IT'S HOW
WE CONNECT

ISDN ON BUSINESSLINE®
COMPLETE

INFORMATION ABOUT THE SERVICE

The Integrated Services Digital Network (**ISDN**) is a digital network technology that can carry voice and data services in a digital format over the public switched telephone network. Your plan sets out the pricing that applies when you make and receive calls on your ISDN Service.

Telstra offers two types of Basic Rate services – ISDN 2 or ISDN 2 Enhanced, and one Primary Rate service, ISDN 10/20/30.

Availability

You can get an ISDN Basic Rate service if your local exchange has the technical capacity to provide the service and your premises are not so far from the exchange that transmission losses are above levels we consider acceptable. There also needs to be enough local cable available.

Minimum term

3 months.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge

Your Minimum Monthly Charge for each type of service is set out below. You pay an additional amount for the voice and data calls you make each month.

Type of service	Minimum monthly charge
ISDN 2 (per service)	$89.50 ($85.50 before 1 October 2015)
ISDN 2 Enhanced (per service)	$94.50 ($90.50 before 1 October 2015)
ISDN 10 channel service (per service)	$435 ($415 before 1 October 2015)
ISDN 20 channel service (per service)	$870 ($830 before 1 October 2015)
ISDN 30 channel service (per service)	$1,275 ($1,215 before 1 October 2015)
ISDN 10/20/30 (for every subsequent 10 channels)	$405 ($385 before 1 October 2015)

Call charges in Australia

The following are the call rates for the voice and data calls you make from your ISDN service.

Voice Call Charges in Australia

Call type	Charge
Local calls, 019 calls, untimed national long distance calls (preferential and extended zone)	22¢ per call
Calls to 13, 1300 and 1345 Numbers	40¢ per call (35¢ before 1 October 2015)
Timed national long distance Calls (community calls, concessional A-Rate calls and calls up to 50km)	55¢ call connection fee (49¢ before 1 October 2015) plus 6¢ per minute block
All other timed national long distance calls	55¢ call connection fee (49¢ before 1 October 2015) plus 22¢ per minute block
Calls to mobiles in Australia	55¢ call connection fee (49¢ before 1 October 2015) plus 36¢ per minute block

All timed national long distance calls and calls to mobiles in Australia are charged per minute blocks.

Data Call Charges in Australia

These are the local data call charges for ISDN 2 and ISDN 10/20/30 on your BusinessLine Complete plan.

Monday to Friday, between 7am and 7pm	
First 5 minutes	15¢
For each minute after the first 5 minutes	4¢

All other times	
First 10 minutes	15¢
For every 2 minutes after the first 10 minutes	4¢

Local Data Call Charges for ISDN 2 Enhanced

Call type	Charge
Local data calls to 01983 numbers (per channel, per hour, calculated per second)	30¢

National long distance data call charges

Charges	Monday to Friday, between 7am and 7pm	All other times
Connection fee (per call)	27.5¢	
Community calls, preferential calls, concessional A-Rate calls, extended zone calls and calls between 25km and 50km distance (per minute)	13¢	6.5¢
Calls between 50km and 85km and concessional F-Rate calls (per minute)	24¢	12.0¢
Calls between 85km to 165km and intercapital calls over 165km (per minute)	26¢	14.3¢
Non-intercapital calls over 165km (per minute)	31¢	17.6¢

The rates for all timed national long distance Data Calls are calculated per second.

Calls to International Numbers
Please visit **telstra.com** for international call rates from your ISDN service to fixed services in the countries listed.

Connection charges

The following charges apply to connect your ISDN service.

Each new connection of any ISDN 2 service (one service)	$356.95
For the second and subsequent services connected at the same time as the first (per service)	$302.50
Each in-place connection of ISDN 2 or ISDN 2 Enhanced (one service)	$121
Each new connection and activation of ISDN 10/20/30: • per 10 channel service • per 20 channel service • per 30 channel service	$2,238.50 $3,025 $3,388
Activation of idle channels on an existing ISDN 10/20/30 service (per 10 channels)	$907.50
Each in-place connection of ISDN 10/20/30 (per 2 Mbit/s link)	$605

Conversion charges

From a Basic Telephone Service to ISDN 2 or ISDN 2 Enhanced (one service)	$209.33
From a Basic Telephone Service with Indial to ISDN 2 Direct Indial (one service)	$209.33
Between ISDN 2 Direct Indial and ISDN with Multiple Number (one service)	$209.33
From ISDN 2 to ISDN 2 Enhanced (one service)	$209.33
From ISDN 2 Enhanced to ISDN 2 (one service)	$209.33
From ISDN 2 to ISDN 10/20/30 (for each 2Mbit/s link. Conditions apply – refer to **telstra.com.au/customer-terms**)	$907.50

Minimum cost

Your minimum cost will be the combined monthly charge for the services you use on your ISDN service plus connection charges.

Early Termination Charge

If your plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (**ETC**). The ETC decreases by equal instalments each month that you remain on your plan and the maximum ETC you'll pay is equal to the service charges that would have been payable until the end of your minimum term.

ACT customers

If your telephone line is at an address within the ACT Government area including the Jervis Bay area of NSW, you may be charged an ACT Government Utilities Tax Charge in addition to the Minimum Monthly Charge. We charge this annually based on the number of services you have in the ACT Government area.

Other charges

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We'll let you know before this happens.

OTHER INFORMATION

Billing

On the same day of each month you'll be billed in advance for the Minimum Monthly Charge and for use during the month. Your first bill will include a proportion of your minimum monthly charge, as well as the next month's full minimum monthly charge in advance.

Register for Online Bill to view your bills online 24 hours a day, 7 days a week. To opt into receiving paperless billing, visit **telstra.com/emailbill** to request an email bill and/or set up direct debit. For more information on other bill payment options, go to **telstra.com/billpay**

Connection timeframe

Once we've accepted your application we'll try to connect your phone service on the date you ask for but this might not always be possible.

Transferring to the National Broadband Network (NBN)

If the NBN comes to your area and you wish to transfer to the NBN with Telstra, we'll take responsibility for managing your transfer to this new network. To do this, we'll need your agreement and help to access your premises, and we'll talk with you about installation requirements. We'll work with you to make this as simple as possible.

If you don't want to transfer to the NBN, we'll continue to provide your service up until we're required to disconnect it as part of the migration to the NBN. At this time we will cancel your services and no ETC will be charged. We'll let you know the details before any changes happen.

We're here to help

If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (TTY).

Complaints or Disputes
If you need to make a complaint you can:
• call 13 2000 and say "complaint"
• call your Account Representative if you have one
• visit **telstra.com/business/complaints**

Further investigation
If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at **tio.com.au/about-us/contact-us**

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms which is available at **telstra.com.au/customer-terms/**

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