



## Fact Sheet

### Voice PSTN Resale

### Resale Products

#### Our solutions, your opportunity

Customers can enhance their product offerings by reselling telecommunications backed up by voice and data networks built and maintained by Telstra. Resale products give our customers the benefit of our innovation without the high costs of product development and capital investment in network infrastructure, leaving them free to focus on other important areas of business such as marketing, sales or customer service.

Our resale suite of products includes:

- Long distance voice calls such as STD, international direct and fixed to mobile calls;
- Inbound services such as Freecall 1800, Priority One 3, Priority 1300 and International Freecall;
- Voice messaging solutions such as MessageBank®, calling number display, call control and multiple number;
- ISDN services such as ISDN Home, ISDN2, and ISDN 10/20/30;
- Other Telstra products, listed in Our Customer Terms document, that are available for resale through Telstra Wholesale.

Resellers or service providers can purchase from Telstra Wholesale's suite of voice and data products available for resale as set out in Our customer terms.



Customer benefits	Product features
Reliable	All our products are supplied through our quality network.
Large product range	We offer customers a wide choice of solutions.
Easy to order	Our online self-service LinxOnline™ Ordering (LOLO) is available to quick, easy placement of orders.
Cost effective	Customers can take advantage of our innovations without the high costs of product development and capital investment.

## Features

- Resale products supplied using our quality network.
- Efficient interface with Telstra Wholesale for all billing requirements using our online application eBill.
- Electronic ordering through LOLO, for efficient ordering and delivery of products and services.
- Regular operational and billing system reviews with our customers to enhance and improve the way we do business together.
- Flexible, straightforward contract terms and conditions.

## Benefits

- Expansion of potential business opportunities.
- Resale options can be bundled with existing product range.
- A variety of services offered, as well as increasing coverage.

**ENHANCE PRODUCT OFFERINGS BY RESELLING  
TELECOMMUNICATIONS BACKED UP BY VOICE AND DATA NETWORKS  
BUILT AND MAINTAINED BY TELSTRA.**

## Coverage

The coverage of resale products will be specific to each individual product as defined in Our Customer Terms.

## Prerequisites

Customers need to ensure that appropriate ordering and billing arrangements are in place before reselling services. There may be specific service prerequisites for some resale services. This can be discussed in detail with a Telstra Wholesale account manager.

It's also necessary to ensure that appropriate contractual arrangements are in place to order and access resale services. Customers need to be familiar with products and services available for resale through Telstra Wholesale, listed in Our Customer Terms.

## Configuration

We have a variety of products and services available for resale. Individual configuration and service definitions are in Our Customer Terms.

## Pricing

Our Telstra Wholesale account managers will discuss pricing options for resale products.

## Ordering

Products are ordered via LOLO.

Details about provisioning and activation of products and services available for resale are set out in Our Customer Terms. As there are a variety of products available, the timing and processes for provisioning and activating them will vary.

## Billing and payment

A Telstra Wholesale account manager will discuss payment arrangements for resale products with customers.

Billing data and bill literals will reach a customer via the LinxOnline™ eBill for each of the products and services provided for resale.

## Delivery

As there are a variety of resale products, lead times will vary. Details about provisioning and activation are set out in Our Customer Terms.

## Managing faults

Faults are reported to Telstra Wholesale according to our standard fault reporting processes.

The service level agreements (SLAs) and service level guarantees (SLGs) will be specific to each product as defined in Our customer terms.

Any enhanced service assurance options for resale products will be specific to each individual product and will be defined in Our Customer Terms.

## Related products

There are many opportunities for service providers to bundle products and services to meet their customers' needs and enhance the service they offer. A Telstra account manager can discuss these options.

## More information

More information can be obtained from a Telstra Wholesale account manager or at [www.telstrawholesale.com](http://www.telstrawholesale.com).

