

OUR CUSTOMER TERMS

TELSTRA PLATINUM® FOR BUSINESS SECURITY SERVICE

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1 ABOUT THE TELSTRA PLATINUM FOR BUSINESS SECURITY SERVICE

- 1.1. The following terms and conditions will apply to your use of Telstra Platinum for Business Security Service.
- 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 Security Service, then this Telstra Platinum for Business Security Service 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 SECURITY SERVICE

What is Telstra Platinum for Business Security Service?

- 2.1 Telstra Platinum for Business Security Service 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 security related issues and business continuity, assistance with software installation and upgrades, networking and cloud application support, advice and coaching for supported business applications and technology
- 2.2 We will deliver the Subscription Services for Telstra Platinum for 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 Security Service is available to small business customers with an active billing account number.
- 2.4 Each Subscription can only be used for the nominated business. If you wish to use Telstra Platinum for Business Security Service for another business, you will need to acquire from us a separate Subscription for each business.
- 2.5 You must not provide, or assist with the provision of, your Subscription to another person.

LogMeIn



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- 2.6 You acknowledge that Telstra will need to download LogMeIn software onto your computer to enable us to provide the Subscription Services and you will be responsible for the data and usage charges.
- 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 assistance for the Subscription Services.
- 2.8 By using the LogMeIn app, you consent to us accessing your device's camera and microphone to provide or deliver the Subscription Services remotely. You will be prompted by us before we do so. You must inform anyone else who is present during the interaction that the interaction may be recorded.
- 2.9 We cannot guarantee that access to the LogMeIn will be continuous or fault-free.

3 SERVICE FEATURES

Subscription Services

- 3.1 The Subscription provides access to the Telstra Platinum for Business Security Service helpdesk for assistance with the services listed in the clause below (each a **Subscription Service**).
- 3.2 The Subscription Services are listed below:

Telstra Platinum for Business Security Service	Description of available services
Support	<ul style="list-style-type: none"> ○ 24 x 7 phone and online chat support through LogMeIn during support session ○ Support for most Australian supplied internet enabled technology, such as computers, smart TV's, smartphones and tablets ○ Support for your Telstra broadband, mobile broadband and mobile services as well as a selection of common software ○ Coaching, such as help on how to use selected operating systems, network devices and common software
Internet & Networks	<ul style="list-style-type: none"> ○ Telstra Air Merchant Hotspot – control panel tutorial and set up/support for configuration of Merchant's splash page and promotional offers ○ Premium Support Experience when getting online with a fixed service (e.g. copper, ADSL, Cable & NBN) ○ A Business tech expert to deal with the request for help regarding their support and fault enquiries ○ Provide health checks after the resolution of a request to diagnose root causes of issues and faults



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	<ul style="list-style-type: none"> ○ Updates to keep the customer informed & reduce the need for follow up calls ○ 24/7 access to trained specialist technicians with access to all the tools needed to identify and resolve enquiries ○ Connection of internet enabled devices to the Wi-Fi ○ Troubleshoot network connectivity ○ Port forwarding ○ Business Internet – Assistance with setup and configuration of business internet and connecting multiple users and peripherals onto the network ○ Networks – ability to diagnose and assist with network management and configuration ○ Static IP Support – support for setup and management of IP service and addressing ○ Managed Wi-Fi (hotspot) configuration ○ DOT advanced configuration and customisation ○ Virtual office networking, networked printers and other CPE support (local and wide area networks)
Email	<ul style="list-style-type: none"> ○ Email Setup – Ability to set up group and shared email accounts and tutor on how to set up administration capability ○ Email Troubleshooting, advice and clean up
Storage & Backup	<ul style="list-style-type: none"> ○ Cloud storage setup and assistance ○ Data storage (Transfer limits should not exceed 50GB) ○ Data backup ○ Business storage and support ○ Data archiving ○ Cloud Security
Voice & Calling	<ul style="list-style-type: none"> ○ Business Voice support – support for Telstra and non-Telstra phone systems and VOIP configuration ○ 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
Devices, Apps & Hardware	<ul style="list-style-type: none"> ○ Express hardware replacements when transitioning to the NBN™ ○ Device, application or social media tutorial ○ Software, Mobile, laptop, Tablet or peripheral setup/ troubleshooting ○ Device system operating recovery ○ Laptop health check and tuning ○ Assistance with setup and on boarding to Office 365 services ○ BYO modem & router configuration ○ Security devices (cameras etc.) & Complex MFD (printers, scanners etc.)
Ecommerce Support	<ul style="list-style-type: none"> ○ EFTPOS support, setup and capability (Excludes hardware faults) ○ Setup and advice for payment capability (mobile, online, in store or on the road) ○ Support for POS systems and associated SaaS technology



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Web support	<ul style="list-style-type: none"> ○ Business Web support – support and tutorials for Telstra Online Essentials and other web services ○ Domain and hosting
Security & Protection	<ul style="list-style-type: none"> ○ Laptop security advisory ○ Anti-virus software setup ○ Settings and privacy setup ○ Device operating system recovery ○ Microsoft Office recovery ○ Malicious software removal ○ Network security support/guidance and configuration ○ Security – Ability to assist with setup and configuration of firewalls, end point protect, backup and recovery plan ○ Servers - Ability to diagnose issues with servers and assist with remote configuration ○ Cyber security assessment and Health Check Report (limit of once per month and max of 3 per year) ○ Email updates on security advice

3.3 We may liaise with third party support providers and suppliers on your behalf to provide Subscription Services.

Limitations

3.4 Telstra Platinum for Business Security Service is not available for some devices and software and operating systems.

3.5 The cost of any software/hardware is not included in monthly charge for the Subscription and you are responsible for any data and usage charges.

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

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. Additional delivery charges may apply when connecting your Telstra services and we will advise you of these in advance.

3.8 We do not guarantee resolution timeframes for service requests.

3.9 In the instance of Encryption based malware we cannot “unlock” or retrieve data on affected drives.

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

3.11 The Subscription charge does not include:



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- (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).
- 3.12 Following a security assessment, we will provide you with a report and recommendations. It provides advice only, and we do not guarantee, represent or warrant that that it is free from errors or the recommendations contained will produce particular results, lead to a particular outcome or protect against all risks and vulnerabilities. We are not liable for any loss or damage suffered by you or any party as a result of the assessment, report or recommendations. This includes but is not limited to, loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill. You agree that you are best placed to review the recommendations made within as they will or may impact you, and you must satisfy yourself as to their appropriateness for your needs
- 3.13 You must not rely upon the assessment or the report as an alternative to advice from a qualified professional and you should ensure you monitor your own practices and investigations. If you have any specific questions, you should consult an appropriately qualified professional.
- 3.14 In performing our obligations to you, we rely on the timeliness and accuracy of the information and assistance you give us (including by you obtaining all necessary third party consents for us to perform our obligations to you).
- 3.15 You are responsible for backing up your data before we provide the Subscription Services to you. You acknowledge and accept the risk that some or all of your data may be lost during the supply of the Subscription Service, and that we do not separately back-up any of your data to avoid potential data loss.
- 3.16 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 the services.
- 3.17 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.
- 3.18 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.

Fair Use



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3.19 You must not use Telstra Platinum for Business Security Service or let the service be used:

- (a) to commit an offence or breach any laws, standards or codes applicable to the service or breach our FairPlay Policy;
- (b) for resale to another person or organization, or
- (c) in a manner that is excessive or unusual.

3.20 If your:

- (a) access to the Subscription Services 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.

Personal Use:

3.21 The services we make available under this section are for personal use. If we have reasonable grounds to believe that you are using this service for commercial purposes or giving another person access to the service, we may terminate this service by giving you 30 days warning.

Adverse Use

3.22 You must not use this 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.

4 PLANS AND CHARGES

Subscription Services

4.1 The Telstra Platinum for Business Security Service Subscription plan details and monthly charge is:

Option	Helpdesk access	Monthly charge	Minimum term



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Platinum for Business Security Service	24 hours a day, 7 days a week	\$60	A month (month to month subscription)
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- 4.2 Your plan and Subscription 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 and you will need to pay any charge owing for that billing month.
- 4.3 There will be no credits for charges already billed in advance.
- 4.4 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.
- 4.5 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 Security Service 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 Security Service 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 in using your systems.

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)

