

**Network and VoIP
Services Schedule**

A Service Schedule covering the supply of internet and VoIP services that you acquire from upstream suppliers and resell to customers

**Professional Services
Schedule**

A document that governs your supply of General Consulting Services, Cybersecurity Consulting Services, Scoping Services, Implementation Services, Project Management Services, Ad Hoc Technical Support Services, Data Migration Services or Training Services

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**Master Services
Agreement**

A long form agreement combining the above documents into one document with a number of more robust obligations to protect the customer

Privacy Policy

A Privacy Policy that complies with the Australian Privacy Act requirements for privacy policies

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TCP Code Pack

A Complaints Handling

10

Policy prepared in accordance with the Telecommunications Consumer Protections Code.

11

An Authorised Representative and Advocates

Policy prepared in accordance with the Telecommunications Consumer Protections Code.

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Payment Assistance

Policy: A Payment Assistance Policy prepared in accordance with the Telecommunications (Financial Hardship) Industry Standard 2024

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Payment Assistance

Policy Summary: A Payment Assistance Policy Summary prepared in

accordance with the 14
Telecommunications
(Financial Hardship)
Industry Standard 2024

Financial Hardship

Letter (*notifying agreed financial hardship arrangement*): A Payment Assistance Policy letter requesting notifying a customer of an agreed financial hardship arrangement, prepared in

accordance with the 15
Telecommunications
(Financial Hardship)
Industry Standard 2024

Financial Hardship

Letter (*notifying customer of intended credit management action*): A Payment Assistance Policy letter requesting notifying a customer of intended credit management after an agreed financial hardship arrangement has

been implemented,
prepared in accordance 16
with the
Telecommunications
(Financial Hardship)
Industry Standard 2024

Financial Hardship
Letter (*in response to*
financial hardship) OR
Identifying and
communicating with
financial hardship
customers: A Payment
Assistance Policy letter in 17
response to customer
financial hardship
prepared in accordance
with the
Telecommunications
(Financial Hardship)
Industry Standard 2024

Financial Hardship
Letter (*requesting further*
info and documents): A
Payment Assistance Policy
letter requesting further
information and

	documents from a customer who has applied for a financial hardship arrangement, prepared in accordance with the Telecommunications (Financial Hardship) Industry Standard 2024	
CSP Notification and Written Procedures Kit	We have included this additional document, hope you find it useful.	18
Carriers Notification and Written Procedures Kit	We have included this additional document, hope you find it useful.	19
Signature block for Orders	We have prepared this additional document as requested at our meeting	20
Key information to include in an Order	We have prepared this additional document as requested at our meeting	21