

## TasNetworks Social Media - Terms of Use 2023

TasNetworks social media communities exist on Facebook, Twitter and LinkedIn. We strive to create safe, honest and informative communities in an environment that respects the opinions and values of all visitors. Our Terms of Use gives an overview on how we use our social media sites and how we will communicate and respond to you on these platforms.

If you are part of our social media communities, you can expect posts covering some or all of the following:

- Power outages
- Energy saving tips
- Electrical safety information
- Community engagement initiatives
- Stories from our people
- Storm and natural disaster updates
- Employment information and opportunities

### Availability

We have accounts on Facebook, Messenger, Twitter, LinkedIn and YouTube. We strive to create safe, honest and informative communities in an environment that respects the opinions and values of all.

- Our social media platforms are monitored Monday to Friday 9am-5pm
- During times of power outages or severe weather, we provide information and updates after hours
- Messenger: Our account is monitored Monday to Friday 9am-5pm, with a next business day response

### Commenting guidelines

We love it when you comment on our stories. Whether it's asking questions, sharing ideas or even just your reaction to our news – we appreciate the connection!

But we do have some guidelines to help everyone play nice.

Please show courtesy and goodwill in what you write. Any inappropriate content like personal attacks, hateful language or off topic spam will be deleted.

Give us some time to answer questions. Our posts are managed by our Community & Stakeholder Engagement team who may need to consult with the experts, who are often out in the field.

We share news and stories from across our business and the community. Our social media platforms are not appropriate for us to discuss government or opposition policy, and comments of this nature will be deleted.

## **Inappropriate and Offensive Content**

Whilst we welcome debate and acknowledge criticism and feedback, trolling and abuse will not be tolerated on our social media sites. Comments will be removed if considered offensive, harassing, threatening, unlawful or deemed spam-like in nature.

If a user posts inappropriate or offensive material on a TasNetworks social media site, the administrators may, entirely at their discretion, block the user from the specific platform. Users posting inappropriate or offensive material may also be reported to the specific platform.

## **Privacy**

The TasNetworks social media sites are a public space. To protect your privacy, please do not provide personal information such as telephone numbers, email addresses or other personal identifiers on our pages. TasNetworks does not collect personal information from our social media communities. However, if a user violates this Terms of Use then we may record the relevant username name and subsequent interaction with TasNetworks. This is so we can identify any users should they repeatedly post offensive comments or spam and then delete the content and/or block the user if necessary.

## **Disclaimer**

By using or accessing our social media sites, you agree to the following disclaimer:

TasNetworks are providing the public with an opportunity to engage with us on our social media sites. However, TasNetworks and their employees and affiliates are not responsible for user content of this page, nor do we endorse the comments made by site users.

TasNetworks and their employees and affiliates disclaim any liability and responsibility for any losses, costs, expenses or damages relating to the use of the TasNetworks social media sites.

Authorised TasNetworks social media administrators may remove all or any content from TasNetworks social media platforms, entirely at their discretion, with or without notice, for any reason whatsoever. The administrators may, entirely at their discretion and for any reason whatsoever, block users from using and contributing to the TasNetworks social media platforms. Furthermore, the administrators may report users posting inappropriate or offensive material.

Facebook, Twitter or LinkedIn users will also be agreeing to the following:

Facebook - [Statement of Rights and Responsibilities](#)

Twitter - [Terms of Service](#)

LinkedIn - [User Agreement](#)