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Certain words are used with the specific meanings set out in the General Terms of Our Customer Terms.

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## 1 About the Iterra section

### Our Customer Terms

- 1.1 This is the Iterra section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

### Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Iterra section, then the Iterra section applies instead of the General Terms to the extent of the inconsistency.

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## 2 Iterra

### What is Iterra?

- 2.1 With our Iterra service, you can connect to our fixed telephone network (PSTN) from a suitable fixed or portable earth station anywhere in Australia (including its islands, territories and some offshore operations). The service is provided using Australia's domestic satellite system.

### Availability

- 2.2 To get an Iterra service, you have to be a direct retail customer of Telstra and enter into a separate agreement with us.
- 2.3 On and from 24th February 2011 we withdrew Iterra services from sale to new customers.
- 2.4 On and from 24th March 2011 we withdrew Iterra services from sale to existing customers (including no further adds, moves and changes to existing services).

### Connection charges

- 2.5 We work out how much to charge you for connecting your Iterra service (including installing earth stations) based on where it will be installed, how long you want to have it and what equipment is required. We set out the charge in our agreement with you.

### Charges

- 2.6 We charge callers who call your Iterra service. These charges are set out in the Basic Telephone Service section and the Public Payphones section of Our Customer Terms.
- 2.7 We charge you the following for calls made using your Iterra service. We charge you the connection charge for each call and then the timed rates (calculated per second) for the duration of the call.

<b>Iterra calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Connection charge (per call)	22.7¢	<b>25¢</b>
Calls to another Iterra service (per minute)	32¢	<b>35¢</b>
STD calls (per minute)	32¢	<b>35¢</b>
International calls (per minute)	82¢	<b>90¢</b>
Calls to a Telstra mobile number (per minute)	45¢	<b>50¢</b>
Calls to a non-Telstra mobile number (per minute)	73¢	<b>80¢</b>
Calls to a non-Iterra satellite number (per minute)	\$2.73	<b>\$3.00</b>
All other calls (per minute)	82¢	<b>90¢</b>

- 2.8 If you make a call from an Iterra service using a calling card product (such as Telecard, the charges in the Calling Cards section of Our Customer Terms apply.
- 2.9 If you make an operator assisted call from an Iterra service, we charge you the following charge in addition to the applicable operator assisted charge applying under the Basic Telephone Service section of Our Customer Terms (see Part G-Operator Assisted Calls – home and family customers [click here](#); business and government customers [click here](#)):

<b>Iterra operator assisted calls</b>	<b>GST excl.</b>	<b>GST incl.</b>
Iterra surcharge (for each 3-minute block or part thereof)	\$1.73	<b>\$1.90</b>

- 2.10 Iterra calls are eligible for discounts under Long Distance Saver 4 flexi-plan (see [Part E – Business Discounts of the Basic Telephone Service of Our Customer Terms](#)). Otherwise, no discounts apply.

### Equipment

- 2.11 If you want to rent or buy equipment for your Iterra service from us, we review and negotiate this as part of our agreement with you.

### Faults

- 2.12 We aim to respond to reported faults in your Iterra service within 2 hours during business hours. We aim to repair faults in your Iterra service within 7 business days.

### Network limitations

- 2.13 The Iterra network cannot support real-time charging or multi-metering.

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## 3 Telepoint Link

### What is Telepoint Link?

- 3.1 With Telepoint Link, we give you network capacity to provide a public access cordless telephone service (PACTS) to your customers within State and Territory capitals. The PACTS allows cordless access to our fixed telephone network (PSTN). We supply the Telepoint Link service for business purposes and you must use the service predominantly for business purposes.
- 3.2 For each service, you receive a telephone number and network connection from the boundary of our network on your premises to the local exchange.

### Charges

- 3.3 You and we agree to exchange information about the service to help prepare accounts.
- 3.4 We charge you an establishment charge to set up the service:

<b>Telepoint Link establishment charge</b>	<b>GST excl.</b>
Per customer	<b>\$2,500.00</b>

- 3.5 We charge you a connection charge for each Telepoint Link service connected. The charge is the same as our normal charge for connecting a business service under the Basic Telephone Service section of Our Customer Terms. You do not have to pay the connection charge where we are converting an existing business service into a Telepoint Link service.
- 3.6 We charge you a monthly charge for each Telepoint Link service. If the service is a

temporary service (as defined in the Basic Telephone Service section of Our Customer Terms), we charge you double the monthly charge.

<b>Telepoint Link monthly charge</b>	<b>GST excl.</b>
Per service	<b>\$20.00</b>

- 3.7 We charge you the following for local calls made using your Telepoint Link service. We charge you the call connection fee for each call plus the timed rate (charged per second) for the duration of the call.

<b>Telepoint Link local calls</b>	<b>Day</b> (GST excl)	<b>Evening</b> (GST excl)	<b>Economy</b> (GST excl)
Connection charge (per call)	<b>12¢</b>		
Local call (per minute)	<b>5.04¢</b>	<b>3.36¢</b>	<b>2.016¢</b>

- 3.8 For all other calls made from your Telepoint Link Service, we charge our normal charges as if the calls were made from a Basic Telephone Service under the Basic Telephone Service section of Our Customer Terms.

- 3.9 You cannot make calls from a Telepoint Link service with a calling card product (such as Telecard).

### **Faults**

- 3.10 We aim to respond to reported faults in the Telepoint Link service within 2 hours during business hours. We aim to repair faults within 7 business days.

### **Availability**

- 3.11 You must be an eligible holder of a class licence, and be acting in accordance with the licence, to request the service.
- 3.12 You cannot use our Telepoint Link service to do anything other than supply a PACTS.

### **Cancellation**

- 3.13 You can cancel your Telepoint Link service by telling us in writing one month in advance.

### **Compliance**

- 3.14 You have to make sure users of your PACTS are aware of all relevant obligations

and comply with them.

- 3.15 If you do or authorise any work on the PACTS system that causes us to have to do corrective work, we can charge you for our costs in accordance with our Non-Standard Works Policy and Guidelines.