



# Our Customer Terms

## Telstra Platinum section

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# Our Customer Terms

## Telstra Platinum section

### 1 About the Telstra Platinum services section

#### Our Customer Terms

- 1.1 This is the Telstra Platinum services section of Our Customer Terms.
- 1.2 The [General Terms for Consumer Customers](#) apply.
- 1.3 If a provision of the Telstra Platinum services section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms for Consumer Customers.

#### Inconsistencies

- 1.4 If the General Terms for Consumer Customers are inconsistent with something in the Telstra Platinum services section, then the Telstra Platinum services section applies instead to the extent of the inconsistency.

### 2 Telstra Platinum Services

- 2.1 The Telstra Platinum services consist of:
  - i. Telstra Platinum Subscription Services;
  - ii. Telstra Platinum Pay-on-Demand Services;
  - iii. Telstra Platinum Moving Home Self Installation Service;
  - iv. Telstra Platinum Moving Home Professional Installation Service;
  - v. Telstra Platinum TotalMove Service; and
  - vi. Telstra Platinum Additional Onsite Services
- 2.2 As part of the provision of services at 2.1, our technicians may discuss with you and sell to you on-site at your premises, other Telstra products and Telstra Services.
- 2.3 **No Fix, No Fee:** If we are unable to perform all or part of the Telstra Platinum Pay-on-Demand service that we have agreed to deliver, you will not be charged for the service unless this occurs because you need to upgrade or replace your software and/or hardware. In that case, you agree to pay us the applicable fee for our services.

### 3 Telstra Platinum Subscription Services

#### What are the Telstra Platinum Subscription Services?

- 3.1 Telstra Platinum Subscription services provide access to the Telstra Platinum helpdesk for IT support:

Options	Description of available services
Service Subscription	<ul style="list-style-type: none"> <li>• 24x7 phone and online support</li> <li>• Access to our experts instore</li> <li>• Help diagnosing and solving technology problems, such as</li> </ul>



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Options	Description of available services
	<ul style="list-style-type: none"> <li>removing viruses</li> <li>Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets</li> <li>Support for your Telstra home broadband, mobile broadband and mobile services as well as a selection of common software</li> <li>Coaching, such as help on how to use selected operating systems, network devices and common software</li> </ul>
Service Subscription Pro (Not available for new sales or new customers from 3 May 2016, except where included in an eligible bundle before 16 October 2016)	<ul style="list-style-type: none"> <li>As per Service Subscription; and</li> <li>One Telstra Platinum Pay-on-Demand in-home service, <a href="#">Telstra home broadband professional installation</a>, or Telstra Platinum Moving Home Professional Installation Services (if you meet the eligibility criteria for this service) (each an "<b>In-Home Service</b>"). On and from 22 April 2015, the one included In-Home Service selected by: <ul style="list-style-type: none"> <li>new Service Subscription Pro customers who subscribe on and from 22 April 2015; and</li> <li>(where Service Subscription Pro is still available for new customers) Service Subscription Pro customers who start a new 24 month Service Subscription Pro term on and from 22 April 2015, must be ordered and utilised whilst the customer has a Service Subscription Pro subscription</li> </ul> </li> </ul>
Service Subscription Remote	<ul style="list-style-type: none"> <li>24x7 phone and online support</li> <li>Help diagnosing and solving technology problems, such as removing viruses</li> <li>Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets</li> <li>Support for your Telstra home broadband, mobile broadband and mobile services as well as a selection of common software</li> <li>Coaching, such as help on how to use selected operating systems, network devices and common software</li> </ul>

### Charges

3.2 The following charges apply for Telstra Platinum Subscription services:

Service commencement	Option	Monthly fee	Minimum term	Minimum cost
Before 3 May 2016	Service Subscription	\$15/month	24 months	\$360
Before 16 October 2016	Service Subscription Pro	\$20/month	24 months	\$480



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On or after 3 May 2016	Service Subscription	\$15/month	12 months	\$180
On or after 18 Feb 2017	Service Subscription	\$15/month	12 months	\$180
	Service Subscription Remote	\$10/month	12 months	\$120

We will charge you the monthly fee each month. For customers signing up to a Platinum Service Subscription or Service Subscription Remote on or after 18 February 2018- if your Telstra Platinum Subscription service is cancelled before the end of your minimum term (including if we cancel it under clause 10.3), we may charge you an early termination charge up to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount equal to \$4 per month x the number of months remaining on your contract.

If you purchased a Service Subscription or Service Subscription Pro prior to 18 February 2018 and you move to the new Service Subscription or Service Subscription Remote plan and then subsequently cancel your new plan within the minimum term, your ETC will be based upon the original contract that was signed by you (i.e. your ETC will be charged on the terms of your pre 18 February 2018 plan).

### Minimum term

- 3.3 Your Telstra Platinum Subscription service commences on the day you sign up for the Telstra Platinum Subscription service.
- 3.4 Unless you cancel your Telstra Platinum Subscription service, your Telstra Platinum Subscription service will continue on a month to month basis at the end of the applicable minimum term.
- 3.5 If you sign up to a Service Subscription or Service Subscription Remote on or after 18 February 2018 and you change to another Platinum Service Subscription within your contract period, your contract term will continue as per the plan you first signed up to.

## 4 Telstra Platinum Pay-on-Demand Services

### What are the Telstra Platinum Pay-on-Demand Services?

- 4.1 Telstra Platinum Pay-on-Demand Services are provided by a technician either:
  - i. over the phone or online through on-line chat (referred to as 'Remote' support)
  - ii. in-store at a Tech Bar (referred to as 'In-store' support); or
  - iii. in your home (referred to as 'In-home support').
- 4.2 There are 2 types of Telstra Platinum Pay-on-Demand Services, being 'Remote and In-store' services and 'In-home' services.
- 4.3 The Remote and In-store services are split into 2 categories called 'Setup & Optimise' and 'Recover and Protect'. Each of these categories consists of 3 service levels. These service levels are called 'Basic', 'Intermediate' and 'Complex'.
- 4.4 The In-home services are split into 5 categories, they are called 'Set IT Up and Optimise',



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'Support IT', 'Learn IT', 'Additional Connection Point (ACP) Technician Call Out' and 'Additional Device Connection'.



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- 4.5 The cost of the Platinum Pay-on-Demand Service will be determined by the service type and service category, as well as whether your services are provided Remotely, In-store or In-home.
- 4.6 Below is a description of the Platinum Pay-on-Demand Services. Those marked with an \* are available over the phone and through online chat only.
- 4.7 There may be some types of software or devices which our technicians cannot assist you with. Click <https://www.telstra.com.au/platinum-technical-support> for a guide of supported software and devices. We are constantly working to expand this list so our Platinum technicians can assist you with a broader range of software and devices. If you cannot see your software/device on the list or you are unsure whether your software/device is supported, please contact us on 13 75 87.

### Setup & Optimise In-store and Remote services

- 4.8 Setup & Optimise (In-store and Remote) once off services provide assistance with setting up new technology and/or learning how to get the most out of your existing technology.
- 4.9 Setup & Optimise In-store and Remote services include:

#### A. Basic Services

##### i. Connection to Wi-Fi – Maximum 5 Devices\*

This service connects up to 5 ready to go internet-enabled devices such as tablets, laptops, smartphones, TV's or speakers to your home Wi-Fi network.

An existing and active Wi-Fi connection is required before agreeing to purchase this service. Setup of the devices themselves is not included.

##### ii. Device or Application Tutorial (20 minutes)

This service is a 20 minute personalised one-on-one coaching session on how to use a device or application. Some common topics that this service covers include: how to use music streaming apps, guidance on how to use a gadget or software or steps on how to use video calling apps or programs.

Does not include the setup of accounts or the purchase of any new software.

##### iii. Email Setup – Single Email Account

This service consists of the setup of an individual's email account on one nominated device. Guidance will be provided throughout the process with walkthroughs on the various features associated with the relevant email account.

##### iv. Mobile Setup

Setup of your mobile including the transfer of data from your old phone to your new phone where applicable.

Service is for the setup of one nominated mobile device to a ready to use state.



### **v. Setup of Peripherals\***

Service is for the setup of one nominated peripheral, with common devices including: monitors, USB hardware, web cameras, headsets and external hard-drives.

The service does not include the connection of your peripherals to the Wi-Fi.

### **vi. Social Media Tutorial – 20 Minutes**

A one-on-one 20 minute personalised coaching session on your choice of social media. Service includes the guidance on how to navigate, use and make the most of the features available.

### **vii. Software Setup – Single Device**

The installation of a software on a nominated device.

Any software required to be installed must be purchased in advance of acquiring this service. Data backup is not included as part of this service.

### **viii. Tablet Setup**

Service is for the setup of one nominated tablet device in a ready-to-use state, including the download of any applications and data transfers from an old tablet where applicable.

Any assistance with downloading apps does not include the setup of any accounts.

## **B. Intermediate Services**

### **i. Cloud Storage Setup and Assistance**

The setup of one nominated cloud storage solution that saves your data to a secure server on the internet, which can be accessed at any time. This service also includes guidance on how to setup and synchronise up to 3 devices on the cloud storage solution.

### **ii. Initial Network and Wi-Fi Setup\***

Service consists of the initial setup of 1 x home Wi-Fi and connection of up to 5 internet-enabled devices to the Wi-Fi network. Network setup does not include the setup of the devices requiring connection.

### **iii. Printer Setup**

Setup of a nominated printer, including tasks such as installing relevant network drivers and setting up the capability for wireless printing where applicable. Service also includes the connection of up to 5 devices to the wireless printer.

### **iv. Data Transfers**

This service consists of transferring data from one device to another, including the backup of data where required.

The setup of devices are not included. Transfer limits should not exceed 20GB.



### **C. Complex Services**

#### **i. Port Forwarding\***

Service includes the configuration of a port-forward of the customer's choice.

An existing internet connection is required for this service.

Service does not include the setup of devices. The device requiring port forwarding must be setup and connected to the modem being port forwarded prior to acquiring the service.

#### **ii. Laptop Setup**

Service includes the setup of your laptop in a ready to use state, including the setup of any software and data transfers from old laptops/PCs where required. Installation of any internet security software is included.

Service does not include the purchase of any new software.

#### **iii. Smart Home Setup\***

Service is for the setup of non-Telstra smart home devices or kits and assistance with setting up associated applications.

### **Recover and Protect (In-store and Remote)**

4.10 Recover and Protect (In-store and Remote) once off services provide you with help to protect your internet services and/or get your IT back up and running.

4.11 Recover and Protect (In-store and Remote) services consist of:

#### **A. Basic Services**

##### **i. Clear Data on Mobile or Tablet**

Permanently erase data from your mobile or tablet securely including hardware encryption on a nominated device where applicable.

Backup of data and data transfers are not included in this service.

##### **ii. Data Backup – Single Device**

The back-up of data for a nominated device including guidance throughout the process for future reference.

Total data backup size is to not exceed 20GB. Service does not include Cloud Storage Setup.

##### **iii. Laptop Security Advisory**

Advice on how to prevent your laptop, tablet, mobile or PC from interruption of malicious activity and recommendations on applications or software to protect your device.





Service does not include the purchase, install, set up or operation of software.

#### **iv. Setup Anti-Virus Software – Single Device**

Assistance with download and installation of a nominated software for the prevention of any malicious activity such as malware or a virus.

Service does not include the purchase of software.

#### **v. Settings and Privacy Setup – Single Account**

Setting up the privacy settings of a nominated account to improve the protection and privacy of your information while using the account online. Common accounts that require protection include social media or email accounts.

This service does not include the setup of any new accounts and is recommended that any devices are setup prior to the service for ease of accessibility to the nominated account.

### **B. Intermediate Services**

#### **i. Email Troubleshooting – Single Email Account**

Troubleshoot detected issues with a nominated email account on one device, including any reconfigurations where required.

Service does not include data back-up.

#### **ii. Game Console Support\***

Troubleshoot detected issues with game consoles and provide support where required to resolve the issue. Support also includes assistance with updating online games where applicable.

Service does not include troubleshooting or assistance with games.

#### **iii. Email Advice and Clean-up – Single Email Account**

Service includes advice and the clean-up of email accounts where applicable and assistance unsubscribing from undesirable emails to prevent spam, identify phishing emails and manage email storage issues.

The setup of an email account and data back-up is not included.

#### **iv. Printer Troubleshooting**

Service consists of troubleshooting of 1 x detected printer issue (including instances such as documents failing to print or Wi-Fi connectivity issues) and connection to up to 5 nominated devices via Wi-Fi or Bluetooth to the printer.

Excludes the setup or installation of the printer or printer software.

#### **v. Software Troubleshooting**

Diagnose and resolve detected software issues including reinstallations Service does



not include the purchase of software.

### **vi. Network Connectivity Troubleshooting\***

Service includes troubleshooting network connectivity disruptions, diagnose and resolve Wi-Fi disruption issues and the setup of Wi-Fi enhancing devices such as Smart Wi-Fi (Mesh), Wi-Fi extenders, power over Ethernet etc.

### **vii. Website Support\***

Service includes support for website use including common requests such as advice on navigating the web, completing online registrations or submitting forms and documents online.

## **C. Complex Services**

### **i. Clear Data on Laptop**

Service consists of permanently deleting information from a nominated laptop or PC including the back-up of data where required.

The re-installation of operating systems is not included in this service.

### **ii. Device Operating System Recovery – Single Device**

The recovery of an operating system, including the back up of data.. Depending on the diagnosis of the issue, a system restore could be considered, where the device will be restored to all settings that existed at a particular point in time.

Not all data may be recoverable and may only be recoverable from a certain point in time. Does not include recovery from a device that is physically damaged or unable to be connected to via standard connection.

### **iii. Laptop Health Check and Tuning**

Service includes assessment of your laptop or PC to help diagnose current problems, issues with system performance and identifying areas to speed up operation or improve program performance.

Service excludes cases where device is infected by a virus, as we will need to perform a scan to determine if virus is the cause of slow performance.

### **iv. Microsoft Office Recovery – Single Device\***

Reinstallation of Microsoft Office on a nominated PC or laptop to resolve performance issues. Assistance with data back-up included where necessary.

Not all data will be recoverable and may only be recovered from a certain point in time.

### **v. Malicious Software Removal – Single Device**

Virus, spyware and malware removal on a nominated PC or laptop including a preliminary scan to detect malicious activity. Service also includes recommendations for anti-virus software to help protect against future issue.



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Does not include anti-virus software installation or purchase.

### What are the Telstra Platinum Pay-on-Demand In-home services?

4.11 Set IT Up and Optimise consists of:

- i. Connection of a modem to the internet (provided that internet service is available at the premises);
- ii. Setting up and securing your home network;
- iii. Connection of up to five internet enabled devices, which can be either Telstra devices or eligible non Telstra devices (e.g. PC's, Laptop, Printers, Game Consoles). For T-Box, T-Hub and T-Hub 2, initial setup is included. For other devices, only networking connection is included, not the initial setup of the device. Telstra Smart Home installation excluded; and
- iv. Wi-Fi Optimisation – If requested by you, our Platinum technicians will: (a) check that your home broadband and Wi-Fi are working the way they should; and (b) check that you have optimal Wi-Fi coverage at home for more consistent speeds and coverage.

4.12 Support IT assists you with queries such as trouble shooting your home network, computer or common software, including identifying and removing a virus, or fixing an issue with your email.

4.13 Learn IT is a coaching session to help you use your eligible computer or device. You can ask us to confirm whether a computer, a device or software is eligible before you take up the service. For In-home Learn IT services, each 90 minute block (or part) will be charged as a separate service.

4.14 Additional Connection Point (ACP) Technician Call Out is to call a technician to your premise to assess the Additional Connection Point installation type required and provide a quote based on this assessment. If you want to proceed with the quoted price, the technician will perform the installation during that same appointment. See Telstra Platinum Additional Onsite Services section for the Additional Connection Point charges for each installation type.

4.15 The Additional Device Connection service includes the connection, configuration and testing of one eligible internet enabled device, supplied by you, to your home networks.

4.16 In-home services are not available in all areas.

### Charges

4.17 The following charges apply for each Telstra Platinum Pay-on-Demand service:

a. In-store and Remote charges:

<b>Telstra Platinum In-store and Remote Pay-on-Demand Services</b>	<b>Basic</b>	<b>Intermediate</b>	<b>Complex</b>
Recover & Protect	\$30	\$60	\$90
Setup & Optimise	\$30	\$60	\$90



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- i. Customers that sign up to a \$15 Platinum Service Subscription Remote will receive In-store and Remote services for free as part of their subscription.
  - ii. Customers that sign up to a \$10 Platinum Service Subscription Remote will only receive Remote services (i.e. services provided over the phone and online) for free as part of their subscription.
- b. In-home charges:

<b>Telstra Platinum In-home Pay-on-Demand Services</b>	<b>As a Platinum Subscriber</b>	<b>As a non-Platinum Subscriber</b>	<b>Subsequent In-Home services in the same visit</b>
Set It Up and Optimise	\$120  Only if you signed up for a subscription prior to 18 Feb 2018.	\$240 upfront Or \$20/month over 12 months Or \$10/month over 24 months.	\$120
Learn IT	\$120  Only if you signed up for a subscription prior to 18 Feb 2018.	\$240 upfront Or \$20/month over 12 months Or \$10/month over 24 months.	\$120
Support IT	\$120  Only if you signed up for a subscription prior to 18 Feb 2018.	\$240 upfront Or \$20/month over 12 months Or \$10/month over 24 months.	\$120
Additional Connection Point (ACP) Technician Call Out	\$95  Does not include installation and materials	\$95  Does not include installation and materials	N/A

- 4.18 If you are a Service Subscription Pro customer and you choose a Telstra Platinum Pay-on-Demand service (rather than Telstra home broadband professional installation or Telstra Platinum Moving Home Professional Installation) as your included in home service, you will be charged \$120 for each additional Telstra Platinum Pay-on-Demand in home service performed during the same in home visit as your included service.



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- 4.19 If you have a Telstra Platinum Subscription service that was purchased prior to February 18<sup>th</sup> 2018, you will be eligible for a 50% discount on:
- i. Standard professional installation; and
  - ii. The first service in an in home visit for each of the following In Home Telstra Platinum In-Home services: Set IT Up and Optimise, Support IT and Learn IT.

The 50% discount does not apply to Telstra Smart Home installations, additional services during the same in home visit, or in conjunction with any other discount or cancellation fees. One month Telstra Platinum Service Subscriptions included in a Telstra Platinum TotalMove Service are not eligible for the 50% discount.

If you signed up to a \$15 Service Subscription prior to 18 February 2018 and you change plans after 18 February 2018 to the \$10 Service Subscription Remote, you will no longer be eligible for the 50% discount on in home services which formed part of your original subscription.

- 4.20 We will notify you of the fee(s) for your Pay-on-Demand service prior to providing you with each relevant Telstra Platinum service, and will only provide the service if you agree to the fee(s).
- 4.21 The Telstra Platinum Pay-on-Demand services will be charged to your Telstra bill after the services have been performed.

### Service Repayment Option

- 4.20 You may request to pay for:
- i. standard professional installation; or
  - ii. The first service in an in home visit for each of the following Telstra Platinum Pay-on-Demand In-Home services: Set IT Up and Optimise, Support IT and Learn IT; in equal monthly instalments over a 12 month term ("Service Repayment Option"). The Service Repayment Option does not apply to additional services during the same in home visit.
- 4.21 You may cancel your Service Repayment Option at any time. If your Service Repayment Option or Telstra Platinum Subscription service is cancelled before the end of the 12 month term of your Service Repayment Option, we may charge you an early termination charge for your Service Repayment Option which will be an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the cancellation, which will not exceed an amount equal to the remaining monthly instalments in your Service Repayment Option. This early termination charge for your Service Repayment Option applies in addition to any other fees or charges you may have to pay for the cancellation of your Telstra Platinum Subscription service or other Telstra service.

## 5 Telstra Platinum Moving Home Self Installation Service

- 5.1 If you are an existing Telstra customer moving premises, the Telstra Platinum Moving Home Self Installation service enables you to self-install your existing Telstra consumer:
- i. home phone service or voice service on the NBN; and/or
  - ii. ADSL, Cable, Velocity or NBN service, at your new premises.

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5.2 It is a pre-requisite that:



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- i. for ADSL, Cable, Velocity or NBN services, we can automatically connect your service without having to visit your premises, the local exchange or any place in between; or
- ii. if you are connecting a NBN service, you are eligible for self-installation.

### Charges

5.3 The following charges apply for the Telstra Platinum Moving Home Self Installation Service:

<b>Telstra Platinum Moving Home Self Installation</b>	<b>Additional telephone line (not applicable to NBN customers)</b>
\$89	\$59 – If your new home has a Telstra telephone line connection from a previous occupier – where a technician visit is not required for this part. \$75.50 – If your new home has a Telstra telephone line connection from previous occupier – where a technician visit is required. \$179 – If your new home has a telephone line connection from a service provider other than Telstra or one does not exist.

### Pensioner Discount

5.4 If you are a pensioner who holds a valid and eligible pensioner concession card (as set out in the Basic Telephone Services section of Our Customer Terms), you will only be charged \$59 for your Telstra Platinum Moving Home Self Installation service (except where you are moving only an ADSL or Cable service).

## 6 Telstra Platinum Moving Home Professional Installation Services

### What is the Telstra Platinum Moving Home Professional Installation Service?

- 6.1 If you are an existing Telstra customer moving premises, the Telstra Platinum Moving Home Professional Installation service provides a professional installation of your existing Telstra consumer:
- i. home phone service or voice service on the NBN; and/or
  - ii. ADSL, Cable, Velocity or NBN service, at your new premises.
- 6.2 The Telstra Platinum Moving Home Professional Installation includes:
- i. connection of your ADSL, Cable, Velocity or NBN service;
  - ii. connection of your home phone service or voice service on the NBN;
  - iii. setting up your wireless network (Wi-Fi) at home; and
  - iv. connection of up to five internet enabled devices to your Wi-Fi, which can be either Telstra devices or eligible non Telstra Wi-Fi enabled devices (e.g. computer, smartphone and tablet).



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### Charges

6.3 The following charges apply for the Telstra Platinum Moving Home Professional Installation Service:

Telstra Platinum Moving Home Professional Installation Service	Additional telephone line (not applicable to NBN customers)
\$240	<p>\$59 – If your new home has a Telstra telephone line connection from a previous occupier – where a technician visit is not required for this part.</p> <p>\$75.50 – If your new home has a Telstra telephone line connection from previous occupier – where a technician visit is required.</p> <p>\$179 – If your new home has a telephone line connection from a service provider other than Telstra or one does not exist.</p>

- 6.4 If:
- i. you cancel your requested Telstra Platinum Moving Home Professional Installation service within 24 hours of its scheduled delivery; or
  - ii. we are unable to gain access to your premises upon our arrival:
    - (a) because no one aged over 18 is present to provide us with access to your premises; or
    - (b) for any other reason;
- then you may be charged the relevant fee set out in the table below:

Telstra Platinum Moving Home Professional Installation Cancellation	Fee
In home service	\$99

## 7 Telstra Platinum TotalMove Service

### What is the Telstra Platinum TotalMove Service?

- 7.1 Telstra Platinum TotalMove Service comprises:
- i. support from Telstra’s dedicated move team to help you move your Telstra services;
  - ii. setting up, placement and connection of one TV and one sound system;
  - iii. connection of your audio-visual devices, such as your DVD player and gaming console (to the TV directly or via the amplifier);
  - iv. connection of your Telstra home broadband service to the internet provided that the





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- relevant broadband service (ADSL, Cable, Velocity or NBN) is available at the premises;
- v. connection of your Telstra home phone line or Telstra voice service on the NBN (as relevant);
  - vi. setting up your wireless network (Wi-Fi);
  - vii. connection of your internet enabled devices to your Wi-Fi, which can be either Telstra devices or eligible non Telstra Wi-Fi enabled devices (e.g. computer, smartphone and tablet);
  - viii. access to one calendar month of the Telstra Platinum Service Subscription; and
  - ix. an in-home consultation where the technician will review your in home network and services and make recommendations about how you might optimise your use of Telstra services. The technician will look at things like filters, electrical surge protection, Wi-Fi connectivity around the home, back-up of files, online security and utilisation of Telstra applications and may recommend you purchase additional products or services from Telstra.

### Charges

7.2 The following charges apply for Telstra Platinum TotalMove Services:

<b>Telstra Platinum TotalMove Services</b>	<b>Additional telephone line</b>
\$399	<p>\$59 – If your new home has a Telstra telephone line connection from a previous occupier – where a technician visit is not required for this part.</p> <p>\$75.50 – If your new home has a Telstra telephone line connection from previous occupier – where a technician visit is required.</p> <p>\$179 – If your new home has a telephone line connection from a service provider other than Telstra or one does not exist.</p>

7.3 Additional services are available on request as part of the Telstra Platinum TotalMove Service, including:

<b>Additional services</b>	<b>Charge</b>
Setup And Wall Mount TV Indoor plasma or LCD television wall mounting for a television between 26-80 inches. Hardware (cables, wall mounts) not included and can be purchased on the day for an additional fee.	\$299
Setup And Wall Mount Speakers Indoor sound system wall mounting for 4 standard sound speakers for a single room. Speaker brackets and cables are not supplied.	\$299
Setup Additional TV	\$100
Setup Additional Sound System	\$100

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Additional services	Charge
Small television wall mounting bracket	\$140
Large television wall mounting bracket	\$160
Electrical surge protector	\$100

### 7.4 If:

- i. you cancel your requested Telstra Platinum TotalMove Service within 24 hours of its scheduled delivery; or
- ii. we are unable to gain access to your premises upon our arrival:
  - (a) because no one aged over 18 is present to provide us with access to your premises; or
  - (b) for any other reason;

then you may be charged the relevant fee set out in the table below:

Telstra Platinum TotalMove Cancellation	Fee
In home service	\$99

## 8 Telstra Platinum Additional Onsite Services

### What are the Telstra Platinum Additional Onsite Services?

- 8.1 Telstra Platinum Additional Onsite Services are additional services performed during a Telstra Platinum in home visit. Additional charges apply for these services. The Telstra technician attending your premises will discuss with you the services available and the charges that apply.
- 8.2 The Telstra Platinum Additional Onsite Services available to you will vary depending on the Telstra Platinum in-home service you have taken up and your needs.
- 8.3 The ADSL Central Filter Installation service includes the supply, installation and testing of one ADSL Central Filter.
- 8.4 The Additional Connection Point installation service is the installation of additional sockets for voice or broadband services.
- 8.5 Whether the Additional Connection Point installation is standard or non-standard will depend on the conditions at your premises (including whether the premises have multiple stories and dwelling type (e.g. brick, weatherboard, etc)), the location you propose to install the additional socket(s) and the availability and ease of access (for example, to cabling under the floor). Installation of additional sockets at some premises may be classified as neither standard nor non-standard installations and in this case you will be charged on a fee-for-service basis as set out in the Fee-for-Service (Other Work We Do for You) Section of Our Customer Terms – for home and family [click here](#); for business and government customers [click here](#).



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- 8.6 The Additional Device Connection service includes the connection, configuration and testing of one eligible internet enabled device, supplied by you, to your home network.
- 8.7 Other Additional Onsite Services may be available on request.

### Charges

- 8.8 The following charges apply for Telstra Platinum Additional Onsite services:

Telstra Platinum Additional Onsite Service	Charge
ADSL Central Filter	
Supply & Installation	\$120
Additional Connection Point (ACP)	
Standard Installation	\$120
Non-Standard Installation	\$192
Additional Device Connection	
Connection, Configuration & Test	\$30

- 8.9 We will notify you of the charges for your Additional Onsite Service (including Additional Onsite Services not listed in the table in clause 8.8 above) prior to providing you with each Additional Onsite Service, and will only provide the service if you agree to the charges.
- 8.10 The Telstra Platinum Additional Onsite services will be charged to your Telstra bill after the services have been performed.

## 9 Availability

- 9.1 In order to take up a Telstra Platinum service, Telstra Platinum Moving Home Self-Installation Service, Telstra Platinum Moving Home Professional Installation Service and Telstra Platinum TotalMove Service, you must have a 13 digit account number and have or take up one of the following services:
- i. a Telstra consumer home Fixed Line phone service;
  - ii. a Telstra consumer home broadband service ;
  - iii. a Telstra consumer post-paid mobile broadband service;
  - iv. a Telstra consumer post-paid tablet service; or
  - v. a Telstra consumer post-paid mobile service.
- 9.2 In order to take up Telstra Platinum Moving Home Professional Installation Service, you must be an existing Telstra customer with a Telstra consumer home phone service (or Telstra consumer voice service connected to the NBN) and/or a Telstra consumer home broadband service (ADSL, Cable, Velocity or NBN), moving premises and connecting a Telstra consumer home phone service and Telstra consumer home broadband service (ADSL, Cable or Velocity), (or a Telstra consumer voice and Telstra consumer home broadband service on the NBN), at your new premises.



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- 9.3 Telstra Platinum TotalMove Services is available for new or existing Telstra customers who move premises and take up one or both of the following services at your new premises:
- i. a Telstra consumer home phone service (or Telstra consumer voice service connected to the NBN, as relevant); and/or
  - ii. your Telstra consumer home broadband service (ADSL, Cable, Velocity or NBN, as relevant).

9.4 In-home services are not available in all areas.

### 10 General Terms

10.1 If you are on an old plan that is no longer available to the public (i.e. it is no longer an 'in-market' plan) and you change to a new plan, it is important that you are aware that you will not be able to move back to your previous plan and this also means that you will no longer be eligible to receive the inclusions of your previous plan.

#### 10.2 Standard Business Hours

- i. Telstra Platinum services over the phone or online are available 24 hours a day, seven days a week.
- ii. In-home services are available between 8am to 5pm Monday to Friday, excluding public holidays, in the relevant State or Territory where the service will be provided.
- iii. In-store services are available during the trading hours of the relevant store.

#### 10.3 Fair Use

##### i. Excessive Use

- (a) If your access to your Telstra Platinum Subscription service exceeds three times the average of all users of the service in a billing period (excessive usage), we may contact you to discuss your usage of the service.
- (b) If your usage continues to be excessive in the following billing period, we may warn you that your service may be terminated.
- (c) If your usage continues to be excessive for a third consecutive billing period, then we may terminate your service.
- (d) If your usage is excessive for six billing periods in total, then we may terminate your service provided that we have contacted you at least twice to discuss your excessive usage and given you 30 days warning that we may terminate your service.
- (e) If you move up or down between the \$10 and \$15 Telstra Platinum Service Subscription Remote offerings more than once a month during your contract term, then we may terminate your service.

##### ii. Personal Use

- (a) The services we make available under this section of Our Customer Terms are for your personal use. If we have reasonable grounds to believe that you are using

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this service for commercial purposes or giving another person access to the service, we may terminate the service by giving you 30 days warning.

### iii. **Adverse use**

- (a) You must not use the service in a manner which adversely affects another customer's use of the service. If we have reasonable grounds to believe that this is occurring, we may suspend your service without notice.

## 10.4 **Standard Exclusions**

- i. The Telstra Platinum services are not available on some devices, software and operating systems, such as Linux operating systems or operating system versions that are no longer supported by the relevant manufacturer, alpha, beta, development or testing software, professional design or desktop publishing software, accounting packages, file sharing software configuration, business and corporate versions of software, and VPN, SSH Tunnelling and other advanced networking software.
- ii. You are responsible for all data charges (if any) associated with the Telstra Platinum services (including but not limited to downloading of any software, software updates, and drivers). You are responsible for your internet and telephone plan and usage charges.
- iii. You acknowledge that as part of supplying you with the Telstra Platinum services, and unless otherwise specified, we do not separately back-up any of your data to avoid potential data loss. You also acknowledge that there is a risk that some or all of your data may be lost during our supply of the Telstra Platinum services.
- iv. Unless otherwise stated, the cost of any software and hardware is not included in the price for the Telstra Platinum services, and you are responsible for the cost of any such software and/or hardware. Additional delivery charges may apply when connecting your Telstra services and we will advise you of these in advance.
- v. Telstra Platinum services do not include hardware repair or replacement.
- vi. In addition to the exclusions above, Telstra Platinum TotalMove Services excludes:
  - (a) set up of Foxtel;
  - (b) electrical work;
  - (c) services on devices that are not available in the Australian market; and
  - (d) the set-up of computers & other devices (with the exception of TV, sound system or connection to your Wi-Fi).

## 10.5 **Your Responsibilities**

- i. You are responsible for backing up your software and data before we provide any Telstra Platinum services to you.
- ii. You will ensure that a person aged over 18 years is present to provide us with access to the areas of your home that we need to provide the services, passwords to your computer and systems (as required), electrical power and internet access (where required), and reasonable assistance with using your systems so that we can perform

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the services.

- iii. You will ensure that any software you use or supply for use in conjunction with a Telstra service is legal and has a valid licence.
- iv. To the extent that you are giving Telstra access to personal information of other individuals as part of providing the services, you must ensure that you have obtained any necessary privacy consents from those individuals to enable us to perform the services.
- v. To make the most of your time with the Platinum technician, although not mandatory, it is recommended that all prior preparation for the service is completed in advance. For example, download any applications in advance where relevant, ensure that batteries are charged for relevant devices, any login details such as passwords and usernames are readily available. Please refer to section 4 for more detail.

#### 10.6 Remote Services

- i. Where a Telstra Platinum service requires remote assistance (i.e. over the phone or online assistance), you acknowledge that Telstra will need to download software onto your computer to enable us to provide remote assistance and you will be responsible for the data charges (if any).
- ii. You must provide Telstra with passwords to your computer and systems (as required) and reasonable assistance in using your systems.