

Telstra ISDN 10/20/30 Application Form



To be completed with the assistance of your Telstra Representative / Approved Sales Agent. Please complete a separate application form for each separate ISDN 30 site address.
Glossary of Terms - see Page 9

SECTION 1 CUSTOMER DETAILS - Mandatory

Company name <i>(legal entity – Sole Trader or Company Name)</i>			
ACN/ABN			
Trading name			
Site address	Floor No. <input type="text"/>	Unit No. <input type="text"/>	Street No. <input type="text"/>
Building name			
Street address			
Suburb or town		Post Code	<input type="text"/>
Customer contact <i>(person completing this form)</i>			
	Tel <input type="text"/>	Fax	<input type="text"/>
Technical contact <i>(If Telstra requires more technical details)</i>			
		Tel	<input type="text"/>
Site contact <i>(on-site contact point when Telstra Technician arrives)</i>	1: <input type="text"/>	Tel	1: <input type="text"/>
	2: <input type="text"/>		2: <input type="text"/>
Customer Reference Number/ Purchase Order Number			
	<i>(Please provide us with a reference # of your choice eg. Purchase order no., if applicable)</i>		

Section 1.2 Enhanced Telstra Provisioning Commitment offering

INSTALLATION

Unless otherwise indicated the installation of this service will occur by the Standard Provisioning Time set out in Our Customer Terms, and is dependant on whether infrastructure is available.

Metro Area – Requests where infrastructure is available

Enhanced Provisioning timeframe will apply where a Customer Requested Date for installation is required five (5) to eight (8) working days from the date a full and complete application form is received by Telstra.

Non-Metro Area – Requests where infrastructure is available

Enhanced Provisioning timeframe will apply where a Customer Requested Date for installation is required thirteen (13) to eighteen (18) working days from the date a full and complete application form is received by Telstra

By ticking this box you are electing to take the enhanced Telstra Provisioning Commitment offering should it be available for this service/s on this application form and pay the applicable fee (which is a once-off fee of 60% of the standard (SFOA) installation charge).

Full terms and conditions are available from Our Customer Terms available at <http://www.telstra.com.au/customerterms/index.htm>

SECTION 2 TARIFF AND BILLING DETAILS - Mandatory

ISDN 30 Business Line Complete
(if preference is not specified service will default to block of time)

SECTION 2.1 TARIFF OPTIONS

Local Voice Calls - First 30 minutes block of time then per minute timed call thereafter **OR** Timed calls

SECTION 2.2 BILLING DETAILS

Do you wish to have charges billed to an existing Telstra account?

Yes Please specify account no.
 No Please specify the following billing details for new account

Billing name

Billing address

3 TELSTRA AGENT / DEALER DETAILS

Company Name:
Sales Representative:
Phone Number: Fax Nbr:
Equipment Installer (if applicable)

DEALER CODE : Rep Id : Transaction # :
(Territory Code)

SECTION 4 PRODUCT DETAILS

4.1 ISDN 30 SERVICES REQUIRED - Mandatory

Connection charges apply and may be subject to available infrastructure

OR

ISDN 30 new service
 New service using existing/reserved number range - Specify ISDN 30 number range then proceed to 4.6.

A _____ K _____

OR

New service using ported number range -proceed 4.3

4.2 MODIFICATION OF SERVICE

Specify ISDN service to be modified. Extra charges may apply

Migration from

Is number retention preferred?

A _____ K _____

ISDN 2 Siteline PSTN Indial

Yes No

Number retention is subject to Telstra assessment. Telstra does not guarantee that number retention is available

Yes No

Is retention of the number range associated with your existing ISDN 30 required

Yes No

Porting number range from another carrier/carriage service provider to terminate on an existing ISDN 30

4.3 LOCAL NUMBER PORTABILITY (change of carrier or carriage service provider)

Specify directory number
Specify porting number range

From		To

If you have more than one non-contiguous number range please list the additional code range/s in section 4.16 specifying low and high range. Then return to Section 4.3.

Specify your current carrier/
carriage service provider:
Do you require CPE compatibility
testing prior to the port

Name	
------	--

Yes No
Customers wishing to perform CPE compatibility testing in advance of the cutover should consult with their CPE maintainer to identify any limitation or restriction, prior to requesting pre-testing.

Has Corporate Customer/Business
Authority form been completed

Yes No
(The ISDN application must be accompanied by a Corporate Customer Authority Form or a Business Authority Form for the port to proceed)

Telstra Sales Representative or
Agent to complete
Porting Type

Donor Return Recipient

4.4 CANCELLATION OF SERVICE

Specify ISDN 30 service to be
cancelled & number to be placed on
diversion.
Extra charges apply

Cancel existing ISDN 30 service and convert to
ISDN Number Only Diversion

ISDN 30 Service to be cancelled	Number to be diverted to
A ----- K -----	A -----
A ----- K -----	A -----
A ----- K -----	A -----
A ----- K -----	A -----
A ----- K -----	A -----
-----	-----
-----	-----
-----	-----
-----	-----

Optional

ISDN 30 Xpress (*must complete 4.15*)

Subject to separate agreement with Telstra

Rack details

Telstra endeavours to provide products and services on the requested date, however this date is subject to Telstra's Standard provisioning Times and the availability of network infrastructure

Please speak to your Telstra Representative before ordering Dual Node and Diverse Access. Dual Node and Diverse Access may not be available in your area. Extra charges apply for Dual Node, Diverse Access and the Diverse Access Feasibility Study

4.5 DELIVERY IN TELSTRA COLOCATION CENTRE

Service to be installed at customer's rack in Telstra co-location centre

Exchange. Floor. Row Rack

4.6 INSTALLATION OF SERVICE - Mandatory

Please specify the date you require this service working (dd/mm/yyyy)

4.7 ACCESS OPTIONS

Do you require Dual Node? Yes No proceed to section 4.8

(A minimum of 40 channels evenly distributed across the two nodes applies. Increments are only available in multiples of 20 channels. Configuration of dual node services must be identical in all respects, across the two nodes)

If you require Diverse Access Telstra will need to undertake a Diverse Access Feasibility Study to determine the Diverse Access costs.

Do you require a Diverse Access Feasibility Study? Yes No

If yes, select which of the following elements you need:

- Diverse Access (Customer Access Network)
Separate building risers (customers premises)
Diverse lead-in
Diverse entry point

Telstra Use Only (Telstra Sales to complete Feasibility Study details)

ISDN Diverse Access Feasibility Study

[Wideband Feasibility Study Homepage -

<http://www-nnp.telecom.com.au/scripts/pip/wbfeas.asp>]

ISDN Diverse Access Feasibility Study ID:

ISDN Diverse Access Commercial Works Cost:

Diverse Access Feasibility Study Commercial Works Quote for:

- Diverse Access (Customer Access Network)
Separate building risers (customers premises)
Diverse lead-in
Diverse Entry point

Comments:

(You can only select the Diverse Access Options if Telstra has completed the Feasibility study above. The feasibility study must state that the Diverse Access elements requested are available in your area. The fees and charges in the feasibility study will apply in addition to any other applicable charges).

Do you require Diverse Access? Yes No

If yes, select which of the following elements you need:

- Diverse Access (Customer Access Network)
Separate building risers (customers premises)
Diverse lead-in
Diverse entry point

4.8 SITE CABLING DETAILS – MANDATORY (refer to glossary of terms)

Is Sitelight connected at your premises? Yes No

Please check with your Telstra Account Executive

The NT1 terminates Telstra's ISDN 30 service.
Is the site available for NT1 installation now?

Yes No ⇒ Date available (dd/mm/yy)

Is Telstra to perform additional cabling work?

Yes No ⇒ Date available (dd/mm/yy)

Any cabling work which is required between the building Main Distribution Frame (MDF) and the NT1 may be performed by an Australian Communications Authority licensed cabler.

4.9 CALL BARRING OPTIONS - MANDATORY

Please select one option only in the table below:

<input type="checkbox"/> No Call Barring	<input type="checkbox"/> IDD, Trunk Operator	<input type="checkbox"/> IDD, Trunk Operator	<input type="checkbox"/> 005	<input type="checkbox"/> IDD, 005
<input type="checkbox"/> Trunk Operator	<input type="checkbox"/> 005, 190	<input type="checkbox"/> IDD, 005, 190	<input type="checkbox"/> STD, IDD, 005, 190	<input type="checkbox"/> STD, IDD, 005, 190, Trunk Operator

*Extra charges apply

4.10 SERVICE OPTIONS & SUPPLEMENTARY FEATURES - MANDATORY

Is a Directory Listing required? Yes No

Is Calling Line Identification Restriction required? Yes No

* Is Calling Line Identification Presentation required? Yes No

* Is Extension Level Billing required? Yes No

* Is Malicious Call ID required? Yes No

(Also includes malicious call trace)

* Is User to User messaging 1 (during Setup/Clear Down) required? Yes No

* Is User to User messaging 3 (during call) required? Yes No

* Is Advice of Charge required? Yes No

If Yes, select one type:

Automatic during
 Automatic End
 per call

* Is Operator Connect Diversion required? Yes No

If Yes, provide number to divert to:

(Number must be within existing indial number range)

* Is customer-activated redirection required? Yes No

If Yes, select type:

(Variable provides access to all Diversion conditions including Call Deflection)

Variable
 Fixed

For Fixed redirection provide details of conditions and numbers to redirect to:

Busy
 No Answer
 Immediate

* Is Telstra activated redirection required? Yes No

Provide details of conditions and numbers to redirect to

Busy

No Answer

Immediate

Is Infocall™ Secured Access required?

Yes No

If Yes – Select InfoCall Type

InfoCall Standard **or**

InfoCall Extra

Is this service to be included in your Telstra VPN?

Yes No

If Yes, then include in:

National CVPN

AND/OR

International Call Plan

Yes No

*

Is enhanced service assurance required?

If no, the restoration target for this service will be 24 hours, 7 days a week.

If enhanced assurance is required then one of the following 3 options; coverage, restoration target and payment method must be selected.

Coverage options:

7am-9pm Monday to Saturday incl Public Holidays **or**

24 hours, 7 days a week

Restoration Target: 2 hours 4 hours 6 hours 8 hours 12 hours

Note that a 2, 4 and 6 hour restoration option is subject to agreement with Telstra. To apply for this service level you should contact your Telstra representative.

This offer applies for services in Urban areas only. For non urban please contact Service Level Solutions for an alternative solution.

Payment options:

Fixed monthly fee for requested service level **or** pay per event (Customer pays \$11 per month per service inc. GST and a per event charge for the nominated service level at the time of reporting the fault.) Pay per event is not available for Express 2.

Is pre-selection required? Yes No

If pre-selection is required, please nominate carrier:

Extra charges apply

4.11 PRE-EXISTING INDIAL NUMBER RANGE

Do you have a working/reserved number range

Yes No

If No a new number range is required ⇒ **Go to 4.12**

If yes please specify Directory Number

--

From

--

To

--

If you have more than one non-contiguous number range please list the additional code range/s in section 4.16 specifying low and high range. Then return to Section 4.11.

4.12 NEW INDIAL NUMBER RANGE (minimum 100 range required)

Telstra will allocate a number range for you automatically. Should you choose to specify a particular range (subject to availability) this may cause a delay in the activation of your service.

Total Number Range required in increments of 100 only:

If you have a preferred number range, please specify below eg xx00-xx99

First Preference	From: 00	To: 99	Directory No.	
Second Preference	From: 00	To: 99	Directory No.	
Third Preference	From: 00	To: 99	Directory No.	

4.13 CHANNEL REQUIREMENTS - SINGLE NODE

Minimum of 10 channels, increments of 10 thereafter
Technical limits apply on large services

Total new channels required: Channels

Each 2Mbit/s access can have a minimum of 10 and a maximum of 30 channels

Total number of 2 Mbit/s accesses required 2 Mbit/s Access(es)

OR

Adding extra channels to an existing ISDN 30 Access Channels

CHANNEL REQUIREMENTS-SINGLE NODE/DIVERSE ACCESS

Minimum of 40 total channels, increments of 20 thereafter

Prime 2 Mbit/s accesses: Prime Channels:

Each 2Mbit/s access can have a minimum of 20 and a maximum of 30 channels

Diverse 2 Mbit/s accesses: Diverse Channels:
(MUST equal number of Prime access) (MUST equal number of Prime channels)

New
OR

Total 2Mbit /s access:	<input style="width: 50px;" type="text"/>	Total Channels:
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Upgrade

Total Number of additional Accesses	Number of additional Channels:
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Reduction

Total Number of reduced Accesses	Number of reduced Channels:
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CHANNEL REQUIREMENTS-DUAL NODE/DIVERSE ACCESS

Minimum of 40 total channels, increments of 20 thereafter

Prime 2 Mbit/s accesses: Prime Channels:

Each 2Mbit/s access can have a minimum of 20 and a maximum of 30 channels

Dual 2 Mbit/s accesses: Dual Channels:
Diverse Access: Yes No

New
OR

Total 2 Mbit/s access	<input style="width: 50px;" type="text"/>	Total Channels: <input style="width: 50px;" type="text"/>
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Upgrade

Total number of additional Accesses	Number of additional Channels:
-------------------------------------	--------------------------------

Reduction

Total number of reduced Accesses	Number of reduced Channels:
----------------------------------	-----------------------------

4.14 "B" CHANNEL ACCESS OPTIONS

Please indicate quantities required

Configuration of dual node services is identical in all respects, across the two nodes.

	Incoming	Outgoing	Bothway
1st ISDN 30			
2nd ISDN 30			
3rd ISDN 30			
4th ISDN 30			
5th ISDN 30			
6th ISDN 30			
Total Quantities			

If greater than 6 ISDN 30 services, please copy this page and continue listing channel options.

4.15 ISDN 30 XPRESS PLAN

Please indicate your ISDN Xpress service requirements in the table by listing the number of ISDN Xpress channels required in each of the available ISDN Xpress charging bands. NOTE: If you originate calls from the terminating sites (or from services other than those nominated) they will not be included in the ISDN Xpress Plan.

Each ISDN Xpress Pricing Plan has a data call expenditure limit (Pricing Plan Limit) after which the pricing plan ceases to discount the call charges. The Price Cap is the maximum amount the customer will pay for ISDN Xpress calls in a chosen charge band, provided the Pricing Plan Limit is not exceeded.

If you are in any doubt about whether the band you have chosen is the correct one for the number/s you will be calling, please include the called number so that Telstra can verify your selection. The ISDN Xpress plan applies to those local or national long distance Data Call charges made to the 2 most commonly called B numbers in the nominated distance band. These 2 B numbers will be automatically selected and the customer will not need to nominate the most frequently called B numbers.

IMPORTANT: PLEASE SEE NOTE ON EXCEEDING THE PRICING PLAN LIMIT.

* Intercapital means a national long distance call between any two of:

- Melbourne Charging District
- Sydney Charging District
- Brisbane Charging District
- Canberra Charging Zone
- Adelaide Charging District
- Perth Charging District
- Hobart Charging District
- Darwin Charging Zone.

	No. of 64k Channels	Destination Service Number
NDD1 (Local Call Band)		
NDD2 (Approx 25km-50km)		
NDD3 (50km-165km)		
NDD 4 Intercapital * (165km-500km)		
NDD 4 Intercapital * (501km-745km)		
NDD 4 Non-Intercapital (165km-500km)		
NDD 4 Non-Intercapital (501km-745km)		
NDD 5 Intercapital * (746km-2000km)		
NDD 5 Intercapital * (>2000km)		
NDD 5 Non-Intercapital (746km-2000km)		
NDD 5 Non-Intercapital (> 2000km)		
Band Unknown		
Band Unknown		

4.16 ADDITIONAL CUSTOMER INFORMATION – Special requirements

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SUMMARY OF TERMS AND CONDITIONS OF TELSTRA ISDN SERVICE

The following does not include the full set of terms and conditions. Please refer to Telstra's Standard Form of Agreement for a full set of terms and conditions, available on Telstra's website: www.telstra.com.au/sfoa/docs/isdn.doc

1. CHARGES AND PAYMENTS

Charges payable under this agreement shall be as set out in accordance with Telstra's Standard Form of Agreement. It should be noted that local calls are time charged. The Customer is required to select between Timed Local calls or a fixed local voice call price for the first "30 minutes block of time" with per minute charging thereafter applying per call.

If GST is imposed on any supply made by Telstra pursuant to this application, the Customer must pay to Telstra, in addition to any charges payable by the Customer under this application for the supply, an additional amount for the supply calculated by multiplying the prevailing GST rate by the charges for the relevant supply payable (without any deduction or set-off) by the Customer under any other clause in this application.

2. MINIMUM RENTAL PERIOD

The minimum rental period for this service is three (3) months unless a shorter period is specifically provided for in the selected package.

3. TERMINATION

3.1 Either Telstra or the Customer may terminate the service within 30 days by providing written notice to the other party. The annual service charges will be applied pro rata to the date of termination or 3 months from the date of connection, whichever is the greater.

3.2 In the event that the inability to maintain the service or a part thereof gives rise to circumstances such that in the opinion of Telstra it is unsafe to maintain or is a hazard to the Public Switched Service, Telstra has the right to disconnect the service. The annual service charge will be applied pro rata to the date of disconnection.

3.3 Telstra may limit, suspend or cancel the supply of the Service to the Customer if:

(a) the Australian Competition and Consumer Commission issues a competition notice in relation to the Service or Telstra anticipates that it may do so; or

(b) the supply of the Service by Telstra is or may be unlawful or Telstra anticipates that it may become so.

3.4 If the customer withdraws an order for an ISDN 30 service before the Commissioning Date, the Customer must pay Telstra all of Telstra's costs incurred up to the time Telstra receives the Customer's notice of withdrawal ("Withdrawal/Cancellation Fee"). This Fee must not exceed the total amount the customer would have paid for connection of the ISDN Access Service. A scale of appropriate charges for withdrawal of an order for provision of service is set out in Table 1.7 of the Public Switched Integrated Services Digital Network (PSIS) section of Telstra's Standard Form of Agreement.

4. PROVISION OF THIS SERVICE

4.1 Telstra will connect existing customer premises cabling to a Public Switched Service access provided that:

(a) the cabling has been installed by a registered cabling service provider;

(b) the cabling has been installed to and continues to meet minimum technical requirements determined by the Australian Communications Authority (the "ACA") for such cabling; and

(c) all equipment and apparatus connected to such cabling has been authorised by the Australian Communications Authority for ISDN connection.

4.2 The connection fee for the access to an ISDN Service may be the subject of a special agreement with the customer if additional work is required by the physical conditions at a site to install the service.

4.3 Provision of the service is subject to a feasibility study of technical aspects of Telstra's network.

5.3 Provision of the service may be subject to a satisfactory credit assessment.

5. MAINTENANCE

5.1 Telstra will attend to faults and restore ISDN service(s) to full working order within Telstra's standard hours of business, unless the customer has entered a contract for alternative maintenance arrangements. The annual Service Charge covers maintenance up to the Telstra network boundary (or network terminating unit), only.

5.2 The repair of faults caused by interference, the customer's negligence, or wilful damage to the ISDN Service is not covered by the prescribed charges. Telstra reserves the right to repair such faults at the customer's expense.

5.3 In the event that Telstra is requested to attend the customer's site to attend to a fault condition, subsequently proven to be in the customer's equipment, an incorrect call out charge shall apply.

6. INTERNATIONAL SWITCHED DIGITAL SERVICE

Telstra International Switched Digital is a particular kind of service which provides customers in Australia with the ability to establish by direct dialling, two-way 64kbit/s channels between their premises in Australia and overseas destination countries. The service also provides the ability for such channels to be established by direct dialling in the reverse direction, ie. from the overseas destination countries to Australia.

DECLARATION

(a) I acknowledge that the ISDN service is subject to the terms and conditions set out in the Public Switched Service Section of Telstra's Standard Form of Agreement as filed with the Australian Communications Authority (the "ACA") from time to time.

(b) I further acknowledge that I have been informed of the existence of and have read or been given the opportunity to read and agree to abide by the terms and conditions set out in the Standard Form of Agreement.

(c) I understand that the ISDN service is provided to customers using ISDN lines. Pre-selection is now available on long distance and international voice calls with ISDN 30 Multiple Number Service lines but is unavailable for ISDN 30 Direct India service lines. The customer will be able to use an override code to connect long distance and international voice calls to any other service provider as applicable but 64K data calls may fail.

(d) If I am the Customer, I authorise Telstra to:

(i) give Credit Information about me to a credit reporting agency to:

- obtain a consumer credit report about me; and
- allow the credit reporting agency to create or maintain a credit information file containing information about me; and

(ii) in accordance with the Privacy Act 1988:

- obtain and use information concerning my commercial activities and commercial credit worthiness from a credit reporting agency or other business that reports on commercial credit worthiness and/or a consumer credit report about me to assess this application or to collect overdue payments; and
- disclose information about me to other credit providers or obtain and use information from other credit providers for the purposes of assessing this application, my ongoing credit worthiness or the status of any account held by me with Telstra or with any other credit provider; and

(iii) use and disclose information about me in accordance with Telstra's privacy statement entitled "Protecting Your Privacy" a copy of which has been provided to me and I have had the opportunity to read.

Credit Information means:

- identity particulars (name, address, and date of birth);
- your application for credit or commercial credit, including the amount applied for;
- the fact we are a current credit provider to you;
- payments which are overdue by more than 60 days and for which debt collection has commenced;
- advice that payments are no longer overdue in respect of a default which has been listed;

- information that in our opinion suggests you have committed a serious credit infringement; and
- cheques drawn by you for more than \$100 and which have been dishonoured more than once.

(e) I hereby authorise Telstra to disclose information relating to the Customer to the Dealer / Vendor regarding the services on this application form and include Customer's name on commission payment reconciliation advices that Telstra sends to the Dealer / Vendor.

(f) I warrant that all information in this application is correct. If I am the Authorised Signatory, but am not the Customer, I warrant that I am authorised to sign this form on the Customer's behalf.

Individual to sign	
Signed:	
Name:	
Date:	(dd/mm/yyyy)
Company to sign	
Signed for and on behalf of	by its duly authorised representative
Signed:	
Name:	
Date:	(dd/mm/yyyy)

GLOSSARY OF TERMS & SUPPLEMENTARY FEATURES DESCRIPTION/RESTRICTIONS

SECTION 2.1 TARIFF CHOICES

Business Line Complete: Provides a choice of Timed Local calls, or a fixed local voice call price for "the first 30 minutes block of time" with per minute charging thereafter, per call (with timed Local data calls).

POWER, EARTH SPACE AND CLIMATE REQUIREMENTS AT CUSTOMERS PREMISES

Telstra will determine the size of the cabinet to be installed. The dimensions are 600 mm front , 365 mm side, 900mm clearance for door swing and height to vary from 1375 mm to 2200 mm.

Where a cabinet containing equipment related to the supply of the ISDN service is installed, it is the customers responsibility to ensure that each of the following conditions is maintained for the cabinet:

- climatic conditions must be in the range of 10 degrees Celsius to 35 degrees Celsius and 10 percent to 80 percent relative humidity.
- shielding from direct sunlight.
- minimum aisle-way distance of 900 mm around the perimeter of the cabinet except on any sides of the cabinet which may be attached to a wall, fixed structure or other cabinet which is at least the same size as the attached side of the cabinet.
- structural loading of the floor to be able to support an applied cabinet load of 7.0 kilo Pascal.
- one to two as required separate dedicated 240 Volt AC power supply feed(s), terminating on general power outlet(s) (GPO), which are situated on the cabinets power panel unit. The circuit breakers at the AC power distribution switchboard are to be rated at a minimum of 10 Ampere. Power should be either UPS or backed up by generator or have plug retention device which cannot be easily tripped or removed. All power cabling should be performed by qualified electrician.
- a minimum 2.5 square millimetre green/yellow cable as specified in AS/ACIF S009 connected to a bonding terminal in the cabinet.

Failure by the customer to maintain any one of these conditions may prevent installation of an ISDN Access Service or render the ISDN service inoperable. Such service inoperability is not the responsibility of Telstra.

SECTION 4.3 LOCAL NUMBER PORTABILITY

Local Number Portability means the Porting of Telephone Number/s associated with the provision of a Local Service, from a Losing Carrier/Carriage Service Provider's network to a Gaining Carrier/Carriage Service Provider's network (but not any service or features associated with the Telephone Number/s).

Port means the movement of Telephone Numbers between Carrier/Carriage Service Provider 's using LNP processes. The words Porting and Ported have corresponding meanings.

SECTION 4.10 SERVICE OPTIONS & SUPPLEMENTARY FEATURES

Please consult your Customer Premises Equipment (CPE) supplier if you plan to use any of Supplementary Features (together with call forward features). All features require special CPE capability. Extra charges apply for most supplementary features. Refer to the Public Switched Integrated Services Digital Network (PSIS) section of the Standard Form of Agreement for the charges associated with supplementary features. Further details of the supplementary features available with ISDN 30 are set out in the PSIS section of the Standard Form of Agreement.

DIRECTORY LISTING

If you indicate that you require a directory listing you will be contacted by a representative from Telstra's Directory Group.

CALLING LINE IDENTIFICATION RESTRICTION (CLIR)

In the normal service configuration the calling line identification (calling number) is sent forward with each call and is presented to a called party who subscribes to Calling Line Identification Presentation. The sending forward of the CLI can be blocked on a call by call basis from some Customer Equipment.

Alternatively, you may have the service configured to prevent the forwarding of CLI. In this configuration the sending forward of CLI on a call by call basis can be initiated by some Customer Equipment. This configuration is Calling Line Identification Restriction. Please check with your equipment supplier to confirm how you can both allow and restrict presentation of your telephone number.

CALLING LINE IDENTIFICATION PRESENTATION (CLIP)

This feature allows the telephone number of the caller to be presented on most incoming calls; unless this has been restricted by the caller.

EXTENSION LEVEL BILLING (ELB)

The feature allows you to receive details of call costs for each of your extensions. On your account you will receive a listing of the extension numbers and a list of the calls made from each extension with start time, duration, indication whether voice or data call, cost, called number, destination and rate. The feature is applied across the entire allocated range, and is not applied to individual extensions in isolation. This feature is not available with ISDN Xpress. Please note that any call discounts are applied at the account level, and will not be shown with this feature. Extra charges apply for this supplementary feature.

MALICIOUS CALL TRACE/MALICIOUS CALLER IDENTIFICATION (MCID)

This feature allows you to activate the recording of the caller's telephone number of a current call. The call details are recorded at the Telstra exchange and used by Telstra to identify the service from which the offending call/s are generated. If necessary, Telstra will involve the police.

Prior to July 2001, this feature was provided to all ISDN 30 services as Malicious Call Trace (MCT), a non-ETSI feature. ETSI compliant MCID is now available and is functionally identical to MCT. Customers subscribing to this feature will be provided with Malicious Call Trace as well as Malicious Caller Identification (as the capability of CPE to handle each version may differ). Subscription to MCID/MCT will apply the feature across the whole number range for DID services.

Please consult your CPE supplier if you plan to use this feature. Extra charges apply for this supplementary feature.

USER TO USER MESSAGING (UU)

This feature allows you to send and receive from another user, information in packets of 128 Octets each. There are two types of User to User messaging available:

- User to User 1: Where information is only sent between users during call establishment and clear down
- User to user 3: Where information is only sent between users during the active part of the call

This feature is not supported on international calls. Please consult your CPE supplier if you plan to use this feature. Extra charges apply for this supplementary feature.

ADVICE OF CHARGE (AOC)

This feature allows you to monitor the cost of individual calls, by providing estimated values of calls (before the application of discounts). There are three types of Advice of Charge:

- Advice of Charge During (AOC-D) automatic. Provides the elapsed cost of the call upon request and at every charging increment thereafter for the duration of the call, and at the end of the call.
- Advice of Charge End (AOC-E) automatic. Provides the cost of the call at the end of the call.
- Per call request - The advice of charge feature can be established to be available either automatically for all calls, or on a call by call basis selected by the caller.

These options **cannot** be subscribed concurrently.

Advice of Charge provides an estimated value for calls, equal to or greater than the amount shown on the customer account, before discounts and including GST. Discounts will only be shown on customers' accounts. Advice of charge cannot be provided in the following circumstances: calls to mobile services, calls using carriers other than Telstra, calls to information services (eg. 190 numbers), calls to OneNumber™ service, calls to National Connect Products and on D-channel activity.

Advice of Charge only provides call charge details based on the timed call charge option for voice/data local, long distance and other supported call types. For Customers on the standard package (Local Voice Calls - first 30 minutes block of time then per minute timed call thereafter) and alternatives other than the timed call charge option, Advice of charge does not support these tariff options and call charges are provided based on timed call charges for voice/data local, long distance and other supported call types.

AOC-D and AOC-E are ETSI based features and provide (automatic) advice of charge on all calls. AOC per call request offers both AOC during and end but must be requested at call establishment on a per call basis. In the per call request version both an ESTI (functional invocation) and Non ETSI (keypad or stimulus invocation) version of feature are available. Note that the Non ETSI capability is not available on System 12 exchanges (contact your Telstra Sales Rep to confirm your exchange type).

Please consult your CPE supplier if you plan to use this feature. Extra charges apply for this supplementary feature.

OPERATOR CONNECT DIVERSION (OCD)

This feature allows you to redirect all incoming national reverse charge calls and all international operator connected calls to a nominated number (which will generally be an operator console). This assists you to prevent the acceptance of unauthorised incoming calls. The diversion of calls can not be guaranteed in cases of interconnection with another carrier (particularly international) where specifications may not align with those of Telstra. Extra charges apply for this supplementary feature. Calls can be forwarded to most numbers in Australia.

CUSTOMER ACTIVATED REDIRECTION

This feature is call forwarding.

Call Forward - Variable Options

1. With Call Forward Immediate, you can forward your calls to a number you select and change it at any time. Your calls will be forwarded immediately.
2. With Call Forward Busy, your calls will be forwarded to the number you select if your phone is busy.
3. With Call Forward No Answer, your calls will be forwarded to the number you select if your phone is not answered within 20 seconds.

Call Forward - Fixed

Fixed number forwarding means you can forward to a previously selected number stored in the telephone exchange. In this section you must nominate the number to which the calls are to be forwarded and whether you wish this to occur for Immediate, Busy or No Answer options.

Please consult your CPE supplier if you plan to use this feature as many CPE do not currently support call forward for indial services.

TELSTRA ACTIVATED REDIRECTION

This feature is a permanent Telstra activated redirection. This is typically applied where a customer is unable to activate call forward from their CPE and requires call forward on their active ISDN 30 service (eg. forward on busy). This feature is applied as a call forward fixed and applied by Telstra.

Note this not a disaster recovery redirection and cannot be activated within a short time frame (activation of this feature may take up to 5 days). There are other options available for disaster recovery redirection. Please refer to your Telstra sales representative.

SECTIONS 4.11 & 4.12 DIRECT INDIAL

The Direct Indial option allows your customers to call your staff direct to their extension numbers without the need to go through an operator and is available in blocks of 100 numbers only. Please discuss with your Telstra representative if you are unsure whether your existing number range can be converted to an ISDN 30 number range. Extra charges apply for this supplementary feature.

Please note that single numbers cannot be transferred to become part of an Indial number range.

SECTION 4.13 CHANNEL REQUIREMENTS

An ISDN 30 service consists of from 1 to several 2 Mbit/s access lines sharing a common number range. A minimum block of 10 channels can be requested (ie. 10), and then in increments of 10 channels thereafter. Each 2 Mbit/s access can have a minimum of 10 Channels and a maximum of 30 channels per access. A 40 channel "ISDN Dual Node service will have a Prime 2 Mbit/s access line with 20 channels and a Dual 2 Mbit/s access line with 20 channels. The Dual 2 Mbit/s access will be geographically diverse if the Diverse Access option is selected.

A single ISDN 30 service may be made up of one single or multiple ISDN PRAs with a common Global Directory Number. The ISDN 30 service usually consists of 30 channels provided by a single ISDN PRA. An ISDN 30 service may have up to 33 ISDN PRAs (with a specific Full National Number) purchased in 10 channel increments. Services in excess of 33 ISDN PRAs are only available in 30 channel increments. The maximum size of a Telstra ISDN 30 Service (with a specific Full National Number) will be constrained to 99 ISDN PRAs. Additional channels may be added to an existing ISDN 30 service – these channels will be added to an existing ISDN PRA where capacity is available. Additional ISDN PRAs will be provided only when the maximum 30 channel capacity is fully utilised.

Single Node/Diverse Access consists of a minimum of two 2 Mbit/s access lines sharing a common number range. A minimum of 20 channels is provided to each access, giving a minimum total of 40 channels. Minimum increments are in multiples of 10 channels per 2 Mbit/s access, giving a minimum total increment of 20 channels. A 40 channel "ISDN Single Node Diverse Access service will have a Prime 2 Mbit/s access line with 20 channels and a Diverse 2 Mbit/s access line with 20 channels.

SECTION 4.14 "B" CHANNEL ACCESS OPTIONS

Each 2 Mbit/s line may have up to 30 active B channels (64 kbit/s) which can be configured as incoming, outgoing or bothway channels. Configuration of dual node services is identical in all respects, across the two nodes. (For example if the 1st Prime 2 Mbit/s line is configured as bothway the 1st Dual 2 Mbit/s line is automatically configured as bothway)

SECTION 4.15 ISDN XPRESS PLAN

ISDN Xpress will provide customers with a capped price monthly usage charge for data calls only made to site/s within a nominated distance band. If the customer's discounted data call charges do not reach the Price Cap amount then the customer only pays for the discounted data calls actually made, plus the Pricing Plan Fee. This means that customers can save each month by minimising the amount of time spent on-line.

Note: It is possible to pay more than the price cap amount if you exceed the pricing plan limit. Usage bursts with a greater number of channels than the plan bought could result in exceeding the plan limit, which is based on a set data bandwidth and usage. In order to minimise charges, usage must be managed below the pricing plan limit.

CE must also be programmed accordingly to ensure additional flagfalls (ie. excessive short duration calls) don't result in exceeding the bandwidth cap. Please refer to your CE supplier on how to ensure that your CPE does not fall into this category.

Extension Level Billing is not compatible with ISDN Xpress.