



OUR CUSTOMER TERMS TELSTRA CONNECT SERVICE SECTION

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OUR CUSTOMER TERMS

TELSTRA CONNECT SERVICE SECTION

Certain words are used with the specific meanings set out in the [General Terms of Our Customer Terms](#).

1 ABOUT THE TELSTRA CONNECT SERVICE

Our Customer Terms

- 1.1 This is the Telstra Connect Service section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms at <https://www.telstra.com.au/customer-terms/business-government> apply unless you have entered into a separate agreement with us which excludes the General Terms of Our Customer Terms.

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in this Telstra Connect Services section, then this section applies instead of the General Terms to the extent of the inconsistency.
- 1.4 If a provision of this section gives us the right to suspend or terminate your Service, that right is in addition to our rights to suspend or terminate your Service under the General Terms of Our Customer Terms.

2 TELSTRA CONNECT SERVICE

What is the Telstra Connect Service?

- 2.1 The Telstra Connect Service gives Eligible Customers access to a self-serve Portal that provides service management and support for Eligible Services.
- 2.2 Telstra Connect Service will allow you to -
 - (a) manage service desk functions for Eligible Services;
 - (b) lodge Requests, including Standard Request and Non-Standard Request for Eligible Services;
 - (c) notify us of Incidents in relation to your Eligible Services, and obtain a Telstra Reference Number;
 - (d) monitor and track status of Incidents notified by you or logged by us until Resolution;
 - (e) monitor and track Requests, Standard Requests and Non-Standard Requests; andaccess to other features that we may add (and advise you) from time to time, under this Agreement or your separate agreement with us.
- 2.3 For Eligible Customers, the Portal will be your -
 - (a) first point of contact for reporting Incidents and making Request, including both Standard and Non-Standard Requests in relation to the Eligible Services; and
 - (b) single source of truth for service management and support for your Eligible Services.

Service Terms

- 2.4 We will provide the Telstra Connect Services as set out in this section of Our Customer Terms and your agreement with us.



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Use of Portal

- 2.5 You must appoint person(s) as Authorised Users to access the Portal on your behalf.
- 2.6 We will provide the Authorised Users with licences to access the Portal, subject to these terms.
- 2.7 You acknowledge and agree that:
- (a) you are responsible for the Authorised User's use of the Portal and pay us for all orders placed on your account by the Authorised User;
 - (b) you must provide and keep updated your Authorised User's details on the Portal at all times;
 - (c) you are responsible for the accuracy and completeness of your Request. We are not responsible for, or liable for any incorrect Requests placed by an Authorised User;
 - (d) when an Authorised User places a Standard Request, we will charge you the price set out for those services (a) in this Agreement; or (b) your separate agreement with us; or (c) if no prices are agreed in your agreement with us, then the prices we display on the Portal at the time of that Standard Request;
 - (e) we do not guarantee that we will supply the products or services to you that are the subject of a Request. The provision of some products or services will be subject (amongst other things) to its availability or a separate agreement with us;
 - (f) you must keep a copy of the Telstra Reference Number generated by submitting your Request and you must quote the Telstra Reference Number to us if we ask you to do so (**Telstra Reference Number**);
 - (g) you must notify us immediately if you wish to change any information provided to us in your Request. Subject to clause 2.7(e), we endeavour to supply a service ordered by you in accordance with the Request (or updated Request), where reasonably possible;
 - (h) you may cancel your Request. If you do so, we may charge you our costs of your doing so; and
 - (i) Requests for new services or a Non-Standard Request submitted through the Portal will be escalated and managed via change process in accordance with your agreement with us or a separate agreement with us.
- 2.8 The Portal Guide will set out details for accessing the Portal.
- 2.9 You acknowledge that due to the nature of the Portal, we cannot guarantee that access to the Portal will be continuous or fault-free. If you have any technical or access issues with our Portal you can contact the Service Desk whose details (email address and number) will be provided to you.
- 2.10 You agree to train your Authorised Users about the appropriate use of the Portal and when to approach the Service Desk.

Changes to your Eligible Services

- 2.11 You may request a change to the Eligible Services supported by us as part of the Telstra Connect Service.
- 2.12 We will liaise with you to determine if we can provide you the Telstra Connect Services for your Eligible Services based on your proposed changes.



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2.13 If you and we agree in principle to any changes to the Eligible Services based on your request to us, then the agreement between us will be amended in accordance with the change process set out in your agreement with us.

Term

2.14 Telstra Connect Services will be provided to you for the contract term of your Eligible Services or as set out in your separate agreement with us.

Termination

2.15 We will terminate the Telstra Connect Service and your (including your Authorised Users) access to the Portal if you are no longer an Eligible Customer.

2.16 If we accept your Standard Request and this results in a change to your Eligible Services such that -

- (a) your Telstra service is no longer an Eligible Service; and/or
- (b) Telstra Connect Service cannot support your amended service, then
 - i. we may terminate the Telstra Connect Services and your access to the Portal; and
 - ii. we may ask you to contact the Telstra Service Desk whose details (email address and number) will be provided to you.
- (c) if your Telstra service is no longer an Eligible Service, but you wish to continue the use of Telstra Connect Service and Portal, then you must pay us Charges for the components that you continue to acquire from us as set out in your separate agreement with us.

Services and Equipment not supported

2.17 The Telstra Connect Service excludes management and support for-

- (a) services and products that are not Telstra services or products, unless we have agreed to manage third party services and products in your separate agreement with us;
- (b) services and products that are excluded from support as per your separate agreement with us; and/or
- (c) handsets or other equipment that are not managed or supported by us (either because it is at a Premise or site we do not support, or because the equipment is not listed in your separate agreement with us or supplied by us in association with your Eligible Services).

Agreement Terms

2.18 The terms for the Eligible Services and/or the terms of your agreement with us relating to purchases of an Eligible Service will apply to any purchases you or your Authorised Representative make using the Portal, except as modified by these terms or your separate agreement with us.

Services Targets

2.19 We will aim to meet the service level targets as per the SLAs agreed for your Eligible Services in your separate agreement with us.



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3 DEFINITIONS

3.1 In this section of Our Customer Terms, unless otherwise stated:

Authorised Representative(s) means a person who has been authorised by you to access the Portal and carry out the activities listed in clause 2.2 of these terms, on your behalf.

Charge(s) is the relevant amount that is otherwise owed and payable by you to us under your agreement with us.

Incident means an event that is not part of the standard or expected operation of your Eligible Service.

Eligible Services means those eligible telecommunications services and products that are identified in your agreement with us, with which you can use the Telstra Connect Services.

Eligible Customer or **you** mean a Telstra customer who has purchased Eligible Services and has been provided access to the Portal.

Non-Standard Requests are any requests in relation to Eligible Services that are not contained in the Service Catalogue.

Personnel means a person's officers, employees, agents, contractors and sub-contractors and in our case includes our Related Bodies Corporate.

Portal means a secure browser on a Telstra hosted platform, providing Eligible Customers and their Authorised Users a revocable, non-transferable and limited license to access a single comprehensive service management portal.

Request means any request (Standard Request or Non-standard Service Requests) or 'how to' enquiries in relation to Eligible Services and managed equipment but does not include an enquiry in relation to an Incident and equipment or service not managed by us.

Service Catalogue describes the eligible Telstra products and services to complement your use of the Eligible Services and the Portal.

Service Desk is a Telstra facility that is a point of contact for you, which operates 24 hours a day, 365 days a year.

SLA means the target service level agreements for Eligible Services agreed in your separate agreement with us

Standard Request is a request to add, move or change an Eligible Service that is contained in the Service Catalogue.