8	Z1	\$9,140.00	\$12,615.00	\$19,560.00	\$40,405.00
	Z2	\$10,050.00	\$13,875.00	\$21,520.00	\$44,445.00
	Z3	\$77,395.00	\$117,095.00	\$174,520.00	\$324,805.00
9	Z1	\$11,395.00	\$15,015.00	\$22,260.00	\$43,980.00
	Z2	\$12,550.00	\$16,540.00	\$24,515.00	\$48,440.00
	Z3	\$77,395.00	\$117,095.00	\$174,520.00	\$324,805.00

FIRST CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	Platinum			
		Speed			
		1G	2G	4G	10G
0	CBD	\$5,985.00	\$6,985.00	\$8,450.00	\$12,310.00
	Z1	\$7,465.00	\$8,715.00	\$10,550.00	\$15,380.00
	Z2	\$8,595.00	\$10,040.00	\$12,145.00	\$17,700.00
	Z3	\$51,320.00	\$77,660.00	\$115,740.00	\$215,395.00
7	Z1	\$8,530.00	\$11,765.00	\$18,230.00	\$37,615.00
	Z2	\$9,380.00	\$12,935.00	\$20,045.00	\$41,375.00
	Z3	\$68,240.00	\$115,150.00	\$176,635.00	\$328,720.00
8	Z1	\$10,030.00	\$13,840.00	\$21,460.00	\$44,330.00
	Z2	\$11,030.00	\$15,225.00	\$23,610.00	\$48,760.00
	Z3	\$84,905.00	\$128,460.00	\$191,455.00	\$356,320.00
9	Z1	\$12,505.00	\$16,475.00	\$24,420.00	\$48,250.00
	Z2	\$13,770.00	\$18,145.00	\$26,895.00	\$53,140.00
	Z3	\$84,905.00	\$128,460.00	\$191,455.00	\$356,320.00

Route	Zone	Platinum+			
		Speed			
		1G	2G	4G	10G
0	CBD	\$6,775.00	\$7,905.00	\$9,560.00	\$13,930.00
	Z1	\$8,600.00	\$10,040.00	\$12,155.00	\$17,720.00
	Z2	\$9,905.00	\$11,565.00	\$13,990.00	\$20,390.00
	Z3	\$59,115.00	\$89,455.00	\$133,315.00	\$248,105.00
7	Z1	\$9,830.00	\$13,555.00	\$21,000.00	\$43,330.00
	Z2	\$10,805.00	\$14,900.00	\$23,090.00	\$47,660.00
	Z3	\$78,605.00	\$132,635.00	\$203,460.00	\$378,635.00
8	Z1	\$11,555.00	\$15,945.00	\$24,720.00	\$51,065.00
	Z2	\$12,705.00	\$17,540.00	\$27,200.00	\$56,165.00
	Z3	\$97,800.00	\$147,970.00	\$220,530.00	\$410,430.00
9	Z1	\$14,405.00	\$18,980.00	\$28,130.00	\$55,580.00
	Z2	\$15,865.00	\$20,905.00	\$30,980.00	\$61,210.00
	Z3	\$97,800.00	\$147,970.00	\$220,530.00	\$410,430.00

MULTI-CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	SFP			
		Speed			
		1G	2G	4G	10G
0	CBD	\$3,085.00	\$3,600.00	\$4,355.00	\$6,350.00
	Z1	\$3,850.00	\$4,495.00	\$5,440.00	\$7,930.00
	Z2	\$4,435.00	\$5,175.00	\$6,260.00	\$9,125.00
	Z3	\$26,455.00	\$40,030.00	\$59,655.00	\$111,020.00
7	Z1	\$4,355.00	\$6,005.00	\$9,305.00	\$19,205.00
	Z2	\$4,790.00	\$6,605.00	\$10,235.00	\$21,120.00
	Z3	\$34,835.00	\$58,780.00	\$90,165.00	\$167,805.00
8	Z1	\$5,120.00	\$7,065.00	\$10,955.00	\$22,630.00
	Z2	\$5,630.00	\$7,770.00	\$12,055.00	\$24,890.00
	Z3	\$43,345.00	\$65,575.00	\$97,735.00	\$181,895.00
9	Z1	\$6,385.00	\$8,410.00	\$12,465.00	\$24,630.00
	Z2	\$7,030.00	\$9,265.00	\$13,730.00	\$27,125.00
	Z3	\$43,345.00	\$65,575.00	\$97,735.00	\$181,895.00

MULTI-CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	Bronze			
		Speed			
		1G	2G	4G	10G
0	CBD	\$3,855.00	\$4,500.00	\$5,445.00	\$7,935.00
	Z1	\$4,810.00	\$5,615.00	\$6,800.00	\$9,910.00
	Z2	\$5,540.00	\$6,470.00	\$7,825.00	\$11,405.00
	Z3	\$33,065.00	\$50,035.00	\$74,570.00	\$138,775.00
7	Z1	\$5,445.00	\$7,505.00	\$11,635.00	\$24,000.00
	Z2	\$5,985.00	\$8,255.00	\$12,790.00	\$26,405.00
	Z3	\$43,540.00	\$73,480.00	\$112,710.00	\$209,755.00
8	Z1	\$6,400.00	\$8,835.00	\$13,695.00	\$28,285.00
	Z2	\$7,035.00	\$9,715.00	\$15,065.00	\$31,115.00
	Z3	\$54,180.00	\$81,970.00	\$122,165.00	\$227,365.00
9	Z1	\$7,980.00	\$10,515.00	\$15,585.00	\$30,790.00
	Z2	\$8,785.00	\$11,580.00	\$17,165.00	\$33,910.00
	Z3	\$54,180.00	\$81,970.00	\$122,165.00	\$227,365.00

MULTI-CHANNEL RENTAL CHARGES (PER MONTH)					
Route	Zone	Platinum			
		Speed			
		1G	2G	4G	10G
0	CBD	\$4,190.00	\$4,890.00	\$5,915.00	\$8,620.00
	Z1	\$5,230.00	\$6,105.00	\$7,385.00	\$10,770.00
	Z2	\$6,020.00	\$7,030.00	\$8,505.00	\$12,390.00
	Z3	\$35,925.00	\$54,365.00	\$81,020.00	\$150,780.00
7	Z1	\$5,975.00	\$8,240.00	\$12,765.00	\$26,335.00
	Z2	\$6,570.00	\$9,055.00	\$14,035.00	\$28,965.00
	Z3	\$47,770.00	\$80,605.00	\$123,645.00	\$230,105.00
8	Z1	\$7,025.00	\$9,690.00	\$15,025.00	\$31,035.00
	Z2	\$7,725.00	\$10,660.00	\$16,530.00	\$34,135.00
	Z3	\$59,435.00	\$89,925.00	\$134,020.00	\$249,425.00
9	Z1	\$8,755.00	\$11,535.00	\$17,095.00	\$33,775.00
	Z2	\$9,640.00	\$12,705.00	\$18,830.00	\$37,200.00
	Z3	\$59,435.00	\$89,925.00	\$134,020.00	\$249,425.00

Route	Zone	Platinum+			
		Speed			
		1G	2G	4G	10G
0	CBD	\$4,745.00	\$5,535.00	\$6,695.00	\$9,755.00
	Z1	\$6,020.00	\$7,030.00	\$8,510.00	\$12,405.00
	Z2	\$6,935.00	\$8,100.00	\$9,795.00	\$14,275.00
	Z3	\$41,385.00	\$62,620.00	\$93,325.00	\$173,675.00
7	Z1	\$6,885.00	\$9,490.00	\$14,700.00	\$30,335.00
	Z2	\$7,565.00	\$10,430.00	\$16,165.00	\$33,365.00
	Z3	\$55,025.00	\$92,845.00	\$142,425.00	\$265,045.00
8	Z1	\$8,090.00	\$11,165.00	\$17,305.00	\$35,750.00
	Z2	\$8,895.00	\$12,280.00	\$19,040.00	\$39,320.00
	Z3	\$68,460.00	\$103,580.00	\$154,375.00	\$287,305.00
9	Z1	\$10,085.00	\$13,290.00	\$19,695.00	\$38,910.00
	Z2	\$11,110.00	\$14,635.00	\$21,690.00	\$42,850.00
	Z3	\$68,460.00	\$103,580.00	\$154,375.00	\$287,305.00

SCHEDULE 6 - MANAGED DATA NETWORKS (MDN)

SERVICE START DATE:	The date the last party signs the Agreement. There is a separate minimum term for each component of your MDN service that starts on the date we first provide equipment services for the accredited device associated with your MDN service.
SERVICE SCHEDULE TERM:	3 years.
MINIMUM TERM:	See the Service Details below.

SERVICE DETAILS

PRODUCT	MINIMUM TERM	SERVICE TIER
MDN Bundle service	36 months	Proactive Bundle

SERVICE TERMS

1 WHAT IS MDN?

- 1.1 The MDN service manages your data network and associated accredited equipment.

2 ORDERING AND CHANGING YOUR MDN SERVICE

- 2.1 After you enter into this Service Schedule, we will complete a design of your network and give you a site schedule in accordance with the Managed Data Networks section of Our Customer Terms ("MDN OCT").
- 2.2 For your MDN service identified in your first site schedule, we charge you the prices in Att 1 to Schedule 6, less any discounts in Att 2 to Schedule 6.
- 2.3 If you order new MDN services or request a major network alteration to your current MDN service after your first site schedule is finalised, we will:
- (a) complete a further design of your network and give you a new or updated site schedule in accordance with the MDN OCT; and
 - (b) charge you for the new or altered component of your MDN service according to the prices in Att 1 to Schedule 6 (as updated under clause 3.4), less any discounts in Att 2 to Schedule 6

3 MDN PRICING AND DISCOUNTS

- 3.1 All prices in this Service Schedule are GST exclusive unless otherwise stated.
- 3.2 The prices and discounts in this Service Schedule are effective from implementation into our billing systems. We start billing for each MDN service from the date we first provide equipment services for each accredited device.
- 3.3 If any components of your MDN service aren't referred to in Att 1 to Schedule 6, we can price them on application.

- 3.4 We may update the prices in Att 1 to Schedule 6 from time to time. The updated prices apply to any new or altered MDN services you order, whether under clause 2.3 or otherwise, but they don't apply to your existing MDN services. We can tell you what our then current prices are at the time you order those new or altered MDN services.
- 3.5 We can't provide the MDN Bundle service for your international sites. You must have the MDN Custom service for these sites.

4 TERM AND TERMINATION

- 4.1 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term unless terminated or renewed.

MDN CUSTOM – EARLY TERMINATION CHARGES

- 4.2 If any component of your MDN Custom service or any additional service is terminated before the end of the applicable minimum term for that component or additional service for any reason (other than for our material breach), we may charge you for each such component or additional service, an amount equal to:
 - (a) 65% of the monthly charges for the equipment services or additional services relating to the terminated component, multiplied by the number of months remaining in the minimum term for that component;
 - (b) the remainder of any amortised charges (such as installation, commissioning and site audit charges) that were payable during the applicable minimum term;
 - (c) the remainder of the price (if any) for any purchased equipment in respect of which the MDN service is terminated. You may keep the equipment you have paid for; and
 - (d) 100% of the monthly rental charges for any rental equipment, multiplied by the number of months remaining in the minimum term, unless you buy the rental equipment with our agreement. The terms on which you must return any rental equipment or may purchase the rental equipment are set out in the MDN OCT.

MDN BUNDLE – EARLY TERMINATION CHARGES

- 4.3 If a MDN Bundle service is terminated before the end of the applicable minimum term for any reason (other than for our material breach), we may charge you an amount equal to 80% of the monthly charges applicable for your equipment services, multiplied by the number of months remaining in the minimum term.

TERMINATION BEFORE MDN SERVICE IS INSTALLED OR COMMISSIONED

- 4.4 If a MDN service is terminated before it is installed or commissioned (other than for our material breach), we may charge you the early termination charges set out in this clause 4, and for the purposes of clauses 4.2(a), 4.2(d) and 4.3, the remaining minimum term will be deemed to be the full minimum term for that service.
- 4.5 You acknowledge that the amounts in this clause 4 are a genuine pre-estimate of the loss we are likely to suffer.

5 DEFINITIONS

- 5.1 In this Service Schedule, unless otherwise stated:

Quarter means a full 3 calendar months based on the financial year (which begins on the first day of July in any calendar year). We'll commence monitoring your minimum spend per quarter at the completion of

the first 3 calendar month period based on the financial year following the Service Start Date and each 3 calendar month period thereafter.

Spend means the GST exclusive amount of money that we bill you.

Att 1 to Schedule 6 - Pricing

MDN BUNDLE SERVICE

For your MDN Bundle service, we charge you the prices in Att 2 to Schedule 6 less any discount in the below table:

SERVICE	PRICING/DISCOUNT (%)	
The Managed Data Networks (MDN) service manages your data network and associated accredited equipment.	MDN Bundles	Price List attached as Att 2 to Schedule 6 less %
	Monthly charges	20
Conditions:		
<ul style="list-style-type: none">No other discounts, special pricing plans or other promotional offers apply.		

Att 2 to Schedule 6 - MDN Price List

(All prices in this Price List are GST exclusive and current as at 15 February 2014)

CALL-OUT AND INSTALLATION CHARGES

ONCE-OFF INSTALLATION FEE PER DEVICE	
Equipment / Feature	Installation Charge
Call-out fee – Urban location, business hours	\$240
Call-out fee – Urban location, non business hours	\$360
Call-out fee – Rural location, business hours	\$555
Call-out fee – Rural location, non business hours	\$835
Call-out fee – Remote location, business hours	\$1,000
Call-out fee – International location	\$POA
Travel & Accommodation Fee	\$POA
Device installation SMALL – Any domestic location, business hours	\$195
Device installation MEDIUM – Any domestic location, business hours	\$315
Device installation LARGE – Any domestic location, business hours	\$515
Device installation SMALL – Any domestic location, non business hours	\$295
Device installation MEDIUM – Any domestic location, non business hours	\$475
Device installation LARGE – Any domestic location, non business hours	\$775
Device installation ANY – International location business hours	\$POA
Device installation ANY – International location non business hours	\$POA
Wireless LAN Access Point (any type) - Installation, business hours	\$515
Wireless LAN Access Point (any type) - Installation, non business hours	\$775
WAN Optimisation device installation in Telstra Data Centres	\$POA <small>Note 2</small>
Data Centre Switch (Nexus)	\$POA

Note: If an installation or call out requires coverage for more than 8 Wireless LAN Access Points per floor, an additional call out fee may apply. Secure WLAN CPE servers (ACS/MSE/ISE/PI) are classified as "Medium" devices for installation purposes.

Note 2: Additional charges apply for the design and deployment of the optimisers into the shared racks at Telstra data centres.

COMMISSIONING CHARGES

ONCE-OFF COMMISSIONING FEE PER DEVICE	
Equipment / Feature	Commissioning charge (per device)
Basic Managed device commissioning	\$225
Small router commissioning	\$565
Medium router commissioning	\$670
Large router commissioning	\$1,685

Next G™ Backup Add-on commissioning	\$230
SMALL switch commissioning	\$415 ^{Note 3}
MEDIUM switch commissioning	\$520 ^{Note 3}
LARGE switch commissioning	\$1,500
Data Centre Switch (Nexus 7k, 5k and 2k) commissioning	POA
SMALL Ether switch (switch module in router) commissioning	POA
MEDIUM Ether switch (switch module in router) commissioning	
LARGE Ether switch (switch module in router) commissioning	
Firewall Appliance or Add-on module - commissioning	POA
Application Delivery Controller SMALL device (or module) commissioning	\$1,200 ^{Note 1}
Application Delivery Controller MEDIUM device (or module) commissioning	\$1,700 ^{Note 1}
Application Delivery Controller LARGE device (or module) commissioning	\$2,300 ^{Note 1}
WAN Optimisation – Cisco WAAS Express	\$130 ^{Note 4}
WAN Optimisation Server (Cisco Virtual Blade or Riverbed RSP)	\$230
WAN Optimisation – Mobility device or virtual platform	\$950
WAN Optimisation – Riverbed Steelhead Cloud Accelerator (SaaS)	\$150 ^{Note 5}
WAN Optimisation SMALL device (or any router module) commissioning	\$900
WAN Optimisation MEDIUM device commissioning	\$950
WAN Optimisation LARGE device commissioning	\$1,870
Wireless LAN Controller (WLC) commissioning (appliance or router module)	\$1,180 ^{Note 2}
Wireless LAN Autonomous access point commissioning	\$565
Wireless LAN Unified/Mesh access point commissioning	\$50 ^{Note 2}
Access Control Server (ACS) commissioning	\$4,420
Wireless LAN Mobility Services Engine (MSE) commissioning	\$4,420
Wireless LAN Appliance Prime Infrastructure (PI)	\$4,120
Authentication Appliance Identity Services Engine (ISE) – 1st device	POA ^{Note 6}
Authentication Appliance Identity Services Engine (ISE) – Subsequent devices	\$680

Note 1: Each virtual context on the same ADC will incur another new commissioning charge.

Note 2: A WLAN controller is required to support Unified / Mesh access points. Further details available on request.

Note 3: Applicable for Switch Modules in Routers with 16 ports or more. (ie. CISCO EtherSwitch).

Note 4: Cisco WAAS Express commissioning charge is in addition to the router commissioning charge.

Note 5: Specific Riverbed SaaS application acceleration licenses apply, at additional cost to the customer.

Note 6: Please contact Telstra for POA details.

ONCE-OFF INTEGRATION CHARGE PER DEVICE

Equipment / Feature	Integration charge (per device)
Authentication Appliance Customer Equipment integration fee (business hours)	\$1,540 ^{Note 1}
NAS backup service Integration fee	\$540

Note 1: This charge applies to any existing customer ISE or ACS equipment where management is transferred to MDN. ISE and ACS are each charged as a separate equipment item.

MAINTENANCE

For Riverbed maintenance, please note that if you allow your maintenance to lapse and you later want to buy Riverbed maintenance, you will have to pay maintenance fees for the lapsed period plus an additional fee. This is on top of the new maintenance fees payable for the renewed maintenance going forward.

TELSTRA NETWORK CARE PLUS (TNCP)

MONTHLY SERVICE TIER CHARGES PER DEVICE			
Maintenance coverage hours	8x5x5	24x7x5	24x7x3
TNCP router and/or switch	\$POA	\$POA	\$POA

MANAGEMENT CHARGES

MONTHLY SERVICE TIER CHARGES PER DEVICE			
Equipment / Feature	Reactive Managed	Proactive Managed	Proactive Secure
Router SMALL – EBH	\$95	\$125	N/A
Router MEDIUM – EBH	\$155	\$185	N/A
Router LARGE – EBH	\$245	\$280	N/A
Router SMALL – 24x7	\$155	\$185	\$338
Router MEDIUM – 24x7	\$215	\$245	\$448
Router LARGE – 24x7	\$310	\$340	\$617
Next G™ Backup – EBH	\$25	\$30	N/A
Next G™ Backup – 24x7	\$30	\$40	POA
Next G™ Primary – EBH	\$15	\$20	N/A
Next G™ Primary – 24x7	\$20	\$25	POA
Switch SMALL – EBH Note 2	\$45	\$67	N/A
Switch MEDIUM – EBH ^{Note 2}	\$63	\$90	N/A
Switch LARGE – EBH	\$120	\$230	N/A
Switch SMALL – 24x7 ^{Note 2}	\$63	\$93	\$175
Switch MEDIUM – 24x7 ^{Note 2}	\$76	\$105	\$205
Switch LARGE – 24x7	\$145	\$275	\$536
Switch DATA CENTRE (Nexus) – 24x7	\$POA	\$POA	N/A
Application Delivery Controller SMALL/MOD – 24 x 7	\$N/A	\$260 ^{Note 1}	N/A
Application Delivery Controller MEDIUM – 24 x 7	\$N/A	\$330 ^{Note 1}	N/A
Application Delivery Controller LARGE – 24 x 7	\$N/A	\$420 ^{Note 1}	N/A
WAN Opt – Cisco WAAS Express – 24 x 7	\$38 ^{Note 3}	\$45 ^{Note 3}	N/A

WAN Opt Server (Cisco Virtual Blade or Riverbed RSP) 24 x 7	\$20 ^{Note 3}	\$25 ^{Note 3}	N/A
WAN Opt – Mobility device or virtual platform 24 x 7	\$175	\$200	N/A
WAN Opt SMALL (device or module) – 24 x 7	\$100	\$120	N/A
WAN Opt MEDIUM – 24x7	\$175	\$200	N/A
WAN Opt LARGE – 24x7	\$365	\$400	N/A
WAN Optimisation device in Telstra data centre	\$POA ^{Note 4}	\$POA ^{Note 4}	N/A
WLAN controller appliance or module – EBH	\$100	\$160	N/A
WLAN controller appliance or module – 24x7	\$140	\$200	N/A
Autonomous WLAN Access Point – EBH	\$25	\$40	N/A
Autonomous WLAN Access Point – 24x7	\$40	\$50	N/A
Unified/mesh WLAN Access Point – EBH	\$15	\$20	N/A
Unified/mesh WLAN Access Point – 24x7	\$20	\$25	N/A
Authentication Appliance Access Control Server (ACS) – EBH	\$150	\$200	N/A
Authentication Appliance Access Control Server (ACS) – 24x7	\$200	\$300	N/A
WLAN Appliance Mobility Services Engine (MSE) – EBH	\$150	\$200	N/A
WLAN Appliance Mobility Services Engine (MSE) – 24x7	\$200	\$300	N/A
WLAN Appliance Prime Infrastructure (PI) – EBH ^{Note 5}	\$150	\$200	N/A
WLAN Appliance Prime Infrastructure (PI) – 24x7 ^{Note 5}	\$200	\$300	N/A
Authentication Appliance Identity Services Engine (ISE) – EBH	\$150	\$200	N/A
Authentication Appliance Identity Services Engine (ISE) – 24x7	\$200	\$300	N/A
IP Telephony – EBH	\$110	\$175	N/A
IP Telephony – 24x7	\$145	\$235	N/A
Firewall Appliance or Add-on module	POA	POA	N/A

Note 1: Each virtual context on the same ADC will incur 0.5 X management charge.

Note 2: Applicable for Switch Modules in Routers with 16 ports or more, (ie. Cisco EtherSwitch).

Note 3: These are additional feature charges over and above the standard management price.

Note 4: Additional charges apply for power consumption. This is charged monthly in addition to the management charges of the optimisers into the shared racks at the Telstra data centres.

Note 5: Name change from Wireless Control System to Prime Infrastructure

Key: EBH means Extended Business Hours

DC means Data Centre

BASIC MANAGED	
Equipment / Feature	Monthly Charge
Basic Managed Device – EBH	\$35
Basic Managed Device – 24X7	\$55

NON CISCO/JUNIPER DEVICES & SOFTWARE

ONCE-OFF PURCHASE		
Equipment / Feature		
Telstra Bundle for NAS Backup (QNAP device)		\$POA ^{Note 1}
Note 1: The inclusion of a quotation for Network Attached Storage (NAS) backup (a QNAP device) with the order is compulsory when a customer's MDN solution includes any of the following devices: ACS, ISE, MSE, and PI. A NAS backup device will be required at each site where any of these devices is installed. The NAS backup is not charged to the customer.		

SITE SURVEY (WLAN & NEXT G™ SERVICE) CHARGES

ONCE-OFF WLAN SITE SURVEY CHARGES			
Description	Urban	Rural	Remote
WLAN site survey – call-out fee, indoor business hours	\$500	\$2,250	\$POA
WLAN site survey – call-out fee, indoor non-business hours	\$750	\$3,375	\$POA
WLAN site survey – call-out fee, outdoor business hours	\$2,500	\$6,000	\$POA
WLAN site survey – call-out fee, outdoor non-business hours	\$3,750	\$9,000	\$POA
WLAN site survey – call-out fee, campus business hours	\$POA	\$POA	\$POA
WLAN site survey – call-out fee, campus non-business hours	\$POA	\$POA	\$POA
WLAN site survey – call-out fee, international	N/A	N/A	\$POA
WLAN site survey – travel & accommodation fee	\$POA	\$POA	\$POA
WLAN site survey – survey costs (in addition to the other fees in this table)			\$POA
WLAN site survey – on-site service charge, international	\$POA	\$POA	\$POA
WLAN site survey – desktop survey	\$POA		
WWAN call-out fee (needed to perform a site survey or antenna install)	\$POA	\$POA	\$POA
WWAN site survey	\$POA		
WWAN Antenna installation	\$POA		
WWAN Antenna equipment	\$POA		

In the above table, a "campus" refers to a physically contiguous association of locations such as several adjacent office buildings. Typically, such areas require one or more local area networks and bridging, routing, and aggregation equipment based on situational needs.

Where a WLAN Site Survey involves coverage for more than 8 Access Points per floor, an additional call out fee may apply.

REPORTING SERVICES CHARGES**ONLINE ALARM VIEW (OLAV)**

OLAV CHARGES	
Description	Charges
Establishment fee	\$500
Monthly fee per managed device	\$6

WEB-BASED (EHEALTH) REPORTING

WEB-BASED REPORTING MONTHLY CHARGE	
Description	Charges
Router basic online reporting (Web-based reporting) – SMALL, MEDIUM or LARGE	\$30

Note: If you have WAN Optimisation equipment from Juniper, you will be given access to the relevant reporting system as part of your management fee. If you have WAN Optimisation from Cisco, you will need to purchase a WAN Optimisation Central Manager appliance. Managed Wi-Fi customers can have reports from the Prime Infrastructure (PI) reporting system emailed to them as part of your management fee.

RESPONSE PATH REPORTING

RESPONSE PATH REPORTING MONTHLY CHARGE	
Description	Charges
MDN Managed Router or Switch – SMALL, MEDIUM or LARGE	\$10

Note: Response path report charges are for each path, per device.

APPLICATION VISIBILITY AND USAGE (AVU) REPORTING NOTE 1

APPLICATION VISIBILITY & USAGE (AVU) REPORTING CHARGES – PER DEVICE	
Description	Charges
MDN Managed Router AVU – setup fee, SMALL (once-off)	\$110
MDN Managed Router AVU – setup fee, MEDIUM (once-off)	\$150
MDN Managed Router AVU – setup fee, LARGE (once-off)	\$200
MDN Managed Router AVU – monthly, SMALL	\$33
MDN Managed Router AVU – monthly, MEDIUM	\$66
MDN Managed Router AVU – monthly, LARGE	\$130

Note 1: AVU no longer available for new sales, reference purposes only.

ENHANCED NETWORK PERFORMANCE (ENP) REPORTING NOTE 1

ENHANCED NETWORK PERFORMANCE (ENP) REPORTING CHARGES	
Description	Charges
MDN Managed Router AVU – setup fee for each IP SLA path per device	\$110 (once-off)
MDN Managed Router AVU – monthly fee for each IP SLA path per device	\$12

Note 1: NP no longer available for new sales, reference purposes only.

WRITTEN REPORTING

WRITTEN REPORTING MONTHLY CHARGE	
Description	Charges
MDN Managed Router or Switch written reporting – SMALL, MEDIUM or LARGE	\$60
MDN Ad-Hoc written reporting fee – SMALL, MEDIUM or LARGE	\$POA

Note: Written reports require that the Web-based (eHealth) reporting service be purchased for each device.

WAN OPTIMISATION WRITTEN REPORTING

WRITTEN REPORTING MONTHLY CHARGE	
Description	Charges
MDN Optimisation written reporting – SMALL, MEDIUM or LARGE	\$60
MDN Ad-Hoc written reporting fee – SMALL, MEDIUM or LARGE	\$POA

Note: WAN Optimisation customers must have a Central Manager (CM) or Central Manager Console (CMC) on their network from which the reporting data can be collected.

MANAGED WI-FI – WRITTEN REPORTING

PI-BASED REPORTING MONTHLY CHARGE	
Description	Charges
WLAN written reporting	\$POA

Note: Written reporting requires basic on-line (PI-based) reporting to be provisioned.

MINOR NETWORK ALTERATIONS CHARGES

MINOR NETWORK ALTERATIONS – EQUIPMENT CONFIGURATION FILE CHANGE CHARGES	SERVICE REQUEST SUBMITTED VIA FNC	SERVICE REQUEST SUBMITTED VIA SERVICE DESK
Simple change - Up to 5 devices	First request during 24 hour period no charge. Additional requests during 24 hour period = \$100.00	\$100.00
Simple change - 6-15 devices	\$100.00	\$200.00
Simple change - 16-30 devices	\$200.00	\$300.00
Simple change - 31-50 devices	\$300.00	\$400.00
Simple change - 51+ devices	POA	POA
Complex change - Up to 5 devices	\$280.00	\$380.00
Complex change - 6-15 devices	\$560.00	\$660.00
Complex change - 16-30 devices	\$840.00	\$940.00
Complex change - 31-50 devices	\$1,020.00	\$1,120.00
Complex change - 51+ devices	POA	POA
After Hours Charge	\$270	
TNCP software download request	\$100.00 ^{Note 1}	

Note 1: TNCP software download requests are excluded from the 'no charge' policy in the MDN OCT. That policy usually allows free simple equipment configurations for up to 5 devices in a 24 hour period. This means that each TNCP software download request immediately incurs a charge.

MAJOR NETWORK ALTERATIONS CHARGES

MAJOR NETWORK ALTERATION	AUSTRALIAN SITES	INTERNATIONAL SITES
Addition of new sites	Site installation and call out charge plus commissioning charge	Price on application for international services, plus commissioning charge

Indoor relocation (performed by our staff on-site)	Site installation and call out charge	Price on application for international services
Replace (update) Equipment	Site installation and call out charge plus commissioning charge	Price on application for international services plus commissioning charge
External relocation (within the same city/ town)	1.5 x site installation and 1.5 x call out charge	Price on application for international services
External relocation (to another city/ town)	2 x site installation and 2 x call out charge	Price on application for international services, plus commissioning charge
Software upgrades – during business hours charge for each 15 minutes	\$35 plus software price	\$35 plus software price
Software upgrades – outside business hours charge for each 15 minutes	\$70 plus software price	\$70 plus software price
Hardware upgrades urban – during business hours charge	\$400 plus hardware price	Price on application for international services plus hardware price
Hardware upgrades rural – during business hours charge	\$600 plus hardware price	Price on application for international services plus hardware price
Hardware upgrades remote – during business hours charge	\$1,000 plus hardware price	Price on application for international services plus hardware price
Hardware upgrades urban – non-business hours charge	\$600 plus hardware price	Price on application for international services plus hardware price
Hardware upgrades rural – non-business hours charge	\$900 plus hardware price	Price on application for international services plus hardware price
Hardware upgrades remote – non-business hours charge	\$1,500 plus hardware price	Price on application for international services plus hardware price
Alter equipment rental, service tier, service hours, maintenance support, reporting options.	Updated service charges applied	Updated service charges applied
Cancel MDN service	Early termination charges may apply	Early termination charges may apply
Service call charge (if site visit required) – after business hours	\$223	Price on application for international services
Labour charge (per person, for each 15 minutes) – after business hours	\$41	Price on application for international services

SITE AUDIT CHARGES

SITE AUDIT CHARGES			
Description	Urban	Rural	Remote
MDN Site Audit Call-Out Fee – Business Hours	\$240	\$555	\$1,000
MDN Site Audit Call-Out Fee – Non-Business Hours	\$360	\$835	\$1,500
MDN Site Audit Call-Out Fee – International	\$POA	\$POA	\$POA
MDN Site Audit Travel & Accommodation Fee	\$POA	\$POA	\$POA

MDN Site Audit – Service Fee – Business Hours, per 15 minute charge (1 hour minimum)	\$35	\$35	\$35
MDN Site Audit – Service Fee – Non-Business Hours, per 15 minute charge (1 hour minimum)	\$70	\$70	\$70

APPLICATION PROFILING & BASELINING SERVICE CHARGES

APPLICATION PROFILING & BASELINING CHARGES	
Description	Once-off
Head office site plus up to 3 remote sites	\$4,300
Head office site plus up to 6 remote sites	\$7,200
Head office site plus up to 9 remote sites	\$10,000
Head office site with more than 9 remote sites	\$POA
Specific trouble shooting requested by the customer	\$POA

MDN BUNDLES CHARGES

MONTHLY MDN BUNDLES CHARGES			
Description	1 year	2 years	3 years
Cisco Routers – Reactive Management			
MDN Reactive Mged Cisco Mini Router Bundle	\$115	\$70	\$53
Cisco Routers – Clip Ons			
MDN Reactive Mged Cisco 3G B/U Clip On ^{Note 1}	\$145	\$80	\$55
Juniper Routers – Clip Ons			
MDN Reactive Mged Juniper 3G B/U Clip On	\$125	\$65	\$50
Cisco Routers – Proactive Management			
MDN Proactive Mged Cisco 881 Small Router Bundle	\$195	\$125	\$100
MDN Proactive Mged Cisco 887 Small Router Bundle	\$195	\$125	\$100
MDN Proactive Mged Cisco 1941 Medium Router Bundle	\$405	\$250	\$200
MDN Proactive Mged Cisco 2921 Large Router Bundle	\$640	\$405	\$350
MDN Proactive Mged Cisco 3945 Maxi Router Bundle	\$1,590	\$950	\$730
Cisco Routers – Clip Ons – Proactive Management			
MDN Proactive Mged Cisco 3G B/U Clip On ^{Note 1}	\$180	\$110	\$80
MDN Cisco Router LAN Module Clip On	\$111	\$67	\$53
MDN Cisco Router SFP + Interface Module Clip On	\$256	\$148	\$112
MDN Cisco Router SFP Clip On	\$125	\$75	\$60
Juniper Routers – Proactive Management			
MDN Proactive Mged Juniper Mini Router Bundle	\$220	\$140	\$115

MDN Proactive Mged Juniper SRX210 Small Router Bundle	\$255	\$165	\$135
MDN Proactive Mged Juniper SRX240 Medium Router Bundle	\$490	\$300	\$235
MDN Proactive Mged Juniper J4350 Large Router Bundle	\$865	\$555	\$530
MDN Proactive Mged Juniper Maxi Router Bundle	\$1,220	\$780	\$735
Juniper Routers – Clip Ons – Proactive Management			
MDN Proactive Mged Juniper 3G BU Clip On ^{Note 2}	\$145	\$90	\$70
MDN Juniper Router LAN Module Clip On – Maxi	\$248	\$142	\$106
MDN Juniper Small/Medium Router SFP + Interface Module Clip On - Single Mode	\$383	\$216	\$159
MDN Juniper Small/Medium Router SFP + Interface Module Clip On - Multi or Copper Mode	\$124	\$78	\$62
MDN Juniper Maxi Router SFP + Interface Module Clip On - Single Mode	\$529	\$289	\$207
MDN Juniper Maxi Router SFP + Interface Module Clip On - Multi or Copper Mode	\$269	\$151	\$110
MDN Juniper Router SFP Clip On – Single Mode	\$327	\$182	\$132
MDN Juniper Router SFP Clip On – Multi or Copper Mode	\$70	\$45	\$36
Cisco Switches – Proactive Management			
MDN Proactive Mged Cisco 2960 Small Switch Bundle (24 port)	\$440	\$270	\$230
MDN Proactive Mged Cisco 2960 Small Switch Bundle (48 port)	\$710	\$410	\$310
MDN Proactive Mged Cisco 3560X Medium Switch Bundle (24 port)	\$550	\$335	\$285
MDN Proactive Mged Cisco 3560X Medium Switch Bundle (48 port)	\$920	\$535	\$400
MDN Proactive Mged Cisco Large Switch Bundle (24 port)	\$770	\$470	\$365
MDN Proactive Mged Cisco Large Switch Bundle (48 port)	\$1,275	\$740	\$555
Cisco Switch Bundles Clip Ons – Proactive Management			
MDN Cisco Switch SFP + Uplink Module Clip On – Single, Multi or Copper	\$142	\$86	\$66
MDN Cisco Switch SFP Clip On – Single, Multi or Copper ^{Note 3}	\$110	\$67	\$53
Juniper Switches – Proactive Management			
MDN Proactive Mged Juniper EX 2200 Small Switch Bundle (24 port)	\$255	\$175	\$160
MDN Proactive Mged Juniper EX 2200 Small Switch Bundle (48 port)	\$320	\$210	\$195
MDN Proactive Mged Juniper EX 3200 Medium Switch Bundle (24 port)	\$350	\$225	\$200
MDN Proactive Mged Juniper EX 3200 Medium Switch Bundle (48 port)	\$500	\$310	\$275
MDN Proactive Mged Juniper EX 4200 Large Switch Bundle (48 port)	\$735	\$450	\$355
Juniper Switch Bundle Clip Ons – Proactive Management			
MDN Juniper Switch SFP + Uplink Module Clip On – Single Mode	\$475	\$261	\$187
MDN Juniper Switch SFP + Uplink Module Clip On – Multi or Copper	\$99	\$62	\$49
MDN Juniper Switch SFP Clip On – Single Mode	\$449	\$249	\$179
MDN Juniper Switch SFP Clip On – Multi or Copper	\$75	\$49	\$40

Written Reporting Clip On (Proactive Only)

MDN Written Reporting clip on	\$40	\$38	\$35
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Note 1: This Clip On is not compatible with the MDN Reactive Mged Cisco 881 or 887 Small Router Bundles or the MDN Proactive Mged Cisco 881 or 887 Small Router Bundles.

Note 2: This Clip On is only compatible with the MDN Proactive Mged Juniper SRX210 Small Router Bundle and MDN Reactive Mged Juniper SRX210 Small Router Bundle.

Note 3: This Clip-On is not compatible with the MDN Reactive Mged Cisco 881 & 887 Small Router Bundles or the MDN Proactive Mged Cisco 887 Small Router Bundles. This

Clip-On is compatible with MDN Proactive Mged Cisco 881 ordered after 20 January 2013.

WIRELESS (NEXT G™ SERVICE) WAN DATA BACKUP PLANS CHARGES

MONTHLY PRICE (GST EXCL)	REQUIRED CUSTOMER SELECT ASSURANCE LEVEL	PERMITTED PRIMARY ACCESS SERVICE
\$21.82	Express 2 plus	ATM, Frame Relay, ISDN 30, Ethernet MAN, IP MAN, GWIP (subject to feasibility)
\$35.45	Express 4 plus	ATM, Frame Relay, ISDN 30, Ethernet MAN, IP MAN, GWIP, Business IP (Frame Relay) (subject to feasibility)
\$40.00	Express 6 plus	ATM, Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay, Ethernet Lite), (subject to feasibility)
\$45.45	Express 8 plus	Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay, Ethernet Lite, ADSL), Business DSL, (subject to feasibility)
\$58.18	Business Plus	Business IP, Business DSL, BIP ADSL (subject to feasibility)
	Standard	ATM, Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP Frame
	Express 4	Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP (subject to feasibility)
\$62.73	Express 6	Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP (subject to feasibility)
\$71.82	Express 8	Frame Relay, ISDN 30, Ethernet MAN, IP WAN, IP MAN, GWIP, Business IP (Frame Relay), Business IP Ethernet Lite (subject to feasibility)
\$76.36	Business	Business IP ADSL (subject to feasibility)
	Standard	Business IP Ethernet Lite
\$90.00	End of Next Business Day (Standard)	Business IP ADSL (subject to feasibility)

In relation to the references to certain "areas" in this Attachment 1, we can confirm whether you're in a remote, rural or urban area on request and from time to time.

SCHEDULE 7 - MANAGED BILLING AND REPORTING SYSTEM (MBRS)

SERVICE START DATE: The date the last party signs the Agreement to the Agreement.

SERVICE SCHEDULE TERM: 3 years.

SERVICE DETAILS

Maximum Number of Users:	20 Users
Our account to which the Service charges will be billed:	1942990800

SERVICE TERMS

1 SERVICE DESCRIPTION

- 1.1 The Managed Bill Reporting System (**MBRS**) Service is an online telecommunications bill reporting tool that provides information on your usage of our telecommunications services. It is comprised of the following components:
 - (a) Dashboard;
 - (b) Inventory Management;
 - (c) Bill Reporting;
 - (d) Report Builder;
 - (e) User Management; and
 - (f) Document Management.
- 1.2 We reserve the right to update and enhance the existing components and may add new components from time to time.

DASHBOARD

- 1.3 The Dashboard is the default home page of the MBRS suite which:
 - (a) displays a printable, overview of your telecommunications expenses in graph format by billing period based on the Bill Data; and
 - (b) provides a link to navigate directly to your report favourites.

INVENTORY MANAGEMENT

- 1.4 Inventory Management (**IM**) is an online inventory management tool which:
 - (a) contains a list of all services under your Nominated Accounts;
 - (b) provides Users with the ability to edit fields such as the inventory list (which details any changes to data held in IM), service description and installation date, in accordance with system permissions; and

SCHEDULE

- (c) enables Users to apportion services across several business units / cost centres.

BILL REPORTING

1.5 Bill Reporting (BR) is an online bill reporting and analysis tool which allows Users to:

- (a) generate and view a variety of standard reports from the Bill Data; and
- (b) download Bill Data in CSV, Excel or PDF format.

1.6 Customised and additional bill reports are also available for an additional charge.

REPORT BUILDER

1.7 Report Builder (RB) is an online tool which allows Users to:

- (a) generate and view a variety of standard reports from the Bill Data in BR and Service Inventory in IM;
- (b) download Bill Data in CSV format;
- (c) create customised reports based on bill, cost centre, product, chargeable item and account which can be saved to an individual User or made available for all Users; and
- (d) add any standard or customised report to their favourites list and receive automatic email notification or report updates when new Bill Data is available.

1.8 Customised and additional bill reports are also available for an additional charge.

USER MANAGEMENT

1.9 User Management (UM) enables organisations to administer MBRS Users access. It allows:

- (a) individual Users the ability to view their level of MBRS access;
- (b) nominated Users to manage individual User access to components of MBRS as well as level of access to bill data and inventory; and
- (c) nominated users to export a list of Users in CSV, SLK and PDF file formats.

DOCUMENT MANAGEMENT

1.10 The Document Management (DM) component provides:

- (a) a knowledge repository for up to 30 documents. Additional documents can also be stored for an additional charge;
- (b) hosting for additional links to other websites as agreed between the parties; and
- (c) hosting for management reports which we may agree to generate at your request.

TRAINING

1.11 We will provide:

- (a) one welcome and training session following implementation of the Service to be conducted on-site or online (as determined by us based on the location of your site); and
- (b) online help via a self-serve web portal which may be accessed by all Users.

1.12 We can provide additional training (including training on-site), for an additional charge.

HELP DESK

1.13 If a User requires assistance with resolving any problems and faults relating to the Service, they can contact our Help Desk:

- (a) by phoning 1800 619 553 between 8.30am and 5.30pm (AEST) on Business Days; or
- (b) via email to mbrssupport@team.telstra.com; or
- (c) such other contact details as notified to you from time to time.

ADDITIONAL FEATURES AND SERVICES

1.14 We can provide any additional features and services requested by you and agreed by us, for an additional charge.

2 PRICING

- 2.1 The prices for the Service are set out in Att 1 to Schedule 7, and will be billed to the Telstra account set out in the Service Details.
- 2.2 The pricing set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.3 All pricing set out in this Service Schedule is GST exclusive, unless otherwise stated.

3 TERM AND TERMINATION

- 3.1 This Service Schedule begins on the Service Start Date and continues for the Service Schedule Term, unless terminated or renewed.
- 3.2 If the Service is cancelled or terminated for any reason, you must:
 - (a) immediately cease using the Service;
 - (b) immediately delete all User IDs and Passwords and any copies of them that are in your possession or control; and
 - (c) ensure that each User immediately deletes all copies of all User IDs and Passwords in its possession or control.

4 SERVICE PLANNING AND IMPLEMENTATION

- 4.1 To enable us to provide the Service, you must, at our request, provide us with:
 - (a) a complete list of your billing hierarchy and costs centre in an agreed electronic format (including any business rules relating to the apportionment of charges against multiple cost centres); and
 - (b) all reasonable assistance in relation to the Service.
- 4.2 Once you have supplied us with all the necessary information and assistance we require under clause 4.1 above, we will meet with you to agree a timetable for implementation of the Service (including any additional features or services you require and which we agree to provide).

5 BILL DATA

- 5.1 We may provide you with copies of Bill Data in formats advised to you from time to time.
- 5.2 You acknowledge that there may be a delay between an invoice and the receipt of Bill Data by the Service. You must not dispute an invoice due to such delay. A delay does not extend a payment period under this Agreement.
- 5.3 The Bill Data and information or reports produced by MBRS may not be accurate or up to date (e.g. it may not reflect any adjustments to your accounts until we have received cleared funds from you, service level credits made to your account, your failure to correct remittance details or dishonoured payments).
- 5.4 Your charges for the Service will be invoiced separately in accordance with this Agreement.

6 SECURITY AND USERS

- 6.1 When we transmit data to you electronically we will use secure socket layers with 128 bit encryption and we will keep all Bill Data behind our standard firewall.
- 6.2 We will provide a User ID and Password for each User to enable the User to access the Service (**User ID and Password**).
- 6.3 You must:
 - (a) nominate a number of Users up to the Maximum Number of Users. We may provide access to the Service for additional Users above the Maximum Number of Users at the Fee for additional Users;
 - (b) ensure that the Service is used only by Users using a valid User ID and Password allocated to that User;
 - (c) ensure that each User keeps their User ID and Password secret, does not send or disclose its User ID or Password to any other person or entity, and does not store it in any form (whether coded or unencoded) in a location where it is capable of being copied, read or used by any other person;
 - | (d) without limiting clause (c) above, keep any computer on which any User ID and Password is stored physically secure and take all necessary precautions (including when downloading and running third party programs from the Internet) to protect any computer from viruses or programs which might make the User ID and Password on the computer accessible to third parties;
 - (e) comply with our reasonable directions in relation to access and use of the Service, including User ID and Password; and
 - (f) use the Service for your internal business purposes only.
- 6.4 You are responsible for all use of the Service (whether by you or any other person using a User ID and Password) and Telstra is not liable for any misuse of the Service by you or any other person using the User ID and Password.
- 6.5 You must immediately notify us by calling the Help Desk if:
 - (a) any of your details change;
 - (b) a User ceases to be authorised to use the Service;
 - (c) you become aware that any User ID and Password has been lost, stolen, compromised (including a third party obtaining access to a private key) or becomes known to a third party; or

- (d) you become aware of any unauthorised use of any User ID and Password.

Notice provided by you under clause 6.5 above does not release you from any of your responsibilities under this Service Schedule or this Agreement.

7 YOUR OBLIGATIONS

- 7.1 You must acquire and maintain (at your cost) all equipment, software and services that you need to use the Service. The minimum browser specification to access the Service is Microsoft Internet Explorer 8.0. Other browsers are not supported. We may notify you from time to time of updated equipment, software and service requirements and the date from which those new requirements will come into effect.
- 7.2 You must not use, or permit the Service to be used:
- (a) in any way contrary to the terms of this Agreement;
 - (b) by anyone other than Users;
 - (c) for any activities which breach any laws or infringe any third party rights;
 - (d) to produce reports or information for use by anyone other than yourself; or
 - (e) to access information that does not relate to you.
- 7.3 We may limit, suspend or cancel the Service at any time without notice to you if you breach clause 7.2 above.

8 INTELLECTUAL PROPERTY

- 8.1 If we provide you with any documents, reports, processes or software as part of your MBRS service, we (or our licensors) will:
- (a) continue to own the intellectual property rights in those materials; and
 - (b) grant you a non-exclusive, non-transferable licence to use that material solely for the purpose of using your MBRS service.
- 8.2 You must not copy, reproduce, modify, distribute or create any derivative works from that material without our written consent.

9 DEFINITIONS

- 9.1 In this Service Schedule, unless otherwise stated:

Bill Data means service usage, charges and billing data in relation to your Nominated Accounts.

Nominated Accounts means your accounts with us which you nominate to be included for the purposes of using the Service.

User means an individual nominated by you who may access the Service on your behalf.

Att 1 to Schedule 7 - Pricing

PRICING

SERVICE	PRICING/DISCOUNTS
Standard	
Monthly Fee	\$750 per month.
Additional features	
Simple General Ledger File	\$ As quoted and agreed (once only).
Complex General Ledger File	\$ As quoted and agreed (once only).
Mobile Phone User Service statement – email delivery	\$ As quoted and agreed.
Customised bill reports and additional standard bill reports	\$ As quoted and agreed (once only).
Additional services	
Training:	
On site (Metro area) for 2.5 hours:	\$400 per site visit.
On site (Non Metro area):	As quoted and agreed.
Fee for additional Users	\$120 per 10 Users per annum.

MBRS CREDIT

- 1.1 We will credit your Telstra account (as set out in the Service Details) with the following credits (**MBRS Credit**), which will be applied against your Telstra invoices for the Monthly Fee set out above:
- (a) the amount of \$9,900.00 (GST inclusive) within 30 days of the Service Start Date;
 - (b) the amount of \$9,900.00 (GST inclusive) within 30 days of the first anniversary of the Service Start Date; and
 - (c) the amount of \$9,900.00 (GST inclusive) within 30 days of the second anniversary of the Service Start Date.
- 1.2 We may suspend or cease payment of the MBRS Credit at any time by notice to you:
- (a) if you do not pay any amounts due to us on time;
 - (b) if you do not achieve any Spend Conditions set out in this Agreement; or
 - (c) if an administrator, receiver, liquidator or provisional liquidator is appointed to you, or you resolve to enter into any settlement, moratorium or similar arrangement for the benefit of your creditors, or you are unable to pay your debts when they are due.
- 1.3 If the Service is cancelled or terminated for any reason other than for our material breach, you must reimburse us any MBRS Credit paid to you.

SCHEDULE 8 - MOBILE SERVICES (TELSTRA BUSINESS FLEET CONNECT PLAN)

SERVICE START DATE: The date the Agreement is signed by the last party.

SERVICE SCHEDULE TERM: 24 Months

SERVICE TERMS

1 SERVICE DESCRIPTION

- 1.1 Mobile Services are public mobile telecommunications services (as defined by section 32 of the *Telecommunications Act 1997* (Cth) connected to our GSM or Next G® networks.
- 1.2 The Telstra Business Fleet Connect Plan is available as a:
 - (a) fixed 24 or 36 month plan with a SIM only (**Member Plan**); or
 - (b) month-by-month casual plan (**Casual Plan**),together (**Fleet Connect Plans**).
- 1.3 Fleet Connect Plans do not include a handset. If you take up a Member plan you may bring your own compatible handset, or, for eligible customers, take up a 24 month Mobile Repayment Option ("MRO") handset. The MRO terms and conditions are set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms.
- 1.4 If you choose a Casual Plan you are not eligible to receive a Loyalty Bonus Credit.

2 PRICING

- 2.1 The charges for your Fleet Connect Plan services, except plans with a \$10 Monthly Fee, depend on the number of Eligible Mobile Services you have connected to your Fleet Connect Plan account at any one time.
- 2.2 Fleet Connect Plans have six different pricing tiers as set out below:
 - (a) Tier 1 if you have 1 to 10 Eligible Mobile Services;
 - (b) Tier 2 if you have 11 to 19 Eligible Mobile Services;
 - (c) Tier 3 if you have 20 to 39 Eligible Mobile Services;
 - (d) Tier 4 if you have 40 to 79 Eligible Mobile Services;
 - (e) Tier 5 if you have 80 to 149 Eligible Mobile Services; and
 - (f) Tier 6 if you have 150 or more Eligible Mobile Services.
- 2.3 All prices for the Services described in this Service Schedule and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule.
- 2.4 The Attachments to this Service Schedule set out the pricing for your Services as at the date of this Agreement. This pricing is also set out in Our Customer Terms. You acknowledge and agree that we may change the pricing at any time, without changing the Attachments, provided we follow the process set out in the General Terms section of Our Customer Terms applicable to you. The pricing in Our Customer Terms will always prevail over the Attachments to the extent of any inconsistency.

- 2.5 If we change the pricing and the change is detrimental to you we will tell you beforehand.
- 2.6 The prices and discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.7 All pricing in this Service Schedule is inclusive of GST, unless otherwise stated.

3 LOYALTY BONUS

- 3.1 If you choose a Telstra Business Fleet Connect Member Plan with a minimum term of 24 months or more and your Monthly Fee is \$35 or more you will receive a Loyalty Bonus (except Business Fleet Connect Plans with a Monthly Fee of \$90 and \$105). Full details are set out in Our Customer Terms.

4 FEATURES OF THE TELSTRA BUSINESS FLEET CONNECT PLANS

4.1 Included Calls and Benefits

(a) Telstra Business Fleet Connect Plan 140 and Telstra Business Fleet Connect Plan 105

The Telstra Business Fleet Connect Plan with a \$140 Monthly Fee (**Plan 140**) and the Telstra Business Fleet Connect Plan with a \$105 Month Fee (**Plan 105**) includes:

- (i) unlimited standard calls and messages in Australia;
- (ii) a choice of unlimited MessageBank® diversion and retrieval or unlimited MessageBank Plus in Australia; and
- (iii) an allowance of \$50 each month for calls and messages to international numbers.

(b) Telstra Business Fleet Connect Plan 90

The Telstra Business Fleet Connect Plan with a \$90 Monthly Fee (**Plan 90**) includes:

- (i) unlimited standard calls and messages in Australia and
- (ii) a choice of unlimited MessageBank diversion and retrieval or unlimited MessageBank Plus in Australia

(c) All other Telstra Business Fleet Connect Plans

For all other Fleet Connect Plans (excluding plan with a \$10 Monthly Fee), your Monthly Fee includes:

- (i) an amount of included standard calls and messages (**Monthly Call Allowance**) as set out in the table below;
- (ii) unlimited SMS from Australia to standard Australian numbers (**SMS Bonus**); and
- (iii) unlimited MessageBank® diversion and retrieval in Australia or MessageBank Plus for iPhone services.

Monthly Fee	Monthly Call Allowance	SMS Bonus	MessageBank® diversion and retrieval or MessageBank Plus (iPhone users only)
\$10	\$0	\$0	N/A
\$35	\$20	Unlimited	Unlimited

Monthly Fee	Monthly Call Allowance	SMS Bonus	MessageBank® diversion and retrieval or MessageBank Plus (iPhone users only)
\$45	\$45	Unlimited	Unlimited
\$75	\$75	Unlimited	Unlimited
\$95	\$95	Unlimited	Unlimited
\$140	Unlimited	Unlimited	Unlimited
\$90	Unlimited	Unlimited	Unlimited
\$105	Unlimited	Unlimited	Unlimited
ALL TO STANDARD AUSTRALIAN NUMBERS (EXCLUDES USE OVERSEAS)			

(d) **Standard calls and messages**

Unless your Telstra Business Fleet Connect Plan provides otherwise, The types of standard calls and messages included in your Monthly Call Allowance and SMS Bonus are most types of national direct dial calls, video calls and messages made within Australia to standard Australian numbers, including voice calls to 11xx, 13xx, 18xx, (excluding Sensis® 1234, 12455 and 12456 services), calls and SMS to most satellite phones, diversion within Australia to fixed numbers with only an 02, 03, 07 or 08 area code or mobile numbers commencing with only 04xx, MessageBank® diversion and retrieval calls and any other calls or messages as determined by us (**standard calls and messages**).

Calls and messages that are not included in your Monthly Call Allowance and SMS Bonus are calls/SMS/MMS to premium numbers (e.g. 19xx numbers), 1234, 12455 and 12456 numbers, Pivotel numbers, some satellite numbers, operator assisted and info calls (eg most 12xx numbers), Call Answer, Memo, PhonePage, bulk SMS sending services, content charges and use while overseas. You cannot apply your included Monthly Call Allowance towards data usage.

(e) **FairPlay Policy and expiry of unused allowance**

Our FairPlay policy (set out in Part A – General of the Telstra Mobile section of Our Customer Terms) applies to any unlimited included allowance. It is designed to ensure you do not commercially exploit our service. This includes using the service to re-originate international calls or messages coming into Australia. Any unused included allowance expires monthly.

(f) **International calls and Roaming**

The call rates and terms that apply to international calls and international roaming services are set out in Part D – Other Call Types and Part I - Heading Overseas (International Roaming) of the Telstra Mobile Section of Our Customer Terms.

(g) **Share Unused Monthly Call Allowance**

You can share unused Monthly Call Allowance on your Telstra Business Fleet Connect Plan services (excluding plans with a Monthly Fee of \$10, Plan 90, Plan 140 and Plan 105) between your Telstra Business Fleet Connect Plan services, Telstra Business Mobile PLUS Plan services and Telstra Business Mobile Fleet Select Plan services on the same Telstra account.

Any unused Monthly Call Allowance expires monthly.

(h) Free Intra Account voice calls in Australia

You can make national voice and video calls, and send SMS messages, in Australia from your Telstra Business Fleet Connect Plan service to other Telstra Business Fleet Connect Plan services in Australia on the same Telstra account for free. Our FairPlay Policy (set out in Part A – General of the Telstra Mobile section of Our Customer Terms) applies to Free IntraAccount calls.

(i) Monthly Data Allowance

Telstra Business Fleet Connect Plans with a Monthly Fee of \$35 or more (except Plan 90) are provided with an amount of Included Data based on the Monthly Fee as set out in the table below.

MONTHLY FEE	INCLUDED DATA
\$10	0MB
\$35	50MB
\$45	200MB
\$75	1GB
\$95	1.5GB
\$140	4GB

MONTHLY FEE	INCLUDED DATA
\$90	0MB
\$105	1GB

You can share the monthly Included Data with other Fleet Connect Plan services on the same account, (except plans with a Monthly Fee \$10 and Plan 90), and with Telstra Mobile Broadband Shared Data Plans. You cannot share your Included Data with any other services or plans.

Charges apply as set out in Our Customer Terms for usage in excess of, or excluded from, your Monthly Data Allowance. For data you use in excess of your Monthly Data Allowance (including data you can share), you must pay us the excess charges. You must also pay for international data use separately and additional charges will apply.

(j) SMS Bonus

Telstra Business Fleet Connect Plans with a Monthly Fee of \$35 or more can send unlimited national SMS to standard Australian mobile numbers, subject to our FairPlay policy.

(k) MessageBank®

Telstra Business Fleet Connect Plans with a Monthly Fee of \$35 or more get unlimited MessageBank diversion and retrieval in Australia or MessageBank Plus for iPhone services.

5 MINIMUM COMMITMENTS

- 5.1 The minimum Spend per Quarter (excluding equipment charges) for all Mobile Services connected to a Fleet Connect Plan as set out in this Service Schedule 8 and a Share Plan as set out in Service Schedule 9 is \$4,621 (**Quarterly Mobile Spend**).

- 5.2 The minimum number of Mobile Services that must be connected and remain connected to a Business Fleet Connect Plan and a Share Plan during the Service Schedule Term is 31 (**Minimum Number of Mobile Services**).
- 5.3 If you do not achieve at least 90% of the amounts in clauses 5.1 and 5.2 above, we may on 7 days notice decrease or withdraw any off-tariff or discounted pricing for the relevant Service for any subsequent Quarters until you achieve in a subsequent Quarter 100% of the amounts in clauses 9.1 and 9.2 above (based on the previous off-tariff or discounted pricing).
- 5.4 If you do not achieve at least 70% of the amounts in clauses 5.1 and 5.2 above, we may on 7 days notice terminate this Service Schedule.

6 EARLY TERMINATION

- 6.1 You must pay an early termination charge (**ETC**) and administration fee as reasonably determined by us if, during your minimum term:
 - (a) you cancel (other than as a result of our material breach) or we cancel your Telstra Business Fleet Connect Member Plan; or
 - (b) you move to a lower Monthly Fee, a different Telstra Business Fleet Connect Member Plan, or take up a Telstra Business Fleet Connect Casual Plan or other Telstra Mobile plan.

- 6.2 The formula we use to calculate the ETC is:

Monthly Fee x number of months (or part thereof) remaining in your minimum term x 90%

The maximum ETC you have to pay per service is set out in Attachment 3 – Maximum ETC Amounts.

7 ORDERING SERVICES

- 7.1 You may order Telstra Business Fleet Connect Plans from us by giving us the minimum information we require to provision a service. We are not bound to accept your order.
- 7.2 Any service you order will be subject to this Service Schedule and the relevant parts of Our Customer Terms.
- 7.3 Unless you choose Telstra Business Fleet Connect Casual Plan, any service you order will be subject to a fixed minimum contract term of 24 or 36 months.

8 DEFINITIONS

- 8.1 In this Service Schedule, unless otherwise stated:

Base Price means the GST inclusive price set out in Our Customer Terms for the service before applying any Flexi-Plan or other discount plan described in Our Customer Terms, and excludes any weekend rates, pricing packages, spot specials, capped calls or other promotional offers.

Device means an approved Telstra GPRS, GSM or Next G® network capable device.

Eligible Mobile Services means mobile services connected to a Telstra Business Fleet Connect Plan, Telstra Business Mobile PLUS Plan, Telstra Business Mobile Plan (Member/Phone), Telstra Business Mobile Fleet Select Plan or Telstra Mobile Broadband Plan.

Quarter means each full 3 calendar month period commencing on 1 July, 1 October, 1 January, and 1 April in any year.

Spend means the GST exclusive amount of money that we bill you.

Att 1 to Schedule 8 - Telstra Business Fleet Connect Plan Price List

1 MONTHLY FEE, CALL AND SMS CHARGES

1.1 The following call rates apply based on the tier you fall as defined in clause 2.2 of this Service Schedule

TIER	STANDARD CALL RATES (PER 30 SEC AND CHARGED PER SECOND)			
Monthly Fee	\$35 (Base Call Rate)	\$45	\$75	\$95
Call Rate Discount (off the Base Call Rate)	N/A	10%	20%	30%
Tier 1	36¢	32.4¢	28.8¢	25.2¢
Tier 2	32¢	28.8¢	25.6¢	22.4¢
Tier 3	28¢	25.2¢	22.4¢	19.6¢
Tier 4	24¢	21.6¢	19.2¢	16.8¢
Tier 5	20¢	18¢	16¢	14¢
Tier 6	16¢	14.4¢	12.8¢	11.2¢

1.2 If you have a Telstra Business Fleet Connect Plan with a Monthly Access Fee of \$10, you will be charged:

- (a) 30c per 30 seconds (charged per second) for voice and video calls to Australian numbers with an 02, 03, 07 or 08 area code, mobile numbers in Australia commencing with 04xx and 13 numbers;
- (b) a 20c call connection fee; and
- (c) 25c per national SMS message per recipient.

1.3 You will also be charged 14c per 30 seconds for MessageBank Retrieval.

2 OTHER CHARGES

TYPE	CHARGE
MMS to recipients in Australia	50c per message per recipient
Call Forward	6c per 30 seconds
International SMS	50c per message per recipient
International MMS	75c per message per recipient
MessageBank Call Forward	6c per 30 seconds

- 2.1 You will be charged for any other use of your service including for calls and messages that are not standard calls and messages, other call types not included in your plan or in excess of the included allowances on your plan, call forward (if not included in your plan), premium SMS and for international calls, SMS and MMS and international roaming in excess of any included amount that comes with your plan.

Att 2 to Schedule 8 - Maximum ETC Amounts

Monthly Fee	Maximum ETC	
	Member Plan – 24 months	Member Plan – 36 months
\$10	\$216	\$324
\$35	\$756	\$1,134
\$45	\$972	\$1,458
\$75	\$1,620	\$2,430
\$95	\$2,052	\$3,078
\$140	\$3,024	\$4,536
\$90	\$1,944	\$2,916
\$105	\$2,268	\$3,402

Att 3 to Schedule 8 – Minimum Plan Costs

Monthly Fee	Telstra Business Fleet Connect Plan	
	Member Plan – 24 months	Member Plan – 36 months
\$10	\$ 240	\$ 360
\$35	\$ 840	\$ 1,260
\$45	\$ 1,080	\$ 1,620
\$75	\$ 1,800	\$ 2,700
\$95	\$ 2,280	\$ 3,420
\$140	\$ 3,360	\$ 5,040
\$90	\$ 2,160	\$ 3,240
\$105	\$ 2,520	\$ 3,780

Minimum plan costs do not include usage in excess of or excluded from the included allowances on your plan.

Att 4 to Schedule 8 – Recontracting Credit

- 1.1 If you are entitled to a Recontracting Credit the credit amount would be in Att 5 to Schedule 8 – Pricing.
 - (a) It is not redeemable for cash.
 - (b) Recontracting Credit does not apply to plans with a Monthly Fee of \$10.
 - (c) We will apply the Recontracting Credit no later than your third bill after your Services are recontracted.
 - (d) If you or we cancel your Telstra Business Fleet Connect Plan (other than for our material breach) or you move to a lower plan prior to the expiry of the 24 month term you must repay the Recontracting Credit to us on a pro-rata basis.

Att 5 to Schedule 8 - Pricing

SERVICES	PRICING
Recontracting Credit	Once off credit amount equivalent to
\$45 Member plans	1 Month(s) of Monthly Access Fee

SCHEDULE 9 - TELSTRA MOBILE BROADBAND SHARE PLANS

SERVICE START DATE: The date the last party signs the Agreement/Variation Agreement.
SERVICE SCHEDULE TERM: 24 months

SERVICE TERMS

1 SERVICE DESCRIPTION

- 1.1 The Telstra Mobile Broadband service allows you to use a mobile broadband device approved by us in connection with the Telstra Mobile Broadband service ("Capable Device") to access data over Telstra's mobile Next G® network. You can share included data allowances between eligible services on the same account with a Telstra Mobile Broadband Share Plan ("Share Plan"). To access 4G you will need to have a compatible 4G Capable Device and be in a Telstra 4G Coverage Area.

ELIGIBILITY

- 1.2 The included data allowance available on Share Plans may only be shared between other users on the same account who have at least one of the following Telstra Services: Telstra Mobile Broadband Share Plans and Telstra Embedded Share Plans ("Eligible Services"). Telstra Mobile Broadband Share Plans connected prior to 2 August 2011 are not considered an Eligible Service.

SHARE PLANS

- 1.3 You can access the Telstra Mobile Broadband service with one of the following Share Plans ("Share Plans").
- (a) 12 or 24 month TMB Share Member Plans ("Share Member Plans");
 - (b) Monthly TMB Share Casual Plans ("Share Casual Plans").
- 1.4 The Share Member Plans includes two subtypes:
- (a) The BYO Plan, if you acquire only a SIM ("Share Member BYO Plan"); or
 - (b) The MRO Plan, if you acquire a Capable Device subject to a Mobile Repayment Option ("MRO") as per the terms and conditions as set out in Part C – Special Promotions of the Telstra Mobile Section of Our Customer Terms ("Share Member MRO Plan").
- 1.5 The data allowance on Eligible Services will contribute to the shared data allowance available on your account ("Shared Data Allowance"). The Shared Data Allowance can only be used by Eligible Services on the same account. Services other than the Eligible Services that are connected to the same account as a Share Plan will not contribute to the Shared Data Allowance and cannot use the Shared Data Allowance.
- 1.6 Subject to the terms of this Service Schedule, the terms and conditions that apply to the plans set out in this Service Schedule are the terms and conditions that apply to the Telstra Mobile Broadband service as set out in Our Customer Terms.

2 PRICING

- 2.1 All prices for the Services described in this Service Schedule and any other fees are the applicable Our Customer Terms prices, unless otherwise set out in this Service Schedule.

- 2.2 Attachment 1 to this Service Schedule sets out the pricing for your Services as at the date of this Agreement. This pricing is also set out in Our Customer Terms. You acknowledge and agree that we may change the pricing at any time, without changing Attachment 1, provided we follow the process set out in the General Terms section of Our Customer Terms applicable to you.
- 2.3 If we change the pricing and the change is detrimental to you we will tell you beforehand.
- 2.4 For Share Plan customers connected to the TMB Default Voice Plan, the voice and SMS rates set out in Attachment 1 will apply.
- 2.5 The prices and discounts set out in this Service Schedule will be effective from implementation into our billing systems.
- 2.6 All prices set out in this Service Schedule are GST exclusive, unless otherwise indicated.

3 ELIGIBLE DATA USAGE

- 3.1 For data you use in excess of your monthly included Shared Data Allowance across the account, you must pay us the excess charges up to an excess cap amount as set out in Our Customer Terms ("Excess Cap"). Amounts we charge you for the monthly service/access fee and for data usage for international roaming do not count towards the Excess Cap and you will have to pay any applicable charges.
- 3.2 Any monthly included kilobytes which remain unused at the end of each month will not roll over for use in the next month.

4 TERM AND TERMINATION

- 4.1 The Service Schedule Term begins on the Service Start Date and continues for the Service Schedule Term unless terminated or renewed.

CANCELLING SHARE PLANS

- 4.2 You may cancel your Share Member Plan at any time and your Monthly Service Fee will be pro-rated based on your usage of your Shared Data Allowance during that month.
- 4.3 However, if during your contract term, you terminate your Share Member Plan other than as a result of our material breach or we deactivate your Share Plan for a material breach by you we may charge you an ETC, calculated as follows:

$$\text{ETC payable} = \frac{\text{Minimum monthly spend for the Selected Share Plan}}{\times \text{Number of months (or part thereof) remaining in your minimum term}} \times \begin{cases} 70\% & (\text{on 4GB, 8GB plans}) \\ \text{or} \\ 60\% & (\text{on 15GB plan}) \end{cases}$$

The maximum ETC amounts for the Share Plans (GST Inclusive) are set out in the table below:

TMB Share Member Plan	12 months	24 months
TMB Share Member Plan 4GB	\$336.00	\$672.00
TMB Share Member Plan 8GB	\$462.00	\$924.00
TMB Share Member Plan 15GB	\$720.00	\$1440.00

- 4.4 The ETC payable decreases over the life of your contract term. The amount of the ETC represents our genuine estimate of the costs and loss of profits we are likely to suffer as a result of the termination, variation or deactivation.

5 ORDERING SERVICES

- 5.1 You may order Share Plans from us directly or from selected Telstra shops and authorised dealers by completing and sending to us an Application Form. We are not bound to accept your order.
- 5.2 Unless you choose a Monthly Share Casual Plan, any service you order will be subject to a fixed minimum contract term of 12 or 24 months.

6 DEFINITIONS

- 6.1 In this Service Schedule, unless otherwise indicated:

4G Coverage Area means within 5km of the GPO of capital cities and within 3km of the town centre for selected regional locations, unless we expand this area which may occur over time.

Share Plan means a plan that allows you to access Telstra Mobile Broadband network and share the monthly included data allowance between all Eligible Services on the same account. Share Plans include a monthly included kilobytes component for eligible data usage and a special rate for eligible data usage in excess of the monthly included kilobytes, both of which are set out in Our Customer Terms.

Our Customer Terms means Telstra Standard Form of Agreement formulated for the purposes of Part 23 of the Telecommunications Act 1997 (Cth) as amended from time to time.

Att 1 to Schedule 9 - Pricing

24 Month Share Member Plan \$40		
Monthly included data allowance (calculated per KB)	4 GB	
	Rate (GST excl.)	Rate (GST incl.)
Monthly service fee	\$36.36	\$40
Fee for eligible data usage exceeding the monthly included kilobytes (charged per kilobyte block)	9.09 cents per MB	10 cents per MB

SCHEDULE 10 – CLOUD SERVICES

SERVICE START DATE: The date the last party signs the Agreement.

SERVICE SCHEDULE TERM: 3 years

DETAILS

PLEASE SELECT THE CLOUD SERVICES THAT YOU REQUIRE:

APPLICATIONS

Business Applications (T-Suite)	
Enterprise Applications	
Cloud Collaboration – Microsoft	

INFRASTRUCTURE

Cloud Infrastructure	
Tailored Infrastructure	

DATA CENTRES

Co-location	X
Infrastructure Hosting	

NETWORK SERVICES

Public Network	
Private Network	

SERVICES

Professional Services	
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SERVICE TERMS

1 SERVICE TERMS

1.1 The terms for your Network Computing Services are set out in:

- (a) this Service Schedule;
- (b) the application forms for your Cloud Services; and

- (c) the Cloud Services section of Our Customer Terms unless inconsistent with or excluded under clause 2 below.

2 SPECIAL TERMS

- 2.1 The following special terms apply to some or all of your Cloud Services.

SECURITY

- 2.2 We will use reasonable endeavours to keep your products secure so that your use of and the data you transfer to and/or from your products is not visible to unauthorised third parties.
- 2.3 We will use reasonable endeavours to protect our equipment and service platform against intrusions, viruses, trojan horses, worms, time bombs and other similar harmful software which may affect your service, as well as vulnerabilities which may expose our equipment and service platform to the risk of intrusion or attack. We do not, however, guarantee such protection.

OUTAGES

- 2.4 We will endeavour to carry out scheduled maintenance:

- (c) within the Scheduled Maintenance Window Times referred to in clause 6.14 of Our Customer Terms Cloud Services - Part A (General), unless otherwise agreed with you in advance;
- (d) at other times with as much prior notice from us as is reasonable in the circumstances, unless otherwise agreed with you in advance; or
- (e) where we need to implement an emergency outage to perform urgent work,

without affecting your products, services or features. However, your products, services or features may not be available during these periods, in which case we will where possible, give you as much notice as is reasonable in the circumstances.

CO-LOCATION

- 2.5 You must seek written consent from us before installing any equipment.
- 2.6 Notwithstanding any excess usage charges, if you do not comply with the maximum power supply obligations and fail to reduce your power consumption accordingly within 30 days of receiving notice from us, we may cancel your service if in our reasonable opinion it is posing a risk to the facility.
- 2.7 You can specify up to 10 personnel to be your authorised persons who will be granted access to the Data Centre. You will need to pay for an electronic access card for additional personnel as specified in the application form for your Cloud Services. You must confirm to us the status of your authorised persons every three months.
- 2.8 We reserve our right to refuse any person access to one of our Data Centres at any time, including for security reasons or to maintain the service we provide to you and our other customers. In exercising our rights under this clause, we will act reasonably, and upon request, we will provide you with reasons for any refusal to grant access.
- 2.9 We may request you to move your equipment to an alternative cabinet space. If you do not move your equipment to the alternative cabinet space on written notice from us, we may do so on your behalf and charge you for this.
- 2.10 No photography or recording is permitted in the facility.

OUR CUSTOMER TERMS

- 2.11 The indemnity set out in clause 2.24 of Cloud Services – Part A (General) in Our Customer Terms is reduced to the extent that the loss or damage was caused by our breach of contract or negligence.

2.12 The following clauses in Our Customers Terms do not apply to your Data Centre Co-location Cloud Services:

- (a) **Cloud Services – Part A (General), clauses 4.1, 4.2, 5.4, 6.15(d), 6.15(f); and**
- (b) **Cloud Services – Part F – Data Centres (Formerly Managed Facilities), clause 2.4, 2.17, 2.18(d) 2.19, 2.22.**