

# Our Customer Terms

## Telstra Business Tech Services



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## 1. ABOUT THE TELSTRA BUSINESS TECH SERVICES SECTION

- 1.1. The following terms and conditions will apply to your use of Telstra Business Tech Services.
- 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 Business Tech Services section, then this Telstra Business Tech Services 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 BUSINESS TECH SERVICES

### What is Telstra Business Tech Services?

- 2.1. Telstra Business Tech Services is a month to month subscription service (**Subscription**) and includes standard technical support for the 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, hardware, networking and cloud application support, advice and coaching for supported business applications and technology. In addition, we offer four assessments every 12 months (limit of one per month) on your tech environment (each a **Tech Assessment**), and provide a report following each Tech Assessment with recommendations to help improve your tech environment.
- 2.2. The services for Telstra Business Tech Services 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 Business Tech Services is available to small business customers with an active billing account number
- 2.4. Each Telstra Business Tech Services service can only be used for the nominated business. If you wish to use Telstra Business Tech Services 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 Telstra Business Tech Services.
- 2.8. By using the LogMeIn app, you consent to us accessing your device's camera and microphone to deliver remote Telstra Business Tech Services services, and 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.
- 2.9. We may use other third party support providers and suppliers (such as Belarc, Inc) in order to provide the Subscription Services to you (without disclosing this to you).

### 3. SERVICE FEATURES

#### Subscription Services

- 3.1. The Subscription provides access to the Telstra Business Tech Services 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 Business Tech Services</b>	<b>Description of available services</b>
<b>Support</b>	<p>As part of this service you will receive access to our Telstra Business Tech Services 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 TVs, eftpos machines, printers, 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> <li>○ Tech Services On-Boarding service call</li> </ul> <p>In addition, we offer four Tech Assessments every 12 months (limit of one per month), and provide a report following each Tech Assessment with recommendations to help improve your tech environment. Prior to each assessment we will confirm what's included in the assessment.</p>
<b>Internet &amp; Networks</b>	<ul style="list-style-type: none"> <li>○ 24/7 Support 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 support and fault enquiries</li> </ul>

	<ul style="list-style-type: none"> <li>○ Provide health checks after the resolution of a request to help diagnose root causes of issues and faults</li> <li>○ Connection of internet enabled devices to the Wi-Fi</li> <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 – help 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 &amp; troubleshooting, advice and clean up</li> <li>○ Corporate Email - Ability to setup group and shared email accounts as well as provide tutoring on how to setup administration capability</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>○ Support with 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</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>○ Help with 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>○ Support for 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 Business Digital Marketing Services 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>○ Setup of your Anti-virus software</li> <li>○ Settings and privacy setup</li> <li>○ Help with device operating system recovery</li> <li>○ Help with Microsoft Office recovery</li> <li>○ Support for 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>
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3.4. We may liaise with third party support providers and suppliers on your behalf to provide the Subscription Services.

### Limitations

3.5. Telstra Business Tech Services 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 or in-premise support is not included with this Subscription.

3.10. Telstra Business Tech Services 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. Following a Tech 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.

- 3.12. You must not rely upon the Tech 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.
- 3.13. You must have full authorisation (including from relevant third parties) for our personnel to perform the Subscription Services, including by obtaining prior written approval for our personnel to monitor, scan or access any of your IT infrastructure (including systems hosted, managed, owned or under the control of a third party). 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, including obtaining approvals from any party that supplies you with web hosting, IT support, cloud computing facilities, firewall management, or other services).
- 3.14. You are responsible for backing up your data before we provide the Subscription Services to you. You acknowledge and accept the risk that the supply of the Subscription Services may result in or cause interruptions, loss or damage to you and your computer systems, networks, websites, internet connections and data, and that we do not separately back-up any of your data to avoid potential data loss. You agree that to the full extent the law allows, we have no liability to you or any party as a result of this.
- 3.15. You will ensure that a person aged over 18 years is present to provide us with passwords to your computer and systems (as required) and reasonable assistance with using your systems so that we can perform the Subscription Services.
- 3.16. 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.
- 3.17. To the extent that you are giving Telstra access to personal information of other individuals as part of us providing the Subscription Services, you must ensure that you have obtained any necessary privacy consents from those individuals to enable us to perform the services.

#### **Fair Use**

- 3.18. You must not use Telstra Business Tech Services or let the service be used:
  - (a) to commit an offence or breach any laws, standards or codes applicable to the service;
  - (b) to infringe the intellectual property rights or other rights of any person;
  - (c) for resale to another person or organization; or
  - (d) in a manner that is excessive or unusual:
    - i. if your access to your Telstra Business Tech Services 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; and
    - 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 Business Tech Services service plan charges and included helpdesk access levels are listed below

Option	Helpdesk access	Monthly charge	Minimum term
Telstra Business Tech Services	24 hours a day, 7 days a week over the phone or online	\$60	Month to month.

- 4.2. Your Telstra Business Tech Services 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.

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 Business Tech Services 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 Business Tech Services that you use (for example, to set up and carry out an onboarding call, to set up and carry out Tech Assessments, 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))