



Adaptive Mobility Care

Service and support from
the team who understand
your solution the best

Experience the support of a trusted Telstra partner on all aspects of your Adaptive Mobility solution

Your dedicated and trusted Telstra partner will not only become intimately familiar with your business, but provides you with a single point of contact, with a deep understanding of your requirements and transaction history to provide a much more personalised support

experience.

No more wasting precious hours trying to get your new solution up and running and adding or modifying features. Your Telstra administrator takes care of all

How it works

With Adaptive Mobility Care, you are provided with a dedicated telephone number (or email address) that helps you reach your own trusted Care Representative, who is ready to assist you within business hours.



Service availability

Monday to Friday
8am–5pm in your local time zone

Includes:

- Business hours (8am–5pm, Monday to Friday) support in your local time zone.
- General sales support (device and plan support to admin users).
- Assistance with new connections, upgrades and port ins.
- Assistance with activation of additional services.
- Change of plans and ownerships.
- Service-level changes, such as add-on purchases.
- Cancellations, disconnections and suspensions.
- SIM replacements.
- SIM PIN/PUK retrievals.
- International Roaming activation/barring/support.
- Mobile call barring or service suspensions.
- Setting up call diversions.
- Adding or removing Value Added Services.
- Hardware orders of eligible devices from the Telstra Promotional Schedule.
- Replacement of devices (ELF or DOA).
- Facilitation of warranty repairs.
- Online procurement and support access.
- Advising on Early Termination charges, if applicable.
- Account consolidations.

Terms and Conditions

Adaptive Mobility Care is a Managed Service subscription available to all new and existing Adaptive Mobility subscribers for an additional monthly charge. This service is provided for your entire account and you are not able to nominate individual services.



Speak with your Telstra Account Representative
or visit telstra.com/adaptivemobilitycare

