

# **GOVERNMENT TELECOMMUNICATIONS AGREEMENT**

## **PART E**

### **E3 - Requirements for Category 3 Fixed Voice Services**

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## 1 Introduction

Fixed Voice Service Requirements under Category 3 of the Government Telecommunications Agreement (GTA) cover telecommunications carriage services from Customers at fixed locations, which are provided by the Contractor under the Agreement.

The Deliverables may be supplied through direct connect or resale.

## 2 Scope of GTA Category 3 Fixed Voice Services

### 2.1 General

“GTA Category 3 Fixed Voice Services” means the Deliverables described in this Part E3.

The GTA Category 3 Fixed Voice Services shall be provided in accordance with the terms of the Agreement, including the requirements set out in this Part E3, which shall form part of the Contract Specifications.

### 2.2 Inclusions

The Deliverables shall include but shall not be limited to the following items:

- Provision of exchange lines which give access to the Australian PSTN from the Customer’s premises
- Carriage of voice traffic
- Malicious Call Trace – this is now additional functionality
- Specified Handsets as described in part 7 of this Category 3 Section (which shall be subject to additional fees in accordance with the schedule of rates set out in this Schedule 3)

All of the requirements set out in this Category 3 Section are deemed to be included in the Price, and shall not be subject to any additional fees, except where expressly stated otherwise in this Category 3 Section.

### 2.3 Exclusions

The following services do not form part of GTA Category 3 Fixed Voice Services.

- Design, provisioning, installation, operation or maintenance of Customer Premises Equipment (CPE), such as PBX, Key Systems and other associated hardware, firmware or software
- Managed Services, Private Networks (eg VoIP) or Centrex-like services
- Building facility cabling on the Customer’s side of the Service Delivery Point
- Video conference services
- Installation and services associated with Public Phones
- Air-conditioning or other related building services, within the Customer’s premises

### 3 Telecommunications Standards

#### 3.1 Number Portability

The Contractor shall provide all appropriate arrangements in accordance with the regulations, codes and guidelines and the requirements set out in the Part E1 to allow the Customer to transfer from one telecommunications service provider to another, in a timely manner, without changing their number or incurring costs. This requirement shall apply to all GTA services, including individual numbers, initial number ranges and inbound services.

### 4 Specific Service Requirements

In addition to the Performance Requirements set out in the GTA Delivery Standards, the Contractor must comply with the following additional requirements in relation to GTA Category 3 Fixed Voice Services.

#### 4.1 Capacity Planning

Capacity Planning is not expected for all Deliverables, however where reasonably requested by the Customer, specific capacity planning reports must be made available to the Customer, which shall include:

- Structured traffic information
- Analysis, including call handling statistics, circuit occupancy, trend analysis

As a result of the above, the Contractor will provide recommendations regarding the following in order to obtain the optimum-operating environment from both an architectural and cost perspective:

- Topology
- Capacity of exchange lines
- Type of exchange lines required
- Numbering scheme
- Technical implementation details

#### 4.2 Disaster Recovery Planning

Deliverable specific Disaster Recovery Planning is not expected for all Deliverables, however where reasonably requested by the Customer, the Contractor must:

- Assist the Customer in the development of a disaster recovery plan in relation to the GTA Category 3 Fixed Voice Services provided to the Customer
- Identify high risk areas in relation to disaster recovery that need to be addressed in the Customer's disaster recovery planning
- Provide reasonable assistance to the Customer to ensure that the Customer's disaster recovery plan in relation to the GTA Category 3 Fixed Voice Services is aligned with the Contractor's disaster recovery plan for GTA Category 3 Fixed Voice Services

The Contractor must, upon reasonable request by the Contract Authority, provide to the Contract Authority or otherwise allow the Contract Authority to view, the Contractor's disaster recovery plan (to the extent relevant to the GTA Category 3 Fixed Voice Services) in order to verify the Contractor/s compliance with this Part 4. The content of the Contractor's disaster recovery plan will be deemed "Confidential Information" of the Contractor in accordance with the terms of the Agreement.

The Contractor must, at the request of a Customer but not more than once in each successive 12-month period during the Term, at a time to be determined by the Customer, test the Customers recovery capabilities:

- Testing of the Customers own disaster recovery plan
- In respect of the scenarios nominated by the Customer at the time of testing which may encompass:
  - (a) Loss of a network management centre
  - (b) Loss of critical building services
  - (c) Fibre cuts
  - (d) Transmission failures
  - (e) Outages affecting the Contractor's ability to comply with its obligations under this Agreement

Where the Contractor has assisted the Customer in the development of a Disaster Recovery Plan, the Contractor must report on the results of such test and remedy any defects in the Disaster Recovery Plan, within the time specified by the Customer.

The Contractor must, in the event of an event or disaster interrupting the business and/or operations of the Customer (Disaster Recovery Event), restore and reinstate the affected GTA Category 3 Fixed Voice Services in accordance with its obligations in the Disaster Recovery Plan.

Without limiting the Contractor's obligations in respect of the Service Levels, if a Disaster Recovery Event occurs, the Contractor must:

- As soon as practicable notify the Customer of:
  - (a) The occurrence of the Disaster Recovery Event
  - (b) The extent to which the Disaster Recovery Event affects the GTA Category 3 Fixed Voice Services
  - (c) The disaster recovery steps, procedures and/or services to be undertaken by the Contractor to reinstate the affected GTA Category 3 Fixed Voice Services
  - (d) The estimated time within which the Contractor will reinstate the affected GTA Category 3 Fixed Voice Services
- Implement the disaster recovery steps, procedures and/or services in accordance with the Disaster Recovery Plan
- Regularly advise the Customer of any changes to the status of the Disaster Recovery Event.

The Contractor must have available a suitable Network Management mechanism to allow number remapping in a timely manner as part of a Deliverable (this must include inbound 1800, 1300 and 13 services).

## 5 Voice Calls

### 5.1 Overview

Voice service requirements for each GTA fixed line service are specified below in terms of call types, features and functionality that constitute each defined GTA Category 3 Voice Service.

It is required that any Tenderer selected to the ASP for Category 3 Fixed Voice Services be able to have Deliverables installed anywhere in NSW which can be switch into the PSTN.

### 5.2 Call Types

The following Call Types shall apply to Deliverables supplied under the Agreement.

The following Call Type and Call Destination terminology must be used in the identification of calls and be used in reporting.

Call Type	Call Destination	
	GTA to GTA Same Contractor	GTA to Other Any Carrier
Local	✓	✓
National Long Distance	✓	✓
International	N/A	✓
Fixed to Mobile	✓	✓
Premium Services (eg 190x)	X	X
Other (Operator Assisted) <sup>1</sup>	X	X

**Table 1 Call Types, Origins and Destinations**

**Legend**

- ✓ Call type is permitted
- X Call Type restricted / barred
- N/A Not Applicable

<sup>1</sup> Calls to uncharged Directory Assistance are allowed.

<b>Call Type</b>	<b>Definition</b>
Local	As defined in the ACMA “ <i>Telecommunications Numbering Plan 1997</i> ” (or as updated from time to time by ACMA).  All such calls, including inbound 13, 1300, 1800 calls, charged at a flat rate per call without a connection fee.
National Long Distance	B party outside of the areas defined by “Local” but within Australia
International	Calls to locations outside of Australia
Fixed to GTA Mobile	Calls from a GTA fixed line service to a GTA mobile service (including any subsequent diversions)
Fixed to Non GTA Mobile	Calls from a GTA fixed line service to a non-GTA mobile service (including any subsequent diversions)
Premium Services	Calls to a registered Premium Service (19x, 188 or other call incurring a premium tariff)
Other	Any other call type (with the exception of Premium Calls) including operator assisted calls

**Table 2 Call Types and Definitions**

## 6 Interconnection Lines

### 6.1 GTA Category 3 Fixed Voice Services Specification

Table 3 describes the required GTA Category 3 Fixed Voice Services and their principal characteristics.

The following Product Type terminology must be used in the identification of Services provided under the GTA and be used in reporting.

Product Type	Function
P1	BASIC ANALOG SWITCHED LINE
P1-A	INDIAL – DECADIC
P1-B	INDIAL – DTMF
P1-C	OUTGOING – (DTMF)
P2	RESTRICTED ANALOG SERVICE
P3	ENHANCED ANALOG SERVICE
P4	SPECIAL SWITCHED SERVICE
P5-A	SPECIAL NON-SWITCHED 2-WIRE SERVICE – new pricing table has been provided
P5-B	SPECIAL NON-SWITCHED 4-WIRE SERVICE – new pricing table has been provided
P6	DIGITAL MULTICIRCUIT TELEPHONY SERVICES

**Table 3 GTA Voice Service Product Types**

Feature Requirements of each GTA Category 3 Voice Service product type are detailed in Section 6.2. Definition of features are provided in Section 6.3.

Tenderers must complete the Infrastructure Table as part of their Tender Response.

### 6.2 Features Requirements

Where the Contractor has agreed to provide all or any of the Deliverables listed below, it must only do so in accordance with the functionality and network access capabilities defined in the table below for each Product Code. From time to time, the Customer may request a change to the functionality (set out in the table below) on a permanent or short-term basis. ASP Contractors must provide all the Deliverables listed in this Part 6.2.

Line Features and Restrictions		Analogue Exchange Line						Special (Tie or Hot Line)		Digital
		P1	P1-A	P1-B	P1-C	P2	P3	P4	P5-A P5-B	P6-A P6-B P6-C
Standard Functionality	Bothway	✓				✓	✓	✓	✓	✓
	Incoming		✓	✓						
	Outgoing				✓			①	②	
	B-Party Release	✓	✓	✓		✓	✓	○		✓
	Analogue Decadic Indial		✓							
	DTMF Indial			✓						
	ETSI Signalling									✓
	Analogue Outgoing Only DTMF				✓					
	Multi-channel with Indial									✓
	Hunt Group – now to be priced as additional functionality						✓			
	Call Forward						✓			
Additional Functionality	Indial Number Range (100 block)		✓	✓						✓
	Indial Number Range Reservation		✓	✓						✓
	Exchange Based Voicemail	✓					✓			
	Conference Calls – 3 Parties	✓					✓			
	Conference Calls – 4+ Parties	✓					✓			
	Number Redirection	✓	✓	✓		✓	✓			✓
	CLI Display	✓	✓	✓		✓	✓			✓
	Inbound 1800, 1300 and 13 Service Termination Point	✓	✓	✓			✓			✓
Distinctive Ring – additional functionality						✓				
Service Restrictions	Calls to Premium (ie 1900)	x			x	x	x	x	③	x
	Manual Assistance – new section of pricing table	x			x	x	x	x	③	x
	Reverse Charge	x	x	x		x	x	x	③	x
	Call Waiting	x	③	③		x	x	x	③	x
	Calls to Mobiles	○	③	③	③	x	○	x	③	③
	Any Multi-metered Toll Call	○	③	③	③	x	○	x	③	③
	Interstate	○	③	③	③	x	○	x	③	③
	International	○	③	③	③	x	○	x	③	③

**Table 4 GTA Category 3 Fixed Voice Services Features and Restrictions**

- ✓ Function or Feature is required on the Product Type (i.e. Line)
- x Function or Feature should be “switched off” at the exchange and can only be “switched on” at the election of the Customer.
- ① Typical application is a designated “hotline”
- ② Typical application is an “outdoor extension”, “tie line”, PAPL
- ③ Restrictions beyond those shown are to be controlled by CPE (note that in some cases those restrictions listed will also be controlled by CPE)
- Optional - feature may be “switched on” at the election of the Customer.
- Blank cell means not applicable for the Product (by definition or because of the nature of technology or the exchange equipment configuration).

### 6.3 Feature Requirements Definition

Feature	Requirement
Both Way	Must be able to provide both incoming and outgoing calls Contractor's exchange must support DTMF signalling on outgoing calls.
Incoming	Carries incoming calls only.
Outgoing	Carries outgoing calls only.
B-Party Release	Ability for GTA end to hold the line up, even if the caller hangs-up for the purpose of tracing the call in 'real time' for Malicious Call Trace.
Analogue Decadic Indial	Decadic Indial Lines are used in conjunction with the Customer's phone systems (CPE), which may accept decadic signalling only and must provide ability for calling party to directly dial an extension.
DTMF Indial	DTMF Indial Lines are used in conjunction with the Customer's phone systems (CPE), which accept analogue DTMF signalling and must provide ability for calling party to directly dial an extension.
ETSI Signalling	European Telecommunications Standards Institute signalling system to be provided in conjunction with digital circuits.
Analogue Outgoing Only DTMF	Outgoing only service used in conjunction with the Customer's CPE which accepts DTMF signalling
Multichannel with Indial	A group of digital channels (such as ETSI-PRI or ETSI-BRA) which provide indial functionality and outgoing functionality in accordance with ETSI standards.
Hunt Group	Functionality where a number of lines are allocated to a single number. When the main number is busy the call "hunts" the next available line in the group. The sequence of numbers in a group is to be agreed with the Customer. – Additional functionality
Call Forward	Ability for incoming calls to be re-directed / forwarded to a specific number under nominated conditions.
Indial Number Range	Where block of numbers are assigned exclusively for the Customer within the same number prefix where all numbers are active and able to support the required indial functionality.
Indial Number Range Reservation	A specified range of indial numbers are reserved for the future and exclusive use by the Customer.
Exchange based Voice Mail	Voice mail facility allowing the calling parties to deposit voice messages and allowing the called party to retrieve them and manage them accordingly.
Conference Call – 3 Parties	Conference between up to 3 parties able to be established by Customer without operator intervention.
Conference Call – 4 Parties or more	Conference between a minimum of 4 parties able to be established by Customer without operator intervention.
Distinctive Rings	Different ring tones are able to be allocated to nominated incoming numbers. – Additional functionality
Call Hold	Ability for the Customer to place a calling party on hold by entering an access code. Music or other on-hold tone(s) are to be presented to that calling party while that party is on-hold.
Number Redirection	Ability for incoming calls to be re-directed / forwarded to a specific number even if the dialled number or line is no longer connected to the Customer's premises. The feature shall also apply to the indial ranges, in accordance with Customer Service Request.

Feature	Requirement
1800 Services (or equivalent)	<p>i) Automatic reverse call charging to the Customer for all calls made from anywhere within: TYPE A: Australia TYPE B: NSW</p> <p>ii) Calls to these services shall be free of charge to the calling party unless made from a mobile service or other non-fixed-line service</p> <p>The service charge must cover all line and exchange access charges, inclusive of line configuration and management, number planning and consolidation of number ranges as required by the Customer</p>
13 and 1300 Services (or equivalent)	<p>i) Calls to these services are to be charged on an untimed basis to the calling party for calls made from anywhere within: TYPE A: Australia TYPE B: NSW</p> <p>ii) The Customer must be able to redirect calls to alternative exchange lines or numbers in accordance with rules it establishes with the Contractor, which shall include automatic redirection under nominated conditions, such as time of day</p> <p>The services charge must cover all line and exchange access charges, inclusive of line configuration and management, number planning and consolidation of number ranges as required by the Customer. Costs for any redirection or for facilities which enable a Customer to manage redirection, shall be included in the service charge.</p>
Premium Calls/ Calls to 19xx	Premium services that supply various types of content, at a price that is higher than would be typical of a normal telephone call.
Manual Assistance	Call connection service performed by an Operator including any directory assistance service, which incurs a charge. Pricing table amended so can be costing can be provided.
Reverse Charge	Calls charged to the called party.
Call waiting	Where the calling party (A-Party) is presented with ring tone even if the called party is busy. The called party (B-Party) receives waiting tone and, if desired, can pick-up the second call by entering an access code. The original calling party is put on hold. Music or other on-hold tone(s) are presented to the original caller while on-hold.
Calls to Mobiles	Those calls which terminate on mobile handsets (whether or not they are manually or automatically diverted to another number or Voice Mail).
Any Multi-metered Toll Call	Calls which are timed.
Interstate Calls	Calls which are terminated outside the area defined for Local or Intra-State calls but within Australia.
International Calls	Calls which are terminated outside Australia.

**Table 5 Feature Requirements Definition**

## 6.4 Exchange Lines – General

All exchange line GTA Category 3 Fixed Voice Services, as minimum requirement, shall provide the following functionality:

- Carriage of telecommunications traffic - switching, transmission and signalling, management of call set up based on number(s) dialled, call progress and call termination
- Full connectivity – the line shall be an integral part of the multi-carrier national telephone network. All GTA Category 3 Fixed Voice Services shall be able to connect to any national or international number (including mobile services) and all GTA Category 3 Fixed Voice Services (excepting outgoing-only analogue circuits) must be capable of terminating inbound calls, including those generated by mobile services. (Subject to Call Barring requirements forming part of any GTA Category 3 Voice Service specification)
- Access to an emergency number, which gives the customer access to emergency services free of charge (000)
- A unique telephone number
- A level of privacy and security to enable users to conduct business and personal communications with confidence
- Compatibility with CPE, with respect to line electrical characteristics and Decadic, DTMF or ETSI signalling as applicable
- Call Line Identification (CLI) –
  - i) Incoming: presents the incoming calling number (where available from the calling party) to the called party
  - ii) Outgoing: presents the outgoing calling number to the called party (Refer to further requirements Part 6.6)
- Malicious Call Trace - ability to trace incoming calls even if the CLI feature was blocked – this is additional functionality
- Call Barring - ability to block specified lines from originating calls to specific numbers or number ranges – this is additional functionality
- Support of Internet services via dial-up access at rates of up to 56 kbps
- Support of facsimile transmission

## 6.5 Exchange lines – Higher performance

In addition to the requirements in Part 6.4, GTA Category 3 Fixed Voice Services P1 and P6 should provide the following capability:

- Ability to support xDSL services at speeds of up to 512 kbps
- Ability to support Group4 facsimile transmission at maximum speed

## 6.6 Outgoing CLI Requirements

The Contractor shall block transmission of CLI on outgoing calls from any Customer's exchange line designated by the Customer in its Order. The Contractor shall make no charge for blocking or removing CLI on GTA services.

Where exchange lines terminate on CPE, the Customer may elect, to have:

- (i) CLI of the calling extension transmitted with outgoing calls
- (ii) Have the Listed Directory Number transmitted with an outgoing call, regardless of the circuit on which the call is carried
- (iii) Have all outgoing calls shown as blocked CLI

Where option (i) is adopted and the CPE blocks or fails to send CLI information, the call shall be treated as a blocked CLI.

The treatment of outgoing CLI in accordance with this Part 6.6 shall not entail cost additional to that for the relevant exchange line access service.

### **6.7 Incoming CLI or Calling Number Display (CND) Requirements**

The Contractor must pass Calling Number Display to the Customer's CPE whenever it is not restricted by the calling or A party.

### **6.8 Voice Quality**

The quality of the voice circuit should satisfy:

- For each analogue Voice Service, an insertion loss shall not be greater than 7 dB measured across 600 ohms at a frequency of 820 Hertz on the Customer side of the Service Delivery Point as 'loop-back insertion loss' between the Customer service under test and another line at the same premises dialled via its PSTN.
- For each analogue Voice Service, the maximum continuous random noise power should not be greater than -55 dBmP measured at the customer side of the Service Delivery Point.
- Testing criteria in relation to Group Delay for PSTN analogue lines within the voice bandwidth: 300Hz – 3400 Hz.
- Testing criteria in relation to BER and jitter for digital channels. The Customer shall limit the requests to testing of less than 100 circuits in each calendar month.

### **6.9 GTA Category 3 Fixed Voice Services Installation and Associated Hardware**

The Contractor shall provide the following hardware associated with the GTA Category 3 Fixed Voice Services at no additional cost to the Customer:

- Termination equipment, blocks, lead-in cabling, trays, ducts required to install cabling between the Contractor's network and the building or campus distributor nominated by the Customer as the Service Delivery Point and the termination of the Contractor's cables within the distributor (MDF). Any duct or cable support system between the boundary of the Customer's property and the Service Delivery Point shall become the property of the Customer upon termination of the service
- All jumper cabling as necessary within the MDF
- Dialling devices and other equipment as necessary for Indirect Connect lines, by which the Contractor provides, configures and maintains the equipment and cabling necessary, to connect to other parties (carriers) in order to provide the Deliverables in a functionally identical way to the Direct Connect Services

No GTA Product shall be delivered over "pair gain" or other technology that would restrict the ability of a Customer to transfer the service as an intact service to any other GTA Contractor.

## 7 Hardware

Where the Contractor has offered Handsets (handset and receiver), they must offer the functionality, specified in this Part 7, except where otherwise agreed by the parties.

- Where Hardware is offered it must be offered on the basis of Hardware only.

The Contract Authority reserves the right to establish agreements to supply similar products to the Deliverables covered under this Part 7 under another Category of the GTA.

### 7.1 H1 - Basic Handset

The Basic Handset (H1) should provide:

- Connectivity and full compatibility with the analogue exchange lines P1, P2, P3
- Physical connection compatible with ETSI XXX RJ-45
- Adjustable ring volume
- DTMF keypad including \* and # keys with alphanumeric legend complying with ACMA / ACCC requirements
- A timed hookflash or equivalent key and any other function key required to invoke exchange based features
- A minimum of five user programmable function keys

### 7.2 H2 - Enhanced Handsets

The Enhanced Handset (H2) should provide all features required of the basic handset and the following, as an integral part of the handset (without the additional attachments such as separate CLI screen or power pack):

- Flashing light indication when telephone is ringing
- Alpha numeric display which displays as minimum;
  - The number dialled
  - The incoming caller line identification
- Dedicated Call Diversion keys) to set or reset call diversion to a user programmable number. User must be able to nominate:
  - (i) Call forward on busy
  - (ii) Call forward on no answer
  - (iii) Call forward immediate
- Minimum of 10 programmable functions keys capable of being readily programmed by the user to set or reset any of the exchange based features specified for GTA Category 3 Fixed Voice Services
- Minimum of 20-user programmable speed dial directory
- Hands free dial and hands free conversation function with single key
- Distinctive Rings – ability for user to assign different ring tone based on numbers in the speed dial repertoire
- Headset jack

### 7.3 H3 & H4 - Special Handsets

The Special Handset (H3) is intended to assist users requiring hearing or vision support. In addition to the requirements of the basic handset, the H3 should provide:

- Adjustable voice volume, ring volume and ring tone
- Handpiece capable of supporting induction loop hearing aids
- Visual ring signalling
- Last number redial button

Unless the approved special handset H3 also offers the following features, a special handset (H4) shall be offered with features specifically addressing the needs of users with impaired vision, including:

- Large buttons and large legend font
- Visual signalling
- Adjustable volume and ring tone
- Last number redial button

### 7.4 H5 - Teletypewriters (TTY)

The Teletypewriter (H5) shall be fully compatible with the Contractor's service and be able to interwork with all other teletypewriter products. It should provide:

- Standard voice telephony functions generally as required for the Basic (H1)
- Text telephony service enabling a user to type and read back the outgoing conversation text and to read incoming conversation text from other TTY devices
- A screen with the minimum of 20 character large font visual display
- Transfer of the textual information in a timely, reliable way
- Prominent visual and audible ring signalling
- Automatic detection and identification of incoming TTY calls

## 8 Dictionary

Abbreviation or Term	Definition
1X Data	One x Radio Transmission Technology
3 G	Third Generation Mobile Technology
56 kbps	56 kilo bits per second
ACCC	Australian Competition and Consumer Commission
Access to Premium Services (e.g.1900 numbers)	<p>Premium services are services that supply various types of content or provide for payment of services via mobile or fixed telephone accounts, at a price that is higher than would be typical of a normal telephone call.</p> <p>Premium services may be accessed via Australian telephone numbers starting with 19.</p> <p>Premium services may involve making voice calls, sending an SMS, or accessing a mobile carrier “portal”.</p>
ACMA	Australian Communications & Media Authority
BRA	Basic Rate Access
Call Detail Records	Machine readable electronic record detailing for each Product and voice channel and for each outgoing call, as a minimum, the date time duration and called number
Calls to Directory Assistance Style Services	Calls made to assistance services to provide either the actual number or a direct connection to the number required.
Catalogue	Means the Products and Services List contained in Schedule 3 to the Agreement
Categories	Category 3, fixed voice telephony services Category 4, mobile telephony services
CBD	Central Business District
CDMA	Code Division Multiple Access
CLI	Calling Line Identification
Cost Centre	Second level of hierarchy in Customer accounting structure. Each individual service is to be assigned to a Cost Centre.
CPE	Customer Premises Equipment
Direct Connect Services	Where both the physical line and the call are provided and billed by the same Contractor using the Contractor’s own network infrastructure
Distinctive Ringing with a minimum of two (2) SMS classes	Calls from individual SMS sources to notify the user with a distinctive tone.
DTMF	Dual-Tone Multi-Frequency
Email	Send and receive email messages from an enabled mobile phone.
ETSI	European Telecommunications Standards Institute
GEO	Geostationary Earth Orbit
GPRS	General Packet Radio Services (GPRS) is a packet-based wireless communication service that promises fast data rates and continuous connection to the Internet for GPRS capable devices.
GSM	Global System for Mobiles
GTA	Government Telecommunications Agreement
IDF	Intermediate Distribution Frame
IMAC	Installations, Moves, Additions and Changes
Indirect Connect Services	Where the physical line and the call are provided and billed by different Contractors or where the Service is delivered in part using a third party’s network infrastructure
International Calls	Calls made from Australia to fixed line or mobile international services.
ISDN	Integrated Services Digital Network
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response
Laptop Interface Modem	The Personal Computer Memory Card International Association (PCMCIA) refers to the cable, including modem card, used to connect a mobile phone

Abbreviation or Term	Definition
	to a laptop computer for data transfer.
LEO	Low Earth Orbit
MDF	Main Distribution Frame or Building Distributor or Campus Distributor as applicable
MEO	Medium Earth Orbit
MMS	Mobile Message Service
Multimedia Message Service (MMS)	Mobile telecommunications data transmission service format for messages with a combination of text, sound, image and video for MMS capable handsets.
NSW	New South Wales
PBX	Private Branch Exchange
PCMICA	Personal Computer Memory Card International Association
PDA	Personnel Data Assistant
Personalised Message Service (PMS)	A call to an individual Mobile Service that is un-contactable or busy will be diverted to a human operator.
PRI	Primary Rate Interface
PSTN	Public Switched Telephone Network
PTT	Push to Talk
RFT	Request for Tender
Roaming International	The term roaming is used to describe the ability of the mobile phone to use any Contractors mobile phone network without physically changing any settings on the mobile phone.
SCADA Interface	Supervisory Control And Data Acquisition Interface, Alternative to fixed wire implementation of this interface.
Service Delivery Point	Physical location at which the Contractor delivers and the Customer accepts the Service. Generally a Distributor (MDF) nominated by the Customer but for exchange lines terminating directly on a handset, the Customer may nominate the Handset socket as the Service Delivery Point.
Service Desk	Supplier's processes and infrastructure that delivers the customer interface and incident management functionality specified.
Service Hours	i) As determined in Schedule 2.
Short Message Service (SMS)	Mobile telecommunications data transmission that allows users to send short text messages (minimum of 160 characters) to each other using the mobile phone keypad or web interface.
SIM	Subscriber Identity Module
SLA	Service Level Agreement
Video Capability	A mobile handset that can record, store and transmit video images.
WAP	Wireless Application Protocol - Access to specially written Internet page on the screen of a mobile phone.
WPD	Working Deliverable Description

## Appendix A – Service Coverage

Albury
Armidale
Ballina
Bathurst
Bega
Broken Hill
Cessnock
Cobar
Coffs Harbour
Cowra
Deniliquin
Dubbo
Forbes
Glen Innes
Gosford
Goulburn
Grafton
Griffith
Kempsey
Lismore
Lithgow
Maitland
Moree
Murwillumbah
Muswellbrook
Newcastle
Nowra
Orange
Parkes
Port Macquarie
Queanbeyan
Singleton
Sydney Metropolitan
Tamworth
Taree
Wagga Wagga
Wellington
Wollongong
Wyong