

Price Equivalence Disputes Under Telstra's SSU



Price Equivalence Dispute Provisions - what's new?

Telstra's standard dispute resolution mechanisms for resolving disputes are found in

- **paragraph 10 of the Standard Terms; and**
- **the Billing and Payment Annex of the Customer Relationship Agreement (Standard Dispute Provisions).**

The Standard Dispute Provisions are used to resolve a range of disputes including disputes concerning the price of products and services.

Under the SSU, all Wholesale customers who don't have these Standard Dispute Provisions in their customer contracts can ask to have them inserted as Price Equivalence Dispute provisions.

In essence, the Price Equivalence Disputes provisions in the SSU are Telstra's Standard Dispute Provisions.

Telstra made a public commitment to offer these Price Equivalence Dispute provisions to any of its wholesale customers who did not have a Customer Relationship Agreement or any other customer contract with these dispute mechanisms.

Price Equivalence Dispute Provisions - Wholesale customers with a Customer Relationship Agreement (CRA)

If you have a Customer Relationship Agreement (CRA) you can compare the existing dispute resolution processes, as set out in the Agreement, with the SSU provisions to confirm determine whether you wish to amend the CRA to incorporate the dispute resolution process in the SSU.

For ease of reference note that:

- The Price Equivalence Billing Disputes provisions in paragraph 1, Schedule 10 of the SSU, are in essence the Billing Dispute provisions in the Billing and Payment Annex of the Customer Relationship Agreement; and
- The Price Equivalence General Disputes provisions in paragraph 2, Schedule 10 of the SSU, are in essence the dispute provisions set out in paragraph 10 of the Standard Terms of the Customer Relationship Agreement.

Next steps

1. Review the existing dispute resolution provisions in your customer contract and compare those with the SSU provisions to determine whether you wish to amend the CRA to incorporate the dispute resolution process in the SSU.
2. If you would like a document comparison of the new SSU provisions against your customer contract, contact your account manager.
3. If you want to proceed to amend your customer contract to incorporate the dispute resolution provisions of the SSU, request this of your Account Manager and your Account Manager will provide you with a variation agreement.

Wholesale customers without a Customer Relationship Agreement (CRA) or other contract with price dispute resolution processes

Telstra made a public commitment to offer these Price Equivalence dispute mechanisms for any of its wholesale customers who did not have a Customer Relationship Agreement or any other customer contract with these dispute mechanisms (Found in Paragraph 10 of the Standard Terms and the Billing and Payment Annex of the Customer Relationship Agreement).

Need help?

If you have any queries contact your Telstra Account Manager.