
1 About the Telstra VMR Companion Application section

VMR Companion Application is not available for purchase by new customers from 30 April 2023. Existing customers may continue to receive VMR Companion Application but from 30 August 2023 will no longer be able to add new services, make changes to existing services or recontract existing services. On 30 November, VMR Companion will be withdrawn from the market and no longer be provided to all customers.

The VMR companion application may not be available for download prior the final closure date of 30 November 2023.

- 1.1 This section of Our Customer Terms applies to the Telstra VMR Companion Application.
- 1.2 Unless you have entered into a separate agreement with us which excludes them, the General Terms section of Our Customer Terms also applies. See section one of the General Terms of Our Customer Terms at <http://www.telstra.com.au/customer-terms/business-government/index.htm> for more detail on how the various sections of Our Customer Terms are to be read together.

2 Telstra VMR Companion Application

The application

- 2.1 The Telstra VMR Companion Application functionality is described inside the application and includes, but is not limited to:
 - (a) Identifying participants on a virtual meeting room (**VMR**) call through a combination of one or all of the below:
 - (i) name;
 - (ii) phone number; or
 - (iii) profile picture;
 - (b) Mute and un-mute participants on a VMR call; and
 - (c) Remove participants from a VMR call.

The functionality available to you will depend on if you are a VMR host or participant.

- 2.2 Customers can access the Telstra VMR Companion Application through the Apple and Android mobile store.
- 2.3 Once downloaded the user can customise their profile by entering details such as their name, phone number, VMR number and profile picture.

Eligibility

- 2.4 To be eligible to purchase and use the Telstra VMR Companion Application, you must also purchase from us (or have already purchased) and maintain in operation either the Telstra IP Telephony Video Meeting Room or Cloud Collaboration - CISCO Powered Video products directly from us (either product, a **VMR Service**).
- 2.5 The Telstra VMR Companion Application is not available to Telstra wholesale customers or for resale.

3 Performance and faults

- 3.1 You may report faults through the “Support” link inside the Telstra VMR Companion Application. We will respond to fault reports on a best efforts basis during business hours. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we will try to ensure, but do not guarantee that your Telstra VMR Companion Application will be continuous and fault free.
- 3.2 Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we will try to ensure, but do not guarantee that your Telstra VMR Companion Application has sufficient capacity to deal with the volume of calls agreed with you in your VMR Service.

4 Ownership

- 4.1 You understand that we (or our licensors) own all rights (including intellectual property rights) in the Telstra VMR Companion Application.
- 4.2 You must not take any action that jeopardises our (or our licensors’) rights in the Telstra VMR Companion Application.

5 Minimum Contract Term

- 5.1 There is no minimum contract term for the Telstra VMR Companion Application.
- 5.2 You may cancel your Telstra VMR Companion Application at any time by removing your profile and deleting the application.
- 5.3 We may cancel your Telstra VMR Companion Application at any time upon 30 days’ notice.

6 Charges Generally

- 6.1 There is no charge to download and use the Telstra VMR Companion Application, however downloading and using the application may affect your bandwidth and broadband costs. Separate VMR Service charges as agreed between us will apply in respect of the VMR Service.