



# OUR CUSTOMER TERMS SMALL BUSINESS GENERAL TERMS

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# OUR CUSTOMER TERMS

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### 1 ABOUT OUR CUSTOMER TERMS

#### What is "Our Customer Terms"?

- 1.1 Telecommunications legislation allows us to set out our standard customer terms in a "Standard Form of Agreement". Our Customer Terms is our "Standard Form of Agreement". Under the legislation you and we must comply with Our Customer Terms unless you and we have agreed differently.
- 1.2 "Our Customer Terms" is divided into several sections:
- (a) these Small Business General Terms - which apply to all small business customers;
  - (b) Consumer General Terms - which apply to all consumer services when not acquired by small business customers;
  - (c) Corporate General Terms - which apply to all corporate customers; and
  - (d) particular sections - which each set out terms for a particular service or customer group (like the service features, call charges and maintenance commitments that apply to that service).

To understand your rights and obligations you need to read the General Terms which apply to you and the sections that relate to you and your service.

#### Who is a small business customer?

- 1.3 You will be a small business customer (and unless you and we agree otherwise, these Small Business General Terms will apply to you) if:
- (a) you are a business or non-profit organisation (including a body corporate, sole trader, partnership, trust, or registered charity); and
  - (b) you did not have a genuine and reasonable opportunity to negotiate the terms of your contract with us; and
  - (c) either (i) or (ii) below applies to you:
    - (i) you had or will have an annual spend with us which is (or is reasonably estimated by us to be) less than \$40,000 and you are using your service for the primary purpose of business use (being any use that is not personal, domestic or household use), but you are not acquiring the service for the purposes of resale; or
    - (ii) *at the time you enter into a contract with us, you employ fewer than 100 people and/or your turnover for the last income year that ended before the date on which you enter into the contract with us was less than AUD\$10,000,000.*
- 1.4 You will also be a small business customer (and these Small Business General Terms will apply to you) if you are not a business or non-profit organisation, but are using your service for the primary purpose of business use.
- 1.5 In addition to clauses 1.3 and 1.4, you will also be a small business customer (and these Small Business General Terms will apply to you) if:



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- (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.

### **Reference to General Terms**

- 1.6 In relation to any particular service, if these Small Business General Terms apply to you, then references to "General Terms" in all other sections of Our Customer Terms or our other communications refer to these Small Business General Terms.

### **Inconsistencies**

- 1.7 If anything in these Small Business General Terms is inconsistent with something in a particular section of Our Customer Terms, then the particular section applies instead of these Small Business General Terms to the extent of the inconsistency.

## **2 BECOMING OUR CUSTOMER**

### **Accepting your application**

- 2.1 When you ask for a service, we decide whether to supply it to you based on:
- (a) the particular terms for that service; and
  - (b) your eligibility for the service; and
  - (c) its availability to you; and
  - (d) you meeting our credit requirements.
- 2.2 We are implementing new customer management and billing systems and will be progressively moving our customers' services over onto the new systems.
- 2.3 You may not be eligible for certain services if your eligible Telstra services are billed across our old and new systems. We will try to tell you when your service is scheduled to be or has been moved to our new billing system but may not always do so.

### **Connecting your service**

- 2.4 We try to connect some services within particular timeframes. If such timeframes apply, we tell you in the OCT section applying to the relevant service (or in other material we provide to you). For other services where no timeframes apply, we try to connect your service within a reasonable time.
- 2.5 We may need to install cables at your premises to connect your service. You have to arrange and pay for any trenching or other equipment needed to house the cabling. If you arrange for us to do this work, we will try to give you an estimate of the costs involved. However, this will depend on your location and the type of work needed to be done.
- 2.6 We decide the route and technical means that we use to provide your service.



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- 2.7 If we need to carry out work at a premises to provide you with your service, you can nominate a person who is at least 18 years old as your 'appointed agent' in which case, you acknowledge and agree that:
- (a) we may disclose your personal information to your 'appointed agent'; and
  - (b) your 'appointed agent' will on your behalf:
    - (i) be present at the location and at time agreed with us to connect your service;
    - (ii) make any decisions necessary to connect your service (including the locations of wiring and wall sockets);
    - (iii) accept or reject quotes from us; and
    - (iv) accept all charges for the work undertaken by us at the premises.

#### **Transferring your service**

- 2.8 You can transfer legal responsibility for your service if you get our written consent first.

#### **Assignment by us**

- 2.9 We can assign, novate or transfer our rights, benefits, obligations and/or liabilities under Our Customer 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 Customer 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.
- 2.10 You must accept performance by the Incoming Party in place of performance by us.

## **3 USING YOUR SERVICE**

#### **Our aim of providing continuous and fault-free services**

- 3.1 We will use reasonable care and skill in providing our services and will provide our service in accordance with Our Customer Terms (including the Australian Consumer Law provisions in these General Terms). 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.

#### **Maintenance and repair**

- 3.2 The particular sections of Our Customer Terms set out our maintenance commitments that apply to our services. Generally, we maintain all of our services for as long as they are



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offered to customers. Also particular timeframes for repairing faults in your Basic Telephone Service may be set out in our Universal Service Policy, in the Customer Service Guarantee Standard or under our Priority Assistance policy at [www.telstra.com.au/consumer-advice/customer-service](http://www.telstra.com.au/consumer-advice/customer-service).

- 3.3 Where use of our services involves equipment that does not belong to us and that is at your premises, you have to maintain and repair that equipment. This includes carrying out any maintenance or repairs that we reasonably think is required within a reasonable timeframe of when we ask you to do so.
- 3.4 Where your equipment causes a fault in your service that we need to repair, we can charge you a call-out fee and our reasonable charges for repairing the fault. We will tell you the amount of the call-out fee and hourly rates we charge for repairing faults before we start work.

#### Use for intended purpose

- 3.5 Our Customer Terms may state that a service is provided for a particular purpose. You must only allow the service to be used for that purpose.

#### Your responsibility

- 3.6 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. 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 us to arrange for your service to be suspended if for example, you have a mobile service and your mobile handset has been lost or stolen. Also, 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. We recommend you consider taking measures to protect yourself from unauthorised use of your service. Any person who uses your service, or allows someone else to use it, after you have vacated your premises, is jointly and individually liable with you for any charges relating to that use. 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.

#### Excessive or unusual use

- 3.7 In some circumstances we may monitor usage of your service for excessive or unusual usage patterns, but we do not promise to do so.

#### Breaking the law

- 3.8 You must not use a service to commit an offence or break the law (including by breaching the Online Safety Act 2021 (Cth) or any applicable content requirements, regulations, or industry codes or standards) or allow anybody else to do so. In particular, you must not use a service to create, host or send online material that is in contravention of any Australian State, Territory or Commonwealth law, including the Online Safety Act 2021 (Cth).

#### Causing interference

- 3.9 You must do what we tell you to do if your use of a service interferes (or threatens to interfere) with the efficiency of our network (including because you have inadequate



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capacity).

- 3.10 You have to make sure that no-one interferes with the operation of a service or makes it unsafe.

### Your responsibility for equipment

- 3.11 You are responsible for any equipment at your premises (including any that belongs to us). You have to pay us for any loss or damage to our equipment at your premises, except for fair wear and tear.

### Power supply

- 3.12 You have to arrange and pay for any electricity supply needed for a service at your premises. The service may not work if the electricity supply stops.

### Compliant equipment only

- 3.13 You must only connect equipment that complies with relevant technical standards and other relevant requirements. For these standards see the Australian Communications and Media Authority site at [www.acma.gov.au](http://www.acma.gov.au).
- 3.14 You must make any changes we ask to your equipment to avoid any danger or interference it may cause.

### Tell us if things change

- 3.15 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.

## 4 CHANGING OUR CUSTOMER TERMS

*In this clause 4, you are a "fixed term" customer if you have acquired your service on a fixed length contract for a minimum contract term and there is an early termination charge if your service is cancelled before the end of that term. You are not a "fixed term" customer if you acquire your service on a month by month basis or for a minimum contract term but there is no early termination charge.*

- 4.1 If you are a pre-paid mobile customer, the [Telstra mobile - Pricing Plans - Pre Paid Pricing Plans section of Our Customer Terms](#) apply to you. If you are a Telstra Phonocard customer, the [Public Payphone section of Our Customer Terms](#) apply to you. Otherwise, we can change Our Customer Terms by:
- (a) getting your consent; or
  - (b) complying with this clause 4.

### Terms we cannot change without your consent

- 4.2 If you entered into a fixed term contract before 11 October 2012, we can only change the monthly access charge, minimum monthly charge or early termination charge during the term of your fixed term contract by getting your consent. This clause does not apply for changes as a result of a change in the price from a supplier for an input required for your service.
- 4.3 If you entered into a fixed term contract from 15 September 2017, we can only change the



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monthly access charge, minimum monthly charge, device repayment amounts or early termination charge during the term of your fixed term contract by getting your consent. This clause does not apply to third-party charges relating to your service which we incur and choose to pass-through to you, or are required to pass-through to you.

### Changes we can make without telling you

4.4 We can change Our Customer 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.

*Examples of changes that will benefit you: reducing charges, adding services at no extra cost to you, increasing our obligations or giving you new rights.*

*Examples of changes that will have a neutral impact on you: changing the access number for a service, or changing the name of a service or how we provide a service to you (including the technology we use) in a way that does not detrimentally impact you.*

### Changes we can make by telling you at least 3 days beforehand

4.5 We can change Our Customer 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. You can cancel your service on Fair Terms if you are a fixed term customer and you can demonstrate that the change has more than a minor detrimental impact on you.

*Examples of changes with a minor detrimental impact: a small increase in charges or taxes, an increase to an ancillary service charge (eg billing charges or credit card transaction charges) where we offer a reasonable alternative service at no extra cost, or the removal of a minor feature of your service.*

### Changes we can make by telling you at least 30 days beforehand

4.6 We can change Our Customer 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 42 days of us telling you of the change if you are a fixed term customer.

*Examples of such changes: a significant increase in charges, or the removal of a key feature of your service or a key pricing offer associated with the service without providing a reasonably comparable alternative feature or pricing offer, or changes that significantly increase the obligations or significantly limit the rights of the majority of our customers.*

### When we reasonably consider that a change impacts you

4.7 In this clause 4, 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 billed for, the affected service in the last 6 months;
- (b) the service 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



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acquire the service in future.

### What we mean by cancelling the contract for a service on "Fair Terms"

4.8 In this clause 4, 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 equipment we have provided to you that you have not paid us for where the equipment can be used with another service provider,

and, subject to clause 4.9 below, you will otherwise not be required to pay any early termination charges in relation to your service.

4.9 If you have paid upfront costs for equipment that cannot be used with another service provider and you cancel your service on "Fair Terms", we will refund those costs according to the following formula:

$$\frac{\text{Upfront equipment cost x number of months (or part thereof) remaining in minimum contract term}}{\text{Total number of months in minimum contract term}}$$

### Urgent changes

4.10 We can make urgent changes to Our Customer 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.

### How we can tell you about the changes

4.11 We can tell you about changes to Our Customer Terms under this clause 4 by any method we consider reasonable in the circumstances, including: bill message, bill insert, direct mail, email, SMS/MMS, the Telstra 24x7® App or our other mobile apps, online account management tools (such as My Account or Your Telstra Tools), or telephone. We may use these methods to direct you to further information about the changes, such as on Telstra.com or at a Telstra Shop.

## 5 CHARGES AND PAYMENT

### Charges

5.1 Our Customer Terms set out the charges you must pay us for your services. Sometimes you have to pay a particular charge in advance.





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- 5.2 If you use your service to access a service provided by someone else, and we are charged for that other service, you must also pay us for that other service.

#### Bills

- 5.3 We issue bills for charges for your services regularly. We can also issue an interim bill at any time. We may issue bills to you either electronically or on paper. Electronic bills can be viewed and paid online by registering at [Your Telstra Tools](#) or [Telstra Connect](#). If we issue a Paper bill, we may charge you a fee monthly in arrears per bill copy sent (some exemptions apply). Refer to our [website](#) for more information and the current billing fees.
- 5.4 We try to include all charges relating to a billing period on that bill. Where that does not happen, bills may include charges from previous billing periods as long as we comply with the billing requirements in the Communications Alliance Code – Telecommunications Consumer Protections (C628).
- 5.5 We are required by various industry codes to ensure that our bills are accurate and verifiable and we are committed to complying with these requirements. Our records are sufficient proof that a charge is payable unless they are shown to be incorrect.

#### Setting up the Single Bill service

- 5.6 If you have two or more eligible Telstra fixed, mobile, BigPond internet and/or subscription television services in your name, we will send you a Single Bill if you:
- request us to do so; or
  - do not opt out of any campaign that offers a Single Bill to you (please note that your bill date may change).

You can contact us to find out whether relevant services are eligible to be included in a Single Bill and whether Single Bill is generally available to you. The consolidation of your services on a Single Bill does not create an entitlement to any discount on those services.

*In some cases, we may not be able to consolidate your services on the Single Bill, including where:*

- your services are not managed by the same billing and customer care system;*
- you receive customised pricing and your services are managed by our old billing and customer care system; and*
- we have agreed to an alternate billing arrangement with you (such as a customised billing solution).*

- 5.7 We may also be able to provide a Single Bill which combines Telstra services in more than one name, but only if each Nominated Service Customer and the Single Bill Customer agree to these Single Bill terms (specified in clauses 5.6 to 5.17) in writing. Single Bill Customers and Nominated Service Customers acknowledge, for the purposes of Parts III and IIIA of the Privacy Act 1988 (Cth) (which regulate the extent to which we can disclose your personal credit information), that we may disclose personal and/or credit information about each one of them to the other (where applicable).
- 5.8 Where the Single Bill includes subscription television service(s), Single Bill Customers and Nominated Service Customers acknowledge that credit information about them may be disclosed between us and Telstra Pay TV to the extent necessary to administer, manage, and



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enforce these terms and any of the services on the Single Bill.

#### Single Bill Customers and what they can do

- 5.9 Only the Single Bill Customer will receive the Single Bill and be able to change the Single Bill address, request reprints of the Single Bill or receive bill information about the Single Bill.
- 5.10 In addition to their own service(s), the Single Bill Customer will be liable to pay all charges incurred on the Single Bill, including any Nominated Service. However, the Single Bill Customer cannot make any changes to or cancel a Nominated Service Customer's services.
- 5.11 Additional services can only be added to the Single Bill if the Single Bill Customer agrees.

#### Entitlements of Nominated Service Customers in relation to Single Bill

- 5.12 A Nominated Service Customer's entitlements in relation to their Nominated Service on a Single Bill will remain the same except that:
- (a) a Nominated Service Customer will no longer receive a bill from us about their services. Nominated Service Customers can, however, request and receive billing information about their own Nominated Services – but not other customers' services under the Single Bill;
  - (b) a Nominated Service Customer can only add a new Telstra service to the Single Bill with the written consent of the Single Bill Customer;
  - (c) a Nominated Service Customer can only add new service features to their Nominated Service with the Single Bill Customer's consent;
  - (d) any change to a Telstra Nominated Service that requires the payment of an additional fee needs the Single Bill Customer's written consent (e.g. cancellation of a Telstra mobile contract which includes the supply of a discount priced phone); and
  - (e) a Nominated Service Customer cannot transfer their service to another person and keep that service under the Single Bill without the written consent of the Single Bill Customer.

#### Cancelling Single Bill and removing Nominated Services from Single Bill

- 5.13 The Single Bill Customer may cancel the Single Bill or remove Nominated Services from the Single Bill by providing us with five days' notice by calling the bill enquiries number referred to on the bill. From the date the Single Bill is cancelled, Services will then revert back to being billed separately by us. If the Single Bill is cancelled by the Single Bill Customer, the Single Bill Customer remains liable for all amounts incurred under the Single Bill up to and including the date of cancellation.
- 5.14 A Nominated Service Customer may remove their Nominated Services from the Single Bill by giving us five days' notice. Notice can be given by calling us on the bill enquiries number found on the Single Bill. If Nominated Services are removed from the Single Bill, the Single Bill Customer remains liable for all amounts incurred in relation to the Nominated Services up to and including the date of their removal from the Single Bill.

*Amounts in relation to Telstra Nominated Services which are mobile services can include extra amounts for enhanced service features, excess usage charges, set up fees, special Telstra mobile contract payments and any monthly credit payments. The terms and conditions of the additional enhanced*



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*service features, which the Nominated Service Customer requests, apply to the Single Bill Customer. Terms and conditions relating to mobile services are set out in the Telstra Mobile Section of Our Customer Terms.*

#### **Who we tell if the Single Bill is not paid**

- 5.15 We will notify the Single Bill Customer if the Single Bill Customer does not pay a Single Bill by its due date.
- 5.16 Nominated Service Customers continue to own their Nominated Services and to be responsible for all amounts payable to us for those services, which are not paid by the Single Bill Customer.
- 5.17 If the Single Bill Customer does not pay a Single Bill in full by its due date, we may suspend, restrict or cancel any or all of the services included in the Single Bill in accordance with clause 7 or, where applicable, Part A – General Terms for BigPond services of the BigPond Service Section of Our Customer Terms at [www.telstra.com.au/customer-terms/home-family#big-pond-services](http://www.telstra.com.au/customer-terms/home-family#big-pond-services) or any relevant Service Agreements.

#### **Non-electronic payments**

- 5.18 If your bill is paid in-person or via cheque, we may charge you a non-electronic payment processing fee monthly in arrears (some exemptions apply). Refer to our [website](#) for more information and the current non-electronic payment fees.

#### **Credit card payments**

- 5.19 If your bill is paid by credit card, we can charge you a credit card payment processing fee. Refer to your bill for the amount of the fee.

#### **Late or dishonoured payments**

- 5.20 If we do not receive your payment by the due date on your bill, we can charge you an administrative fee of \$15.00 if the amount outstanding on your bill is \$70.00 or more. No administrative fee is charged if the amount outstanding on your bill after the due date is less than \$70. If appropriate, please check with your financial institution or payment service provider about payment processing times which may affect when we receive your payment.
- 5.21 We can also restrict, suspend or cancel your service (or restrict, suspend or cancel any or all of your services in the case of a Single Bill), provided we comply with our rights to cancel or suspend your service set out in Our rights to cancel or suspend your service under clause 7 (or under any other agreement between us for any services included on a Single Bill).
- 5.22 If you pay a bill by cheque and the cheque is dishonoured, you must also pay us a fee of \$15.00. If you pay a bill by direct debit and there are insufficient funds in the account, you must also pay us a fee of \$10.00. These fees do not attract GST.

#### **Financial hardship**

- 5.23 We offer flexible options if you experience financial hardship affecting your ability to pay for Services. See our Financial Hardship Policy or call us anytime on 13 22 00 and say "Financial Hardship."



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### **ACT Government Utilities (Network Facilities) Tax Charge**

- 5.24 An annual ACT Government Utilities Tax Charge applies to you if:
- (a) you have one or more of the affected fixed services in clause 5.26 below as at the assessment date of 31 March of each calendar year;
  - (b) those services are at an address within the ACT Government area including the Jervis Bay area of NSW; and
  - (c) you are our customer following the relevant assessment date (regardless of whether you still have one or more of the affected services at that time),
- 5.25 The amount of the ACT Government Utilities Tax Charge will change over time and will be determined by us following the relevant assessment date each year. The amount you are charged each year depends on the number of affected services you have at the relevant assessment date. We will notify you of the amounts which will apply each year in accordance with these General Terms.
- 5.26 The affected services for the purpose of the ACT Government Utilities Tax Charge are:
- (a) all fixed phone services (excluding Telstra Voice Part and BusinessLine Part);
  - (b) all fixed data services including ISDN and IP network services; and
  - (c) any other service which Our Customer Terms expressly indicate as being relevant to the assessment of this charge.

### **Adjustments**

- 5.27 We can round charges up or down to the nearest whole cent (0.5 cent is rounded up). If you pay a bill by cash, we can round the amount payable by you to the nearest multiple of five cents.
- 5.28 We can pay you amounts we owe you by deducting them from amounts you owe us. If you become bankrupt or insolvent, we may deduct any amounts you owe us even if such amounts are not yet due and payable.
- 5.29 If we require you to pay any charges in advance (e.g. monthly access charges) and they are varied or the service is cancelled, we refund you any overpayment and you have to pay us any underpayment.
- 5.30 In order to provide international calls and premium rate services to you, we enter into arrangements with other providers and may be charged by them. If the other providers charge us more than we charge you for the service, and we think your use of services has been excessive or unusual, we will notify you and following notification, may charge you the difference in addition to our charge.

### **GST**

- 5.31 If GST is imposed on any supply we make to you under Our Customer Terms and the consideration payable for the supply under any other clause of Our Customer Terms is not expressed to be inclusive of GST, you must pay us on demand by us, an additional amount calculated by multiplying the value of that GST-exclusive consideration (without deduction or set-off) by the prevailing GST rate. We will issue a tax invoice to you for any supply on which



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GST is imposed.

- 5.32 GST-free pricing plans may be available to you if you live, or are a business located in, an Australian External Territory and apply to Telstra to connect to a GST-free pricing plan.

#### Bill Format

- 5.33 Our bills are available in the following formats:

- (a) **Paper Bill** – Receive a summary or detailed paper bill in the mail. Not available with Email Bill. We may charge you a fee monthly in arrears per Paper Bill copy sent (some exemptions apply). Refer to on our [website](#) for more information and the current billing fees.
- (b) **Email Bill** – Receive a summary bill, standard bill or detailed bill by email in PDF format. Email bill is available to customers with a 13 digit account number and most customers with a 10 digit account number ending in 0. Email bill is not available with a Paper Bill.
- (c) **Online Billing** –View your bill online via My Account at [telstra.com/business/myaccount](https://telstra.com/business/myaccount) Available on its own, or with Paper Bill or Email Bill.

- 5.34 You can change the format of your bill by changing your billing preference online in My Account ([telstra.com/business/myaccount](https://telstra.com/business/myaccount)), or by contacting us. It may take up to one billing cycle for changes to your bill format or billing email address to take effect.

- 5.35 If you receive a summary Paper Bill, detailed billing information will be available electronically in My Account ([telstra.com/business/myaccount](https://telstra.com/business/myaccount)) for the period for which that option remains your preferred billing option. We may not be able to send you a detailed Paper Bill in relation to this period if you subsequently decide that you want one.

- 5.36 Billing notices sent by email can only be sent to one email address per billing account. If you request that we send your billing notices to another person's email address or phone number, it remains your responsibility to ensure you receive all your billing information.

- 5.37 The following terms apply to **Email Bill** and **Online Billing**, as indicated:

- (a) We will use our best endeavours to deliver your Email Bill to the email address you nominated. If we cannot deliver your Email Bill to that email address, we may:
  - (i) send a Paper Bill to the billing address on your account and we may charge you a fee monthly in arrears per Paper Bill copy sent (some exemptions apply);
  - (ii) in our discretion change your billing preference to a Paper Bill and we may charge you a fee monthly in arrears per Paper Bill copy sent (some exemptions apply); or
  - (iii) contact you to request that you update your email address.
- (b) We are not obliged to notify you when a new Online Bill is made available in My Account on [www.telstra.com](https://www.telstra.com). As a courtesy and unless you are on Email Bill, we will attempt to give you notice that your bill is available for viewing online (for example, by SMS or by email to your last registered billing email address). It is your responsibility to contact us if you do not receive billing notices.



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- (c) Provided that we use our best endeavours to deliver your Email Bill or other billing notices, your Telstra account(s) remain payable by you by the due date specified in the bill, whether or not you receive, read or access your Email Bill or Online Bill or any notices from us regarding your Email Bill or Online Bill.
- (d) It is your responsibility to:
  - (i) keep your contact details, and billing notices address up to date and notify us or any changes;
  - (ii) ensure that you have sufficient space available in your email mailbox to receive our billing notices;
  - (iii) contact us if you do not receive your Email Bill or any billing notices. You may wish to first check your junk email folder to see if your billing notices have been delivered there instead of your Inbox;
  - (iv) keep your email account and mobile phone secure to protect the privacy of your personal and credit information contained in billing notices; and
  - (v) if you have elected Online Billing, regularly check [www.telstra.com](http://www.telstra.com) for your delivered Online Bills and other billing notices.
- (e) Your Email Bills and any related emails will count towards your usage allowance under your plan.

5.38 We may change these Email Bill and Online Billing terms in accordance with clause 4.

## 6 YOUR RIGHTS TO CANCEL OR SUSPEND YOUR SERVICE

### Choosing to cancel your service

- 6.1 You can cancel your service at any time by telling us in writing at least 30 days beforehand. However, if you cancel your service before the end of any fixed length contract, we may charge you any applicable early termination charges. The amount of the early termination charge is set out in the application form you used to apply for your service or was disclosed to you when you applied for your service.
- 6.2 If you cancel a service before we have provided it to you, we can charge you any reasonable costs we reasonably incurred as a result of preparing to provide it to you.

### Material breach by us

- 6.3 You can cancel your service at any time if:
  - (a) we are in material breach of Our Customer Terms (for example, because we fail to use reasonable care and skill in providing the service to you); and
  - (b) you have told us in writing of our material breach and we have failed to remedy it within 14 days of you telling us; or
  - (c) the breach is something which cannot be remedied (in which case you can terminate the service immediately by telling us).



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We will not charge you any early termination charge if you cancel your service because of our material breach.

### Your other rights to cancel

- 6.4 You can also cancel your service by telling us with as much warning as you reasonably can if:
- (a) we become bankrupt or insolvent or appear likely to do so;
  - (b) the law requires you to do so; or
  - (c) provision of the service becomes illegal.

We will not charge you any early termination charge if you cancel your service in these circumstances.

### Refunds of prepayments

- 6.5 If you cancel your service under this clause, we will refund to you any unused portion of your monthly access charge and any other amount you have prepaid. However, we can deduct from your refund any amounts that you owe to us, such as charges you incurred before the cancellation or any applicable early termination charge.

## 7 OUR RIGHTS TO CANCEL OR SUSPEND YOUR SERVICE

### Choosing to cancel your service - casual customers

*You will be a casual customer if you are acquiring your service on a month by month basis or on a fixed length contract for a minimum term but there is no early termination charge if your service is cancelled before the end of that term.*

- 7.1 If you are a casual customer, we can cancel your service at any time, if we:
- (a) get your consent; or
  - (b) tell you a reasonable period (but at least 30 days) beforehand or;
  - (c) transfer you to a reasonably comparable alternative service. If we transfer you to a reasonably comparable alternative service and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

### Choosing to cancel your service - fixed term customers

*In this clause 7.2, you will also be a fixed term customer if you are a pre-paid customer.*

- 7.2 If you are a fixed term customer, we can cancel your service before the end of your fixed length contract at any time if:
- (a) we get your consent to do so; or
  - (b) we take reasonable steps to appropriately offset the effect of the cancellation on you (for example, by providing a credit or rebate to you); or
  - (c) we transfer you to a reasonably comparable alternative service for the remainder of



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your fixed length contract; or

- (d) we offer to transfer you to an alternative service for the remainder of your fixed length contract and take reasonable steps to offset any material detrimental effects of the transfer caused by any material differences between the cancelled service and the alternative service we offer.

If we cancel your service in this way, we will not charge you any early termination charge for that service. Additionally, if we transfer you to a reasonable comparable alternative service under clause 7.2(c) and this has more than a minor detrimental impact on you, you may cancel your service without having to pay any early termination charges for that service.

- 7.3 If you're a fixed term customer at the date on which we're required to disconnect your service as part of the migration to the NBN, we will terminate your service and your access to existing networks. No early termination charge will be charged in these circumstances.

#### Material breach by you

7.4 We can cancel your service at any time if:

- (a) you are in material breach of Our Customer Terms; and
- (b) we have told you in writing of your breach and you have failed to remedy it within 14 days of us telling you (or such longer period as we tell you or as set out in another section of Our Customer Terms); or
- (c) the breach is something which cannot be remedied (in which case we can cancel the service immediately by telling you).

7.5 You will be in material breach of Our Customer Terms if you:

- (a) breach your obligation to pay our charges for your service;
- (b) use your service 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; or

*Using your service this way is also a breach that cannot be remedied.*

- (c) breach your obligations under the Telstra FairPlay Policy.

*The Telstra Fair Play Policy is set out [at Our Customer Terms - Telstra](#).*

- 7.6 We can charge you the applicable early termination charge if you are a fixed term customer and we cancel your service before the end of the fixed term because of your material breach.

#### Suspension during period before we cancel your service

- 7.7 We can suspend or restrict the provision of your service during the period before we cancel your service because you are in material breach of Our Customer Terms. If you ask us to reconnect your service following your suspension for failing to pay an account, you may have to pay us a reconnection fee. The amount of the reconnection fee is set out in the General section of each relevant service (e.g. Part A - General - Telstra Mobile at [www.telstra.com.au/customer-terms/business-government#telstra-mobile](http://www.telstra.com.au/customer-terms/business-government#telstra-mobile)). In the case of Single Bill customers, the reconnection fee is set out in Part A – General - Basic Telephone





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Service section at [www.telstra.com.au/customer-terms/business-government#business-fixed-line](http://www.telstra.com.au/customer-terms/business-government#business-fixed-line).

### Our other rights to cancel, suspend or restrict your service

- 7.8 We can cancel, suspend or restrict your service by telling you with as much warning as we reasonably can if:
- (a) the law requires us to do so;
  - (b) providing the service becomes illegal or we believe on reasonable grounds that it may become illegal;
  - (c) you die;
  - (d) there is an emergency that affects our ability to provide the service;
  - (e) we are not able to provide the service to you 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
  - (f) we reasonably believe that providing the service may cause death, personal injury or damage to property.

We will not charge you any applicable early termination charge if we cancel your service for one of these reasons.

- 7.9 We can also cancel, suspend or restrict your service by telling you with as much warning as we reasonably can if:
- (a) we cannot enter your premises to do something in connection with the service that we need to do in order to supply the service or make the service or related equipment safe;
  - (b) you become bankrupt or insolvent or appear likely to do so;
  - (c) an administrator, receiver or scheme administrator is appointed to you, and that administrator, receiver or scheme administrator does not accept personal liability for the ongoing supply of services by us within 3 business days of our request that they do so;
  - (d) you vacate the premises to which the service is connected;
  - (e) there is excessive or unusual use of the service; or
  - (f) we reasonably consider that you pose an unacceptably high credit risk to us.

*We consider that you pose an unacceptably high credit risk to us when there is some doubt as to your ability to pay by the due date based on factors such as:*

- *previous payment history and payment behaviour (e.g. late payments, dishonoured payments or failure to pay);*
- *any previous advice from you about a potential inability or unwillingness to pay;*



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- *your usage is inconsistently high when compared with previous usage patterns;*
- *your response where we have told you of this unusually high usage; or*
- *pending bankruptcy or insolvency.*

7.10 We can charge you any applicable early termination charge if you are a fixed term customer and we cancel your service before the end of the fixed period under the previous clause.

### **Maintenance and repair work**

7.11 We can also suspend or restrict your service temporarily if we reasonably believe it is desirable or necessary to do so to maintain or restore any part of our network or a network used to supply your service. Where possible maintenance and repair work will be attempted to be performed at times that will cause the least inconvenience to our customers. However, where your service is provided on the NBN, we are relying on NBN Co to determine the times for this work and to provide us with information about the NBN. In these circumstances we will try and give you as much warning as we reasonably can. If we have no alternative but to cancel your service due to necessary maintenance or restoration of any part of our network or a network used to provide your service, we will not charge you any early termination charge.

### **Refund of prepayments**

7.12 If we cancel your service under this clause, we will refund to you any unused portion of your monthly access charge or minimum monthly spend and any other amount you have prepaid. However, we can deduct from your refund any amounts that you owe to us (unless these terms say otherwise). For example, we can deduct charges you have incurred before cancellation or any applicable early termination charge.

### **If you use your Service for business purposes**

7.13 If we are providing your service to you mainly for your personal use and we reasonably believe that you are using the service mainly for business purposes, we can tell you of this and ask you to move to a suitable business service. If you do not agree to move to a business service, we can cancel your service by telling you 30 days beforehand and charge you any applicable early termination charge.

7.14 If you are or become or operate as a "carrier" or "carriage service provider" under the Telecommunications Act 1997, you have to tell us. We can refuse to provide a retail service to you if you tell us or we reasonably believe that you are operating and using retail services as a carrier or carriage service provider. We can also cancel or suspend your retail services by telling you in writing 30 days before we do so. You can enter into a written agreement with us for the supply of wholesale services, if you choose to do so. If we do not exercise a right under this clause fully or at a given time, we can still exercise it later.

7.15 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.

7.16 If you are a business customer, government customer, charitable organisation or non-profit organisation, you can appoint a third party to act on your behalf in relation to Our Customer Terms 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).



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### **Preventing your mobile device from accessing our network**

7.17 We may prevent your mobile device from accessing our network where we are required to do so to comply with a law.

## **8 OUR LIABILITY TO YOU**

### **Australian Consumer Law**

8.1 Subject to clause 8.4, nothing in Our Customer 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.

### **Interruption or delay**

8.2 If we fail to meet any of our service level obligations as a result of any interruption or delay to your service, we accept liability to you, but limit our liability to the applicable service level rebates or credits. Where you are not entitled to a service level rebate or credit, we limit our liability to an amount equal to the service charges billed for the affected services for the period of the interruption or delay.

### **Our breach of contract or negligence**

8.3 Subject to clause 8.6, we accept liability arising from our breach of contract or negligence:

- (a) for any personal injury or death to you, your employees, agents and contractors in relation to the supply of the Services;
- (b) for any damage to your real or tangible property resulting from the supply of the Services, but we limit our liability to our choice of repairing or replacing the property or paying the cost of repairing or replacing it; and
- (c) unless clause 8.2 applies, for any other cost or expense you reasonably incur that is a direct result of, and flows naturally from, such breach or negligence (but excludes loss of profits, likely savings and data), but we limit our liability for all such claims in aggregate to the total amount payable to us under Our Customer Terms for 12 months of acquiring the relevant services.

### **When we are not liable**

8.4 Other than for the liability we accept under clauses 8.1, 8.2 and 8.3, and subject to the remainder of this clause 8.4, we exclude all other liability whether to you or a third party for breach of contract, negligence or breach of any other law. For any liability which cannot lawfully be excluded as it is under this clause 8, our liability is limited to resupplying or paying the cost of resupplying services and repairing, replacing or paying the cost of repairing or replacing goods.

8.5 Notwithstanding anything else in this clause 8, our liability will be reduced to the extent the loss or damage is caused by you, your employees, agents or contractors.

### **Beyond our control**

8.6 We will not be responsible for any loss or damage arising from circumstances outside our reasonable control.



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### **After cancellation or suspension**

8.7 These provisions relating to liability will continue unaffected by cancellation or suspension of your service.

## **9 YOUR LIABILITY TO US**

### **Joint customers**

9.1 If you and one or more others are the customer for a service, each of you is jointly and individually responsible for all charges and other obligations relating to that service.

### **Liability and excluded types of loss**

9.2 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 Customer 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**

9.3 These provisions relating to liability will continue unaffected by cancellation or suspension of your service.

## **10 TELEPHONE NUMBERS AND PINS**

10.1 The Telecommunications Numbering Plan contains obligations that we must comply with in relation to the use of numbers (such as rules for issuing, transferring, recovering and changing telephone numbers). When we issue you with a number, certain rights of use arise. You can obtain more about our obligations and other information in the [Telecommunications Number Plan 2015](#).

## **11 ACCESSING YOUR PREMISES**

### **When we can access your premises**

11.1 We may need access to your premises. You agree to provide us safe access to your premises to:

- (a) install equipment for a service to be provided; and
- (b) inspect, test, maintain, repair or replace equipment; and
- (c) recover our equipment after your service is cancelled or after we transfer you to



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another service in accordance with our rights under clause 7.

- 11.2 You owe us the value of our equipment as a debt due if we cannot access your premises to recover it.
- 11.3 Where your service is provided on the NBN, you agree to also provide NBN Co with safe access to your premises:
- (a) for the purposes set out in clause 11.1;
  - (b) for NBN Co to perform any other work reasonably required; and
  - (c) for NBN Co to recover any NBN Co equipment after your service provided on the NBN is cancelled.

#### Owner's permission

- 11.4 If you do not own your premises, you have to get the owner's permission for us to access the premises and install any equipment. You promise to us that you have got that permission.

## 12 SECURITY

- 12.1 At any time, we can require you to provide some form of security (e.g. a security deposit, a charge or bank guarantee) or pay some or all of the charges for your service in advance. We will only do so if we have reasonable concerns about your credit worthiness or have reasonable grounds for believing that we may not be paid for this service. In the case of new services, we can refuse to provide you the services until we receive the security. In the case of existing services, if you do not provide the security within 14 days of our request, we can restrict, suspend or cancel the service - this is in addition to any other rights that we may have.
- 12.2 If you cancel all your services, we will return the security deposit or advance payment to you less any outstanding charges within a reasonable time.
- 12.3 Our acceptance of any form of security or advance payment does not affect any other terms of Our Customer Terms.

## 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 Customer 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 Customer 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 Customer 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



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(vi) pro-terror material.

### 14 PRIVACY

14.1 We collect, use and disclose personal information as set in our Privacy Statement at [www.telstra.com/privacy](http://www.telstra.com/privacy).

### 15 OTHER MATTERS

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

### 16 SPECIAL MEANINGS

16.1 In Our Customer Terms:

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

**business customer** means any customer who we believe carries on a business, and includes:

- (a) an individual whose White Pages entry incorporates a business reference; or
- (b) a company registered under the Corporations Act having an ACN or an ARBN/ABN or any other body corporate; or
- (c) an association or club (whether incorporated under Associations Incorporation Legislation or not) that is not a non-profit organisation or charitable organisation.

**charge** means a charge specified in Our Customer Terms.

**charitable organisation** or charity means an organisation that is endorsed by the Commissioner of Taxation as a deductible gift recipient under Subdivision 30-BA by reason of being a public benevolent institution under item 4.1.1 of the table in section 30-45 of the Income Tax Assessment Act 1997.

**credit card** means any credit or charge card accepted by us as a form of payment from time to time.

**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.

**equipment** means a "Facility" under the Telecommunications Act 1997 and includes any line, tower, mast, antenna, tunnel, hole, pit or pole used in connection with a service.

**excessive or unusual use** of a service in these Small Business General Terms means where there is a high volume of usage outside of normal usage patterns or other usage which suggests irregular network access (for example, where a call remains connected for an unusually long period of time, where an unusual pattern of short calls is made in a short period of time, or where an unusually large volume of calls are made, particularly to premium-rate or international services).



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**government customer** includes all federal, state, territory and local government departments, authorities, agencies and businesses.

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

**income year** means:

- (a) a financial year in Australia; or
- (b) if you have an accounting period that is not the same as a financial year in Australia, that accounting period.

**insolvent** includes having a receiver, manager, administrator, deed administrator, scheme administrator, provisional liquidator or liquidator appointed to you or your parent company, or you or your parent company making or publically announcing an application for a scheme of arrangement to avoid an insolvent liquidation.

**NBN** means the fibre network that is owned or controlled by, or operated by or on behalf of, NBN Co (or any related body corporate of NBN Co) and includes any other network, systems, equipment and facilities used by NBN Co in connection with the supply of services.

**NBN Co** means NBN Co Limited (ABN 86 136 533 741) of Level 11, 100 Arthur Street, North Sydney NSW 2060 and its related body corporates, officers, employees, agents, contractors, sub-contractors and consultants.

**network** means our "telecommunications network" as defined under the Telecommunications Act 1997.

**Nominated Service** means a service of a Nominated Service Customer billed under a Single Bill.

**Nominated Service Customer** means a customer other than the Single Bill Customer who has agreed to have their service included in a Single Bill.

**non-profit organisation** means an organisation that does not operate for profit and includes:

- (d) government and non-government schools, pre-schools, kindergartens and child-care centres; and
- (e) sporting, social, cultural and community clubs and groups that are operated substantially by their members, players or their parents,

but does not otherwise include Government departments, business or agencies.

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

**PIN** means a personal identification number.

**premises** means any land, building, structure, vehicle or vessel, whether owned, leased or occupied by you, containing equipment or a service, or to which a service is supplied.

**service** includes any goods or equipment provided in connection with a service.





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**Service Agreements** means:

- (a) Telstra Pay TV Subscription Agreement; or
- (b) any other agreement for a service with us or one of our subsidiaries that may be included on a Single Bill.

**Single Bill** means the consolidated billing service provided by us.

**Single Bill Customer** means the customer who has agreed to being issued with a Single Bill.

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

**Telstra Pay TV** means Telstra Pay TV Pty Limited.

**Telstra Pay TV Subscription Agreement** means the terms and conditions pursuant to which Telstra Pay TV supplies subscription television services.

**we** means:

- (c) until 1 January 2023, Telstra Corporation Limited ABN 33 051 775 556;
- (d) on and from 1 January 2023, Telstra Limited ABN 64 086 174 781,

and includes their respective successors and assigns.

**you** means the customer.