

CHRISTEL NETWORKS & SOLUTIONS

GENERAL TERMS & CONDITIONS

June 12th, 2026



ChrisTel Networks & Solutions Pty Ltd

General Terms and Conditions

Version 1.0

Date: 12th June 2026

OVERVIEW

ChrisTel Networks & Solutions Pty Ltd provides telecommunications services subject to these General Terms and Conditions, which constitute a legally binding agreement between the customer and ChrisTel Networks & Solutions. By acquiring or using any ChrisTel Networks & Solutions service, the customer acknowledges and agrees to comply with all applicable laws, regulatory obligations, and these terms, including requirements relating to acceptable use, payment of charges, equipment responsibility, and cooperation with fault remediation processes.

ChrisTel Networks & Solutions may vary, suspend, or terminate services were reasonably necessary for operational, technical, security, or regulatory reasons, or in response to customer breach, misuse, or non-payment. Service performance is dependent on network availability, infrastructure limitations, and external factors outside ChrisTel Networks & Solutions control, and no guarantee of uninterrupted or fault-free service is provided except as required under the Australian Consumer Law. ChrisTel Networks & Solutions handles personal information in accordance with the Privacy Act 1988 and its Privacy Policy. These terms are governed by the laws of New South Wales, and any notices issued under this agreement may be provided electronically or by other reasonable means. Continued use of the service constitutes acceptance of any updated terms as published by ChrisTel from time to time.

1. Purpose of these General Terms & Conditions

These General Terms & Conditions set out the contractual framework governing the supply and use of telecommunications services provided by ChrisTel Networks & Solutions Pty Ltd. Their purpose is to define the rights, responsibilities, and obligations of both the customer and ChrisTel Networks & Solutions in relation to the provision, use, billing, management, and termination of services, and to ensure compliance with applicable laws, industry codes, and regulatory requirements. By acquiring or using any ChrisTel Networks & Solutions service, the customer agrees to be bound by these terms, which operate in conjunction with any service-specific terms, Critical Information Summaries, policies, and notices issued by ChrisTel Networks & Solutions from time to time.

Customers may use one or more of our services. These Terms & Conditions apply to all ChrisTel Networks & Solutions Pty Ltd ('ChrisTel', 'we', 'us', 'our') mobile postpaid services, NBN broadband services, mobile broadband, fixed wireless services, and add-on VoIP home phone services, including Cloud PBX and 1300/1800 inbound solutions for residential and business customers. By activating or using any of our services, you agree to be bound by these Terms & Conditions.

- Your Critical Information Summary (CIS),

- Our Fair Use Policy,
- Our Privacy Policy,
- Any service-specific terms provided during signup

If you do not agree, you must not use the service.

2. Definitions

1.1 “Service” Means any telecommunications service we supply, including mobile postpaid, NBN broadband, mobile broadband, fixed wireless, VoIP, Cloud PBX, 1300/1800 inbound services, and any add-on or business-grade solutions.

1.2 “Customer” Means the individual or entity acquiring or using the Service.

1.3 “Agreement” Means these Terms & Conditions, your CIS, any service-specific terms, and our policies.

1.4 “Account” Means your customer account with ChrisTel, including billing information, service details, and contact information.

1.5 “Equipment” Means any hardware, SIM cards, routers, modems, handsets, or devices we supply or require for the Service. It does not include NBN-owned or carrier-owned network devices.

1.6 “Device” Means any equipment or hardware used to access the Service.

1.7 “SIM Card” Means a Subscriber Identity Module used to access mobile services.

1.8 “Wholesale Provider” Means any third-party network operator or carrier we rely on to deliver the Service, including Telstra Wholesale, NBN Co, and aggregator partners.

1.9 “Network” Means the telecommunications infrastructure used to provide the Service, including networks operated by our Wholesale Providers.

1.10 “Fault” Means a failure, malfunction, or degradation of the Service or Network.

1.11 “Outage” Means a temporary loss, interruption, or degradation of the Service.

1.12 “CIS” Means the Critical Information Summary for your Service.

1.13 “Plan” Means the pricing, inclusions, exclusions, and features of your selected Service.

1.14 “Add-on” Means any optional feature or product added to your primary Service.

1.15 “Fair Use Policy” Means our policy governing acceptable and reasonable use of the Service.

1.16 “Charges” Means all fees payable for the Service, including monthly fees, usage charges, activation fees, SIM fees, early termination fees, and any other applicable amounts.

1.17 “Billing Period” Means the monthly cycle in which Charges are billed.

1.18 “Minimum Term” Means the contract period stated in your CIS or service order (if applicable).

1.19 “Service Activation Date” Means the date the Service is activated and billing begins.

1.20 “Premises” Means the physical location where the Service is delivered or where Equipment is installed.

1.21 “Notice” Means any communication we provide to you, or you provide to us, under this Agreement.

1.22 “Suspension” Means a temporary restriction of your Service due to non-payment, breach, or other reasons permitted under this Agreement.

1.23 “Cancellation” Means the termination of your Service in accordance with this Agreement.

1.24 “Usage” Means any data, calls, SMS, or other activity conducted using your Service.

1.25 “Timeframes” Means time periods calculated in business days unless otherwise stated.

1.26 “We/Us/Our/ChrisTel” Means ChrisTel Networks & Solutions Pty Ltd.

1.27 “You/Your” Means the Customer.

3. ChrisTel Networks & Solutions services

Customers may use one or more of these services based on the plans and solutions

- Mobile postpaid services
- NBN broadband services
- Mobile broadband & Fixed wireless services
- VoIP home phone services
- Cloud PBX services
- 1300/1800 inbound services
- Other add-on or business-grade solutions

4. Service Term

4.1 Service availability depends on network coverage, infrastructure, and wholesale provider capabilities.

4.2 Unless otherwise stated, all services are supplied on a month-to-month basis.

4.3 Business-grade services, enterprise solutions, Cloud PBX, and inbound 1300/1800 services may be supplied on a minimum 12-month contract term or longer.

4.4 Early termination fees may apply where a minimum term has been agreed.

4.5 ChrisTel Networks & Solutions Mobile postpaid services are powered by Telstra Wholesale Network through aggregators arrangements, For more details about Telstra Wholesale Network coverage, please check the website below

[Telstra Wholesale Mobile Network](#)

<https://www.telstrawholesale.com.au/mobile-network.html>

5. Activation & Identity Verification

5.1 ChrisTel Networks & Solutions must verify your identity before activating a mobile service or processing a port.

5.2 Pre-port verification (SMS or email code) is mandatory under ACMA rules.

5.3 Services may not be activated until identity checks are completed.

6. Billing & Payments

6.1 ChrisTel Networks & Solutions bills services in advance for the upcoming billing period.

6.2 Usage charges (where applicable) may be billed in arrears.

6.3 You must pay all charges by the due date shown on your invoice.

6.4 If payment is not received even after payment due reminder notifications, services may be suspended or cancelled.

6.5 If you dispute an invoice, you must notify us before the due date and pay any undisputed portion by the due date while we investigate the dispute.

6.6 We may charge a late payment fee or interest on overdue amounts, and you may be required to pay any reasonable costs we incur in recovering overdue Charges (including collection agency fees).

6.7 Activation fees (if applicable), SIM fees, and first-month charges are non-refundable.

6.8 No pro-rata refunds apply if you cancel mid-billing cycle.

6.9 Customer can login on Customer billing portal, check details, usages and download monthly invoices

7. Faults & Support

7.1 ChrisTel Networks & Solutions will take reasonable steps to investigate and resolve service faults.

7.2 Faults reported during business hours will be actioned promptly.

7.3 Faults reported outside business hours will be logged automatically and actioned on the next business day, unless your service includes an after-hours support arrangement.

7.4 Restoration timeframes may depend on our wholesale carriers (e.g., NBN, mobile network providers).

7.5 Our Wholesale Providers (including Telstra Wholesale and NBN Co) do not have any contractual relationship with you and are not responsible to you in relation to the Service.

8. Customer Responsibilities

You agree to:

- Provide accurate information during signup
- Maintain your equipment in good working order
- Secure your devices, network, passwords, and any Cloud PBX or VoIP credentials to prevent unauthorised use or fraud
- Ensure you back up any data, call recordings, voicemail, or configurations associated with your Service, as we do not guarantee data retention
- Ensure your premises are accessible for technicians
- Use services lawfully and in accordance with our Fair Use Policy
- Not engage in fraudulent, abusive, or excessive usage

9. Fair Use

9.1 ChrisTel Networks & Solutions may apply fair use rules to protect network integrity.

9.2 Excessive, unreasonable, or non-standard usage may result in shaping, suspension, or cancellation.

10. Number Porting

10.1 You may port your number to or from ChrisTel.

10.2 Porting requires valid customer authorisation.

10.3 Porting may be delayed due to incorrect information or carrier restrictions.

10.4 Porting fees may apply for 1300/1800 and geographic numbers.

10.5 If you port your number away from us, the associated Service will be cancelled, and any applicable early termination or outstanding Charges will still apply.

11. Privacy & Data Handling

11.1 ChrisTel Networks & Solutions complies with the Privacy Act 1988 and Australian Privacy Principles (APPs).

11.2 We collect, use, and disclose Personal Information to provide Services, manage your Account, and comply with our legal and regulatory obligations, in accordance with our Privacy Policy available on our website.

11.3 We do not disclose your information except as required by law or to deliver your service.

12. Suspension & Cancellation

ChrisTel Networks & Solutions may suspend or cancel your service if:

- You fail to pay charges
- You breach these Terms & Conditions
- You engage in unlawful or fraudulent activity
- A wholesale provider withdraws service availability
- You request cancellation

13. Refunds

13.1 Payments made for the first month, SIM fees, and one-month upfront fees are non-refundable.

13.2 Refunds are only provided where required by Australian Consumer Law.

13.3 Nothing in this Agreement excludes, restricts, or modifies any rights you have under the Australian Consumer Law that cannot be excluded.

14. Liability

14.1 ChrisTel Networks & Solutions is not liable for:

- Network outages caused by wholesale carriers
- Customer equipment faults
- Losses resulting from misuse or unauthorised access
- Business losses, revenue loss, or consequential damages

14.2 Nothing in this Agreement excludes, restricts, or modifies any rights you have under the Australian Consumer Law that cannot be excluded.

14.3 To the extent permitted by law, our total aggregate liability for any claim in connection with the Service is limited to the Charges you have paid to us for that Service in the 12 months before the event giving rise to the claim.

14.4 Customers are responsible for maintaining their own equipment in good working order. If a fault is found to be caused by Customer equipment, internal wiring, or incorrect setup, ChrisTel Networks & Solutions may charge a fee for technician visits, incorrect fault reporting, or configuration assistance.

14.5 ChrisTel Networks & Solutions is not responsible for repairing or replacing customer equipment.

14.6 Routers and hardware supplied through ChrisTel Networks & Solutions are covered by the manufacturer's standard warranty.

15. Events Outside Our Control

15.1 We are not responsible for any delay or failure to provide the Service caused by events outside our reasonable control, including outages or faults in networks operated by Wholesale Providers, power failures, extreme weather, or other force majeure events.

15.2 If such an event occurs, we will take reasonable steps to minimise its impact on your Service.

16. Complaints & Dispute Resolution

16.1 You may lodge a complaint via our support channels.

16.2 We will handle complaints in accordance with the ACMA-mandated Complaint Handling Standard (C628:2019).

16.3 If your complaint relates to privacy or the handling of Personal Information, you may contact the Office of the Australian Information Commissioner (OAIC).

16.4 If you are not satisfied with our handling of a Service complaint, you may contact the Telecommunications Industry Ombudsman (TIO).

17. Changes to Terms

17.1 We may vary these Terms or your Service from time to time, including due to operational, technical, regulatory, or business requirements.

17.2 If a change is likely to have a material detrimental impact on you, we will give you at least 30 days' Notice of the change. Notice may be provided by email, SMS, or through your online account.

17.3 If you do not agree to a materially detrimental change, you may cancel the affected Service before the change takes effect, and no early termination fees will apply. You must still pay all Charges incurred up to the cancellation date.

17.4 Changes that are not materially detrimental, or changes required by law, regulation, or a Wholesale Provider, may take effect immediately or on the date specified in the Notice.

17.5 Your continued use of the Service after a change takes effect constitutes acceptance of the updated Terms.

18. Governing Law

These Terms & Conditions are governed by the laws of New South Wales, Australia.