

Annexure C

Telstra, Telstra's Universal Service Obligation Standard Marketing Plan

2. The Standard Telephone Service In Australia

2.1 The Service

The standard telephone service provides for voice telephony or an equivalent service to meet the requirements of the Telecommunications (Consumer Protection and Service Standards) Act 1999 and the Disability Discrimination Act 1992.

The provision of a standard telephone service from Telstra includes a connection from Telstra's local telephone exchange to the network boundary in a building on the customer's premises. This includes the lead in cable and any associated equipment such as the conduit between Telstra's network in the street and the network boundary at the customer's premises. Where a service connection requires a new lead in cable to be provided, any trenching necessary between the point that the lead in cable enters the customer's property and the point that the lead in cable enters the building, will be the responsibility of the customer. The customer may choose to dig the trench themselves, use a contractor of their choice or use a contractor recommended by Telstra. Telstra is able to provide advice on where the trench should be located. Under normal operating conditions a standard telephone service provided by Telstra includes:

- the full maintenance of the service up to the network boundary;
- connection from the network boundary to the local Telstra telephone exchange;
- access to the PSTN being part of the multi-carrier national integrated telephone network;
- the ability to make and receive automated national and international voice grade telephone calls 24 hours-per-day;
- 24 hours-per-day access to an emergency number, which gives the customer access to emergency services free of charge;
- 24 hours-per-day access to operator assistance for directory assistance, national and international call connection and reporting of service difficulties;
- a unique telephone number, allocated in accordance with the Telecommunications Numbering Plan 1997 and an appropriate directory listing, except where the customer requests otherwise, for that number;
- a level of privacy and security to enable users to conduct business and personal communications with confidence;
- monthly billing where requested by the customer;
- itemised billing for all calls (itemised billing for local calls is available on request and attracts a fee);
- where technically feasible, calling number display, for use by the called party, transmitted at the discretion of the calling party; and
- a voice grade service which enables the user to establish a telephony connection to another party anywhere on the multi-carrier national integrated telephone network and conduct clear communication within the following performance objectives: