



Telstra Energy Customer Charter

This Customer Charter summarises out your rights, entitlements and obligations about the supply and sale of electricity and gas to you.

For more information about Telstra Energy and your agreement, visit www.telstra.com.au/customer-terms. You can also contact us on 13 22 00 if you have any questions.

Your agreement with us for the sale and supply of energy

If we sell you energy under a market retail contract, your agreement consists of:

- the market retail contract terms;
- our offer to you (which includes the Energy Fact Sheet (Victoria) or BPID (New South Wales, Queensland and South Australia) for your plan; and
- if your agreement is for the sale of electricity, our solar feed-in tariff terms.

If we sell you energy under a standard retail contract, your agreement consists of:

- the standard retail contract terms.

We can vary your agreement

If we sell you energy under a market retail contract we can vary your agreement by giving you 20 Business Days' notice before the change applies (unless something else in the agreement or regulatory requirements say otherwise). This could be for a number of reasons, including for regulatory reasons or if we withdraw your plan from sale (and replace it with a new plan). We can also end or change the Agreement if you're no longer eligible or if any information you've given us or assumption we've made is incorrect or no longer correct. If we change the Agreement for these reasons, you may end the Agreement by letting us know.

If we sell you energy under a standard retail contract the terms of your agreement are standardised for all retailers and are determined by relevant regulators.

Cooling-off period

If we sell you energy under a market retail contract you can cancel the agreement without penalty and for any reason within 10 Business Days. You can do this by calling us on 13 22 00 or by completing and returning the Cancellation Notice included with your agreement.

When your agreement can end

Your agreement is ongoing and will continue until you or we end it.

Your agreement can end in a number of ways, including if you buy energy from another retailer, move out, are no longer eligible, have been disconnected or if you otherwise want to end it. Your agreement outlines full details of how your agreement can end.

What happens if you move?

You'll need to tell us at least 3 Business Days before your move. Once you tell us you're moving, we'll do a final meter reading and your agreement will end. We'll then send you your final bill.

Disconnection and reconnection

Your service may be disconnected for a number of reasons in accordance with your agreement. Most commonly this will be if you don't pay your bill on time. We won't disconnect you without first giving you notice. We won't disconnect you in a number of circumstances including if you've made a complaint about the reason for disconnection and that complaint remains unresolved, if your service address is registered as requiring life support or if you're adhering to a payment plan under our Hardship Policy. We also won't disconnect you during a protected period (business days before 8am



and after 2pm (Vic) or 3pm (elsewhere), Fridays, weekends, public holidays or the day before a public holiday, or between 20 and 31 December).

If you've been disconnected, we'll reconnect you if within 10 business days of the disconnection you have asked us to, have remedied the reason you were disconnected and paid any reconnection fee we ask for.

Prices for energy

The prices you'll pay for energy are set out in your Energy Fact Sheet (Victoria) or Basic Plan Information Document (New South Wales, Queensland and South Australia). If we sell you energy under a standard retail contract, these prices will be our standing offer prices (as varied from time to time in accordance with your agreement).

You'll also need to pay other amounts you owe from time to time as set out in your agreement or our fee schedule.

If we sell you energy under a market retail contract we can change your prices or introduce new prices (including in respect of feed-in tariffs) by letting you know as soon as practicable, in accordance with your agreement.

For more information visit www.telstra.com/energy-prices.

Billing and payments

We'll calculate your bill in accordance with your agreement.

We'll send you your bill as soon as possible after the end of each billing period (which is set out in your agreement).

You must pay the amount of your bill by the due date shown on the bill. Your bill shows you the ways you can pay.

If you choose or your agreement or plan requires you to pay by direct debit, we'll automatically deduct the full amount of your bill from your nominated card or account on the due date. For more information about direct debit visit www.telstra.com.au/directdebit.

Payment difficulties

We understand people can have difficulty paying their bill from time to time. If this happens to you, let us know as soon as possible and we'll let you know what assistance you are entitled to or which we can give you. Depending on your circumstances, this may include giving you information about government and non-government rebates, concessions or relief schemes, and the payment plans we offer. For more information about assistance that may be available, see our Customer Hardship Policy at www.telstra.com/hardship.

Billing and payments

If you think your bill is incorrect, let us know and we will review it in accordance with our Dispute Resolution Process (available at www.telstra.com.au/complaints).

Meters

If you are in New South Wales, Queensland or South Australia and we are your retailer, unless something in the regulatory requirements specifies otherwise:

- if you request a new connection we will arrange a meter to be installed by the date we agree with you or otherwise within 6 business days from the date we are informed the new connection service is complete;
- if you request a meter to be installed for an existing connection we will arrange the meter to be installed by the date we agree with you or otherwise within 15 business days after we receive your request for the meter; and



- if you request a meter to be installed and an alteration to the connection is required we will arrange the meter to be installed by the date we agree with you and your distributor (if applicable) or otherwise within 15 business days after we receive your request for the meter.

If we sell you electricity under a market retail contract, Telstra will arrange for your existing electricity meter to be replaced with a digital meter (if you do not already have a digital meter). The digital meter can help you take control of your electricity usage by providing you with information about when and how much electricity you use. It also reduces the need for us to rely on undertaking physical meter readings or giving you estimated bills as your usage information is also sent to your distributor. Under your agreement you waive your right to opt out of having your electricity meter replaced. If we do replace your meter with a digital meter, your tariff and the prices you pay under the agreement may change. For more information about Digital Meters, visit www.telstra.com.au/smart-meters.

Concessions or rebates

You may be eligible for concessions, discounts, rebates or grants. We'll give you information on these and their eligibility requirements upon request or as otherwise required by the Regulatory Requirements. You can find more information about concessions and other social programs that may be available at www.telstra.com/concessions.

Complaints

We're committed to resolving problems or complaints quickly and effectively. If you have a complaint, query or dispute, including about marketing or billing, give us the opportunity to make it right by calling us on 13 22 00 or visiting www.telstra.com.au/complaints.

We'll handle any complaint in accordance with process found on that page. We'll investigate your complaint and inform you of the outcome. You can also ask for a supervisor or manager to review your concern and the way it was handled. If you're not satisfied with our response, you can refer your complaint to the Ombudsman in the State where your Service Address is located.

For customers in New South Wales Energy and Water Ombudsman of NSW Reply Paid 86550, Sydney South NSW 1234 Phone: 1800 246 545 Web: www.ewon.com.au	For customers in Queensland Energy and Water Ombudsman of Queensland PO Box 3640, South Brisbane QLD 4101 Phone: 1800 662 837 Web: www.ewoq.com.au
For customers in South Australia Energy and Water Ombudsman SA GPO Box 2947, Adelaide SA 5001 Phone: 1800 665 565 Web: www.ewosa.com.au	For customers in Victoria Energy and Water Ombudsman (Victoria) Reply Paid 469, Melbourne VIC 8060 Phone: 1800 500 509 Web: www.ewov.com.au

Telstra contact information

If you have any questions or require any information please contact us.

Phone: 13 22 00

Address: Telstra Energy
Level 33, 242 Exhibition St
Melbourne Victoria 3000

Website: www.telstra.com.au/contact-us