

Telstra Standard Terms

General Terms

TELSTRA STANDARD TERMS – GENERAL TERMS

1 ABOUT OUR STANDARD TERMS

What are these “Standard Terms”?

- 1.1 Telecommunications legislation allows Us to set out our standard terms in a “Standard Form of Agreement”. These Standard Terms are our “Standard Form of Agreement”. Under the legislation You and We must comply with these Standard Terms unless You and We have agreed differently.
- 1.2 Our Standard Terms are made up of three parts as set out below.
 - (a) **General Terms:** Terms that apply to all our Services & tells You how We supply Services.
 - (b) **Service Terms:** Terms that apply to our different Services, depending on what Services You buy from us.
 - (c) **Critical Information Summary:** Key details around inclusions, price, and other aspects of the Plan You buy from us.
- 1.3 If the parts of our Standard Terms are inconsistent, the relevant Critical Information Summary will generally apply to the extent of the inconsistency, followed by the applicable Service Terms and then the rest of these Standard Terms. The only exception is where a term explicitly states that it applies regardless of any other parts of our Standard Terms.

Who is a Consumer Customer?

- 1.4 You will be a Consumer Customer if:
 - (a) Your Service is of a kind ordinarily acquired for personal, domestic or household use; and
 - (b) You are using Your Service for the primary purpose of personal, domestic or household use.

Who is a Business Customer?

- 1.5 You will be a Business Customer if You are a business or non-profit organisation (including a body corporate, sole trader, partnership, trust, or registered charity), and:
 - (a) You are using Your Service for the primary purpose of business use;
 - (b) You did not have a genuine and reasonable opportunity to negotiate the terms of Your contract with us; and
 - (c) You had or will have an annual spend with Us which is, or is reasonably estimated by Us to be, less than \$40,000,as long as You are not acquiring a Service for the purposes of resale.
- 1.6 You will also be a Business Customer if:
 - (a) at the time You enter into a contract with us, You employ fewer than 20 people; or
 - (b) the upfront price You have to pay Us for the Services We supply is less than \$300,000, or if Your contract is for longer than 12 months, under \$1,000,000.

Business use is a use that is not personal, domestic or household use.

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- 1.7 You will also be a Business Customer if You are not a business or non-profit organisation but are using Your Service for the primary purpose of business use.
- 1.8 In addition to clauses 1.5, 1.6 and 1.7, You will also be a Business Customer if:
- (a) You are using Your Service for the primary purpose of personal, domestic or household use; and
 - (b) Your Service is of a kind ordinarily acquired for business use, regardless of whether You are a business or non-profit organisation.

2 BECOMING OUR CUSTOMER

Accepting Your application

- 2.1 You'll need to meet some requirements before We accept Your application for a Service:
- (a) You must be a Consumer Customer or Business Customer who is eligible for that Service (as set out in the Critical Information Summary for Your Service);
 - (b) the Service must be available for Us to provide to You; and
 - (c) You must meet our credit requirements.

Providing and maintaining Your Service

- 2.2 You agree to obtain and provide permission for Us to access, install and maintain any equipment or item used to provide Your Service; and
- 2.3 You agree to provide Us with safe access to Your premises to install, test, inspect, maintain, repair, replace or recover any equipment or item used to provide Your Service; and
- 2.4 You agree that any additional fees associated with providing or maintaining Your Service will be paid by You:
- (a) if the costs are for Environmental permits or permissions; or
 - (b) if the costs are for Cultural permits or permissions.

Assignment by us

- 2.5 We can assign, novate or transfer our rights, benefits, obligations and/or liabilities under Our Standard Terms to another person (**Incoming Party**) provided that:
- (a) the Incoming Party is a related body of us, or is a company of substance;
 - (b) the Incoming Party will assume those rights, benefits, obligations and/or liabilities;
 - (c) Your rights and the Services provided to You under Our Standard Terms will not be prejudiced as a result of the assignment, novation or transfer;
 - (d) the assignment, novation or transfer is occurring as part of a sale of our business or business restructure; and
 - (e) We have given You 30 days' prior notice of any such novation, assignment or transfer.
- 2.6 You must accept performance by the Incoming Party in place of performance by us.

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Assignment by You

- 2.7 You can't transfer Your rights and obligations for Your Service without our consent, which We won't unreasonably withhold.

3 USING YOUR SERVICE

We'll use due care and skill

- 3.1 We will use due care and skill in providing our Services and will provide our Service in accordance with Our Standard Terms. There may also be other non-excludable statutory guarantees, implied conditions or warranties under consumer protection laws that cannot be excluded which may apply to Services We supply.
- 3.2 However, given the nature of telecommunications systems (including our Services' reliance on systems and Services that We do not own or control), We cannot promise that our Services will be continuous or fault-free. If You require fail-safe or uninterrupted connectivity or Services, it is Your responsibility to implement a business continuity plan and put in place alternate or appropriate back-up arrangements.

Your responsibility

- 3.3 You are responsible for and have to pay for any use of Your Service, whether You authorise it or not, except to the extent We have caused or contributed to any unauthorised use.
- 3.4 You can take steps to prevent unauthorised use of Your Service (for example, depending on Your Service, by using passwords, PIN numbers, barring options and/or other security measures to control who gains access to and uses Your Service) and You can contact Telstra to arrange for Your mobile Service to be suspended if for example, Your mobile handset has been lost or stolen.
- 3.5 If You do not disconnect Your Service when You leave Your premises, You have to pay for any use of the Service by later occupants or others. If You have asked Us to disconnect Your Service and We have failed to do so, You will not have to pay for any illegal, fraudulent or unauthorised use of the Service by a third party that occurs on and from the date You asked Us to disconnect Your Service.
- 3.6 We occasionally need Your consent to do certain things. We can rely on the authority of any of Your employees who tell Us they have authority to give Your consent, as long as We act reasonably.
- 3.7 If You are a Business Customer, You can appoint a third party to act on Your behalf in relation to Your account or Services if You get our written consent first. We will only withhold our consent (or withdraw our consent if previously given) on reasonable grounds (for example, grounds relating to a breach of the third party's obligations).

Your responsibility for equipment

- 3.8 You are responsible for any equipment at Your premises (including any that belongs to us). You must pay Us for any loss or damage to our equipment at Your premises, except for fair wear and tear.
- 3.9 You must only connect equipment that complies with relevant technical standards and other relevant requirements. For these standards see the Australian Communication Authority's website at www.acma.gov.au.
- 3.10 You must make any changes We ask to Your equipment to avoid any danger or interference it may cause.

Tell Us if things change

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- 3.11 You have to tell Us about any relevant changes to Your Services or equipment that may affect our ability to provide Your Service to You.

Getting help and making complaints

- 3.12 If there's something You're not happy with and You want to make a complaint, visit telstra.com/complaints.
- 3.13 We like to make every attempt to resolve any issue, but if You'd like an independent investigation, You can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or through tio.com.au/about-us/contact-us.

4 FAIRPLAY POLICY

- 4.1 This can be found at [Our Customer Terms - Telstra](#).

5 CHANGING OUR STANDARD TERMS

Terms We cannot change without Your consent

- 5.1 We can only change the device repayment amounts during the term of Your fixed term contract by getting Your consent.

Changes We can make without telling You

- 5.2 We can change Our Standard Terms immediately without telling You if We reasonably consider the change is likely to:
- (a) benefit You; or
 - (b) have a neutral impact on You.

Changes We can make by telling You at least 3 days beforehand

- 5.3 We can change Our Standard Terms by telling You at least 3 days beforehand if We reasonably consider the change is likely to have a minor detrimental impact on You.
- 5.4 We can make urgent changes to Our Standard Terms that are:
- (a) required by law; or
 - (b) necessary for security reasons, to prevent fraud or for technical reasons,

by telling You at least 3 days before the changes, or if We are unable to do so, by giving as much notice as We reasonably can.

Changes We can make by telling You at least 30 days beforehand

- 5.5 We can change Our Standard Terms by telling You at least 30 days beforehand if We reasonably consider that it has more than a minor detrimental impact on You. You can cancel Your Service on Fair Terms within 30 days of Us telling You of the change.

When We reasonably consider that a change impacts You

- 5.6 In this clause 5, in determining whether We reasonably consider that a change is likely to have a minor detrimental impact or more than a minor detrimental impact on You, We will take into account whether:
- (a) You have used, or been charged for, the affected Service, feature or inclusion in the last 6 months;

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- (b) the Service, feature or inclusion is an optional 'add-on' or 'value add' Service that You have acquired in the past; and
- (c) the Service is a 'once-off Service' and We reasonably determine that you are likely to acquire the Service in future.

Changing You to a different Plan

- 5.7 From time to time We may make changes to Your Plan or to the add-ons available with Your Plan (including price and inclusions), or We may move You to a new Plan (which may cost more).
- 5.8 If We change Your Plan or move You to a new Plan, and that change has more than a minor detrimental impact on You:
- (a) We'll give You at least 30 days' notice before making changes or automatically moving You to the closest available Plan; and
 - (b) If You don't like the changes or the new Plan, You can choose a new Plan or cancel Your Plan on Fair Terms.

What We mean by cancelling the contract for a Service on "Fair Terms"

- 5.9 In this clause 5, if You cancel Your Service on "Fair Terms" You will only incur the following fees and charges:
- (a) usage and other charges up to the cancellation date;
 - (b) installation fees; and
 - (c) cost of devices or hardware We have provided to You that You have not paid Us for where those devices or hardware can be used with another service provider,
- and You will not be required to pay any early termination charges in relation to Your Service.
- 5.10 If You are entitled to cancel Your Service on "Fair Terms" and You have paid for Your Service beyond the date of Your Service cancellation, We will offer You a pro-rata refund for the remaining portion of Your pre-payment.
- 5.11 If You have paid upfront costs for equipment that cannot be used with another service and You cancel Your Service on "Fair Terms", We will refund those costs according to the following formula: Upfront equipment cost x number of months (or part thereof) remaining in minimum contract term, divided by the total number of months in minimum contract term.

How We can tell You about the changes

- 5.12 We'll tell You about changes via email, text, the My Telstra app, or any other method We consider reasonable in the circumstances.
- 5.13 We may direct You to find out more via our website or at a Telstra shop.

6 CHARGES AND PAYMENT

This section sets out the payment and invoicing conditions for post-paid Services. It does

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not apply to Pre-Paid Services.

Charges

- 6.1 Our Standard Terms set out the charges You must pay Us for Your Services. Sometimes You have to pay a particular charge in advance.
- 6.2 The following sets out the types of fees You'll pay. The fees themselves are as set out in the relevant Service Terms and Critical Information Summary:
- (a) Service fees (ongoing): Ongoing monthly fees for Your Service and Plan. These are payable upfront every month.
 - (b) Extra fees (optional): Ongoing monthly fees for extra Services or devices, such as Netflix, an international calling pack, or monthly repayment fees under a Device Payment Contract (**Extras**). These are payable upfront every month.
 - (c) Once-off fees: Fees You pay once if You buy something outright or do something outside Your Plan. These include fees We're charged for where You access a third-party Service with Your Services.
- 6.3 If You continue to receive our Services following the end of any minimum term or fixed term agreed with us, Your Service will continue, and the charges that apply to Your Services will be the charges as set out in Our Standard Terms for those Services.

How payments work - Autopay

- 6.4 When You first order Your Services, You pay for the first monthly payment upfront and agree to our AutoPay terms. Your payment month starts when Your Service or Extra is activated.
- 6.5 After Your first month, You'll pay Your Service or Extra fees through automatic upfront monthly AutoPay payments (**AutoPay**) on the monthly payment date for that Service or Extra.
- 6.6 You pay for Your Services and Extras on the same date each month after the date Your Service or Extra was activated (the **monthly payment date**).
- 6.7 If Your Service or Extra is activated on a date that doesn't exist in every month (e.g. the 31st), the monthly payment date alternates between first and last days of the following months.
- 6.8 If You already have an existing Service(s) which You pay for using AutoPay, when You add another Service, Your first monthly payment for the new Service will start on Your upcoming AutoPay monthly payment date for Your existing Service, after Your new Service has been connected.
- 6.9 If You have an existing Service(s) for which You receive a bill, when You add another Service, Your first monthly payment for the new Service will start on the first day of Your billing cycle for Your existing Service, after Your new Service has been connected.

How payments work – Telstra bill

- 6.10 If You are eligible to receive a bill for Your Service (**Telstra Bill**), clauses 6.11 to 6.17 apply.
- 6.11 If You choose to set up direct debit and move to Autopay payments, We will no longer issue You with a Telstra Bill.
- 6.12 You will receive a Telstra Bill by email in PDF format. It will also be available in the My Telstra app.
- 6.13 You have the option to request a paper bill to be sent to You by mail. A monthly fee may

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apply for each paper bill copy sent, with some exemptions. This "paper bill fee" will be listed on Your bill. For more information and current billing fees, please visit our website at <https://www.telstra.com.au/support/account-payment/how-can-i-receive-my-bill>.

- 6.14 You must pay the bill amount for Your Telstra Bill online or over the phone using a Visa, MasterCard or American Express credit card, as well as debit cards with a Visa or MasterCard logo, via BPAY or in person at Australia Post (additional fees may apply for payments made at Australia Post). The following payments are not accepted: Overpayments, payments at a Telstra store, cheque, PayPal, direct debit, or using a TBAP voucher. Part payments are accepted once Your Telstra Bill has been issued (minimum payment is \$1).
- 6.15 We will use our best endeavors to deliver Your Telstra Bill to the email address You nominated. If We cannot deliver Your Telstra Bill to that email address, We may contact You to request that You update Your email address.
- 6.16 Provided We use our best endeavours to deliver Your Telstra Bill or other billing notices, Your Telstra account(s) remain payable by You by the due date specified in the Telstra Bill, whether or not You receive, read or access Your Telstra Bill or any notices from Us regarding Your Telstra Bill.
- 6.17 You must:
 - (a) keep Your contact details, and billing notices address up to date and notify Us of any changes;
 - (b) ensure that You have sufficient space available in Your email mailbox to receive our billing notices;
 - (c) contact Us if You do not receive Your Telstra Bill or billing notices. You may wish to first check Your junk email folder to see if Your billing notices have been delivered there instead of to Your inbox; and
 - (d) keep Your email account and mobile phone secure to protect the privacy of Your personal and credit information contained in billing notices.

Track payments through My Telstra

- 6.18 You can view all Tax Invoices for past payments and see all upcoming payments through the My Telstra app. You'll get an SMS notification when an invoice is ready for review.
- 6.19 If You receive a Telstra Bill, You can access past Telstra Bills in the My Telstra app as well as Your upcoming Telstra Bill (once it has been issued to You by email).
- 6.20 We suggest that You regularly check the My Telstra app for Your invoices/ Telstra Bill as applicable and contact Us if You don't receive it or have questions.
- 6.21 We comply with relevant industry codes to ensure our summaries are accurate and verifiable. Our records are sufficient proof that a fee is payable unless shown to be inaccurate.

Payment Failure and Overdue payments – Autopay and Telstra Bill

- 6.22 If an AutoPay payment fails or You do not pay Your Telstra Bill by the due date, We'll notify You of this and inform You about the potential consequences of not paying for Your products and/or Services.
- 6.23 If You don't pay within the period stated in Your initial notice (which will be at least 5 Working days) (the **Grace Period**), Your Service may be restricted.
- 6.24 If following a Grace Period You still don't pay within the further period specified in our notice (the **Service Restriction Period**) We may disconnect Your Services.

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- 6.25 Your Grace Period and Service Restriction Period will be at least 5 Working Days. If the duration of the Grace Period or Service Restriction Period is not stated in our notice, then that period will be 5 Working Days.

Financial hardship

- 6.26 We offer flexible options if You experience financial hardship affecting Your ability to pay for Services. See our Payment Assistance Policy or call Us anytime on 13 22 00 and say "Payment Assistance."

Taxes

- 6.27 The fees for Your Services may not include all taxes. You must pay any applicable taxes We include as part of an invoice such as stamp and other duties, fees, taxes and charges relating to the Services. This includes any applicable GST (We'll issue a Tax Invoice).

Adjustments

- 6.28 We can round charges up or down to the nearest whole cent (0.5 cents is rounded up).
- 6.29 Where We owe You any amounts, We can pay by deducting them from amounts You owe us.
- 6.30 If You become bankrupt or insolvent, We may deduct any amounts You owe Us even if they're not yet due and payable.

Hardware Repayment Option (HRO)

- 6.31 Under a hardware repayment option (**HRO**), We offer approved customers credit (a **Hardware Repayment Amount** or **HRO Amount**) and allow You to repay that HRO by monthly instalments over a specified period (**HRO term**). The HRO contributes towards the upfront purchase price of eligible hardware.
- 6.32 If You take up a HRO at a store, We will pay the HRO directly to the relevant Telstra Store or participating Telstra dealer on Your behalf.
- 6.33 The HRO cannot be more than the price of hardware You have selected (incl GST). If the price of the hardware is higher than the eligible HRO amount, You must pay the difference between the price of the hardware (incl GST) and the HRO. You must pay this difference directly to Us or the participating Telstra Shop/dealer at the time of purchase.
- 6.34 Mobile handset devices are not available for purchase as HRO.
- 6.35 To be eligible for an HRO:
- (a) You must have an active fixed phone, post-paid mobile or post-paid broadband Service with Us (**Eligible Service**);
 - (b) the hardware You are purchasing must have been determined by Us as eligible hardware (**Eligible Hardware**);
 - (c) You must pass the relevant credit assessment; and
 - (d) You may have no more than five HRO with Us in total.
- 6.36 You must repay the HRO Amount by monthly instalments over the HRO Term. If You do not repay the HRO Amount, We may suspend or cancel Your Service(s) with us.
- 6.37 You must repay the balance of the HRO Amount outstanding for an item of Eligible Hardware if You cancel Your Eligible Service.

7 YOUR RIGHTS TO CANCEL OR SUSPEND YOUR SERVICE

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- 7.1 You can cancel Your Services by calling Us on 13 22 00 and saying “disconnect”. This includes where We make changes to a Service (including moving You to a new Plan) or make changes to the Standard Terms, and You don’t want to accept those changes.
- 7.2 If You cancel Your Service after We have started providing that Service to You:
- (a) The Service will be disconnected immediately, including any associated add-ons.
 - (b) We won’t refund any fees You already paid us, including any upfront fees.
 - (c) If You owe Us money for a device, accessory or hardware linked to Your cancelled Service, You’ll need to pay Us that money in full.

8 OUR RIGHTS TO CANCEL OR SUSPEND YOUR SERVICE

We can cancel, suspend or restrict Services

- 8.1 We can cancel, suspend or restrict a Service at any time if You:
- (a) materially breach our Standard Terms, and that breach either can’t be remedied or you don’t fix it within 14 days of Us asking You in writing to fix the breach;
 - (b) breach our Fair Play Policy, either immediately or if You don’t start complying or fix the breach within 30 days of Us asking You in writing to fix the breach;
 - (c) or Your authorised representative act unreasonably toward us, our partners or contractors; or
 - (d) become a carrier or carriage service provider.
- 8.2 You materially breach the Standard Terms if You:
- (a) do not pay for Services after receiving adequate notice to pay;
 - (b) breach our FairPlay policy; or
 - (c) use Your Services in a way which We reasonably believe is fraudulent, poses an unacceptable risk to our security or Network capability, or is illegal or likely to be found illegal. Using Your Services in this way is a breach that cannot be remedied.
- 8.3 If We suspend Your Services for failing to pay, and You ask Us to reconnect Your Services, You may have to pay Us any applicable reconnection fee set out in the Service Terms.

We can cancel, suspend or restrict Services for inappropriate behaviour and unreasonable complaints

- 8.4 We can also cancel, suspend, or restrict Your Services where We reasonably believe that You or anyone acting on Your behalf:
- (a) engages in or commits abuse, aggression, bullying, threats or behaviour which presents a risk to the health and safety of our employees, partners and contractors (including where the conduct occurs in relation to Telstra owned and affiliated brands and partners, and their staff and premises);
 - (b) communicates or behaves in a manner that places excessive or unreasonable demands on our employees, partners, or contractors; or
 - (c) has made multiple complaints without a reasonable basis and You continue to make such complaints after We’ve asked You to stop.

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We will take into consideration a Customer's circumstances, including any vulnerability, before taking action in these scenarios.

- 8.5 We'll give You as much warning as We reasonably can in these circumstances before cancellation, suspension or restriction.
- 8.6 We may need to cancel, suspend, or restrict Your Service in the following circumstances:
- (a) if providing a Service becomes illegal, or We believe on reasonable grounds it may become illegal;
 - (b) if there's an emergency affecting our ability to supply a Service;
 - (c) if We can't provide a Service because of something outside our reasonable control (such as a failure in equipment not owned or operated by us, a change in law, an industrial strike, or an act of God);
 - (d) if You die; or
 - (e) if We reasonably believe providing the Service may cause death, personal injury, or damage to property.
- 8.7 We'll give You as much warning as We reasonably can in these circumstances.

Domestic or family violence

- 8.8 If a person tells Us they are affected by domestic or family violence We will offer support options to protect their privacy and safety.
- 8.9 If We are satisfied a person is the primary end user of a phone number and/or email address on Your account, We can remove the phone number/or email being used by the primary end user from your account and move it to them, without providing You with prior notice or getting Your consent.

We can cancel, suspend, or restrict Your Services if We can't maintain it

- 8.10 We may cancel, suspend, or restrict a Service in some circumstances, for example:
- (a) if We can't enter Your premises to do something We need to do so We can supply the Service or make the Service or related equipment safe; or
 - (b) You vacate the premises to which the Service is connected; or
 - (c) We have no choice and must cancel Your Service due to necessary maintenance or restoration of a Network used to provide Your Service.
- 8.11 We will give You as much warning as We reasonably can in these circumstances.

If You use Your Service other than for its intended purpose

- 8.12 If We are providing Your Service to You mainly for use for a particular purpose and We reasonably believe that You are using the Service mainly for some purpose other than the intended purpose for which it is supplied, We can tell You of this and ask You to move to a suitable Service within 30 days.
- 8.13 If You do not agree to move to a suitable Service or do not change Your usage to a level We reasonably consider to be consistent with using Your Service for personal use within 30 days of our notice, We can then cancel Your Service.

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Device access restrictions and device compatibility

- 8.14 To the extent reasonably necessary, We may prevent Your device from accessing our Network if it is required for health and safety reasons, or where We are required to do so to comply with a law.
- 8.15 You must ensure You have a device that is compatible with our Network and is able to make emergency calls, including to 000.

9 OUR LIABILITY TO YOU

Australian Consumer Law

- 9.1 Subject to clause 9.4(b), nothing in Our Standard Terms excludes or limits, or has the effect of excluding or limiting, the operation of the Australian Consumer Law or any right You may have under the Australian Consumer Law.

Terms applying to Your Service

- 9.2 Your Service is supplied:
- (a) on the terms and conditions expressly set out in the application form You used to apply for Your Service (or that were disclosed to You when You applied for Your Service) and in Our Standard Terms; and
 - (b) subject to non-excludable rights under consumer protection laws.

No other terms or rights apply.

Liability and excluded types of loss

- 9.3 If our Services are used by You in pursuit of financial gain (such as to conduct share trading), it is very important that You have an alternative means of communication available and do not solely rely on our Services.
- 9.4 Concerning our liability to You:
- (a) except as set out in the paragraphs below, We accept our liability to You for breach of contract or negligence under the principles applied by the courts and for breach of any non-excludable rights under consumer protection laws;
 - (b) as Your Service is provided to You for the primary purpose of personal, domestic or household use, We do not accept liability to You for losses that result from the use of Your Service in connection with the conduct of a business. However, We will accept that liability if it cannot be excluded under any legislation. If that liability cannot be excluded but can be limited under any legislation, We limit our liability to resupplying, repairing or replacing the relevant goods or Services (or payment of the cost of resupply, repair or replacement) where it is fair and reasonable to do so;
 - (c) We are not liable for any loss to the extent that it is caused by You (for example, through Your negligence or breach of contract);
 - (d) We are not liable for any loss to the extent that it results from Your failure to take reasonable steps to avoid or minimise Your loss;
 - (e) We are not liable for any loss caused by Us failing to comply with our obligations in relation to Your Service where that is caused by events 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); and

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- (f) the liability We accept to You under this clause 9.4 includes liability for our agents according to the principles of vicarious liability at common law.

After cancellation or suspension

- 9.5 These provisions relating to liability will continue unaffected by cancellation or suspension of Your Service.

10 YOUR LIABILITY TO US

Liability and excluded types of loss

- 10.1 You are liable to Us for breach of contract or negligence under the principles applied by the courts. However, You are not liable to Us for:
- (a) any loss to the extent that it is caused by Us (for example, through our negligence or breach of contract);
 - (b) any loss to the extent that it results from our failure to take reasonable steps to avoid or minimise our loss;
 - (c) any loss suffered or incurred by Us in connection with Our Standard Terms or our Service that does not arise naturally (that is, according to the usual course of things) from the event giving rise to the loss; and
 - (d) any loss or damage caused by events outside of Your reasonable control.

After cancellation or suspension

- 10.2 These provisions relating to liability will continue unaffected by cancellation or suspension of Your Service.

11 TELEPHONE NUMBERS AND PINS

- 11.1 You get certain rights if We issue You a telephone number. We comply with the Telecommunications Numbering Plan in using numbers in our Services, such as the rules for issuing, transferring, recovering and changing numbers.

12 PRIVACY

- 12.1 We collect, use and disclose personal information as set in our Privacy Statement at www.telstra.com/privacy.

13 ONLINE SAFETY ACT

- 13.1 This clause 13 is required to satisfy Telstra's obligations under the OSA, RES Standard and DIS Standard and applies:
- (a) with effect from 22 December 2024;
 - (b) notwithstanding any other provision of Our Standard Terms; and
 - (c) to any Service We provide You to the extent it includes SMS, MMS, chat functionality, gaming and any other service that is a 'relevant electronic service' or 'designated internet service' under the OSA (**Relevant Service**).
- 13.2 You must comply, and ensure that any user accessing or using Your Relevant Service complies, with the applicable Acceptable Use Policy and/or FairPlay Policy and any other applicable terms and conditions in Our Standard Terms relating to the content You solicit, access, generate, distribute or store.

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- 13.3 In using Your Relevant Service, You must not, and must ensure that any user accessing or using Your Relevant Service does not, solicit, access, generate, distribute or store:
- (a) Class 1A Material; or
 - (b) Class 1B Material.
- 13.4 Without limiting any other provision of Our Standard Terms, if You, or any person accessing or using Your Relevant Service, solicits, accesses, generates, distributes or stores Class 1A Material or Class 1B Material, We may (as is appropriate in the circumstances):
- (a) suspend Your Relevant Service for a specified period as notified to You in writing at the time of suspension;
 - (b) impose restrictions on the use of Your Relevant Service for a specified period as notified to You in writing at the time of suspension;
 - (c) terminate Your agreement for the provision of Relevant Service on written notice to You; and/or
 - (d) remove or delete the material from the Relevant Service, or limit access to that material through the Relevant Service.
- 13.5 Please refer to our Online Safety page at <https://www.telstra.com.au/cyber-security-and-safety/online-safety-wellbeing> for more information.
- 13.6 In this clause 13:
- (a) **Class 1A Material** means child sexual exploitation material, pro-terror material or extreme crime and violence material;
 - (b) **Class 1B Material** means crime and violence material (excluding extreme crime and violence material) or drug-related material;
 - (c) **DIS Standard** means the Online Safety (Designated Internet Services – Class 1A and Class 1B Material) Industry Standard 2024 (Cth);
 - (d) **Online Safety Act** means the *Online Safety Act 2021* (Cth);
 - (e) **RES Standard** means the Online Safety (Relevant Electronic Services – Class 1A and Class 1B Material) Industry Standard 2024 (Cth); and
 - (f) terms defined in the OSA, RES Standard or DIS Standard having the meaning given in the OSA, RES Standard or DIS Standard (as applicable), including detailed definitions of:
 - (i) child sexual abuse material;
 - (ii) child sexual exploitation material;
 - (iii) crime and violence material;
 - (iv) drug-related material;
 - (v) extreme crime and violence material; and
 - (vi) pro-terror material.

14 OTHER MATTERS

Telstra Standard Terms

General Terms

- 14.1 If any term (or part of a term) in Our Standard Terms is void or unenforceable, that term (or part) is taken to be removed from Our Standard Terms and not to form part of them. The remaining terms continue to have full effect.

15 DICTIONARY

- 15.1 In Our Standard Terms:

Australian Consumer Law means the law of that name set out in schedule 2 of the *Competition and Consumer Act 2010* (Cth).

AutoPay means an automatic upfront monthly payment using Your nominated credit/debit card or bank account.

Business Customer means a Customer of the types described in clauses 1.5 to 1.8.

Consumer Customer means a Customer of the types described in clause 1.4.

Customer means a person who contracts with Us for a Service (including for supply of that Service to another person) or who otherwise acquires a Service from us, or who seeks to do either of these.

GST means the tax imposed by the *A New Tax System (Goods and Services Tax) Act 1999* (Cth) and the related imposition Acts of the Commonwealth.

insolvent includes having a receiver, manager, administrator, provisional liquidator or liquidator appointed to you.

Network means our “telecommunications network” as defined under the *Telecommunications Act 1997* (Cth).

a reference to a **person** includes the person’s executors, successors and assigns.

PIN means a personal identification number.

Plan means the pricing and features arrangement for the Service that We provide You.

Service means a service We supply, and includes any goods or equipment provided in connection with the service.

Tax Invoice has the meaning given in the *A New Tax System (Goods and Services Tax) Act 1999* (Cth).

Telstra Mobile Network means our mobile network is built from multiple generations of wireless mobile technologies with different coverages and spectrum.

We, Us means Telstra Limited ABN 64 086 174 781, and includes its successors and assigns.

Working Days means a day other than a Weekend or a public holiday in Victoria.

You/Your refers to any person who contracts with Us for Services or who seeks to do so.