



Service Terms






Adaptive Mobility Managed Services

1 About this document

1.1 Where this document fits into our agreement with you

- (a) Thank you for choosing Telstra. Our Digital Services Agreement (**Agreement**) with you is made up of the following parts:
- ① If different parts of this Agreement conflict, the part listed earlier in the table applies to the extent of the inconsistency.

About the parts of this Agreement

 Overview	You sign this when your first agreed to buy products and/or services from us. It includes your key Agreement details.
 Price Schedule	Outlines the prices and pricing conditions of the products and Services you buy from us.
 Order Request	A record of the orders you've submitted to us, including changes you've requested to your products and Services that have incurred a charge.
<p>The following parts make up our standard form of agreement terms with our customers for the purposes of Part 23 of the Telco Act. We update these terms from time to time in line with our agreement with you.</p>	
 Service Terms	The specific conditions for each product and service you buy.
 General Terms	The conditions that apply to all our products and services.

- (b) This document, the [Service Terms for Adaptive Mobility Managed Services](#), has 3 **sections**. At the top of each page, you can see which section you are in:



2 SERVICE SUMMARY

2.1 What are Adaptive Mobility Managed Services

- (a) Adaptive Mobility Managed Services are a range of service options that help manage mobile services and devices for your Adaptive Mobility solution.
- (b) These Service Terms apply to the following Adaptive Mobility Managed Services offerings:

Adaptive Mobility Managed Services
ADAPTIVE CARE
ENTERPRISE WIRELESS MANAGED SERVICE (EWMS)
TELSTRA MOBILE DEVICE MANAGEMENT (T-MDM)

3 ADAPTIVE CARE

3.1 What is Adaptive Care

Adaptive Care provides a single point of contact in Australia for support, assistance and care for your mobile services on Adaptive Mobility plans.

3.2 Eligibility for Adaptive Care

- (a) You must be acquiring Telstra mobile services on Adaptive Mobility plans to acquire Adaptive Care. (See the [Adaptive Mobility Service Terms](#) for details of the Adaptive Mobility plans.)
- (b) If you take Adaptive Care, you must take it for **all** of your Telstra mobile services on an Adaptive Mobility plan.

3.3 What does Adaptive Care provide

- (a) Your single point of contact located in Australia will provide you with the following services as part of Adaptive Care:

Adaptive Care inclusions		
Feature	Description	Operating hours
Advice	Advising on the best fit plans, devices and offers for your business Advising on potential impacts if you change or cancel your services (such as impacts on device repayments and any applicable minimum spend requirements)	Business Hours (i.e. Mon-Fri 8am-5pm excluding public holidays)
New connections	Arranging new mobile service connections	Business Hours
Plan changes	Moving your mobile services from one plan to another	Business Hours
Transfer mobile numbers to Telstra	Transferring your mobile numbers from another carrier to Telstra	Business Hours
Changes	Making changes to your existing mobile services (like adding an international calling pack) Changing mobile network features for your existing mobile services (like barring international roaming or temporarily suspending a service)	Business Hours
Replacement SIMs	Replacing SIM cards or swapping SIM cards (reburn) for your mobile devices	Business Hours
Order devices & accessories	Ordering devices and accessories for your mobile services	Business Hours
Warranty returns	Assisting with returning devices under warranty	Business Hours
Account moves	Moving your mobile services to another one of your Telstra billing accounts	Business Hours

- (b) Your Adaptive Care services will be provided by Telstra or one of Telstra's nominated partners. Telstra will advise you of the contact details for your single point of contact when you first order Adaptive Care.

3.4 Charges for Adaptive Care

- (a) We charge you the following charges for Adaptive Care:

Adaptive Care Charges	
Monthly charge (per mobile service per month)	\$3.00 (GST incl)

- (b) As an introductory offer, we will waive this charge until 31 January 2022, unless we extend this offer.

3.5 Changes

- (a) Adaptive Care is provided month to month until you cancel it.

- (b) You may by telling us:
 - (i) change your preferred partner; and
 - (ii) cancel Adaptive Care at any time (as long as you cancel it for **all** your mobile services).
- (c) If you change or cancel Adaptive Care, you keep paying all existing costs and charges up until the end of the calendar month in which you change or cancel. Any changes take effect from the start of the following calendar month.
- (d) There are no early termination charges for cancelling Adaptive Care unless you have special pricing terms which state otherwise.

4 ENTERPRISE WIRELESS MANAGED SERVICE (EWMS)

4.1 What are Enterprise Wireless Managed Services (EWMS)

With Enterprise Wireless Managed Services (EWMS), your preferred Telstra Partner will provide one-off services (like installation and configuration of your eligible 5G mobile broadband equipment) and ongoing services for end-to-end lifecycle management of your devices and your Enterprise Wireless solution.

4.2 Eligibility for EWMS

- (a) You must be acquiring a Telstra enterprise wireless service on the Enterprise Wireless Adaptive Mobility plan to acquire EWMS. (See the [Adaptive Mobility Service Terms](#) for details of the Enterprise Wireless Adaptive Mobility plan.)
- (b) EWMS is only available for eligible 5G adaptors and routers you purchase from us used with the Enterprise Wireless Adaptive Mobility plan. (You can take EWMS for just the 5G adaptor if you wish, but not just for the router).
- (c) We provide EWMS to you through your preferred Telstra Partner. We may require you to provide written authority for the Telstra Partner to deal with us on your behalf (including ordering devices).

4.3 What does EWMS provide

- (a) Your preferred Telstra Partner will provide the following services as standard under EWMS:

EWMS standard inclusions	
Feature	Description
Device staging	Your preferred Telstra Partner will receive, check and set up your newly purchased eligible 5G adaptor and router, activate the Telstra SIM, enrol the device in the management platform and then repackage the device and send it to you The device is set up according to your requirements
Device Installation	Site assessment and onsite installation of your covered 5G adaptor and (if applicable) your covered 5G router (all Device staging will be done off-site by your Telstra Partner beforehand)
Device Lifecycle Management	<p>Reactive help desk support for support, troubleshooting and fault notifications</p> <p>Assistance with configuring and managing your covered device via the applicable management platform</p> <p>Managing your licences for the software in your covered device and the management platform and letting you know if there is even an issue</p> <p>Managing your covered device, SIM and licences, maintaining details of your configuration settings and providing you with monthly reports on each covered device (asset tag, IMEI, serial number and mobile service number)</p> <p>Repairing, replacing and refreshing (hot swapping with spare devices you own) your covered device, as well as fleet location management</p> <p>Providing regular reports to you on:</p> <ul style="list-style-type: none"> • service level management (service levels met, exceeded or missed) • continual service improvement activities • root cause analysis and post incident reviews of serious faults • total number of engagements with the preferred Telstra Partner • abandonment rate of engagements with the preferred Telstra Partner • number of faults fixed on first contact • mean time to restore for incidents • incidents raised, resolved and unresolved (by priority) • service requests raised, resolved and unresolved (by priority) • changes raised, completed and unsuccessful • notices of informational events, warning events, exception events and network faults

- (b) You will need to give the Telstra Partner the required administrator access to your management platform for the covered devices to allow them to provide the Device Lifecycle Management services.
- (c) You may also request the following optional extra or enhanced features for your EWMS subscription for a covered device:

EWMS optional inclusions or enhancements	
Feature	Description
Extended help desk hours	24/7/365 help desk support
Professional services	You can agree for your preferred Telstra Partner to provide you with customised professional services such as a mobile site survey, design consultancy, customised work for your unique needs You can also agree to acquire professional services to provide installation, configuration or support services for any eligible Cradlepoint device that is not covered by an EWMS subscription.
Proactive support and monitoring	Your preferred Telstra Partner's network specialists will keep a close eye on the events that matter through proactive checks, remediation, alerts and reporting
Service Ownership	A dedicated service delivery manager for your account Service assurance and fault fixing within the timeframes specified in 4.5 below.

4.4 Charges for EWMS

- (a) We charge you the following once-off and ongoing subscription charge for each EWMS subscription.

EWMS subscription with standard inclusions	Prices (excl GST)
Monthly subscription charge	
with Business Hours help desk (M-F 8am-8pm AEDT, exc. public hols)	\$117 per month
Once-off charges	
Device staging	\$324 once-off
Plus Installation	
(indoor unit)	\$699 once-off
(outdoor unit)	\$906 once-off
Plus Callout fee	
(to urban location – within 30km drive of Telstra service centre)	\$375 once-off
(to regional location – 30km-65km drive from Telstra service centre)	\$544 once-off
(to remote location – township or community with fewer than 200 people)	\$892 (excl GST) once-off

- (b) If you choose to have both an eligible adaptor and an eligible router covered by EWMS, a separate subscription is required for each of the covered devices. However, where you have separate subscriptions for an eligible adaptor and router at the same location, we only charge you one Installation and Callout fee to install both devices.
- (c) We charge you the following charges where you select an optional feature or enhancement for a particular covered device. (You pay the enhanced monthly subscription charge instead of the standard monthly subscription charge above.)

Enhanced monthly subscription charge	Prices (excl GST)
with 24/7/365 help desk	\$147 per month
Business Hours help desk + Proactive Monitoring	\$161 per month
24/7/365 help desk + Proactive Monitoring	\$191 per month
Service Ownership (single monthly charge covers all covered eligible devices on an account)	\$194 per month per account
Once-off charges	
Professional Services	As agreed in Order Form

4.5 What are the service levels and service credits for EWMS

- (a) When you notify us of an incident, we give it a priority as follows:

Enterprise Wireless Managed Services incident priority	
Priority	Effect it has on you and how long it is reasonable for you to be without normal operation
1 (Critical)	Failure of the system or covered device with a major business impact affecting more than one user, business critical system or process with no workaround
2 (Major)	One or more users affected by failure of a business-critical system, application or covered device, and any workaround cannot be sustained for more than 1 day
3 (Minor)	One person is affected and not business-critical, and any workaround can be sustained for more than 1 day
4 (Request)	A Service Request (Add, Move, Change, Delete, Request for Information) with some urgency owing to business requirements or targets for 1 or more users A Service Request (Change) to add features, functions or configuration with some urgency owing to business requirements (but not needed to resolve an open incident)
5 (Request)	Any other standard Service Request (Add, Move, Change, Delete, Request for Information) for 1 or more users Any other standard Service Request (Change) to add features, functions or configuration (not needed to resolve an open incident)

- (b) Your preferred Telstra Partner must try to meet the following targets for responding to you, keeping you updated, and resolving the incident or fulfilling the request within the following timeframes:

Enterprise Wireless Managed Services service level targets				
Priority	Respond within	Update every	Restore/Fulfil within	for % of incidents or requests (per month)
1 (Critical)	15 mins	1 hour	4 hours	90%
2 (Major)	30 mins	2 hours	8 hours	90%
3 (Minor)	1 hour	8 hours	1 Business Day	90%
4 (Request)	2 hours	12 hours	3 Business Days	90%
5 (Request)	3 hours	24 hours	5 Business Days	90%

- (c) Where your preferred Telstra Partner has to engage with a third party vendor's support function to resolve an incident or fulfil a request, the third party's service level target timeframes are added to the above timeframes.
- (d) There are no service credits payable for missing a service level target. These are targets only.

4.6 Changing and cancelling EWMS

- (a) EWMS is provided month to month until you cancel it (except for services that are charged as one-off services).
- (b) You may:
- change any options once per calendar month; and
 - cancel EWMS at any time.
- (c) You must complete a new Order Form for any changes to existing EWMS.
- (d) If you change or cancel EWMS, you keep paying all existing costs and charges up until the end of the calendar month in which you change or cancel. Any changes take effect from the start of the following calendar month.
- (e) There are no early termination charges for cancelling EWMS unless you have special pricing terms which state otherwise.

5 TELSTRA MOBILE DEVICE MANAGEMENT (T-MDM)

5.1 What is Telstra Mobile Device Management (T-MDM)

Telstra Mobile Device Management (T-MDM) is a hosted platform that allows you to manage your compatible mobile devices over the internet.

(These T-MDM terms only apply to T-MDM services you purchase under your Digital Services Agreement. If you have existing T-MDM services, your existing T-MDM terms apply to your existing T-MDM services.)

5.2 Eligibility for T-MDM

- (a) You must have an active Telstra mobile billing account to acquire T-MDM. T-MDM is not available for Telstra mobile billing accounts beginning with the account number "7000".
- (b) Mobile devices managed through T-MDM do not all have to be associated with Telstra mobile services, but only mobile devices connected with an eligible Telstra mobile plan will receive the T-MDM discounts included with that mobile plan.
- (c) Mobile devices managed through T-MDM must be running iOS, Android or Windows operating systems.
- (d) Data cards and modems are not eligible devices.

5.3 What does T-MDM provide

- (a) T-MDM provides you with the following:

T-MDM features	
Feature	Description
Mobile device management	Protect company information on covered devices by configuring IT policies
Mobile application management	Create an enterprise application store and manage application on covered devices
Mobile content management	Upload and share company documents and collaborate with colleagues
Mobile email management	Control which covered devices have email access and encrypt email messages
Unlimited SMS	Send SMS messages to covered devices at no additional charge
Cloud storage	25GB storage to upload company documents
Integration with enterprise resources	Connect with enterprise systems like Active Directory, per app VPN, etc. (requires software adaptors to be installed in your premises at additional cost)
Hosting location	Public cloud in Australia
Platform upgrades	Software upgrades applied automatically with 5 days' notice
Support	Reasonable email support during Business Hours (M-F 8am-5pm local time, except public holidays), including: <ul style="list-style-type: none"> • logging in and accessing T-MDM platform • T-MDM features and functions not working as designed • connecting to the T-MDM platform from your devices • escalation of technical faults relating to the T-MDM platform

- (b) The T-MDM features only work for a particular device when it is switched on and connected to the internet.
- (c) Not all features and functions are compatible with every covered device (or with every enhancement we may make to them in the future).
- (d) We may not be able to provide support to every device you register on the T-MDM platform, if it has not been purchased from Telstra or if its operating system has been modified.
- (e) The support feature does not include: training or demonstrations, configuring equipment you have purchased, configuring or troubleshooting third party software, customer or third party settings on the devices, registering your devices on T-MDM for you or maintaining their registration. We may only be able to provide limited support to you when you are overseas.

5.4 Charges for T-MDM

T-MDM Monthly Charges (per device incl GST)				
	T-MDM List Price	T-MDM Discounted Price - Adaptive Mobility Mobile and Mobile Broadband Plans		
Number of devices		Essential	Enhanced	Epic
<1000	\$ 5.00	\$ 5.00	\$ 4.50	\$ 4.00
1001-2000	\$ 4.50	\$ 4.50	\$ 4.50	\$ 4.00
2001-3000	\$ 4.00	\$ 4.00	\$ 4.00	\$ 4.00
3001-4000	\$ 3.50	\$ 3.50	\$ 3.50	\$ 3.50
4000+	\$ 3.00	\$ 3.00	\$ 3.00	\$ 3.00

- (a) We offer the above discounted T-MDM prices for registered devices which remain connected to eligible Adaptive Mobility plans for the month. For any devices registered on T-MDM which are not connected to an eligible mobile plan, we charge the T-MDM List price set out above.
- (b) We charge in arrears based on the number of devices registered on the T-MDM platform during the previous month.
- (c) The T-MDM charge does not include any usage charges for any covered devices to connect to the T-MDM platform (e.g. data charges).
- (d) When you set up a new tenant and login to use T-MDM for the first time, we give you a 30 day trial of the service without having to pay the above charges (starting on the day you receive your welcome email). If you do not cancel T-MDM before the end of the 30-day trial period, your T-MDM service continues automatically and charges apply. You still have to pay for data usage on covered devices during the trial period.

5.5 Changing and cancelling T-MDM

- (a) T-MDM is provided month to month until you cancel it.
- (b) You may:
 - (i) change any options once per calendar month (including by deregistering any covered mobiles from the T-MDM platform); and
 - (ii) cancel your T-MDM at any time.
- (c) If you change or cancel T-MDM, you will keep paying all existing costs and charges up until the end of the calendar month in which you change or cancel. Any changes take effect from the start of the following calendar month.
- (d) There are no early termination charges for cancelling T-MDM unless your special pricing terms state otherwise.

5.6 Your responsibilities in using T-MDM

- (a) Use of the T-MDM platform requires you to agree to the terms required by the platform vendor, as updated from time to time. We may change platform vendor from time to time, and you may be required to agree to updated platform terms if that happens.

Third party software terms for T-MDM platform	
Vendor	Terms
VMWare	Applicable terms found at https://www.vmware.com/au/download/eula.html

- (b) Some features may need end users of the covered devices to install third party software on their covered devices. The third party software vendors may impose additional terms on the use of that software and you accept that the relevant feature may not be available if you and your end users do not install that software and accept those third party terms.
- (c) Access to the T-MDM platform is through login and password credentials. It is your responsibility to protect the password from disclosure and misuse. You should change the password regularly and whenever circumstances require. To the extent permitted by law, we are not liable to you for any loss or liability you incur arising from your failure to take proper care to prevent misuse of your login or password credentials, including through unauthorised access.
- (d) Before registering a mobile device on the T-MDM platform and use the T-MDM service to access or interact with a covered device, you have to get all necessary consents and make all necessary disclosures

to each end user of that device so you can lawfully use the T-MDM service (e.g under privacy laws and workplace surveillance laws).

- (e) You must test any settings or software before they are sent to your end user's covered devices over the T-MDM platform.
- (f) You must not use the T-MDM service to engage in conduct that is unlawful, fraudulent or negligent. You are responsible for the conduct of your nominated representatives, each of your end users, and any other person using your T-MDM service.