



Our Customer Terms

Telstra Standard Terms – Adaptive Collaboration

Our Customer Terms

Adaptive Collaboration

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This section sets out specific terms that apply to the Adaptive Collaboration Services described in this section. These terms are in addition to the Telstra Standard Terms - General Terms and the relevant Critical Information Summary.

1 ABOUT THE ADAPTIVE COLLABORATION SECTION

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- 1.1 This is the Adaptive Collaboration section of Our Customer Terms.
- 1.2 Adaptive Collaboration is a scalable unified communications platform that provides different service options for different market segments.
- 1.3 This section of Our Customer Terms applies to both Telstra Cloud Calling for Business and Microsoft Operator Connect for Business (together, the **Services**) unless otherwise stated.
- 1.4 To be eligible for the Services, you must:
 - (a) be a Small and Medium Business Customer;
 - (b) have an ABN, ACN or ARBN; and
 - (c) choose either Telstra Cloud Calling for Business or Microsoft Operator Connect for Business. Once chosen, the option cannot be changed.
- 1.5 We supply the Services for business purposes, and you must use the Services predominantly for business purposes
- 1.6 If you are an Enterprise customer or Mid-Market Business customer, this section does not apply to you.
- 1.7 The Telstra Standard Terms - General Terms of Our Customer Terms apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

- 1.8 If the Telstra Standard Terms - General Terms of Our Customer Terms or your separate agreement with us is inconsistent with a term in this section, then this section applies instead to the extent of the inconsistency.
- 1.9 If a provision of this section gives us the right to suspend or terminate all or part of your Service, that right is in addition to our rights to suspend or terminate your Service under the Telstra Standard Terms - General Terms or your separate agreement with us.



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2 SERVICE SUMMARY

What is Adaptive Collaboration?

- 2.1 Adaptive Collaboration is a scalable unified communications platform that gives you access to the Services outlined in clause 2.2 as chosen by you.
- 2.2 There are two service options of Adaptive Collaboration available for Small and Medium Business Customers covered in this section:
- (a) **Telstra Cloud Calling for Business**, which is a service that provides customers the ability to make and receive voice and video calls over a hosted IP Telephony service provided by Telstra; and
 - (b) **Microsoft Operator Connect for Business**, which provides the ability to make and receive fixed and mobile calls for Microsoft Teams users.
- 2.3 Adaptive Collaboration gives you access to:
- (a) a web-based Adaptive Collaboration self-service management portal;
 - (b) a voice calling plan licence and a range of optional features for allocation by you to your end users; and
 - (c) a Service Desk for support requests.
- 2.4 Upon request, we can provide new phone numbers for use with your Adaptive Collaboration service.
- 2.5 There may be limitations on how many phone numbers you can use with your Adaptive Collaboration service

Exclusions - what's not included with your service

- 2.6 The Adaptive Collaboration service:
- (a) does not include any installation or configuration or other professional services, which are charged separately under a statement of work agreed with you where applicable;
 - (b) does not include an underlying internet access service or IP-VPN service;
 - (c) does not include calls from your Adaptive Collaboration service other than the call types included in your nominated calling plan, as set out in the Critical Information Summary-
 - (d) is not the equivalent of a standard Telstra fixed line service and is not supplied by us in fulfilment of our Universal Service Obligation. The [Customer Service Guarantee Standard](#) does not apply to the Service.

Compatibility and dependencies – what you need to be able to use your service

- 2.7 If you are transitioning phone numbers to Adaptive Collaboration from another



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Telstra service, we can advise you, on request, which Telstra services are compatible for transition to Adaptive Collaboration.

- 2.8 For us to provide the Adaptive Collaboration service to you, you must have a compatible internet access service as further described in clauses 2.18 to 2.20.
- 2.9 For Telstra Cloud Calling for Business, if you use a Telstra IP-VPN, we recommend that you partition your IP-VPN into separate voice and data VLANs, with Telstra Cloud Calling for Business voice traffic carried in the voice VLAN and voice prioritisation enabled.
- 2.10 To make and receive voice and video calls with Telstra Cloud Calling for Business using handsets or other telephony devices or hardware, you must use compatible IP telephony equipment (e.g. handsets, conference phones, integrated access devices). The range of devices will change from time to time, and we can advise you of the compatibility when requested. We will provide you with reasonable notice if your equipment will no longer be compatible.
- 2.11 Some handsets available for use with Telstra Cloud Calling for Business are powered by Power over Ethernet and are not supplied with AC (alternating current) power packs. If your router/switch does not support Power over Ethernet devices, you must separately order additional power packs to power those handsets for use with Telstra Cloud Calling for Business.
- 2.12 For Microsoft Operator Connect for Business:
 - (a) There are Microsoft 365 licence dependency requirements that must be met. We can advise you of these requirements when requested. These licences are not included as part of the Adaptive Collaboration offer and may need to be acquired separately by you.
 - (b) You must accept Telstra as your preferred Operator Connect Provider from within the Microsoft Teams admin center and accept the Microsoft terms of use.
 - (c) All Microsoft Teams service capacity and performance reporting is from your Microsoft Teams admin center.

Public directories

- 2.13 Your account address and account contact are used for the service address and customer contact details in the Integrated Public Number Database (IPND) including for emergency use. Should you wish to have these updated, you need to request this from Telstra.
- 2.14 If you want your name, address or phone number publicly registered, you can request it to be listed in My Telstra.
- 2.15 When you include an emergency address in the Microsoft Teams admin center, this information is not provided to any emergency service provider for any purpose, including to ascertain the address of a Microsoft Teams user who calls Emergency '000' service. For the avoidance of doubt, any updates to the Emergency Address in Microsoft will not be reflected as a change to your service address in the IPND. Emergency call services will always ask the caller for their



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location in the first instance.

Limitations - there are some restrictions when using your service

- 2.16 The Adaptive Collaboration service is not available to Telstra Wholesale customers or for resale. You cannot re-supply the Adaptive Collaboration service to a third party.
- 2.17 The Adaptive Collaboration Service is applicable only to end users who are based in Australia. In our reasonable discretion, end users who are based in Australia may use the Service overseas for short periods (for instance, an overseas trip). Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not guarantee the performance of the Service when it is accessed via the Internet overseas or any overseas carrier network.
- 2.18 If you use Telstra Cloud Calling for Business via an internet access service, the quality of voice traffic delivered over your internet access service may vary as further described in clause 2.27. It is recommended where possible to use an internet access service that supports prioritisation with a minimum of 100Kbps uncontended bandwidth per voice line in each direction and to configure your network to prioritise voice traffic.
- 2.19 Capacity for concurrent calls at a site using the Adaptive Collaboration service will be limited by the available bandwidth at that site.
- 2.20 Other than the requirements specified in this section of Our Customer Terms, it is your responsibility to ensure you have enough concurrent calling capacity on your network to avoid any calling or quality limitations, even if this increases over time. This also includes having enough Individual Lines for your needs.
- 2.21 You can't transfer ownership of your Adaptive Collaboration service (including any phone numbers used with the service) to another Telstra account, person or business. If you need to change ownership, your service and phone numbers will be cancelled, and new numbers will be issued as part of the Adaptive Collaboration provisioning process.
- 2.22 We are not responsible for and do not provide any internal building cabling or infrastructure diversity.
- 2.23 Microsoft Operator Connect for Business includes one calling line per assigned user or Microsoft Teams Voice App (**Voice App**), plus a fair use buffer of ten concurrent calls for small deployments to cover Microsoft calling features such as Call Hold, Call Forward, Call Transfer, Call Queue and Auto Attendant. Any usage requirement above this will require additional Individual Line.

Business critical and emergency service use

- 2.24 During a power failure, you won't be able to use your Adaptive Collaboration service for fixed line calls including to Emergency '000' services or alarm services. If you wish to use a medical alarm or security alarm service at your location, please verify it is compatible before proceeding with this order, as your alarm may not work. Adaptive Collaboration is not compatible with Priority Assist or silent line (unlisted number) features.



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- 2.25 Your account address and account contact are used for the service address details in the Integrated Public Number Database (**IPND**). These can be updated using the My Telstra app or by contacting us.
- 2.26 When you include an emergency address in the Microsoft Teams Admin Center of your Microsoft tenancy (**Emergency Address**), this information is not provided to any emergency service provider for any purpose, including to ascertain the address of a user who calls Emergency '000' services. For the avoidance of doubt, any updates to the Emergency Address will not be reflected as a change to your service address in the IPND.
- 2.27 Subject to the Australian Consumer Law provisions in the General Terms of this Agreement, we do not guarantee that the call quality on calls made through your Adaptive Collaboration service will meet or exceed a certain level. As a unified communications service, the quality of voice calls may be impacted by the end-to-end connectivity, including:
- (a) packet loss;
 - (b) variable delay; and
 - (c) variable data throughput rates.

Phone numbers - choosing geographic zones for your Phone numbers

- 2.28 When choosing the phone number(s) for your Adaptive Collaboration service, please be aware that if you choose a number that is in a different zone to the standard telephone zone in which you are located:
- (a) callers to your phone number will be charged as if you are located in the zone applicable to the number;

For example, if you are in zone 07 and choose a number starting with 02, callers will be charged as if you were in zone 02.
 - (b) you may not be able to port the number to another carriage service provider if they are unable to accept the port request.

Telstra Cloud Calling soft client and meeting/collaboration application - there is an optional app to use with your service

- 2.29 We may make available to you a soft client and meeting/collaboration application from Cisco for use in connection with your Telstra Cloud Calling for Business service.
- 2.30 By using the soft client and meeting/collaboration application you accept the terms of:
- (a) the Cisco End User Licence Agreement (Cisco EULA), a copy of which can be found at <http://www.cisco.com/go/eula>; and
 - (b) the Cisco Privacy Data Sheets for the soft client and meeting/collaboration application, a copy of which can be found at



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https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/customer_transparency.

2.31 You agree that:

- (a) The Cisco EULA governs the relationship between you and Cisco Systems, Inc; and
- (b) acceptance of the above terms is a condition of your use of the Telstra Cloud Calling for Business service.

Telstra Cloud Calling for Business music on hold - you are responsible for content you upload to music on hold

2.32 Music On Hold is an optional group service that allows you to set up an audio file (music, advertising) that can be played to callers who have been put on hold.

2.33 You are solely responsible for all content (data, recordings, music, advertising or information) (Content) accessible via your Telstra Cloud Calling for Business service, and for arrangements with any third parties to access the Content. For example, you will need to:

- (a) Obtain all consents, approvals, licences and permissions required for use of the Content as part of your Telstra Cloud Calling for Business service, including but not limited to any licences required for music, such as any required by the Australasian Performing Right Association, the Australasian Mechanical Copyright Owners' Society, the Phonographic Performance Company of Australia or any record label; and
- (b) Ensure that the Content is up-to-date, not misleading, not defamatory, does not contain offensive language or material, does not breach any applicable laws, standards, content requirements or codes, does not infringe the rights of, or duties owed to, any person whether arising under statute, common law or otherwise and does not and will not expose us to the risk of any claim, legal or administrative action or prosecution.

2.34 We are not required to review or edit the Content you provide to us. However, if we choose to do so, we can delete or require you to delete any information that we reasonably believe is (or is likely to be) illegal, inappropriate or expose us to the risk of any claim, legal or administrative action or prosecution. We will tell you before we do this (where reasonably possible).

2.35 You grant us a non-exclusive, royalty-free licence to use, disclose, reproduce, and modify any Content you provide to us for the purpose of providing your Telstra Cloud Calling for Business service.

3 YOUR OBLIGATIONS

Your responsibility – what you need to do

3.1 You are responsible for:



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- (a) self-installation of the equipment you use with your Adaptive Collaboration service;
- (b) building and configuring the Adaptive Collaboration service according to your requirements;
- (c) detailing all your user and group features and equipment (e.g. handsets);
- (d) maintaining sufficient back-up configuration data for your Adaptive Collaboration service;
- (e) establishing end user and administration logins; and
- (f) ensuring you have enough Individual Lines and on-site network capacity for your needs except where you have requested us to perform any of the above on your behalf under a statement of work for professional services in relation to your Adaptive Collaboration service.

Administrator – you need to nominate an administrator

- 3.2 You must nominate an administrator to perform configurations for your Adaptive Collaboration service using the web-based management portal and to report any incidents or faults to the Service Desk on behalf of end users. You are responsible for the actions of your administrator in relation to your Adaptive Collaboration service, which includes the appointment of other administrators and the actions of the subsequent administrators.

Privacy and security – you need to keep your account secure

- 3.3 You are responsible for the security and privacy of your Adaptive Collaboration service and equipment and you must:
- (a) take steps to prevent unauthorised access to your Adaptive Collaboration service and equipment, including by varying any default passwords provided to you;
 - (b) not disclose or transfer any security credentials or user identification details that we provide you for your Adaptive Collaboration service (except as required by the Service); and
 - (c) comply with our reasonable directions regarding the use and access of your Adaptive Collaboration service.

4 CHARGES AND PAYMENTS

Telstra bill

- 4.1 Telstra Cloud Calling for Business and Microsoft Operator Connect for Business are only available on accounts with Telstra Bill.
- 4.2 If you already have an existing Service(s) which you pay for using AutoPay you'll need to move those services to Telstra Bill or set up another billing account with



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Telstra.

Billing

- 4.3 You can add or remove users and features throughout the month, but you will be charged based on the number of each feature configured on your subscription as of your monthly billing date.
- 4.4 The baseline for calculating the number of features or users for the month is the number configured at the start of the billing cycle.

Premium Calling Plan

- 4.5 Each line comes with a Premium Calling Plan that that can be used to make calls, and includes:
 - (a) Standard national direct dial voice and video calls (which includes calls to fixed and mobile numbers in Australia and calls to our and Optus Satellite Mobiles);
 - (b) All '11', '13' (6 and 10 digit) and '1800' calls;
 - (c) Call diversions to fixed numbers with an 02, 03, 07 or 08 area code or mobile numbers commencing with 04xx; and
 - (d) MessageBank diversion and retrieval charges.

Further detail about the Premium Calling Plan is available in the Critical Information Summary.



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Telstra Cloud Calling for Business – Pricing

4.6 Pricing table for Telstra Cloud Calling for Business:

	Feature	Cost/mth Excluding GST	Cost/mth Including GST
Telstra Cloud Calling for Business	Cloud User	\$8.00	\$8.80
	Individual Line	\$10.00	\$11.00
Cloud User add-ons	Unified Communication	\$6.00	\$6.60
	Call Centre Basic	\$5.00	\$5.50
	Receptionist Client	\$150.00	\$165.00
	Webex Basic*	\$1.00	\$1.10
	Webex Standard*	\$10.00	\$11.00
	Webex Premium*	\$20.00	\$22.00
	<i>* The Unified Communication add-on must be assigned to a user before a Webex add-on can be assigned.</i>		
Group Features	Virtual Business Number	\$4.00	\$4.40

4.7 For each user configured in the Adaptive Collaboration management portal, we will charge you:

- (a) The Individual Line fee, which is the phone line rental fee.
- (b) A Cloud User fee, which provides access to make calls with the Premium Calling Plan inclusions listed in clause 4.5.



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Telstra Cloud Calling for Business – Cloud User Add-ons

- 4.8 When configuring users in the Adaptive Collaboration Portal, they are set up as Cloud Users, providing them with basic calling functionality for making and receiving calls. Optional Cloud User Add-ons can be assigned to add advanced call management features to these users, which may involve additional monthly charges (see clause 4.6).
- 4.9 **Webex for Telstra Cloud Calling:** The Unified Communications add-on is also required to add any of the Webex add-ons to a user. There are three different Webex packages:
- (a) Webex Basic;
 - (b) WebEx Standard; and
 - (c) WebEx Premium.

Details can be found at: <https://help.webex.com/en-us/article/nk34jqv/Features-and-Limitations-of-Webex-for-Cisco-BroadWorks>

Telstra Cloud Calling for Business – Group Features

- 4.10 Group Features are advanced call management options designed for implementation across multiple users. They are set up and managed in the Adaptive Collaboration Portal and may involve additional monthly charges (see clause 4.6).
- 4.11 You are responsible for configuring and maintaining the User and Group Feature settings through the Adaptive Collaboration Portal. Telstra is not liable for any errors or misconfigurations resulting from customer actions.

Microsoft Operator Connect for Business – Pricing

- 4.12 Pricing table for Microsoft Operator Connect for Business:

	Feature	Cost/mth Excluding GST	Cost/mth Including GST
Microsoft Operator Connect for Business	Individual Line	\$18.00	\$19.80
Add-ons	Business Continuity	\$4.00	\$4.40

- 4.13 You can upload phone numbers to your Microsoft Tenant via the Adaptive Collaboration portal without charge. We will charge you the Individual Line charge



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for each uploaded phone number that is assigned to a user or Voice App within your Microsoft Teams admin center.

- 4.14 Microsoft Teams users with a phone number assigned will have access to make calls with the Premium Calling Plan inclusions listed in clause 4.5.

Microsoft Operator Connect for Business – Business Continuity Add-on

- 4.15 The Business Continuity Add-on for Microsoft Operator Connect for Business can be assigned, configured and removed in the Adaptive Collaboration portal.

5 TERM AND TERMINATION

Term – month to month terms

- 5.1 Adaptive Collaboration is available on a month-to-month basis with no additional minimum service term commitment, other than any agreed minimum terms for equipment purchases under a Hardware Repayment Option (HRO).

Consequences of termination – what happens if you cancel your service

- 5.2 If you cancel your Adaptive Collaboration service for any reason:
- (a) you will not receive a credit or refund for the cancelled service up to the end of the monthly billing cycle following the date of cancellation;
 - (b) the date of cancellation will be the date we receive notification of the cancellation from you in writing; and
 - (c) you may need to separately cancel other services that you use in conjunction with those Adaptive Collaboration services.
- 5.3 We may cancel, suspend or restrict the Service immediately, giving you notice as soon as is practicable, if:
- (a) providing the Service becomes illegal or we believe on reasonable grounds that it may become illegal;
 - (b) there is an emergency that affects our ability to continue to provide the Service;
 - (c) we are not able to provide the Service due to an event outside our reasonable control (such as a failure in equipment that is not owned or operated by us, an industrial strike or an act of God); or
 - (d) In the case of Microsoft Operator Connect for Business, if Microsoft discontinues support for the Service either in Microsoft Office 365 or generally; or
 - (e) In the case of Telstra Cloud Calling for Business, if Cisco discontinues support for the Service.

We may also transfer you to a reasonably comparable alternative service. If we transfer you to a reasonably comparable alternative service and this has more



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than a minor detrimental impact on you, you may cancel your service without having to pay an early termination charge for that Service.

Equipment HRO and lease – equipment repayment options

- 5.4 If you cancel your Adaptive Collaboration service and have purchased equipment under an HRO, you may be required to repay us the remainder of the outstanding HRO payments for that equipment when your associated Service ends.

Porting out numbers – we may charge you to port out numbers

- 5.5 We may charge you an administrative charge if you wish to port out numbers from an Adaptive Collaboration group to another provider. We will advise you of these charges on request.

6 SERVICE MANAGEMENT

Service desk - how to contact us

- 6.1 Our Customer Service Commitments set out in our Customers Services approach www.telstra.com.au/consumer-advice/customer-service mean you can contact us in the way that best suits you. For example, through the My Telstra App, your local Telstra Business Technology Centre (**TBTC**), or by calling 132000.
- 6.2 For Adaptive Collaboration service assurance and migration faults you can contact your local TBTC or call 1800 370 430 to speak with the Adaptive Collaboration service desk (the **Service Desk**).
- (a) The Service Desk's core business hours are Monday to Friday, from 9am to 5pm AEST on business days in Melbourne Victoria (**Core Business Hours**), and availability may be impacted by unusual call volumes.
- 6.3 For each incident you raise the service desk will:
- (a) only accept service requests and fault reports from your Adaptive Collaboration administrator (or any other authorised on your Telstra account);
- (b) provide job reference numbers to the person who logged the fault or request;
- (c) make an initial assessment of each incident, attempt to resolve the incident or satisfy the service request if appropriate, or refer it to the next level of support;
- (d) provide updates on incidents to the person who logged the fault or request;
- (e) close incidents after confirming that the person who logged the call is satisfied that the incident has been resolved or that the service request has been completed.
- 6.4 The Service Desk has limited support outside of the Core Business Hours and we will only respond and restore your Adaptive Collaboration service during the Core



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Business Hours. For example, if you log a call at 4pm on a Tuesday, we may not be able to start working to resolve the issue with your Service until after 9am on the Wednesday.

Service management – when we maintain your service

- 6.5 From time to time, we need to conduct maintenance on our platform. Generally, these maintenance activities will not impact the use of your Adaptive Collaboration service, but in some situations, it is possible that you may have a short interruption to your Adaptive Collaboration service. These maintenance activities can happen at any time, but typically we would perform the work between the hours of 12.00am-6.00am (AEST).

Equipment maintenance

- 6.6 In addition to any maintenance we conduct on the Adaptive Collaboration service, the devices that you use with your Adaptive Collaboration service may automatically check for and perform software upgrades on a regular basis, at any time but typically between the hours of 12.00am-6.00am (AEST), depending on the device type. Use of your Adaptive Collaboration service may be impacted for up to 15 minutes when the maintenance or upgrade occurs.
- 6.7 Devices that are used in conjunction with the Microsoft Operator Connect for Business service may require software updates from time to time as advised by the manufacturers recommendations. It is your responsibility to ensure your handsets are kept up to date.
- 6.8 If you supply your own devices for use with Microsoft Operator Connect for Business you must use devices that are accredited by Microsoft, and you will be responsible for any hardware maintenance and warranty issues concerning them.
- 6.9 If you have purchased equipment from us, hardware faults with these devices will be managed in line with the applicable warranty and maintenance included with the device purchase or as required by Australian Consumer Law.

Service assurance exclusions – what our support doesn't include

- 6.10 We do not support or provide a service assurance target in relation to:
- (a) any internet or other access carriage network service that you may choose to use (for example your underlying internet access service to a site or a Mobile);
 - (b) any third-party software or additional items of equipment that you use with the equipment you purchase from us for use with your Adaptive Collaboration service; and
 - (c) unregistered end users that are not part of the number range for your Adaptive Collaboration service.
- 6.11 For Microsoft Operator Connect, we do not support your Microsoft 365 Teams environment or the configuration of Teams users or service features provided by that environment.