

# Our Customer Terms

## Telstra Platinum for Business



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## 1. ABOUT THE TELSTRA PLATINUM FOR BUSINESS SECTION

- 1.1. The following terms and conditions will apply to your use of Telstra Platinum for Business.
- 1.2. Unless you have entered into a separate agreement with us which excludes them, the General [Terms section of Our Customer Terms](#) also apply.
- 1.3. If the General Terms for Business and Government customers are inconsistent with something in the Telstra Platinum for Business & Government section, then this Telstra Platinum for Business section applies instead to the extent of the inconsistency.
- 1.4. If a provision of this 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 Business & Government.

## 2. TELSTRA PLATINUM FOR BUSINESS

**Telstra Platinum for Business is not available for new sales on and from 15 October 2019**

### What is Telstra Platinum for Business?

- 2.1. Telstra Platinum for Business is a month to month subscription service (**Subscription**) and includes standard technical support for the Subscription Services listed in this section. This includes, but is not limited to, assistance with the connection and configuration of most devices, assistance with software installation and upgrades, networking and cloud application support), advice and coaching for supported business applications and technology
- 2.2. The Subscription Services for Telstra Platinum for Business are delivered remotely, through a variety of service delivery technologies and agents and is available online or via telephone 24 hours a day, 7 days a week.

### Eligibility

- 2.3. Telstra Platinum for Business is available to small business customers with an active billing account number
- 2.4. Each Telstra Platinum for Business service can only be used for the nominated business. If you wish to use Telstra Platinum for Business for another business, you will need to acquire from us a separate service for each business.
- 2.5. You must not provide, or assist with the provision of, your Subscription to another person.

### LogMeIn

- 2.6. You acknowledge that Telstra will need to download LogMeIn software onto your computer to enable us to provide remote assistance and you will be responsible for the data charges (if any).
- 2.7. You will be provided with credentials for the LogMeIn. You must provide Telstra with reasonable assistance (including but not limited to, passwords to your systems and

devices) where it is required by us for the purposes of providing you with the Telstra Platinum for Business services.

- 2.8. By using the LogMeIn app, you consent to us accessing your device's camera and microphone to provide to deliver remote Telstra Platinum for Business services, you will be prompted before we do so. You must inform anyone else who is present during the interaction that the interaction may be recorded.

### 3. SERVICE FEATURES

#### Subscription Services

- 3.1. The Subscription provides access to the Telstra Platinum for Business helpdesk for assistance with the services listed below (Subscription Services).
- 3.2. We cannot guarantee that access to the LogMeIn will be continuous or fault-free.
- 3.3. Inclusions

<b>Telstra Platinum for Business</b>	<b>Description of available services</b>
<b>Support</b>	<p>As part of this service you will receive access to our Telstra Platinum® business support service over the phone and through online chat, 24 hours a day, 7 days a week. This service provides support and advice for the following</p> <ul style="list-style-type: none"> <li>○ 24 x 7 phone and online chat support through LogMeIn during support session</li> <li>○ Support for most Australian supplied internet enabled technology, such as computers, smart TV's, smartphones and tablets</li> <li>○ Support for your Telstra 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>
<b>Internet &amp; Networks</b>	<ul style="list-style-type: none"> <li>○ Telstra Air Merchant Hotspot – control panel tutorial and set up/support for configuration of Merchant's splash page and promotional offers</li> <li>○ Premium Support Experience when getting online with a fixed service (e.g. copper, ADSL, Cable &amp; NBN)</li> <li>○ A Business tech expert to deal with the request for help regarding their support and fault enquiries</li> <li>○ Provide health checks after the resolution of a request to diagnose root causes of issues and faults</li> <li>○ Updates to keep the customer informed &amp; reduce the need for follow up calls</li> <li>○ 24/7 access to trained specialist technicians with access to all the tools needed to identify and resolve enquiries</li> <li>○ Connection of internet enabled devices to the Wi-Fi</li> </ul>

	<ul style="list-style-type: none"> <li>○ Troubleshoot network connectivity</li> <li>○ Port forwarding</li> <li>○ Business Internet – Assistance with setup and configuration of business internet and connecting multiple users and peripherals onto the network</li> <li>○ Networks – ability to diagnose and assist with network management and configuration</li> <li>○ Static IP Support – support for setup and management of IP service and addressing</li> <li>○ Managed Wi-Fi (hotspot) configuration</li> <li>○ DOT advanced configuration and customisation</li> <li>○ Virtual office networking, networked printers and other CPE support (local and wide area networks)</li> </ul>
<b>Email</b>	<ul style="list-style-type: none"> <li>○ Email Setup – Ability to set up group and shared email accounts and tutor on how to set up administration capability</li> <li>○ Email Troubleshooting, advice and clean up</li> </ul>
<b>Storage &amp; Backup</b>	<ul style="list-style-type: none"> <li>○ Cloud storage setup and assistance</li> <li>○ Data storage (Transfer limits should not exceed 50GB)</li> <li>○ Data backup</li> <li>○ Business storage and support</li> <li>○ Data archiving</li> </ul>
<b>Voice &amp; Calling</b>	<ul style="list-style-type: none"> <li>○ Business Voice support – support for Telstra and non-Telstra phone systems and VOIP configuration</li> <li>○ Business calling support – support and configuration for business calling features to enable calls to be smart routed within your business and manage call features and functions to give your business the edge</li> </ul>
<b>Devices, Apps &amp; Hardware</b>	<ul style="list-style-type: none"> <li>○ Express hardware replacements when transitioning to the NBN™</li> <li>○ Device, application or social media tutorial</li> <li>○ Software, Mobile, laptop, Tablet or peripheral setup/ troubleshooting</li> <li>○ Device system operating recovery</li> <li>○ Laptop health check and tuning</li> <li>○ Assistance with setup and on boarding to Office 365 services</li> <li>○ BYO modem &amp; router configuration</li> <li>○ Security devices (cameras etc.) &amp; Complex MFD (printers, scanners etc.)</li> </ul>

<b>Ecommerce Support</b>	<ul style="list-style-type: none"> <li>○ EFTPOS support, setup and capability (Excludes hardware faults)</li> <li>○ Setup and advice for payment capability (mobile, online, in store or on the road)</li> <li>○ Support for POS systems and associated SaaS technology</li> </ul>
<b>Web support</b>	<ul style="list-style-type: none"> <li>○ Business Web support – support and tutorials for Telstra Online Essentials and other web services</li> <li>○ Domain and hosting</li> </ul>
<b>Security &amp; Protection</b>	<ul style="list-style-type: none"> <li>○ Laptop security advisory</li> <li>○ Anti-virus software setup</li> <li>○ Settings and privacy setup</li> <li>○ Device operating system recovery</li> <li>○ Microsoft Office recovery</li> <li>○ Malicious software removal</li> <li>○ Network security support/guidance and configuration</li> <li>○ Security – Ability to assist with setup and configuration of firewalls, end point protect, backup and recovery plan</li> <li>○ Security – PCI set and compliance support</li> <li>○ Servers - Ability to diagnose issues with servers and assist with remote configuration</li> </ul>

3.4. We may liaise with third party support providers and suppliers on your behalf to provide the helpdesk service.

### Limitations

3.5. Telstra Platinum for Business is not available for some devices and software and operating systems. The cost of any software/hardware is not included in the month to month subscription price of the service and you are responsible for any data and usage charges.

3.6. You will be given prior notice of any relevant charges from third party support providers and the services will be provided by them. You are responsible for any relevant charges, they are not included in your monthly Subscription charge, and will be separately billed to you as per your arrangement with them.

3.7. The scope, time, and location of these services will be agreed upon prior to delivery. The scope of the services can be changed prior to delivery

3.8. We do not guarantee resolution timeframes for service requests.

3.9. In store support via our Telstra Platinum Tech Bar is not included with this subscription.

3.10. Telstra Platinum for Business does not include:

- (a) the replacement or physical repair of hardware;
- (b) the supply of any additional software; or
- (c) the supply of professional services beyond standard technical support, advice and coaching (for example, website building, software migrations or development work).

3.11. You are responsible for backing up your data before we provide Telstra Platinum for Business services to you. You acknowledge and accept the risk that your data may be lost during the supply of the services.

**Fair Use**

3.12. You must not use Telstra Platinum for Business or let the service be used:

- (a) to commit an offence or breach any laws, standards or codes applicable to the service;
- (b) for resale to another person or organization, or
- (c) in a manner that is excessive or unusual:
  - i. 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.
  - ii. If your usage continues to be excessive in the following billing period, we may warn you that your service may be terminated.
  - iii. If your usage continues to be excessive for a third consecutive billing period, then we may terminate your service.

**4. PLANS AND CHARGES**

**Subscription Services**

4.1. The Telstra Platinum for Business service options and included helpdesk access levels are listed below

Option	Helpdesk access	Monthly charge	Minimum term
Platinum for Business - Remote Support Plan	24 hours a day, 7 days a week	<b>\$40</b>	Month by month.

4.2. Your Telstra Platinum for Business Remote support plan and monthly charge will continue to apply until you cancel your service. There are no early termination charges, and you may cancel any time but the full monthly fee will apply for the current billing cycle. There will be no credits for charges already billed in advance.

- 4.3. Telstra may at its discretion discontinue the service or make changes to the price at any time. We will give you 30 days' written notice where possible.
- 4.4. In our full discretion, we may decide to offer to waive the monthly charge specified above for a limited time, for example, where your monthly spend on other Telstra services is more than a specified amount per month. If we invite you to take up this offer, this offer applies until removed by us or your spend falls below this amount. Where this occurs we may remove Telstra Platinum for Business from your account but we will contact you before we do so to discuss alternatives.

## 5. PRIVACY AND ACCESS

- 5.1. You consent to us contacting you directly for any purpose reasonably related to any Telstra Platinum for Business services that you use (for example, to contact you to obtain feedback or complete a survey in relation to the service)
- 5.2. You must promptly report any faults or issues with your service to us and provide all reasonable assistance to help us provide assistance to you.

## 6. DATA AND CONFIDENTIALITY

- 6.1. We may share your data with third parties where it is necessary for the resolution of your technical issue
- 6.2. Please note that any personal information collected, used and disclosed I will be in accordance with our Privacy Statement (available at [www.telstra.com.au/privacy/privacy-statement/?red=/privacy/privacy\\_statement.html](http://www.telstra.com.au/privacy/privacy-statement/?red=/privacy/privacy_statement.html))