

8.2 THE STANDARD TERMS IN DETAIL

What we agree to provide:

1. Full service

We will always do our best to provide the services which you have requested and which we have agreed to provide to you. However, we do not guarantee that the services we have agreed to provide to you will be continuous or fault-free.

2. Your telephone number

You will be allocated one or more telephone numbers depending upon the kinds of service we have agreed to provide to you. We may change your telephone number if we think it is necessary to do so. For example, if we expand the capacity of the Telecom Network we might add a digit to your number, or give you a new number. We will give you reasonable notice of any such change.

3. Telephone directory listing

Your name, address and telephone number will normally be listed in our current telephone directory for your area. This information is available for our use and it will also be made available through our directory assistance service. You may prefer not to have this information listed in the directory. You may also prefer to have this information restricted, which means it will not be disclosed through our directory assistance service. If you want either or both of these options, you must notify us before the directory closing date and pay the charge specified in our current Telecom List of Charges.

Having your number restricted, or not listed in the directory, does not mean that it is confidential. It may be disclosed to others, for example to emergency services, to other network operators, or when you make collect calls from your telephone.

Even if your number is restricted, or is not listed, we will provide you with one copy of our current telephone directory for your area free of charge.

4. Terminal equipment

You can rent telephones and other terminal equipment from us. There is a charge for installation but we will repair, or replace, this equipment, when necessary, free of charge.

5. Our wiring maintenance service

For a small standard monthly wiring maintenance charge we will repair the sockets and permanent wiring on your side of the Demarcation Point meeting, and installed to, our specifications. Certain exceptions are set out in clauses 9, 10 and 11.

You will need to notify us if you do not want this service. Repairs to your sockets and permanent wiring will then be your responsibility.

6. Other services

There are some Telecom services we can provide for residential use to which these Standard Terms do not apply. If you request services which are not covered by these terms, we will advise you about the terms which do apply.

7. Moving home

If you move to another home in our region, and wish to continue your Telecom telephone services at your new address, the contract between us will continue to apply even though your telephone number may be changed.

What you agree to pay

8. The charges for Telecom telephone services

You must pay the Standard Residential Rental for access to the Telecom Network, the rental for any equipment rented from us, and the standard monthly wiring maintenance charge (unless you notify us that you do not want this maintenance service). The rates of these charges are set out in our current Telecom List of Charges and are summarised in our current Customer Pricing Booklet. You can ask for a copy of the Booklet and we will supply it free of charge.

You must also pay the charges for all uses of Telecom telephone services which our records show have been made through, or properly charged to, your telephone number or supplied to you at your request.

You will be charged for all toll calls which are connected to the number actually dialled. This applies whether the call is answered by the person required, someone else, or by automatic answering equipment, including a FAX machine. The charge will apply whether or not actual conversation takes place.

You will be charged whether you or some other person used the service.

If the service was used by someone unlawfully in your home and the incident has been reported to the police you should contact us and provide us with evidence of that fact. If the evidence is satisfactory we will refund the amount of the charge.

We have services available to help you control unauthorised use of your telephone. If you are interested in these services please consult your local Telecom Office.

9. Repairs

Even if you are paying the standard monthly wiring maintenance charge, there are some situations not covered by this charge.

You must pay our charges for repairing or replacing any part of the Telecom Network within the boundaries of your property, and of equipment you have rented from us, which has been lost or stolen, or destroyed or damaged by any means other than fair wear and tear, inherent defect, or natural disaster.

You must pay our charges if we repair sockets or permanent wiring on your side of the Demarcation Point not meeting, or installed to, our specifications.