



Telstra Unacceptable Customer Behaviour Policy



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1. Introduction

Telstra believes that everyone has the right to be treated with dignity and respect and is committed to providing a safe, respectful, and professional environment for all our customers, employees, partners, and contractors.

We prioritise the health, safety, and wellbeing of our employees, partners and contractors and do not tolerate any abuse towards them for any reason.

Where customers' behaviour towards our employees, partners and contractors is unacceptable or unreasonable, we will take action to protect their safety and welfare. There is no excuse for abuse.

2. Scope

This policy outlines the types of behaviours that are deemed unacceptable within our premises or when interacting with our employees, and contractors, whether in person, over the phone, or through digital communication. The policy also outlines the measures that may be taken to address such situations to ensure a safe, positive and secure environment for all involved individuals.

This policy applies to all customers of Telstra, including visitors, clients, contractors, and any other individuals who interact with us or use our services. It covers behaviour occurring in all areas of our business, including:

- During phone, email or messaging communications or using online platforms;
- At any Telstra branded retail store, exchange, depot, data centre, office, or other Telstra branded site;
- Any place where a Telstra employee, contractor or representative is undertaking work at a different location (such as a client's home or community event) or engaging in a work-related activity (such as a work-related corporate event).

3. Unacceptable Behaviour

Unacceptable Customer Behaviour includes, but is not limited to the following:

- a) Behaviour that causes, or is likely to cause, injury, harassment, alarm, or distress to any person, including:
 - Disrespect or abuse, including abuse based on gender, race, religion, age, sexuality, disability, or marital status, or any other form of discrimination or abuse for any reason;
 - Verbal or written intimidation, bullying or taunts;
 - Physical assault such as biting, spitting, scratching, hitting, kicking, pushing, shoving, tripping, grabbing, throwing objects or deliberately coughing on someone.
 - Actions that create a fear of violence such as verbal threats, yelling, swearing or intimidation with a weapon;
 - Sending obscene, threatening, or abusive messages by correspondence, electronic means or online;
 - Sexual assault, sexual harassment, stalking, or any other forms of inappropriate or indecent contact;
 - Misuse of Telstra's services to harm, manipulate or threaten others;
 - Soliciting someone to abuse or harm a Telstra employee or representative.

- b) Communication or behaviour that places excessive or unreasonable demands on our employees, partners, or contractors, including:
 - Refusing to cooperate, clarify an issue or matter, despite reasonable offers of assistance;
 - Seeking unreasonable resolutions without allowing us to investigate and identify the root cause;
 - Making repeated requests for credits or other free benefits without a reasonable justification for doing so and continuing to do so after we have asked you to stop;
 - Making multiple complaints without a reasonable basis for doing so and continuing to do so after we have asked you to stop.

4. Consequences of Unacceptable Behaviour

All reports of unacceptable customer behaviour will be reviewed, and we may take any action we deem appropriate. This may include:

- **Verbal warning:**
Informing the customer that the behaviour must cease, and immediately ending the interaction if the behaviour continues;
- **Formal warning:**
Issuing a written warning about the behaviour to inform the customer of the consequences of further incidents and directing them to stop;
- **Temporary or permanent ban from our premises:**
For continued or severe behaviour, Telstra may issue a trespass notice banning the customer from visiting any or all Telstra premises. The duration and scope of the ban will depend on the severity of the behaviour, and a copy of the trespass notice will be filed with the Police;
- **Disconnection:**
Telstra may disconnect any services the customer has with Telstra in the event of severe or repeated abuse, aggression or behaviour which presents a risk to the health and safety of our employees, partners, or contractors. This termination of services will also apply to all Telstra-owned or affiliated brands and partners, including Boost, Belong, JB Hi Fi and The Good Guys and prevents the customer from reconnecting indefinitely;
- **Legal action:**
In some cases, Telstra may report abuse, threats of, or actual, violence to the police as deemed appropriate.

5. Confidentiality

We will manage all reports of unacceptable behaviour confidentially and will only share information with those who need to know in order to investigate and resolve the situation in accordance with our privacy policy.

We are committed to protecting your privacy, keeping your information, and ensuring the security of your data in accordance with Privacy Act 1988 and the Australian Privacy Principles.

For more information on how we collect use, store, and disclose personal information, visit telstra.com/privacy.

6. How to get in touch with us

If you have received a communication with Telstra about unacceptable behaviour and wish to communicate with Telstra regarding the matter, you can contact us in writing by email to customerconduct@team.telstra.com. We'll review our records of the interaction and provide a written response if required.