

## IP TEL SERVICE SCHEDULE

This Service Schedule forms part of the agreement between Connect ANZ Pty Ltd trading as AAPT Business Connect (**We, Us, Our**) and You. Any terms defined in the Standard Service Agreement and the Service Order Form have the same meaning in this Service Schedule unless defined in this Service Schedule or the context requires otherwise.

To place an order for the IP Tel service described in this Service Schedule (**Service**), please complete, sign and return to Us the Service Order Form provided to You.

### 1. Definitions

#### 1.1. Definitions in this Service Schedule:

- a) **ACMA** means the Australian Communications and Media Authority or anybody superseding or replacing it.
- b) **Act** means the Telecommunications Act 1997 (Cth).
- c) **Business Hours** means 9:00 am to 5:00pm AEST.
- d) **Business Day** means Monday to Friday excluding national and NSW public holidays.
- e) **Call Rates** means the rates for calls as advised to You from time to time.
- f) **Calling Device** has the meaning set out in clause 2.1 (a) (ii).
- g) **CSG** means Customer Service Guarantee as outlined in the Act.
- h) **Designated Numbers** means any Service Numbers requested by You in a Service Order Form.
- i) **Equipment** means hardware or other equipment together with any parts, handbooks, instructions, manuals, drawings and other non-consumable items relating the use of the IP Tel Service.
- j) **Force Majeure Event** means an event or cause beyond the reasonable control of the party claiming force majeure including, without limitation, acts or omissions of third party network operators or suppliers, fire, flood, earthquake, elements of nature or acts of God, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, strikes or lockouts
- k) **Incident** means any Unplanned Outage or deterioration in the performance of the Service.
- l) **Network Charges** means any Provider fees for SIP, 1300/1800, fax, WebEx hosting and/or porting charges.
- m) **Numbering Plan** means the Numbering Plan made by the ACMA in accordance with the Act.
- n) **Planned Outage** means a pre-defined period of time as reasonably determined by Us, that We may interrupt supply of the Service to You for routine maintenance, upgrading or other similar activities, after giving You at least 3 days' prior notice.
- o) **Provider** means any service provider to Us in connection with the provision of the Service and includes, without limitation, any carrier (as that term is defined in the Act).
- p) **Provider's Network** means the network provided by a Provider.
- q) **Provider's Terms** means any Provider's terms and conditions of supply as notified by Us to You from time to time.
- r) **Resolution** means the elapsed time between Our Response to an Incident or Service Request, and Services being restored to their pre-Incident condition.
- s) **Response** means the elapsed time between the earlier of:
  - i) You making a Service Request or reporting an Incident to Us;
  - ii) or Us responding to an alarm on Our network in relation to an Incident, and acknowledgement by Us of the Service Request or Incident (or notification of Incident if We Were responding to an alarm) to Your nominated contact via a pre-agreed method (e.g. sms).
- t) **Service Availability Target(s)** means the targeted Service availability.
- u) **Service Number** means any telephone, facsimile, data or other service number which is capable, in accordance with the Numbering Plan, of being used as an individual network address.
- v) **Service Rebates** means the rebates related to breach of Service Availability Targets.
- w) **Service Request** means a request for information or a change relating to a Service, where the request falls within the scope of the Services without incurring additional charges.
- x) **Severity** means Our categorisation of Service Requests and Incidents that dictate the speed and method of Our Response and Resolution.

- y) **Standard Service Hours** means those hours during which Our Service Centre is staffed, infrastructure monitoring systems are operational and alarm surveillance occurs being 24 hours per day, 7 days per week.
- z) **Standard Services Agreement** means the agreement under which an order is made as referred to in a Service Order Form.
- aa) **Unplanned Outage** means any interruption to the Services other than a Planned Outage.

## 2. Service

### 2.1. Service Description

- a) The Service consists of:
  - i. a managed virtual IP PBX (**Managed PBX**), including a range of available features for selection as set out at clause 2.2 below. Additional charges may apply for some features;
  - ii. a calling device being either:
    - A) a licensed softphone (software application) for installation on a compatible device; or
    - B) a leased physical telephone handset (to avoid doubt, ownership in the handset remains with Us),
 (or a combination of both) with which to make and receive phone calls depending on the option chosen in Your Service Order Form (**Calling Device**); and
  - iii. a SIP trunk service consisting of:
    - A) one direct in-dial number (DID) that will be allocated based on the geographic area of the service delivery address stipulated in Your Service Order Form (provided that all rights, title and interest in the DID number remains with Us and We may alter or replace the DID number at any time);
    - B) included local, national and calls to Australian mobiles within Australia. To avoid doubt, all other calls will incur additional charges as set out in **Appendix A**;
  - iv. provided that You have the required calling inventory, unlimited adds, moves and changes (**MACs**) capable of being administered remotely by Us;
- b) One or more add-on features as outlined in the Service Order Form are available at additional charges.
- c) The Service will only function over a suitable active internet service available at the place at which the Service is installed. The internet service may be acquired from Us or from any other carrier or carriage service provider.
- d) We retain title to all Equipment, hardware and software used by Us to deliver the Service to You, except for any Equipment that You purchase from Us. Third party software is non-transferable.

### 2.2. Managed PBX Features

The following features are available for selection on the Managed PBX:

Product/Service	Desk User	Remote User	Business User	Power User
ACD Agent Hot Desking	Extra	Extra	Extra	Extra
ACD Group Presence	Y	Y	Y	Y
Auto Answer	Y	Y	Y	Y
Bridge Audio Conferencing (WebEx)	Extra	Extra	Extra	Extra
Busy Lamp Field	Y	Y	Y	Y
Call forward unreachable ("disaster recovery")	Y	Y	Y	Y
Call Forwarding	Y	Y	Y	Y
Call History	Y	Y	Y	Y
Call Hold	Y	Y	Y	Y
Call Park	Y	Y	Y	Y
Call PickUp	Y	Y	Y	Y
Call Queueing	Extra	Extra	Extra	Extra
Call Transfer	Y	Y	Y	Y
Call Waiting	Y	Y	Y	Y
Calls to 000 emergency numbers	Y	Y	Y	Y
Click to Call	N	Y	Y	Y
Conference Call (8 party)	Y	Y	Y	Y

Product/Service	Desk User	Remote User	Business User	Power User
Contact Dialling	N	Y	Y	Y
Corporate Auto Attendant **	Extra	Extra	Extra	Extra
Direct Page	Y	Y	Y	Y
Do Not Disturb	Y	Y	Y	Y
Group Presence	Y	Y	Y	Y
Headset	Extra	Extra	Extra	Extra
Hunt Group *	Y	Y	Y	Y
Incoming Call Notification/Screen Pop	N	Y	Y	Y
Individual Record A Call	Extra	Extra	Extra	Extra
Instant Messaging	N	Y	Y	Y
Interoffice extension dialling	Y	Y	Y	Y
Local Number Portability ***	Extra	Extra	Extra	Extra
Lync 365 Plug-in	N	Extra	Extra	Extra
ACD Make Busy with Reason Codes	Y	Y	Y	Y
MiCollab Basic PC Client	N	Y	Y	Y
Mobile Twinning	Y	Y	Y	Y
Music on Hold	N	N	N	N
Outbound Caller ID Number	Y	Y	Y	Y
Receptionist App	Extra	Extra	Extra	Extra
Ring Groups *	Y	Y	Y	Y
Simple Auto Attendant**	Y	Y	Y	Y
Softphone Compatible	N	Y	Y	Y
Personal Speed Dial	Y	Y	Y	Y
Voicemail with Email Forwarding	Y	Y	Y	Y
VoIP Fax Service	Extra	Extra	Extra	Extra

Notes	Description
*	One Hunt/Ring Group included per customer deployment. Additional charges will apply for further Hunt Groups requested.
**	One instance of Simple Auto Attendant is included per customer deployment. Additional charges will apply for further instances of Simple Auto Attendant or any instance of Corporate Auto Attendant.
***	Porting fees apply as set out in <b>Appendix A</b>
N	Not Available
Y	Included
Extra	Add-on feature, which will incur an additional cost.

### 2.3. Service Exclusions and Limitations

- a) We are not obliged to provide any service or product not expressly described as forming part of the Service in this Service Schedule.
- b) If the internet service at Your service delivery address is not functioning, such that a connection cannot be established between the Calling Device and Our voice switch, the Service will not function, including calls to emergency services. You acknowledge that the Service is not a substitute for PSTN lines where alarm, fire, modem, emergency, fax, Eftpos, medical or other analogue dependant services are required.
- c) The number of concurrent calls that may be made using the Service is limited by the amount of available uncongested bandwidth on the internet service at the service delivery address. All voice traffic will be configured using G.711alaw. As each call requires a minimum of 100 kbps of uncongested upstream and downstream bandwidth, the internet link must be suitably scaled to support the number of concurrent calls You require.
- d) The Service must not be acquired or used:
  - i. with hardware or software capable of making multiple and/or simultaneous outbound calls (such as a predictive dialler or other similar dialling system);
  - ii. for running a dedicated telemarketing business or the operation of an outbound call centre or other similar activities; and
  - iii. for resupplying or reselling the Service without Our written consent.
- e) Without limitation to the foregoing, the Service expressly excludes:

- i. Foxtel set top box calls;
  - ii. back to base alarms and other monitoring systems using phone lines;
  - iii. dial up modem or other analogue data calls (e.g. EFTPOS, HICAPS);
  - iv. medical services (the Service is not suitable for users who require a phone line to support medical devices);
  - v. priority assistance;
  - vi. preselect or override to other carriers;
  - vii. calls to numbers starting with 19/1900, 0500 or Universal International Freephone Numbers (UIFN) for softphone Calling Devices;
  - viii. any call type not listed in Appendix A; and
  - ix. removal of legacy phone system or endpoints.
- f) The Service is subject to any applicable exclusion or limitation in any Provider's Terms (including, any acceptable use policy or fair use policy of the Provider).
- g) We reserve the right to vary any method of supplying the Service provided that the Service substantially conforms to the specifications outlined in this Service Schedule.

## 2.4. Service Availability

- a) We will use due care and skill in providing the Service. However, given the nature of telecommunications systems (including the Service's reliance on systems and services not owned or controlled by Us), We cannot guarantee that the Service will be continuous, fault free or accessible at all times or that the Service is available in each place within a service coverage area.
- b) We may notify you of a Planned Outage from time to time in order to conduct maintenance on Our network. In the event that Our Providers' networks are unavailable due to their maintenance activities, We will endeavour to provide you with as much notice as is practical in the circumstances.
- c) We may conduct pre-emptive maintenance health checks at Our discretion provided that these are conducted during standard Business Hours with minimal or no interruption to Your Service. Such works include standard diagnostics, system and error logs, application installations and licensing, security settings, environmental factors, and any other checks We consider necessary to ensure the telephony system is performing without impending issues. Based on Our findings, We may make recommendations to You as to how to improve the system's operation, features and functionalities.

## 3. Provision of Service

### 3.1. Set Up Of Calling Device

Your Calling Device(s) may be set up in one of the following ways as selected in Your Service Order Form:

- a) **Self Install Option** – You are responsible for setting up Your Calling Device(s) in order to use the Service in accordance with the quick setup guides provided to You.
- b) **Remote Install Option** – We will provide You with guided instructions over the phone to assist You in setting up Your Calling Device(s). This option is only available during Business Hours at such time as is agreed with You. Additional charges will apply if You reschedule or cancel the appointment unless otherwise agreed in writing with Us.
- c) **Onsite Install Option** – Additional charges will apply should You require Us to supply any onsite technician(s) to assist You with the set up of the Service.

### 3.2. Customer Responsibilities

- a) You are responsible for:
  - i. sourcing and providing a suitable internet service that meets Our requirements in relation to both upstream and downstream speeds. Furthermore, You should ensure any data plan limits will not impact or impede the performance of the link;
  - ii. complying with all Our directions in relation to the use of the Service (including all directions in relation to security of passwords and PINs in using the Service);
  - iii. ensuring that the following requirements are met for all internet connected devices:

- A) only secure passwords will be accepted for the Calling Device. You must ensure that the password contains letters, numbers, and punctuation (e.g. MBG\*Server1!);
- B) softphone Calling Devices will only be authorised for internal, emergency, local, national and mobile calling. International and premium calls will not be supported as part of the Service for softphone users; and
- C) secure passcodes for voicemail must be enforced at all times. You must ensure that the password does not contain the end user's extension number or a continuous set of digits (e.g. 1111);
- iv. internal wiring and cross connects from the MDF to the IDF and Your Equipment;
- v. ensuring that any Equipment, hardware or software supplied by Us as part of the Service is not modified, interfered with or altered in any way without Our prior written consent;
- vi. modifications, attachments, hardware or devices, including data equipment (e.g. switches, routers, PoE devices) not supplied by Us;
- vii. failures or other problems caused by the acts or omissions of any third party;
- viii. electrical, air conditioning, building or environmental work, including the reinstallation, moving or removing of computer equipment, devices or attachments;
- ix. damage arising from changes, alterations, additions, modifications, reinstallation, moving or removing of any Equipment supplied by Us as part of the Service by any party other than Us; and
- x. damage caused by the failure of electrical power, air conditioning, humidity control or any other environmental factor.

### 3.3. Service Demarcation Point

- a) The service demarcation point for all voice quality reporting, metrics and support will be Our Managed PBX.
- b) We will commit to delivering an acceptable quality of service to the Managed PBX on Our side of the service demarcation point, but take no responsibility for connectivity or Calling Devices, switches, routers, firewalls or any other device managed by You that may negatively impact or degrade the Service.
- c) Additional charges may apply:
  - i. if You require assistance in diagnosing or remediating poor voice quality issues beyond this service demarcation point; or
  - ii. for repairing, replacing or troubleshooting any damage caused to a leased Calling Device by factors that fall within Your responsibilities as outlined above.

### 3.4. Service Delivery Address

- a) You warrant that the service delivery address You provide to Us in Your Service Order Form is the address at which the Calling Device will be used.
- b) You must not relocate a Calling Device without Our prior written consent.

## 4. Provisioning

### 4.1. Pre-requisites to supply of the Service

- a) If You require Us to supply and/or install any Equipment, You authorise Us and our agents and contractors to order, and to undertake any necessary work to install, such Equipment (as the case may be). All associated costs will be agreed with You prior to being incurred.
- b) All existing devices to be managed by Us must be under such warranty or maintenance agreement as is required by Us.
- c) You may order any new devices required to support Your redundancy/availability requirements from Us.

### 4.2. Provisioning Orders

- a) When ordering the Service by way of a Service Order Form, You must specify the Service details and Designated Numbers required.

- b) We will use reasonable efforts to meet Your requested commencement date for the Service. However, We do not represent or warrant that the Service will be available to You by that date.
- c) We will keep You informed of Our progress in provisioning the Service.
- d) All fees associated with porting, churning, or hosting of numbers, be that individual or ranges, will incur additional charges as notified to You.
- e) We will commence billing for the Service:
  - i. **Self Install Option** – five (5) days after the Calling Device(s) have been delivered to You; or
  - ii. **Remote Install / Onsite Install Options** – once any of the Calling Device(s) have been delivered and installed; or
  - iii. once You start using the Service,whichever occurs first. We will send You a provisioning notification email advising You of the details required to commence use of the Service.

#### 4.3. IPND

- a) The Service is supplied to You with a public number and We are required by law to supply Your name, address, phone number and certain other details to a database known as the Integrated Public Number Database (**IPND**). This applies to all customers including unlisted customers. The IPND is used for purposes including public number directories, directory assistance, emergency call services, assistance to law enforcement agencies and safeguarding national security.
- b) The IPND is maintained by Telstra. We are not responsible for any breach by Telstra of its obligations in relation to the IPND, including any publication or disclosure by Telstra of IPND data in public number directories or directory assistance contrary to any instructions given by You.

#### 4.4. Porting

- a) Phone numbers are selected, issued and used in accordance with the Numbering Plan and any numbering instruments issued pursuant to the Act. In order to comply with these requirements or the requirements of any regulatory authority which administers phone numbers, We may be required to vary, withdraw, suspend or reassign a phone number assigned to You. We will give you as much prior notice as is reasonably practicable. You acknowledge that You have no right, title or interests in any phone number allocated as part of the Service.
- b) We are responsible for selecting and assigning the phone number for a Service unless We notify You that You can port Your phone number from Your previous supplier's service. If we allow you to port Your phone number, You must provide complete and accurate details of the Designated Numbers to Us. We accept no responsibility for any error in the transfer of a Designated Number where that error occurs as a result of Your failure to provide complete and accurate details of the Designated Numbers.
- c) When You do request to port Your phone number from Your previous supplier's service You warrant that You are authorised to port the relevant service number and authorise us to undertake the porting process.
- d) We are not liable to You for any expense or loss incurred by You due to any variation, withdrawal, suspension or reassignment of a phone number under this clause.

### 5. Customer Service Guarantee Waiver

#### 5.1. CSG

- a) The Customer Service Guarantee (**CSG**) is a guarantee that is prescribed under the Telecommunications (Consumer Protection and Service Standards) Act 1999 and gives consumers certain rights in connection with standard telephone services. These rights include:
  - i. the right to be provided with information about the CSG and the performance standards applicable under it;
  - ii. the right to receive compensation if a standard telephone service is not connected within a specified timeframe;
  - iii. the right to receive compensation if a fault or service difficulty exists on a standard telephone service and is not rectified within a specified timeframe; and

- iv. the right to receive compensation if We miss an appointment with a customer with whom We have made an appointment in connection with the standard telephone service.
- b) The specified timeframes and the amounts of compensation vary based on the customer location, the nature of the infrastructure available at the customer site and the length of time during which default has occurred. As an example of the range of compensation, compensation for an unrepaired fault ranges from \$14.52 to \$48.40 per day and compensation for a missed appointment ranges from \$14.52 to \$24.20. Full detail of the compensation regime is available on the ACMA website.

**5.2. The IP Tel Service and CSG**

- a) We exclude all liability for compensation under the CSG whether under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act 1999 or under the CSG Standard. Accordingly, We require that You waive all rights that You may have to claim against Us for compensation under the CSG and that You forego any rights You may have under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act 1999.

**5.3. Waiver**

- a) By signing a Service Order Form for the Service, You confirm that You agree to waive all rights and protections under the CSG and that You may not make a claim against Us for compensation under the CSG in connection with the Service, whenever ordered and including under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act 1999.
- b) By signing a Service Order Form for the Service, you acknowledge that:
  - i. You are not obliged to take the Service and, on that basis, You are not obliged to give this waiver; and
  - ii. You understand the consequences of the waiver.

**5.4. Indemnity**

- a) You indemnify Us in respect of any claim for compensation under the CSG Standard or under section 118A of the Telecommunications (Consumer Protection and Service Standards) Act 1999 made by You.

**6. Service Levels**

**6.1. Managed PBX Service Levels**

- a) The service levels applicable to the Managed PBX have three components:
  - i. Service Availability Target(s) related to the targeted level of service;
  - ii. Service Request / Incident Severities (as described further at clause 6.3 below) that determine the speed and method of Our Response and Resolution; and
  - iii. Service Rebates that apply when specific Service Availability Target(s) do not perform in accordance with the corresponding Service Availability Target(s) set out below.
- b) You acknowledge that We receives services from Providers in relation to the provision of the Service. We may notify You of a change to the service levels for services from Providers in relation to the Service if the change may adversely affect the Services by giving not less than seven (7) days' notice in writing. At the end of the seven (7) days, the changed service levels shall apply to the Service.

**6.2. Service Availability Target**

- a) The Service Availability Target for the:
  - i) Managed PBX (excluding use of the MiCollab application) (**Managed PBX Non-Softphone**); and
  - ii) Managed PBX (including use of the MiCollab application) (**Managed PBX Softphone**),
 are outlined below:

ITEM	AVAILABILITY
Managed PBX Non-Softphone	99.99%

- b) We will endeavour to maintain the Managed PBX at a level consistent with achievement of the relevant Service Availability Target above. Failure to achieve this Service Availability Target will entitle You to a Service Rebate.
- c) Availability shall be calculated per calendar month as the total Standard Service Hours for the relevant month less any Unplanned Outages on the Managed PBX during the relevant month divided by the total Standard Service Hours for the relevant month expressed as a percentage (rounded up to the nearest two decimal places).
- d) Availability refers to the Managed PBX only and does not extend beyond Our service demarcation point.

**6.3. Service Request / Incident Severities**

- a) All Service Requests and Incidents are categorised by Severity. Severity levels are defined as follows:

Consequence	Severe Business Disruption	Major Business Disruption	Minor Business Disruption	Inquiry
Impact				
Entire Business Impacted	Critical	Critical	High	High
Department Group Impacted	Critical	High	High	Medium
Individual Role Impacted	High	High	Medium	Medium
Individual Person Impacted	High	Medium	Medium	Low

- b) For the purpose of this clause, Service Requests and Incidents shall follow the same severity level categorisations.
- c) Service Requests and Incidents are prioritised by Us on a reasonable basis, with every Incident or Service Request receiving a Severity categorisation. We will, however, have regard to any request by You for a change in priority.

**6.4. Service Response and Resolution Targets**

- a) The Severity targets are as follows:

Severity Level	Example	Impact	Coverage Window	Response	Resolution	Monthly Target
(1) Severe Business Disruption	Entire Business Impacted	Critical	24hours x 7 days	15 Min	2 Hours	99%
(2) Major Business Disruption	Department/Group Impacted	High	24hours x 7 days	30 Min	4 Hours	99%
(3) Minor Business Disruption	Individual Role Impacted	Medium	Business Hours	4 Hours	16 Hours	97%
(4) Default / Inquiry	Individual Person Impacted	Low	Business Hours	3 Business Days		95%

Severity Level	Example	Impact	Coverage Window	Response Resolution	Monthly Target
(4) Remote MAC	New User	Low	Business Hours	3 Business Days	95%
(4) Billing inquiry	Billing Inquiry	Low	Business Hours	3 Business Days	95%

### 6.5. Service Rebates

- a) Subject to the conditions and exemptions below, Our failure to meet the Service Availability Target for the Managed PBX, will entitle You to the following Service Rebates:

MONTHLY MANAGED PBX NON-SOFTPHONE AVAILABILITY	MONTHLY MANAGED PBX SOFTPHONE AVAILABILITY	SERVICE REBATE AS % OF MONTHLY CHARGES
99.99% and above	99.9% and above	Nil
between 99% and 99.98%	between 98% and 99.8%	5%
between 95% and 98.99%	between 95% and 97.99%	10%
at or below 94.99%	at or below 94.99%	15%

### 6.6. Service Rebate conditions

- a) The following conditions apply to the Service Rebates:
- i. Service Rebates apply only to availability of the Service on Our side of the service demarcation point;
  - ii. the maximum Service Rebate payable for a Service in a calendar month is capped at 15% of the total monthly charges for the Service in a calendar month and does not include:
    - A) charges payable for calls in accordance with the Call Rates;
    - B) Network Charges;
    - C) any other Charges not defined within this Service Schedule;
  - iii. the payment of a Service Rebate is Your sole remedy for Our failure to meet the relevant Service Attribute;
  - iv. You must apply for a Service Rebate by contacting Our Service Centre and following the prescribed process for obtaining Service Rebates within thirty (30) calendar days of the end of the calendar month to which the Service Rebate applies;
  - v. the Service Rebate is only to be applied by way of a credit, and cannot be redeemed for cash; and
  - vi. Services Rebates will not apply where one or more of the exemptions (outlined below) apply.

### 6.7. Service Rebate exemptions

- a) You will not be entitled to a Service Rebate to the extent that one or more of the following exemptions apply:
- i. the Incident giving rise to the Service Rebate was directly or indirectly caused by:
    - A) Your acts or omissions or those of Your employees, contractors or agents;
    - B) a Force Majeure Event;
    - C) the installation of Your Equipment, software modifications, updates or changes (whether or not approved by Us), or the failure or malfunction of Equipment, applications or systems not owned or controlled by Us; or
    - D) a third party service provider (other than the Provider) or as a result of a fault on a third party service provider's network (other than the Provider's Network);
  - ii. a disruption or delay in restoring the Service is caused by or was contributed to by You (including, without limitation, the exercise of Our right to suspend the Service in accordance with the Standard Services Agreement);
  - iii. You fail to comply with any of your obligations under this Service Schedule; or
  - iv. You fail to pay any charges due to Us when due and payable.

## 7. Pricing

### 7.1. Charges

- a) The charges for the Service will consist of:
  - i. non-recurring installation charges (including delivery) specified in the Service Order Form;
  - ii. monthly recurring charges specified in the Service Order Form;
  - iii. usage charges based on the calls made using the Service as set out in **Annexure A**; and
  - iv. other charges that apply to the Service as set out in **Annexure A** or as otherwise agreed with You.
- b) From time to time, fluctuations in exchange rates and termination rates will require Us to adjust the pricing that is applicable for calls. We will provide you with not less than five (5) days' written notice of a change to the rates set out in **Annexure A**.
- c) All amounts are in Australian dollars and exclusive of GST unless otherwise stated. The Service attracts GST and GST will be included on any invoices supplied for the Services.

## 8. Additional Terms and Conditions

### 8.1. Improper Use of Service

- a) You must not use the Service, or permit the use of the Service, to make threatening, unwelcome, hoax, or harassing telephone calls. Our Acceptable Use Policy applies.

### 8.2. Intellectual Property Rights

- a) You must have all the necessary rights to broadcast any audio that You apply to the Service (e.g., "music on hold") and to licence Us to broadcast on Your behalf.

### 8.3. Security

- a) As the Service is connected to the internet, You must take all necessary steps to ensure that the Equipment connected to the Service is secured from unauthorised access, including by way of firewalls, and that voicemail and other systems are secured by passcodes that are regularly changed. You will be liable to pay for all calls made through the Service regardless of whether You have authorised the calls or Your equipment or systems have been hacked or accessed without consent.

### 8.4. Service Updates and Variations

- a) We may vary the Service provided to You in the following circumstances:
  - i. if, in Our reasonable opinion, the Service needs to be varied or added to in any way from time to time, in which case We may do so at Our discretion without reference to You, provided the variation does not result in any material deterioration in the quality of the Service; and
  - ii. in any other case, upon thirty (30) days' prior written notice to You (such notice may contain a new Service Schedule (the **New Service Schedule**), for the avoidance of doubt the terms of the New Service Schedule will supersede the terms of this Service Schedule).

### 8.5. Withdrawal of Service from the Market

- a) We reserve the right to not accept orders for the Services and to withdraw the product from the market on fifteen (15) days' notice.

## APPENDIX A

Please note that all call charges set out below are charged on a per second basis.

### INTERNATIONAL CALL CHARGES (ex GST)

COUNTRY NAME	RATE PER MINUTE
Afghanistan	\$0.72
Afghanistan Mobile	\$0.91
Albania	\$0.39
Albania Mobile	\$0.70
Algeria	\$0.36
Algeria Mobile	\$1.27
American Samoa	\$0.39
American Samoa Mobile	\$0.44
Andorra	\$0.19
Andorra Mobile	\$0.45
Angola	\$0.33
Angola Mobile	\$0.52
Anguilla	\$0.49
Antarctica	\$2.45
Antigua and Barbuda	\$0.41
Antigua and Barbuda Mobile	\$0.50
Argentina	\$0.09
Argentina Mobile	\$0.45
Armenia	\$0.41
Armenia Mobile	\$0.60
Aruba	\$0.31
Aruba Mobile	\$0.50
Ascension	\$2.83
Austria	\$0.21
Austria Mobile	\$0.36
Azerbaijan	\$0.44
Azerbaijan Mobile	\$0.62
Bahamas	\$0.26
Bahamas Mobile	\$0.31
Bahrain	\$0.48
Bahrain Mobile	\$0.67
Bangladesh	\$0.29
Bangladesh Mobile	\$0.31
Barbados	\$0.46
Barbados Mobile	\$0.65
Belarus	\$0.70
Belarus Mobile	\$0.68
Belgium	\$0.12
Belgium Mobile	\$0.83

COUNTRY NAME	RATE PER MINUTE
Belize	\$0.52
Belize Mobile	\$0.71
Benin	\$0.58
Benin Mobile	\$0.65
Bermuda	\$0.19
Bhutan	\$0.47
Bhutan Mobile	\$0.47
Bolivia	\$0.47
Bolivia Mobile	\$0.66
Bosnia and Herzegovina	\$0.33
Bosnia and Herzegovina Mobile	\$0.70
Botswana	\$0.29
Botswana Mobile	\$0.47
Brazil	\$0.08
Brazil Mobile	\$0.22
British Indian Ocean Territory	\$1.16
Brunei Darussalam	\$0.29
Brunei Darussalam Mobile	\$0.41
Bulgaria	\$0.33
Bulgaria Mobile	\$0.55
Burkina Faso	\$0.68
Burkina Faso Mobile	\$0.68
Burundi	\$1.09
Burundi Mobile	\$1.09
Cambodia	\$0.67
Cambodia Mobile	\$0.44
Cameroon	\$0.59
Cameroon Mobile	\$0.77
Canada	\$0.04
Canada Mobile	\$0.04
Cape Verde	\$0.50
Cape Verde Mobile	\$0.59
Cayman Islands	\$0.27
Cayman Islands Mobile	\$0.43
Central African Republic	\$1.02
Central African Republic Mobile	\$1.08
Chad	\$0.77
Chad Mobile	\$1.27
Chile	\$0.17
Chile Mobile	\$0.19

COUNTRY NAME	RATE PER MINUTE
China	\$0.10
China Mobile	\$0.15
Colombia	\$0.24
Colombia Mobile	\$0.28
Comoros	\$0.77
Comoros Mobile	\$0.95
Congo	\$0.93
Congo Mobile	\$0.79
Congo, Democratic Republic of the	\$0.61
Congo, Democratic Republic of the Mobile	\$0.68
Cook Islands	\$3.02
Cook Islands Mobile	\$2.20
Costa Rica	\$0.20
Costa Rica Mobile	\$0.42
Cote D'Ivoire	\$0.80
Cote D'Ivoire Mobile	\$0.99
Croatia	\$0.13
Croatia Mobile	\$0.48
Cuba	\$1.75
Cuba Mobile	\$1.75
Cyprus	\$0.26
Cyprus Mobile	\$0.45
Czech Republic	\$0.19
Czech Republic Mobile	\$0.41
Denmark	\$0.09
Denmark Mobile	\$0.15
Djibouti	\$0.74
Djibouti Mobile	\$0.86
Dominica	\$0.51
Dominica Mobile	\$0.70
Dominican Republic	\$0.22
Dominican Republic Mobile	\$0.41
Ecuador	\$0.37
Ecuador Mobile	\$0.56
Egypt	\$0.52
Egypt Mobile	\$0.71
El Salvador	\$0.32
El Salvador Mobile	\$0.50
Equatorial Guinea	\$0.93
Equatorial Guinea Mobile	\$0.93
Eritrea	\$0.89
Eritrea Mobile	\$0.89
Estonia	\$0.22
Estonia Mobile	\$0.70
Ethiopia	\$0.89

COUNTRY NAME	RATE PER MINUTE
Ethiopia Mobile	\$1.07
Falkland Islands (Malvinas)	\$2.54
Faroe Islands	\$0.52
Faroe Islands Mobile	\$0.61
Fiji	\$0.53
Fiji Mobile	\$0.60
Finland	\$0.70
Finland Mobile	\$0.70
France	\$0.07
France Mobile	\$0.27
French Guiana	\$0.17
French Guiana Mobile	\$0.58
French Polynesia	\$0.64
Gabon	\$0.91
Gabon Mobile	\$0.84
Gambia	\$1.27
Gambia Mobile	\$1.27
Georgia	\$0.46
Georgia Mobile	\$0.65
Germany	\$0.04
Germany Mobile	\$0.19
Ghana	\$0.48
Ghana Mobile	\$0.58
Gibraltar	\$0.34
Gibraltar Mobile	\$0.53
Global Mobile Satellite System	\$6.71
Greece	\$0.12
Greece Mobile	\$0.32
Greenland	\$0.95
Greenland Mobile	\$1.20
Grenada	\$0.48
Grenada Mobile	\$0.67
Group of Countries	\$5.06
Guadeloupe	\$0.18
Guadeloupe Mobile	\$0.48
Guam	\$0.14
Guatemala	\$0.30
Guatemala Mobile	\$0.49
Guernsey	\$0.05
Guinea	\$0.80
Guinea Mobile	\$0.80
Guinea-Bissau	\$1.00
Guyana	\$0.66
Guyana Mobile	\$0.85
Haiti	\$0.71

COUNTRY NAME	RATE PER MINUTE
Haiti Mobile	\$0.95
Holy See (Vatican City State)	\$0.08
Honduras	\$0.57
Honduras Mobile	\$0.76
Hong Kong	\$0.06
Hong Kong Mobile	\$0.10
Hungary	\$0.23
Hungary Mobile	\$0.41
Iceland	\$0.14
Iceland Mobile	\$0.30
India	\$0.10
India Mobile	\$0.15
Indonesia	\$0.23
Indonesia Mobile	\$0.41
Inmarsat Atlantic Ocean-East	\$10.02
Inmarsat Atlantic Ocean-West	\$10.02
Inmarsat Indian Ocean	\$10.02
Inmarsat Pacific Ocean	\$10.02
Inmarsat Single Number Access	\$10.02
International Freephone Service	\$0.00
International Networks	\$4.01
International Shared Cost Service	\$10.02
Iran	\$0.66
Iran Mobile	\$0.85
Iraq	\$0.76
Ireland	\$0.06
Ireland Mobile	\$0.21
Isle of Man	\$0.05
Isle of Man Mobile	\$0.14
Israel	\$0.08
Israel Mobile	\$0.22
Italy	\$0.08
Italy Mobile	\$0.35
Jamaica	\$0.53
Jamaica Mobile	\$0.71
Japan	\$0.05
Japan Mobile	\$0.25
Jersey	\$0.05
Jersey Mobile	\$0.14
Jordan	\$0.57
Jordan Mobile	\$0.76
Kazakhstan	\$0.48
Kazakhstan Mobile	\$0.75
Kenya	\$0.54
Kenya Mobile	\$0.73

COUNTRY NAME	RATE PER MINUTE
Kiribati	\$5.02
Kiribati Mobile	\$5.02
Korea, Democratic People's Republic of	\$0.95
Korea, Republic of	\$0.09
Korea, Republic of Mobile	\$0.14
Kosovo	\$0.32
Kosovo Mobile	\$0.94
Kuwait	\$0.51
Kuwait Mobile	\$0.67
Kyrgyz Republic	\$0.50
Kyrgyz Republic Mobile	\$0.68
Lao People's Democratic Republic	\$0.40
Lao People's Democratic Republic Mobile	\$0.40
Latvia	\$0.35
Latvia Mobile	\$0.64
Lebanon	\$0.48
Lebanon Mobile	\$0.67
Lesotho	\$0.77
Lesotho Mobile	\$0.77
Liberia	\$0.83
Liberia Mobile	\$0.79
Libyan Arab Jamahiriya	\$0.52
Libyan Arab Jamahiriya Mobile	\$0.56
Liechtenstein	\$0.19
Liechtenstein Mobile	\$1.31
Lithuania	\$0.36
Lithuania Mobile	\$0.69
Luxembourg	\$0.35
Luxembourg Mobile	\$0.35
Macau	\$0.28
Macau Mobile	\$0.47
Macedonia	\$0.36
Macedonia Mobile	\$0.70
Madagascar	\$1.13
Madagascar Mobile	\$1.13
Malawi	\$0.68
Malawi Mobile	\$0.69
Malaysia	\$0.10
Malaysia Mobile	\$0.15
Maldives	\$1.48
Maldives Mobile	\$1.58
Mali	\$0.71
Mali Mobile	\$0.89
Malta	\$0.31
Malta Mobile	\$0.56

COUNTRY NAME	RATE PER MINUTE
Marshall Islands	\$0.54
Martinique	\$0.19
Martinique Mobile	\$0.54
Mauritania	\$1.04
Mauritania Mobile	\$0.85
Mauritius	\$0.65
Mauritius Mobile	\$0.83
Mayotte	\$0.57
Mayotte Mobile	\$0.76
Mexico	\$0.17
Mexico Mobile	\$0.17
Micronesia	\$1.29
Micronesia Mobile	\$1.29
Misc Services	\$11.02
Misc Services UN Humanitarian	\$0.03
Moldova	\$0.48
Moldova Mobile	\$0.60
Monaco	\$0.16
Monaco Mobile	\$0.59
Mongolia	\$0.19
Mongolia Mobile	\$0.19
Montenegro	\$0.38
Montenegro Mobile	\$0.81
Montserrat	\$0.57
Montserrat Mobile	\$0.57
Morocco	\$0.19
Morocco Mobile	\$0.82
Mozambique	\$0.38
Mozambique Mobile	\$0.38
Myanmar	\$0.74
Myanmar Mobile	\$0.74
Namibia	\$0.25
Namibia Mobile	\$0.44
Nauru	\$5.64
Nauru Mobile	\$5.64
Nepal	\$0.71
Nepal Mobile	\$0.71
Netherlands	\$0.32
Netherlands Antilles	\$0.26
Netherlands Antilles Mobile	\$0.44
Netherlands Mobile	\$0.29
New Caledonia	\$0.49
New Caledonia Mobile	\$0.58
New Zealand	\$0.05
New Zealand Mobile	\$0.30

COUNTRY NAME	RATE PER MINUTE
Nicaragua	\$0.47
Nicaragua Mobile	\$0.66
Niger	\$0.82
Niger Mobile	\$0.73
Nigeria	\$0.59
Nigeria Mobile	\$0.78
Niue	\$4.27
Norfolk Island	\$2.39
Norfolk Island Mobile	\$2.39
Northern Mariana Islands	\$0.35
Norway	\$0.09
Norway Mobile	\$0.15
Oman	\$0.53
Oman Mobile	\$0.71
Pakistan	\$0.41
Pakistan Mobile	\$0.39
Palau	\$0.56
Palestinian Territory, Occupied	\$0.35
Palestinian Territory, Occupied Mobile	\$0.50
Panama	\$0.26
Panama Mobile	\$0.65
Papua New Guinea	\$0.80
Papua New Guinea Mobile	\$2.94
Paraguay	\$0.39
Paraguay Mobile	\$0.65
Peru	\$0.10
Peru Mobile	\$0.29
Philippines	\$0.21
Philippines Mobile	\$0.38
Poland	\$0.14
Poland Mobile	\$0.44
Portugal	\$0.22
Portugal Mobile	\$0.41
Puerto Rico	\$0.09
Qatar	\$0.55
Qatar Mobile	\$0.74
Reunion	\$0.18
Reunion Mobile	\$0.66
Romania	\$0.14
Romania Mobile	\$0.50
Russian Federation	\$0.15
Russian Federation Mobile	\$0.46
Rwanda	\$0.76
Rwanda Mobile	\$0.95
Saint Helena	\$2.89

COUNTRY NAME	RATE PER MINUTE
Saint Kitts and Nevis	\$0.52
Saint Lucia	\$0.48
Saint Lucia Mobile	\$0.67
Saint Pierre and Miquelon	\$0.52
Saint Vincent and the Grenadines	\$0.48
Saint Vincent and the Grenadines Mobile	\$0.48
Samoa	\$1.75
Samoa Mobile	\$5.02
San Marino	\$0.26
San Marino Mobile	\$0.49
Sao Tome and Principe	\$2.50
Sao Tome and Principe Mobile	\$2.50
Saudi Arabia	\$0.56
Saudi Arabia Mobile	\$0.74
Senegal	\$0.77
Senegal Mobile	\$0.95
Serbia and Montenegro	\$0.47
Serbia and Montenegro Mobile	\$0.83
Seychelles	\$1.20
Seychelles Mobile	\$1.27
Sierra Leone	\$1.10
Sierra Leone Mobile	\$0.92
Singapore	\$0.04
Singapore Mobile	\$0.09
Slovakia	\$0.10
Slovakia Mobile	\$0.47
Slovenia	\$0.30
Slovenia Mobile	\$0.77
Solomon Islands	\$1.58
Solomon Islands Mobile	\$1.83
Somalia	\$1.32
Somalia Mobile	\$1.32
South Africa	\$0.23
South Africa Mobile	\$0.38
Spain	\$0.08
Spain Mobile	\$0.34
Sri Lanka	\$0.41
Sri Lanka Mobile	\$0.60
Sudan	\$0.54
Sudan Mobile	\$0.39
Suriname	\$0.65
Suriname Mobile	\$0.83
Swaziland	\$0.28
Swaziland Mobile	\$0.47
Sweden	\$0.09

COUNTRY NAME	RATE PER MINUTE
Sweden Mobile	\$0.16
Switzerland	\$0.08
Switzerland Mobile	\$0.29
Syria	\$0.59
Syria Mobile	\$0.79
Taiwan	\$0.11
Taiwan Mobile	\$0.29
Tajikistan	\$0.38
Tajikistan Mobile	\$0.57
Tanzania	\$0.65
Tanzania Mobile	\$0.65
Thailand	\$0.20
Thailand Mobile	\$0.29
Timor-Leste	\$1.85
Timor-Leste Mobile	\$1.85
Togo	\$0.76
Togo Mobile	\$0.95
Tokelau	\$3.27
Tonga	\$5.28
Tonga Mobile	\$5.28
Trinidad and Tobago	\$0.50
Trinidad and Tobago Mobile	\$0.52
Tunisia	\$1.39
Tunisia Mobile	\$1.64
Turkey	\$0.25
Turkey Mobile	\$0.44
Turkmenistan	\$0.61
Turkmenistan Mobile	\$0.80
Turks and Caicos Islands	\$0.47
Turks and Caicos Islands Mobile	\$0.53
Tuvalu	\$2.46
Uganda	\$0.67
Uganda Mobile	\$0.62
Ukraine	\$0.33
Ukraine Mobile	\$0.52
United Arab Emirates	\$0.34
United Arab Emirates Mobile	\$0.53
United Kingdom	\$0.05
United Kingdom Mobile	\$0.14
United States	\$0.04
Universal Personal Telecommunication	\$5.06
Uruguay	\$0.44
Uruguay Mobile	\$0.62
Uzbekistan	\$0.48
Uzbekistan Mobile	\$0.48

COUNTRY NAME	RATE PER MINUTE
Vanuatu	\$2.12
Vanuatu Mobile	\$6.34
Venezuela	\$0.17
Venezuela Mobile	\$0.32
Viet Nam	\$0.30
Viet Nam Mobile	\$0.50
Virgin Islands, British	\$0.47
Virgin Islands, U.S.	\$0.20
Wallis and Futuna Islands	\$1.75
Yemen	\$0.98
Yemen Mobile	\$0.98
Zambia	\$0.84
Zambia Mobile	\$1.02
Zimbabwe	\$0.89
Zimbabwe Mobile	\$0.79

**PREMIUM VOICE CALLS (ex GST)**

NUMBER PREFIY	SERVICE	FLAG-FALL	RATE PER MINUTE
19029350	Weather Fax	15¢	66¢
19029351	Weather Fax	15¢	66¢
19029352	Weather Fax	15¢	66¢
19029353	Weather Fax	15¢	66¢
19029354	Weather Fax	15¢	66¢
19029355	Weather Fax	15¢	66¢
19029356	Weather Fax	15¢	66¢
19029357	Weather Fax	15¢	66¢
19029358	Weather Fax	15¢	66¢
1900240022	Market Facts	15¢	35¢
1900900236	GBC Fordigraph Pty Ltd	0	1091¢
1900900867	GBC Fordigraph Pty Ltd	1000¢	0
1900911206	Local and Overseas Market Indices	15¢	95¢
1900911481	National Time Zones	15¢	75¢
1900911522	Capital City and Regional Forecasts	15¢	75¢
1900911526	National and International News	15¢	75¢
1900912336	News	15¢	95¢
1900914450	National and International News	15¢	75¢
1900914494	Stock and Share Prices	15¢	75¢
1900914504	Financial Indices and News	15¢	75¢
1900922996	JJJ Surf Alert	0	95¢
1900926110	BOM Weather Call (Port Phillip, Western Port Bays and Bass Straight)	0	77¢
1900926113	BOM - Info Dialling Service	25¢	70¢

NUMBER PREFIY	SERVICE	FLAG-FALL	RATE PER MINUTE
1900927826	ASTAMP Postal Service	1000¢	0
1900931239	National Time Zones	15¢	95¢
1900931240	National Time Zones	15¢	95¢
1900931247	Financial Index and News	15¢	95¢
1900931255	National and International News	15¢	95¢
1900936133	Vinal Master Pro	0	200¢
1900937012	Financial Indices and News	15¢	95¢
1900937104	Stock and Share Prices	15¢	95¢
1900937106	National Time Zones	15¢	95¢
1900937107	Capital City and Regional Forecasts	15¢	95¢
1900937118	Financial Index and News	15¢	95¢
1900955350	BOM - WA Marine Service	25¢	70¢
1900955361	BOM - Weather Service	25¢	70¢
1900956524	Home Beautiful	0	55¢
1900957665	GT Interactive	15¢	150¢
1900959051	Examination Results	15¢	195¢
1900966171	Broad Systems Australia - Astrology	0	250¢
1900967030	JB Were Share Market Report	15¢	45¢
1900969906	Bureau of Meteorology - NSW Southern Inland Service	0	70¢
1900969927	QLD Western Districts Service	0	70¢
1900969928	QLD Southeast Districts Service (except Southeast Coast)	0	70
1900969930	BOM Weather Call (Bass Strait)	0	77¢
1900969931	BOM Weather Call (Nth Bass Strait)	0	77¢
1900969932	BOM Weather Call (Sth Bass Strait)	0	77¢
1900969933	BOM Weather Call (Eastern Bass Strait)	0	77¢
1900969934	BOM Weather Call (Western Bass Strait)	0	77¢
1900969966	BOM Weather Call (Victoria)	0	77¢
1900999227	Palm Teq	0	395¢
1900999279	ASY Lodgement service	3500¢	0
1901145000	NAB Fax	35¢	0
1901145032	National Bank service	35¢	0
1901148590	KH Services	2000¢	0
1902210986	National and International News	15¢	95¢
1902212112	Go Connect Help Desk	15¢	195¢
1902213096	Computer Share Registry	15¢	165¢
1902222244	Elite Tax Support Line	0	120¢
1902223101	Quicken Software Support	0	445¢
1902223239	Quicken Software Support	0	445¢
1902241072	International Weather	15¢	95¢
1902241143	National Time Zones	15¢	95¢
1902241148	Capital City and Regional Forecasts	15¢	95¢
1902241155	International Weather	15¢	95¢
1902241174	Stocks and Share Prices	15¢	95¢

NUMBER PREFIY	SERVICE	FLAG- FALL	RATE PER MINUTE
1902241180	Financial Indices and News	15¢	95¢
1902241558	News on the Hour	15¢	35¢
1902241677	Capital City and Regional Forecasts	15¢	95¢
1902241678	International Weather	15¢	95¢
1902241682	Local and Overseas Market News	15¢	95¢
1902241691	National and International News	15¢	95¢
1902243712	Adobe Systems	15¢	300¢
1902250299	Lawn care Services	250¢	0
1902260568	Darling Harbour Info	15¢	50¢
1902262626	OziSoft Support Line	15¢	180¢
1902263456	Cinema Info Line	15¢	55¢
1902267041	FRARMA	1075¢	0
1902555512	Dialect Interactive - News Connect	50¢	0
1902910026	MYOB Helpdesk	15¢	175¢
1902935280	Coastal Waters Forecast	125¢	125¢
1902941510	The Age Market Call	15¢	95¢
1902941520	AFR Market Call	15¢	95¢
1902941550	SMH Market Call	15¢	95¢
1902941555	British Visa Application	15¢	95¢
1902941570	ASY Journal Market Call	15¢	95¢
1902941600	British High Comm Visa and Passport Info	15¢	95¢
1902941641	U.S. Embassy Visa and Passport Info	15¢	114¢
1902943010	ASIC - ACN Number Enquiries	0	220¢
1902948666	Stockphone Company Search Service	2277¢	0
1902949005	Stockphone Company Search Service	3465¢	0
1902949005	Stock Phone - ASC Historical Extract	3500¢	0
1902961500	Herald Sun Market Call	15¢	95¢
1902965001	Francotyp-postalia	1000¢	0
1902983540	Employment and Industrial Relations Advice	15¢	395¢

#### MISCELLANEOUS VOICE CALLS (ex GST)

NUMBER PREFIY	SERVICE	FLAG- FALL	RATE PER MINUTE
000	Emergency services	0¢	0¢
0071...	Satellite telephone service - Telstra	20¢	24¢
01451-3...	Satellite telephone service - Optus	20¢	180¢
01471...	Satellite telephone service - Telstra	36¢	60¢
0161-0163...	Paging service	20¢	0¢
0166-0169...	Paging service	20¢	0¢
0192/8...	Data access service	20¢	0¢
0500...	Universal personal telecommunications services	20¢	5¢
1100	Community service - Dial Before You Dig	20¢	0¢

NUMBER PREFIY	SERVICE	FLAG- FALL	RATE PER MINUTE
1194	Community service - time	35¢	0¢
1196	Community service - weather	35¢	0¢
1223	Directory assistance - local and national	40¢	0¢
1225	Directory assistance - international	40¢	0¢
12711	Pre-selection verification service	0¢	0¢
13...	Local rate service	29¢	0¢
130...	Local rate service	29¢	0¢
1300...	Local rate service	29¢	0¢
180...	Freephone service	0¢	0¢
1800...	Freephone service	0¢	0¢
183...	Supplementary control service	0¢	0¢

#### OPERATOR SERVICE VOICE CALLS (ex GST)

NUMBER PREFIY	SERVICE	FLAG- FALL	RATE PER MINUTE
12451	Yellow Pages call connect	110¢	5¢
12455	Telstra directory assistance - local and national - with connect option	100¢	5¢
12456	Telstra call connect	100¢	5¢
125102	Telstra MessageBank - away retrieval	20¢	0¢
125105	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125106	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125111	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125112	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125118	Telstra pay by phone	20¢	0¢
125125	Optus customer service	20¢	0¢
12552	Telstra call pricing information	20¢	0¢
12554	Telstra changed number information service	20¢	0¢
12451	Yellow Pages call connect	110¢	5¢
12455	Telstra directory assistance - local and national - with connect option	100¢	5¢
12456	Telstra call connect	100¢	5¢
125102	Telstra MessageBank - away retrieval	20¢	0¢
125105	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125106	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125111	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125112	Telstra MobileNet - sales, billing, product enquiries, repairs and faults	20¢	0¢
125118	Telstra pay by phone	20¢	0¢

125125	Optus customer service	20¢	0¢	12554	Telstra changed number information service	20¢	0¢
12552	Telstra call pricing information	20¢	0¢				

### PORTING CHARGES (ex GST)

Port Type	PNV Charge	PNV Reject	Port Charge (8am-5pm)	Port Charge (Other Times)	Batch Rejects (Note 3)	Emergency Return Fee
<b>Category A Porting</b>						
LNP Request (single number)	N/A	N/A	\$0.00	N/A	\$6	\$55
<b>Category C Porting</b>						
LNP Request 1-5 numbers	\$92	\$15	\$98	\$248	\$18	\$165
LNP Request 6-20 numbers	\$154	\$15	\$121	\$271	\$18	\$550
LNP Request 21-100 numbers	\$185	\$15	\$247	\$397	\$18	\$1,650
LNP Request 101-200 numbers	\$323	\$15	\$345	\$495	\$18	\$2,500
LNP Request >201 numbers	\$378	\$15	\$780	\$930	\$18	\$2,500
<b>Late Target Notifications</b>				<b>Once-Off Charge</b>		
Late Retarget Notifications				\$188		
<b>Port Out Charges</b>				<b>Once-Off Charge</b>		
Category C Port Out				\$115		

1. All porting activity is subject to third party carrier restrictions and Our standard porting hours, being 8am to 5pm, Monday to Friday, excluding national and NSW public holidays. Cutovers and complex ports outside Our standard porting hours may only be arranged by agreement with Us and is subject to availability.
2. We may adjust the rates above in proportion to changes in third party charges at any time at our discretion. We will notify You of rate changes as soon as practicable.
3. For rejected ports due to "Number/Account Mismatch", the relevant charges will be calculated as \$1.30 multiplied by the number of numbers in the batch.
4. After the port start time, changes that necessitate a retarget will incur an Emergency Return Fee.

### NUMBER HOSTING CHARGES (ex GST)

Number Block Type	Per Month
10 Block	\$25.00
50 Block	\$30.00
100 Block	\$40.00

### MISCELLANEOUS CHARGES (ex GST)

Ad Hoc Engineering Support	Rate*
Business Hours	\$90 per 30 mins
After Hours	\$135 per 30 mins

\* These rates only apply to Our engineering staff, and does not apply to external contractors.