



# Telstra Connect terms and conditions

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### Terms and conditions

Your use of the Telstra Connect website and/or the Telstra Connect app (referred to individually and collectively as the “platform”) is subject to these terms, and any other terms displayed elsewhere on the platform or Telstra.com.

If you use the platform you are deemed to accept these terms and agree to be bound by them.

### Privacy

Your use of the platform is subject to our [privacy statement](#).

### Copyright and trade marks

Your use of the platform is subject to our [Copyright and Trade Mark Notice](#).

### Purpose of the platform

Telstra Connect is the digital channel through which Telstra’s Enterprise customers can engage with Telstra.

### Changes to these terms

We may change these terms by publishing an updated version on the platform. If the changes are more than a minor detriment to you, we may provide a notice in the platform that the terms have changed. If you continue to use the platform, you will be deemed to accept any updated terms.

### Registration

You must register to be able to use Telstra Connect. Contact your Telstra representative for details.



You will only need to register once to use Telstra Connect. It's important you keep your login information (including password) secure, and don't disclose it to people who don't need to know it, as you will be responsible for any access to or activity carried out on the platform through your user account.

### **Providing third parties with access to your account**

You're responsible for any access to your account provided or facilitated by you or your representatives. We will not be responsible for any actions or activities carried out on the platform by any such third party.

For example, if you or your representatives provide third parties with access to your Telstra Connect account to allow those third parties to manage your Telstra services, you're responsible for the access and any activities carried out by that third party, including any services ordered or cancelled. Similarly, if you or your representatives provide access to your Telstra Connect account to an unauthorised third party, we will not be responsible for any actions or activities carried out on the platform by any such third party.

### **Creating additional users on Telstra Connect**

You're responsible for any access to your account provided or facilitated by you or your representatives when you/they create another user on Telstra Connect. We will not be responsible for any actions or activities carried out on the platform by any user.

### **Things you must not do**

You must not use the platform in any way that:

- breaches these terms, or any laws or regulations.
- infringes a third party's rights or privacy.
- is contrary to any standards, codes or community standards.
- transmits viruses.
- prevents others from using our platform.
- defames, harasses or offends any person or organisation.
- transmits inflammatory or pornographic material.
- could give rise to legal proceedings.
- you do not have authority or authorisation for (e.g. purchasing services for personal or non-business related purposes, or using the platform without authority from the account holder to do so).

You must not permit or enable any person to do any of these things.

### **Suspending access**

We may suspend your access to the platform if we believe you've breached these terms.

### **Your content**

If you make material available via the platform:

- you grant to us an irrevocable, royalty-free, transferable licence to use, reproduce, modify, adapt and publish that material. You also grant us a right to sub-licence those rights to others.
- you consent to anything that would otherwise infringe any of your rights in that material.
- you may only upload material which does not infringe anybody's rights, is not defamatory and does not breach any law.
- we may alter or remove any of your material at any time (including for security or privacy purposes).

### **Ownership of material on the platform**

All the material displayed or available on the platform is owned or used under licence by us, and is protected by copyright, trade mark and other intellectual property laws. You mustn't do anything with the platform which is not expressly authorised under these terms.

### **For customers using the Telstra Connect app via Apple**

Telstra grants you a non-transferable licence to use the app on any iPhone, iPad or iPod touch that you own or control, and as permitted by the Usage Rules set out in the App Store Terms of Service.

iCloud Keychain is a service provided by Apple which allows you to store usernames and passwords, making it easier for you to log in without having to re-enter your username and password when using your Apple devices. If you choose to use iCloud Keychain, then your use of iCloud Keychain is subject to [Apple's Privacy Policy](#). For more information about Keychain, check out Apple's [FAQ](#).



Apple, iPhone, iPad and iPod Touch are registered trademarks of Apple Inc registered in the U.S. and other countries.

We are responsible for the app (not Apple). Apple has no obligation to provide support for the app or to address any claims relating to the app. However, you agree that Apple and its subsidiaries are third party beneficiaries of these terms and conditions and that Apple has the right to (and will be deemed to have accepted the right) to enforce these terms and conditions against you as a third party beneficiary.

#### **For customers using the Telstra Connect app via Google**

Google Smart Lock is a service provided by Google which allows you to store usernames and passwords, making it easier for you to log in without having to re-enter your username and password when using your Chrome and Android devices. If you choose to use Smart Lock, then your use of Smart Lock is subject to Google's [Privacy Policy and Terms of Service](#), as well as its [API Terms of Service](#).

Google, Smart Lock and Android are trade marks of Google, Inc.

We are responsible for the app (not Google). Google has no obligation to provide support for the app or to address any claims relating to the app.

#### **Data charges**

Data charges may apply to your use of the platform.

#### **Status information**

Information about the status of tickets and requests for products and services are estimates only. It may take up to 24 hours to update and display this information.

We will use reasonable efforts to ensure information about service performance (including availability, utilisation and errors) on the platform is updated in near real-time.

#### **Crash reporting and Omniture**

We use functionality provided by New Relic, Inc. to monitor the performance of the platform and to identify bugs, crashes or other performance issues. To do so, the platform may from time to time send performance information and crash data to New Relic, which holds that information on our behalf. Learn more at the [New Relic website](#).

We also use functionality provided by Adobe Systems Incorporated to collect metadata about your use of the platform. The platform may from time to time send data about usage of the platform (such as visits and time spent) to Adobe, which holds that information on our behalf. No personal or account information is transmitted to or accessed by Adobe. Learn more at the [Adobe website](#).

#### **Support and troubleshooting**

If you contact us about issues in Telstra Connect or for support on Telstra Connect, resolution may be handled by our international support teams. These international teams may access or view customer data related to the platform experience.

The types of data offshore teams might view are usernames, email IDs, company names, company IDs, contact numbers, incident numbers, service request numbers, billing account numbers, order numbers, subscribed applications, browser info, device types, operating system(s), and URL paths and query parameters (e.g. SNI number for incidents).

If your company does not consent to international teams accessing data, our teams in Australia will handle any ongoing issues or support you may need. Please contact your Telstra representative if you have any questions and to ensure your company's preferences have been recorded.

#### **No warranties or representations**

To the extent permitted by law (including any applicable Australian Consumer Law), we don't promise that the platform is accurate or complete however we will take all reasonable steps to provide a platform consistent with industry standards.

We use reasonable care and skill in providing the platform. However, we don't promise that it will be continuously available or fault-free (including due to third-party or other factors outside of our control).

#### **Our liability to you**



Except as set out in these terms, we may be liable to you for breach of contract or negligence.

We are not liable for any loss or damage caused by you.

Where permitted by law we exclude any liability to you arising from your use of the platform for any business purpose. This clause does not exclude or limit the operation of the Australian Consumer Law or any right you may have under the Australian Consumer Law.

If we are not entitled by law to exclude our liability to you, then to the extent we are permitted to do so, we limit that liability to the resupply of the relevant services or information.

#### **Your liability to us**

You are liable to us for breach of these terms or negligence under the principles applied by the courts.

You are not liable to us for any loss or damage caused by us.

#### **Inconsistent terms**

If there is an inconsistency between these terms and any other terms displayed elsewhere on the platform or on Telstra.com, those other terms will prevail to the extent of the inconsistency.

#### **Governing law**

These terms are governed by the law of the State of New South Wales, Australia.