



BUSINESS MOBILE SERVICES

WHAT YOU NEED TO KNOW
WHEN SIGNING UP

IMPORTANT CUSTOMER INFORMATION YOUR RIGHTS AND OBLIGATIONS

When you sign up for a Telstra mobile service, you enter into a binding contract with us.

This booklet sets out your main rights and obligations if you are using your mobile service primarily for business purposes. Please read this booklet carefully when you sign up for a mobile service to make sure that you understand what you are entering into. If you have any questions about this booklet or want further information or to report faults, please call Telstra Mobile Customer Service.

Your contract is made up of:

- the relevant parts of Our Customer Terms as amended by us from time to time; and
- the terms in the application form you sign; and
- any specific terms about your particular mobile service that you receive when you sign up.

By law you are bound by Our Customer Terms even if you have not read them. This booklet summarises your main rights and obligations for mobile services under Our Customer Terms.



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Please keep this booklet so that you can refer to it later. Each section that summarises Our Customer Terms has [OCT] next to the heading. However, it is not possible to include everything in this summary. A full copy of Our Customer Terms can be viewed at most Telstra Shops and on our website [telstra.com.au/customerterms/bus_mobphone_services.htm](https://www.telstra.com.au/customerterms/bus_mobphone_services.htm)

We also have product specific brochures setting out further details about our products. You can obtain copies of these brochures from Telstra Shops and dealers.

OUR MOBILE PLANS [OCT]

We offer a range of plans so that you can get a mobile service that suits you. Each plan has different access fees and charges and features associated with it. Some plans are available only to particular customers.

Who can make changes to my plan and account details?

Your plan and account details can only be accessed or changed by someone who gives us your password or other identification.

PHONE NUMBERS

You and we must comply with the Telecommunications Numbering Plan (which you can locate at www.acma.gov.au/ACMAINTER.65646:STANDARD:370927400:pc=PC_2473), which sets out the rules for telephone numbers. You do not own your phone number. You are entitled to use the telephone number we issue to you as set out in the Telecommunications Numbering Plan.

Is my number sent to other phones?

Your number is automatically sent to other mobile and fixed phones when you call or message them. You may ask us to block your number or activate blocking on your handset which will prevent your number appearing when you call. Your number cannot be blocked on messages (including Premium SMS messages) sent from your phone.

Can I keep my number if I change phone companies? [OCT]

Yes. If you want to leave your current phone company and bring your number with you to Telstra, the transfer of your number must be completed before we can activate your Telstra mobile service. You must pay us the applicable charges set out in Our Customer Terms if you take the number from your Telstra mobile post-paid service for use on another mobile phone network.

UNAUTHORISED USE OF YOUR PHONE

You are responsible for all use of your phone, even if someone uses your phone without your permission, unless you have notified us beforehand that your phone has been lost or stolen. It is very important you understand that if you are not the main user of your phone or you provide your phone to someone else to use, you remain ultimately responsible for payment of all charges. Bills and notices will be sent to the address you have nominated as your billing address. If you nominate someone else's address, you may not receive important information about your account including credit management notices of any non-payment of your account. If the use of your phone interferes (or threatens to interfere) with our network, you must do whatever we ask to avoid that interference.

LOST, STOLEN OR DAMAGED PHONES

You should call us immediately if your phone is lost, stolen or damaged. You are responsible for all access and call charges until you contact us. We can block the use of your phone without you asking us to, if we reasonably believe or receive information that it has been lost or stolen.

You can also temporarily suspend your service (on most plans) for up to 28 days if your phone is lost or stolen. A fee may apply to do this, but you will not be required to pay any access fees during the period of suspension.

You will need to make your own arrangements to replace your phone.

WARRANTIES AND LIABILITIES

What if my phone needs repair?

If your phone needs repair, you should take it to the shop where you bought it or contact the manufacturer for advice.

Our warranties on the phone

In addition to any warranties provided by the manufacturer, we warrant that phones we supply are of merchantable quality. If we breach this warranty, we will repair or replace the phone at our own cost and while this is happening, you will not be required to pay access fees for your service unless you have received a loan phone. However, we do not warrant that a phone you buy will operate for the full term of any Mobile Repayment Option or your mobile plan. If you buy a phone from a Telstra dealer with a Mobile Repayment Option, the dealer (and not Telstra) is the supplier of the phone to you.

Liability [OCT]

The only warranties that apply to our supply of services or materials are those:

- set out in your contract with Telstra; and
- implied by consumer protection laws to the supply of this service that are unable to be excluded.

We accept liability to you for breach of contract or negligence under the principles applied by the courts. As the 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. We will accept that liability if it cannot be excluded under any legislation. If that liability can be limited, we limit it to resupplying, repairing or replacing the relevant goods or services where it is fair and reasonable to do so.

We are not liable to you for any loss:

- to the extent that it is caused, or contributed to, by you; or
- caused by our failure to comply with our obligations where that failure is caused by events outside our reasonable control.

If our services are used by you in pursuit of financial gain (such as to conduct share trading), it is very important that you do not rely on our services as your sole means of communication.

You are liable to us for breach of contract or negligence under the principles applied by the courts, except to the extent that it is caused by us.

SECURITY

If we require you to provide security or prepayment in order to provide services to you we will return the security or prepayment to you less any amounts needed to meet outstanding charges within a reasonable time after your service is cancelled.

CHARGES AND BILLING [OCT]

Depending on the plan you have selected, we can charge you for:

- minimum monthly spend levels or access fees;
- calls and other usage charges;
- content and value added services provided with the service;
- connection, disconnection and reconnection charges; and
- other charges associated with your mobile service.

We bill you for periodic charges (such as access fees) in advance and for other charges (such as usage) in arrears.

How do we bill you? [OCT]

We send you a bill for the services you use each billing period. We will either itemise or summarise certain types of charges for basic services on your bill. You can choose to have your charges either itemised or summarised for certain types of services. You may have to pay for some optional billing features. In most cases we will bill you monthly, unless you ask us to bill you every second month or quarterly. We have the right to send you a bill at any other time. Bills are usually mailed but we can provide them on-line. Braille or large print format bills are also available upon request.

We will try to bill charges within the same billing period, but where this is not possible (eg where there are delays by overseas carriers in supplying International Roaming charges), we may include charges for an earlier billing period on your bill. When connecting a new service, your first bill will include:

- pro-rata charges from when you connected the service (if your service is being connected to an existing Telstra mobile account); and
- charges for the next period in advance.

Each bill tells you the ways you can pay it. If you require a direct debit option please call us on **1800 686 662**. We can charge a fee if the cheque or direct debit is dishonoured. Our records are proof of the amount you owe us unless they can be shown to be incorrect.

What is a Payment Processing Fee?

If you pay your bill using a credit card, we will charge you a payment processing fee to partially recover the costs incurred in providing this option. The fee is calculated as a percentage of the bill payment made and depends on the type of credit card you use (refer to your bill).

What if I don't pay on time? [OCT]

If you do not pay a bill by the due date, we can:

- charge you interest on the overdue amount or a fee, or both; and
- suspend or cancel your service until you pay (you may have to pay a reconnection fee if we do this).

If a bill remains unpaid, we can refer it to a collection agency to recover the amount owing.

Our FairPlay Policy [OCT]

So that all Telstra mobile customers can access our services and to ensure the quality and reliability of our network and/or services, our FairPlay Policy does not permit commercial use of our services or unreasonable or excessive use of our FairPlay Offers which include:

- Telstra Mobile Bonus Options; or
- all other special offers, discounts or promotions advertised as being subject to the Policy.

If you acquire your mobile services primarily for personal use and you do not follow the FairPlay Policy within 30 days of us telling you to, we can cancel or limit your right to use the FairPlay Offers or we can suspend or cancel your mobile services connected with the FairPlay Offers. For further details on what we mean by “excessive use,” “unreasonable use” and “commercial use”, please see Our Customer Terms telstra.com.au/customerterms/docs/mobilegeneral.doc

OUR SERVICE STANDARDS

Our Customer Service Commitment

We provide a world class mobile service and are committed to improving our level of service. While we use reasonable care and skill in providing mobile services to you, given the nature of telecommunications systems (including reliance on systems not owned or controlled by us) we cannot promise that the service will be provided without interruptions or faults. To reinforce our service quality commitments, we have made a Customer Service Commitment for our mobile services.

Under this scheme we will pay you \$40 if you are not satisfied that we have adequately met certain connection timeframes or have not responded to your billing queries or your network problems within certain periods of time. You must make a claim by phoning Telstra Mobile Customer Service within one month of the incident.

Network coverage

We have an extensive mobile network around Australia. However, you should review our mobile coverage maps to check there is coverage in the areas where you are most likely to use your phone. Even in coverage areas there can be places where your phone will not work because of technology limitations.

How long does it take to connect? [OCT]

In areas where our mobile service is available, we aim to connect 90% of approved applicants within 2 hours of receiving their application, and all applicants by the next working day.

Repairing faults and maintenance [OCT]

We are responsible for the maintenance of our mobile networks and for fixing faults with the SIM card in your Next G™/3G/GSM phone caused by fair wear and tear. We are not responsible for replacing lost, stolen or damaged SIM cards.

We carry out repairs and maintenance from 8am to 5pm Monday to Friday, except public holidays.

WHAT YOUR MOBILE SERVICE INCLUDES [OCT]

Your Telstra mobile service includes:

- access to our Telstra mobile Next G™, 3G, GSM network and services;
- the ability to make and receive mobile calls;
- a mobile phone number;
- a 24 hour fault reporting service via Telstra Mobile Customer Service; and
- maintenance by us of our network, equipment and facilities.

Your mobile service may also include access to additional data services. To use data services, you need a compatible phone or mobile device. The user guide for your phone or mobile device will set out the types of data services you can use. Data services will be charged on a 'pay as you go' basis (where you only pay for what you use), unless you choose a monthly plan. Please call us to remove any or all of the data services from your service or to change your charging option.

If your application for a mobile service is not approved by us, or your mobile phone number is not successfully transferred to Telstra and we have provided you with hardware (including a phone or Telstra Mobile SIM card), you must immediately return the hardware to us.

What equipment can I use?

When using the Telstra mobile service you must use equipment approved by the Australian Communications and Media Authority (ACMA). You can check whether your phone has been approved by the ACMA by looking for the ACMA 'A-tick symbol' on the phone (or phone packaging).

Calling Number Display (CND) [OCT]

Our service offers the CND feature which shows the phone number of the person calling you on your phone screen (unless the caller has blocked their number from being sent). Consult the manufacturer's guide to confirm if your phone can support CND and to see how you can turn it on or off.

Voice MessageBank® Service [OCT]

Your service comes with our voice MessageBank service. More information about our voice MessageBank service is contained in the MessageBank User Guide. You will incur charges for your retrieval of messages. You can choose not to have unanswered calls diverted to your voice MessageBank by contacting us. If you have a post-paid mobile service, we can cancel your voice MessageBank service if you do not use it to retrieve messages for 6 months or more. Details about video MessageBank, which is available to Next G™ and 3G subscribers, are set out in this booklet in the section on Next G™ and 3G Video Services.

International Roaming Service [OCT]

If International Roaming is not already available to you, it will be made available upon request if you meet our credit requirements. The service is not available in all countries. You have to pay us charges for using this service as well as fees charged by overseas phone companies. International Roaming charges may be significantly higher than national call charges.

Short Message Service (SMS) [OCT]

Your mobile phone may be capable of sending and receiving text messages. We will take reasonable steps to deliver text messages sent from your mobile phone. You must pay for every text message sent from your phone, regardless of whether the text message is delivered or received. This is because

despite our reasonable efforts, a text message may not be delivered to the other party due to various technological and other difficulties.

Premium SMS [OCT]

Premium SMS allows eligible customers to pay for content purchased from a person other than Telstra via text messaging. We may decide not to give you access to Premium SMS. We may also bar you from accessing Premium SMS if you ask us to or if you have not paid your account. Call us to bar access to Premium SMS at any time. If you send a text message to a content provider requesting content:

- the content provider will set the charges for the content, which includes the cost of the text message you send; and
- we will pay the content provider and charge you for the content after it has been provided to you.

We debit Premium SMS charges for the purchase of content from a post-paid service to your Telstra mobile account. The charges will appear on your Telstra bill. Your spend limit is the total amount of content that you can buy each month using Premium SMS. If you established a post-paid account with us before 15 December 2004, your default spend limit is \$20 per month but we may decrease this limit at any time. If you established a post-paid mobile account with us on or after 15 December 2004, your default spend limit is \$100 per month and we can increase or decrease this limit at any time. You can apply for approval to change your spend limit at any time. We will follow the processes for increasing or decreasing your spend limit set out in Our Customer Terms (telstra.com.au/customerterms/docs/sms.doc).

We will take reasonable steps to deliver content bought by you from a content provider using Premium SMS. However, we cannot promise that:

- we will deliver content in a timely, continuous or fault free manner; or
- the content provider will agree to allow you to buy content from them.

Multimedia Messaging Service (MMS) [OCT]

MMS allows you to send your own pictures, photos, videos, audio clips and voice recordings from an MMS compatible phone:

- to another MMS compatible mobile phone;
- to customers of selected overseas phone companies;
- to any email address worldwide; or
- for viewing online at **telstra.com** by someone who does not have an MMS compatible phone.

You are responsible for MMS content you send. Our FairPlay Policy applies to all MMS usage. We cannot guarantee the image quality of messages and are not responsible for any loss or damage suffered as a result of poor image quality. We will take reasonable steps to deliver MMS messages sent from your mobile phone. You must pay for every MMS message sent from your phone, regardless of whether the message is delivered or received. This is because despite our reasonable efforts, an MMS message may not be delivered to the other party due to various technological and other difficulties.

Next G™ and 3G Video Services [OCT]

Next G™ and 3G video services allow Telstra Mobile customers with an approved Next G™ or 3G video mobile phone and a Next G™/ 3G SIM to access video calling and Video MessageBank®. You will be able to roam seamlessly between our Next G™, 3G and GSM/ GPRS networks whilst making voice calls, provided this capability is supported by your phone.

To make a video call to another Next G™ or 3G phone, both you and the person you are calling must be in Next G™ network coverage (with a Next G™ phone) or 3G coverage (with a 3G phone).

The Next G™ network coverage is available in most places across Australia. 3G coverage is available in selected areas of Sydney, Melbourne, Geelong, Brisbane, Gold Coast, Perth, Adelaide and Canberra. Check **telstra.com** for coverage details.

If you move out of a coverage area, your video call will drop out and you'll have the option to call the person back with a voice call or move back into Next G™ or 3G network coverage and make another video call. If the person you are video calling is not in the Next G™ or 3G network coverage area or does not have a compatible video phone, the video call will be unsuccessful and you will have the option to make a voice call instead.

If the person you are video calling is in a Next G™ or 3G network coverage area but is not answering, on another call or their phone is switched off, the video call will divert to their Video MessageBank.

When Video MessageBank is accessed outside the Next G™ or 3G network coverage area, you can only access your voice messages and the audio component of your video messages.

When you answer a video call in the Next G™ or 3G network coverage area, the caller will be able to see you (or anything that your video camera is pointed at). If you do not want the caller to see you, you can choose to mute the camera and turn off the video component after you have accepted the video call. See your manufacturer's phone guide for further information. You can bar your service from accessing some or all Next G™ and 3G video services. Please refer to your user guide for details.

Content

The range and type of content that you can access via Telstra Mobile Services, MMS, Premium SMS, and Next G™ and 3G video services depends on your phone and whether you are in a coverage area suitable for the particular content service. Some content is prepared and maintained by people other than us and you may have to pay for charges set by them for the content. To the extent permitted by law, we do not endorse and are not liable for content you buy from another person and do not promise its accuracy, suitability or quality. We may withdraw content if we reasonably consider the content is inappropriate, offensive, in breach of law or for other commercial reasons. If you have any complaint, you must contact the content provider directly.

If you have a Next G™ service, you need to be in the Next G™ network coverage area to play enhanced video content. If you move out of Next G™ network coverage, you must return to the Next G™ network coverage area to start playing video content. Similarly, if you have a 3G service, you must return to a 3G coverage area to start playing video content again.

CANCELLATION, SUSPENSION OR DISCONNECTION OF SERVICES [OCT]

You can ask us to cancel your service at any time. In most cases, if your mobile service has a minimum contract term, and you cancel before the end of the term, you will be required to pay an early termination fee as set out in your application form.

We can cancel, suspend or disconnect a service if:

- you do not pay a bill by the due date; or
- you breach your obligations under Telstra's FairPlay Policy, and we have notified you in writing of your breach and you have not remedied the breach within 30 days of our notice.

We may also cancel, suspend or disconnect your service immediately if you use it 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. If we cancel your service for any of these reasons, we can charge you any applicable early termination fee as set out in your application form. We may also have other rights in some of these circumstances including rights to cancel or suspend your services. If we do not act immediately, it does not mean that we have waived our rights. A right is only waived if we do so expressly in writing. You still have to pay outstanding amounts even if your service is cancelled, suspended or disconnected.

COMPLAINTS

If you have any problems with our services we aim to resolve them quickly and effectively.

If you have any:

- concerns about service matters – call us or visit a Telstra Shop; or
- billing enquiries – call the number on top of your bill.

If you are not satisfied with the response you receive, your complaint will be passed to a supervisor or manager, who will review it. If this still does not resolve your concern, you can call Telstra's Customer Referral Centre on FREECALL™ **1800 011 333*** or FREECALL™ **1800 033 433*** (TTY).

If you are still not satisfied, you can approach the Telecommunications Industry Ombudsman (**TIO**). The TIO is an independent body and is a free service. It only takes up a complaint as a last resort after you have tried to resolve the problem with us. The Office of Fair Trading (or similar body) in your State or Territory can also investigate consumer complaints.

HOW WE VARY OUR CUSTOMER TERMS [OCT]

We can unilaterally change Our Customer Terms immediately without telling you if the change is beneficial or neutral to you.

Urgent and other specific changes [OCT]

We can unilaterally change Our Customer Terms without telling you beforehand if:

- we make a change required by law or necessary for security or technical reasons;
- we change or impose tax-based charges;
- we change charges for international services or International Roaming services;
- we change or impose charges for ancillary services; or
- we change prices for content or premium services (but we will tell some affected customers beforehand using SMS).

We will publish a notice summarising the change in a national newspaper 3 working days before the change (or in the case of a change required by law or necessary for security or technical reasons, within 3 working days after the change) and in most cases will also provide a bill message or other notification to affected customers within 16 weeks of the change.

Detrimental changes [OCT]

We can also change Our Customer Terms where the change will have a detrimental impact on you, by giving you reasonable notice of the change. What reasonable notice is will depend on the nature of the change but may include: a notice on our website (telstra.com.au/customerterms/deteffects.htm), notice in a national newspaper or a notice in a letter or on your bill. We will try to give as much notice as we reasonably can.

Additional terms for fixed length contract customers [OCT]

If you are a fixed length contract customer, we will not change the monthly access fee or any early termination fee that applies to your service during that fixed term without your consent. If we make a detrimental change to Our Customer Terms, and it is not of a type described under 'Urgent and other specific changes' or 'Detrimental changes' above, you can terminate the contract within 42 days of our notice to you without incurring fees or charges other than usage and network charges incurred and installation fees and equipment costs (as long as you can use the equipment with another provider). If we make a minor detrimental change to Our Customer Terms, you may have additional rights if you can establish that the change has more than a minor detrimental impact on you.

PROTECTING YOUR PRIVACY

We are committed to providing you with the highest levels of customer service. This includes protecting your privacy.

The following pages have information that we are required to communicate to our customers. We recommend that you keep this information for future reference.

About us

We provide a range of telecommunication services, either through a particular division within Telstra or through one of its related companies – for example, the publisher of our directories.

Your personal information

Personal information held by us may include your name, date of birth, current and previous addresses, telephone or mobile phone number, email address, bank account or credit card details, occupation, driver's licence number and your Telstra PIN, username or password. We also hold details of your Telstra services (including their status), as well as certain details about your personal interests.

If you choose not to provide certain personal information (eg your date of birth), we may not be able to provide you with the services you require, or the level of service on which we pride ourselves.

Occasionally, you may need to provide personal information about other individuals to us (eg about your authorised representatives). If so, we rely on you to inform those individuals that you are providing their personal information to us and to advise them that we can be contacted for further information (see 'How to contact us').

How we collect personal information

We collect personal information in a number of ways, including:

- directly from you, for example, when you provide information by phone, in application forms or other agreements, or when you submit your personal details through our web sites (e.g. during telstra.com registration);
- from third parties such as our related companies, credit reporting agencies or your representatives;
- from publicly available sources of information;
- from the organisations identified under 'When we disclose your personal information';
- from our own records of how you use your Telstra services; or
- when you visit our web sites. For more information on how our websites collect information please see telstra.com.au/privacy; or
- when legally required to do so – for example, under the Telecommunications (Service Provider – Identity Checks for Pre-paid Public Mobile Telecommunications Services) Determination 2000.

How we use your personal information

Your personal information may be used to:

- verify your identity;
- assist you to subscribe to our services;
- provide the services you require;
- administer and manage those services, including charging, billing and collecting debts;
- inform you of ways the services provided to you could be improved;
- conduct appropriate checks for credit-worthiness and for fraud;
- research and develop our services;
- gain an understanding of your information and communication needs in order for us to provide you with a better service; and
- maintain and develop our business systems and infrastructure, including testing and upgrading of these systems.

Also, your personal information is collected so that we, our related bodies and our dealers can promote and market our/their services to you (including by way of direct mail, telemarketing, email, SMS and MMS messages). This is to keep you informed of our products, services and special offers and may continue after you cease acquiring services from us. If you do not wish us, our related bodies or our dealers to promote and market products, services and special offers to you, please call **1800 039 059**.

When we disclose your personal information

In order to deliver the services you require, we may disclose your personal information to organisations outside of Telstra. Your personal information is disclosed to these organisations only in relation to us providing our services to you.

These organisations carry out our:

- customer enquiries;
- mailing operations;
- billing and debt-recovery functions;
- information technology services;
- installation, maintenance and repair services;
- marketing, telemarketing and door-knocking services;
- market research; and
- web site usage analysis.

We take reasonable steps to ensure that these organisations are bound by confidentiality and privacy obligations in relation to the protection of your personal information.

In addition, we may disclose your personal information to:

- your authorised representatives or your legal advisers (eg when requested by you to do so);
- credit-reporting and fraud-checking agencies;
- credit providers (for credit related purposes such as credit-worthiness, credit rating, credit provision and financing);
- our dealers;
- our related companies;
- our professional advisers, including our accountants, auditors and lawyers;
- other telecommunication and information service providers (eg if you obtain services from other providers, we may need to disclose your personal information for billing purposes);

- the manager of the Integrated Public Number Database. For more information on the Integrated Public Number Database please see telstra.com.au/privacy;
- government and regulatory authorities and other organisations, as required or authorised by law; and
- organisations who manage our business and corporate strategies, including those involved in a transfer/sale of all or part of our assets or business (including accounts and trade receivables) and those involved in managing our corporate risk and funding functions (eg securitisation).

Help us to ensure we hold accurate information

We take all reasonable precautions to ensure that the personal information we collect, use and disclose is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information you provide.

That's why we recommend that you:

- let us know if there are any errors in your personal information; and
- keep us up-to-date with changes to your personal information such as your name or address.

If you are a subscriber to one of our online products or services, you may change your personal details by using the relevant facility on our web sites.

You can access your personal information

You have a right to access your personal information, subject to some exceptions allowed by law. If you would like to do so, please let us know. You may be required to put your request in writing for security reasons.

We reserve the right to charge a fee for searching for and providing access to your information.

How to contact us

If you have any questions in relation to privacy, please contact us on **1800 039 059** between 9.00am and 5.00pm, Monday to Friday. Please note that this number is not for general service enquiries. Alternatively, you can write to our Privacy Manager at Locked Bag 5782, Melbourne, VIC 8100 or by sending an email to privacy@online.telstra.com.au

You may obtain further information on privacy matters by visiting our web site at telstra.com.au/privacy Telstra Privacy Statement April 2007.

HELPING YOU STAY IN CONTROL OF YOUR TELSTRA ACCOUNT

Helping you stay connected

Talk to us about the many ways we can help you manage your Telstra account.

Get online

Telstra online billing enables you to view your call charges online before you get your bill. You can even sort your calls and keep track of call charges, day or night.

Go to telstra.com.au/billing to find out more.

Take control

We understand that from time to time some customers experience difficulty in managing their account. If this happens to you, we have several options available which may assist.

For example, you can choose to restrict your phone to certain types of calls. You can also choose to use the Telstra Pre-Paid Plus Home service, or Telstra Pre-Paid mobile services. For further information about these and other options, please call us:

- home phone call **13 22 00**
- mobile phone call **125 111**.

Make a payment arrangement

If you need more time to pay your bill, contact us as soon as possible and we will be happy to discuss ways we can assist:

- home phone call **13 22 00**
- mobile phone call **125 111**.

If you are late paying your account, we will attempt to contact you by either phone or letter. It is important to remember that an unpaid debt to Telstra may later affect your credit rating.

For more information about the various ways that we can help you stay in touch, please go to [telstra.com.au/accessforeveryone](https://www.telstra.com.au/accessforeveryone)

TELSTRA MOBILE CUSTOMER SERVICE

Call **125 111**, 24 hours a day, 7 days a week.

TTY users call **133 677** and request **125 111**.

Other formats/languages

This summary is accessible online at [telstra.com.au/customerterms/home_family.htm](https://www.telstra.com.au/customerterms/home_family.htm) and is also available in Braille and CD from Telstra's Disability Enquiry Hotline by contacting FREECALL™ **1800 068 424*** or FREECALL™ **1800 808 981*** (TTY).

For assistance in the following community languages, please call Telstra on the number corresponding to the language 9am-5pm Monday to Friday Australian Eastern Standard Time (except those indicated with † which are 9am-9pm Mon-Fri Australian Eastern Standard Time).

| | | | |
|------------|---------------------------------|------------|---------------------------------|
| Arabic | عربي | Korean | 한국어 |
| | FREECALL™ 1800 726 001* | | FREECALL™ 1800 773 421* |
| Cantonese | 國語 | Mandarin | 國語 |
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