



MOBILITY FLEET CARE PLUS

Let us help manage your mobile fleet



Telstra Mobility Fleet Care Plus is a service specifically designed to help you manage your organisation's fleet of mobiles and free up your time so you can get back to business. Every call to our helpdesk will be attended to by a dedicated team of specialists, providing you with a quality of service you can rely on.

What does it offer?

Telstra Mobility Fleet Care Plus is an all-in-one solution that gives you access to helpdesk support, fault management, ordering, inventory management and detailed service reporting. This allows you to streamline your operations through one point of contact.

You can look forward to a range of great features, including:

- A single point of contact
- Helpdesk personnel on hand 24/7¹
- Comprehensive fleet reporting
- Online bill reporting and inventory management tool
- Next-day delivery of mobile devices to metropolitan areas in Australia²
- Proactive account monitoring and maintenance
- Transparent service targets
- A helpful information pack

As a valued Telstra Enterprise & Government customer, you can also access our online Mobile Ordering and Management tool and Device Trial Program.

A single point of contact

When you call the 1800 helpdesk number that's been specifically set up to support your fleet, you'll receive a personalised greeting from a dedicated consultant who understands your business. Dealing with the same group of Mobility Fleet Care Plus consultants will ensure you'll receive a consistently high level of service, every time.

If you'd prefer to contact us via email, you can do so via your customised Mobility Fleet Care Plus mailbox.

Helpdesk personnel on hand 24/7

Our skilled team of consultants is on hand to answer your call, 24 hours a day, seven days a week¹. From 8am to 6pm weekdays we can help you with a range of services, including account updates, order processing and billing enquiries.

From 6pm to 8am weekdays and all weekend, our helpdesk is designed to assist with business-critical issues that arise outside work hours, including lost or stolen phones, password resets and access to international roaming.

Comprehensive fleet reporting sent direct to you

As a Mobility Fleet Care Plus customer, you'll receive exclusive access to a range of specialised fleet reports such as the Devices and Services Register. This report makes keeping track of your mobile fleet easy, providing comprehensive information ranging from the service number and type of handset, to the serial number as well as products linked to that service. You can also access our standard monthly reports, which include a Fleet Directory Report, a Connections Report and a Disconnections Report.

Online bill reporting and inventory management tool

If you like to take control, you'll enjoy self-serve access to our detailed web-based fleet reporting and inventory management tool – Mobility Fleet Managed Bill Reporting System (MBRS). This is ideal if you want to see data relating to your organisation's mobile usage patterns and service details. Mobility Fleet MBRS allows you to run executive summary reports, including monthly top users by cost and total charges per service.

You can also run three-month comparison reports and access 12 months of data to generate trending reports detailing specific usage, including after-hours calls, long-duration calls and SMS summaries. All this detail can be drilled down from business division, to cost centre and even the individual service.

Mobility Fleet MBRS is an invaluable tool, offering you greater visibility and control over your fleet, to help your company:

- Manage and control costs – Detect unusual calling activity and allocate expenditure to individual departments or projects.
- Streamline asset tracking – Identify services not being used, view contract expiry dates and manage your hardware investment to help simplify your capacity planning.
- Drive greater efficiencies – Spot discrepancies and inconsistencies quickly and easily with access to critical mobile fleet data to enable better, faster decision-making.

Next-day delivery

As a Mobility Fleet Care Plus customer, your orders are given the highest priority. To ensure that your mobile handsets, devices and accessories are delivered to you as soon as possible, we aim to enter all Mobility Fleet Care Plus orders into our systems within two hours of receipt. Orders received before 2pm (AEST) Monday to Friday will be processed for next-business-day delivery if within a metropolitan area².

Proactive account monitoring

Behind the scenes, we have systems and processes in place to proactively monitor your account and ensure you have been set up on the plan(s) you have requested. More importantly, we'll endeavour to identify any anomalies to help prevent and minimise billing issues and discrepancies. Issued quarterly, your Contract Implementation Review is a summary of these findings, which our personnel are available to discuss.

Service targets

Your satisfaction with our Mobility Fleet Care Plus service is of the utmost importance to us. That's why we provide our customers visibility of the service targets and features that we commit to delivering. The specific service goals we strive to meet, including next-day delivery for handset orders within metropolitan areas, and targeting 90% of your calls to be answered by our helpdesk within 20 seconds, during business hours, can be found in Our Customer Terms.

Helpful information pack

To get you off to the right start, you will receive an information pack containing everything you need to know about the Mobility Fleet Care Plus service. This includes a Mobility Fleet Care Plus manual, key contacts guide, the helpdesk number, ordering process, plus information on our complementary services.

Complementary services

The following great features are also available to you as a valued Telstra Enterprise & Government customer:

Online Mobile Ordering and Management tool

Our Mobile Ordering and Management (MOaM) tool is a personalised online service available to eligible Mobility Fleet Care Plus customers. This easy-to-use tool provides your organisation with visibility and control when ordering Telstra mobile handsets, mobile services, PDAs and accessories. You can use MOaM at your convenience to compare handsets side by side, review specifications, add compatible accessories, and order Telstra mobile plans or blank SIM cards.

Device Trial Program

If you want expert advice to help you determine which mobile handsets best suit the varied needs of your business, the Device Trial Program is for you. It lets you trial selected phones for up to three weeks and experience firsthand whether they are a good fit for your business. Your account team can help you access this program³.

If you're ready to streamline the management of your mobile fleet by letting us do the hard work for you, Mobility Fleet Care Plus could be just the service you need.

Why Telstra?

Telstra is in the unique position to enable these solutions, with the power of the Telstra Next IP™ network and Next G™ wireless broadband network, creating Australia's largest fully integrated national IP network. It's a world-leading communications platform that will help you realise the full potential of the next generation of Mobility solutions.

FOR MORE INFORMATION ABOUT
FLEET CARE CONTACT YOUR
TELSTRA ACCOUNT EXECUTIVE
VISIT TELSTRA.COM/ENTERPRISE
CALL 1300TELSTRA (1300 835 787)



1. You may log requests with the Mobility helpdesk 24 hours a day, 7 days a week. The Mobility helpdesk will only provide support in relation to business-critical issues outside of business hours. Any non-business-critical issues reported outside of business hours will be actioned on the next business day. Business hours are 8am to 6pm standard time in the Australian state or territory from which you make contact on business days. 2. Next-day delivery applies to mobile handsets, devices and accessories. Orders must be received by 2pm (AEST) on business days to be eligible for next-day delivery. Next-day delivery may not be possible in circumstances where the mobile handset model requested by you is not available from the manufacturer; the mobile handset model requested by you has been discontinued; we are unable to deliver the mobile handset to you because your delivery address is incorrect or incomplete; we are unable to gain access to your site to deliver the mobile handset to you; or for any reason beyond our reasonable control. 3. Evaluation Devices are available for a period of 21 days (Evaluation Period). A fee will be charged to your nominated mobile account if the Device is not returned to Telstra with all components in good working order within 5 days of the conclusion of the Evaluation Period. © 2010 Telstra Corporation Limited. All rights reserved. ™ Trade mark of Telstra Corporation Limited. ® Registered trade mark of Telstra Corporation Limited ABN 33 051 775 556. TEG01532_MFCP