



All comments submitted to the Ideas For Good website are reviewed by a moderator prior to publication.

By submitting a comment to the Ideas For Good website, you consent to Telstra reproducing and publishing that content (either in whole or an edited version of the posting) to Ideas For Good, and in other Telstra websites or Telstra publications.

All Telstra employees participating in Ideas For Good should be aware of [Telstra's Social Media Policy – Telstra's 3 Rs of Social Media Engagement](#) (PDF – 61KB). This policy sets out three basic principles for social media engagement, Representation, Responsibility and Respect (the 3 Rs).

Moderation aims

Our community guidelines aim to ensure the Ideas For Good blogs are inclusive and engaging for everyone.

Toward that end, moderators will ensure that user comments are relevant and appropriate, and may take any steps they deem appropriate to ensure content meets the site's **Comment moderation policy**, described below.

Standard operating hours for comment moderation

- The Ideas For Good comments will be monitored and actively moderated during standard operating hours only: **Monday to Friday 9am-5.30pm AEST**.
- During our standard operating hours we'll aim to review all comments within 2 hours.
- Comments submitted outside of standard operating hours, or over the weekend, will be reviewed on the next working day.

Comment moderation policy

Comments may be edited for reasons of space, clarity, to remove offensive, threatening or unlawful content, or to avoid repetition.

You will not be directly contacted if your comment has been rejected.

- Please make sure you stick to the subject
- Please respect the views of others
- You must supply a valid email address to post a comment. Your email address will not be published

Contributors may **not** submit content that: is threatening, abusive, defamatory, indecent, menacing, harassing, offensive, infringes any person's intellectual property rights, including copyright, impersonates anyone, misrepresents a relationship with any person or organisation, encourages others to commit unlawful acts, harasses anyone or is unlawful in any way.

It is in your interests, as well as ours, to ensure that all content is lawful.

You may face personal liability if content you submit is published and is unlawful.

For example, if you submit material which is defamatory and cannot be defended, then you could be sued by the person defamed. In addition, the following types of postings are not permitted:

- repetitive messages, including cross-posting, flooding, and spamming
- messages of excessive length (more than 1000 words or 2500 characters)
- viruses, files, or potentially harmful code
- advertising, promotions, or similar material

We reserve the right to reject comments that direct readers to third-party websites.

Community standards

To ensure the conversation on Ideas For Good remains relevant and engaging for all users, you're also expected to observe 10 simple principles. Our moderators apply these principles when reviewing your comments.

1. **We welcome debate and dissent, but personal attacks (on ambassadors, moderators, other users or any individual), persistent trolling and mindless abuse will not be tolerated.**
2. **We acknowledge criticism of Telstra's products, services, policies and performance, but will not publish persistent misrepresentation of the Telstra Corporation, our Board, our shareholders or our staff.**
3. **We may reject or remove any content that others might find offensive or threatening.** Please be pleasant and respectful of the opinions and beliefs of others. Not everyone has a thick skin, so please consider the impact your comments may have on others.
4. **We reserve the right to redirect or curtail conversations that descend into repetitive flame-wars based on ingrained personal opinion or generalisations.** We don't want to stop you

discussing issues you are passionate about, but we do ask users to find ways of sharing their views that do not feel alienating, threatening or toxic to others.

5. **We will reject or remove any content that may put us (or you) in legal jeopardy**, for example, this includes potentially defamatory comments, or material posted in potential breach of copyright.
6. **Keep it relevant.** We know that conversations can be wide-ranging, but if you submit commentary wholly unrelated to the original topic ("off-topic") then it may be rejected or removed, in order to keep the discussion on track.
7. **Queries or comments about moderation will not be published.** The moderator's decision is final and no correspondence will be entered into. Abusive comments will be deleted, as will comments asking 'why was my comment deleted?'
8. **Ideas For Good does not supplant existing Telstra customer service or complaints resolution forums.** Please direct any individual customer service issues or complaints to the channels listed on our contact us list below. Any individual service issue reported via Ideas For Good may be forwarded to an appropriate Telstra representative who will attempt to contact you via email to resolve the matter.
9. **Maintain a measured tone and don't shout. Any comments submitted in ALL-CAPS, or similar, may be rejected.** Also be aware that you may be misunderstood, so try to be clear. Expect that people may understand your comment differently than you intended. Tone of voice (sarcasm, humour and so on) doesn't always translate well online, so err on the side of caution.
10. **The platform is ours, but the conversation belongs to everybody.** We want this to be a welcoming space for intelligent discussion, and we expect participants to help us achieve this by notifying us of potential problems and helping each other to keep conversations inviting and appropriate. If you spot something problematic on our blogs, please report it.

Your use of the Ideas For Good website

Your use of the **Ideas For Good** website is governed by the [Terms of Use](#) and [Copyright & Trade Mark Matters](#) of [Telstra.com](#).

Sharing information is the essence of social media. However, many elements of the site such as text, pictures and logos are subject to copyright. To avoid infringing copyright, we ask that you link to material on the site rather than reproducing it. Quoting from a comment posted in the context of a discussion is generally acceptable, but please do not copy and paste large sections of text on to third party websites.

If you wish to reproduce an entire comment, a picture or a logo, or if you are unsure about whether your proposed use is acceptable, please email the [Ideas For Good team](#).

Telstra Contacts

Customer support

- If you need help with a Telstra service please visit the [Telstra Online Help Centre](#) for customer service contacts and tips for most common problems.
- You can also get help fast via Twitter by tweeting [@Telstra](#) or [@BigpondTeam](#)
- If our service has not met your expectations, or you have a concern with Telstra, please let us know using the [Telstra customer complaints form](#).

Shareholder support

- To view and/or update your Telstra shareholding visit our [Shareholder Services](#) section.

Sponsorship inquiries

- For information regarding Telstra sponsorship programs please visit [telstrafoundation.com.au](#) or [beinvolved.com.au](#)