

OUR CUSTOMER TERMS

TELSTRA PLUS PREMIUM SUPPORT SERVICES SECTION



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1 ABOUT THE TELSTRA PLUS PREMIUM SUPPORT SERVICES SECTION

Our Customer Terms

- 1.1 This is the Telstra Plus Premium Support services section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers can be found at <http://www.telstra.com.au/customer-terms/home-family/>; business and government customers can be found at <http://www.telstra.com.au/customer-terms/business-government/>).

Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Telstra Plus Premium Support services section, then the Telstra Plus Premium Support services section applies instead to the extent of the inconsistency.

2 TELSTRA PLUS PREMIUM SUPPORT SERVICES

- 2.1 Telstra Plus Premium Support services are the additional services that we offer that are not already included as part of the service that you acquire from us and include installation of devices, software, software/system upgrades, networking, health checks, advice, testing and learning.

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THE FOLLOWING TELSTRA PLUS PREMIUM SUPPORT SERVICE CATEGORIES ARE AVAILABLE TO CONSUMER CUSTOMERS AS PAY PER EVENT SERVICES:	IN HOME (INC GST)	REMOTE (INC GST)
Telstra Plus Start IT		
<ul style="list-style-type: none"> Telstra Plus Start IT 	\$192	\$120
Telstra Plus Tune IT	\$192	\$120
Telstra Plus Fix IT	\$192	\$120
Telstra Plus Ask IT	\$192	\$120
Telstra Plus Upgrade IT	\$269	N/A

THE FOLLOWING TELSTRA PLUS SUPPORT SERVICES ARE AVAILABLE TO CONSUMERS VIA MONTHLY SUBSCRIPTION/HRO (HARDWARE REPAYMENT OPTION)	IN HOME (INC GST)	REMOTE (INC GST)
Telstra Plus All of IT subscription	N/A	\$15/MONTH FOR 12 MONTHS *REFER TO 14.2 FOR SUBSCRIPTION SERVICES POST 12 MONTHS

3 AVAILABILITY

- 3.1 Telstra Plus Premium Support Services are not available for new sales on and from 10 November 2013.
- 3.2 Telstra Plus Premium Support services are only available to existing Telstra customers.
- 3.3 Telstra Plus Start IT is available within Telstra's ADSL footprint. All other in-home services are only available to customers in metro urban areas.
- 3.4 The All of IT Helpdesk Plus subscription is only available to customers who have their BigPond broadband service account with Telstra.

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4 STANDARD BUSINESS HOURS

- 4.1 For the purpose of Telstra Plus Premium Support services, our Standard Business Hours for remote (over the phone) services are 8am to 10pm between Monday to Friday, and 9am to 5pm on weekends and public holidays. We consider all other times to be outside the hours of operation.
- 4.2 Standard Business Hours for in-home services are 8am to 5pm Monday to Friday excluding public holidays. We consider all other times to be outside the hours of operation.
- 4.3 Whether work is performed during our Standard Business Hours is determined by the State or Territory where the relevant service is located or will be provided.

For example: the time zone of the relevant State or Territory, as well as State or Territory-based public holidays are taken into account.

5 CHARGES STRUCTURE

- 5.1 For pay per event services, we will charge you a one off fee. We will notify you of the fee prior to providing you each relevant Telstra Plus Premium Support service and will only provide the service if you agree to the fee(s).
- 5.2 The price for Telstra Plus Premium Support service may vary between services supplied via helpdesk access (over the phone), in-store and in-home.
- 5.3 For a Telstra Plus subscription service, we will charge you a monthly fee for minimum term contract period. You must pay the monthly subscription charge each month during your minimum term. If you cancel the Telstra Plus ALL of IT Helpdesk subscription service before the end of your term, we will charge you an early termination charge which will be equal to the remaining monthly payments for your minimum term.

6 CANCELLATIONS

- 6.1 If:
 - (a) you cancel your requested pay per event Telstra Plus Premium Support service within 24 hours of its scheduled delivery; or
 - (b) we are unable to gain access to your premises upon our arrival:
 - (i) because there is no one at home;
 - (ii) because no person of at least 18 years of age is present to provide us with access to your premises; or
 - (iii) for any other reason;

then you may be charged a fee set out in clause 6.2.

- 6.2 The following cancellation and not in attendance fees apply for Telstra Plus Premium Support services:

TELSTRA PREMIUM SUPPORT SERVICE	FEE (INCL GST)

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TELSTRA PREMIUM SUPPORT SERVICE	FEE (INCL GST)
Helpdesk (Over the phone) service	\$49
In-home service	\$99

7 NO FIX, NO FEE GUARANTEE

- 7.1 If we are unable to perform all or part of the Telstra Plus pay per event service that we have agreed to deliver, you will not be charged for the service unless the reason we are unable to perform all or part of the services is because you need to upgrade or replace your software and/or hardware. In that case, you agree to pay us the applicable fee for our services.
- 7.2 In addition, if we are unable to perform all or part of the services that we have agreed to deliver due to the wrong service being ordered by you as a result of incorrect and/or incomplete information being provided by you (including information about your computer and/or network issues), you agree to pay us the applicable fee for our services.

8 PAYMENT OF CHARGES

- 8.1 The Telstra Plus Premium Support services will be charged to your Telstra bill after the services have been performed.

9 TELSTRA PLUS START IT

- 9.1 You are entitled to one of the following Start IT services as part of your service:

TELSTRA PLUS START IT	DESCRIPTION OF AVAILABLE SERVICES
Telstra Plus Start IT	<ul style="list-style-type: none"> • Connection of the Gateway to the internet (provided that the internet service is available at the premises). • Setting up and securing your home network. • Connection of up to five "network ready" devices both Telstra and non Telstra devices (e.g. PC's, Laptop, Printers, Game Consoles). • Telstra devices such as T-Box and T-Hub will include an initial setup of the device. Non-Telstra devices will not include the initial setup of the device, only networking. • Configuration of basic file sharing between networked devices.

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10 TELSTRA PLUS TUNE IT

What is Telstra Plus Tune IT?

10.1 You are entitled to one of the following Tune IT services as part of your service:

TELSTRA PLUS TUNE IT SERVICE	DESCRIPTION OF AVAILABLE SERVICES
<p>Optimise</p>	<ul style="list-style-type: none"> • Removal of unwanted/unnecessary programs and files to free up system resources (with your consent). • Removal of temporary files to free up hard drive space • Analysis of computer's start up process to see how it can be sped up. • Tips for keeping the PC optimised • Recommendations for future upgrades based on customers environment • Conduct a security audit and highlight potential risks • Provide advice on a suitable security solution.
<p>Back-up</p>	<ul style="list-style-type: none"> • Connection of existing external hard drive to your computer. • Verification that the external drive is functioning correctly. • Back up of personal files (e.g. music, video, photos) up to 20GB. • Configuration of Windows back-up facility or Apple Time Machine (Mac OS 10.5 and above). • Start up back-up process and show you how to find your files in the future.
<p>Installation of new hardware</p>	<ul style="list-style-type: none"> • Installation of the new hardware (maximum five pieces of hardware) • Installation drivers (if required) • Configuration of the system (if required) <p>Ensure the hardware is working</p>

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TELSTRA PLUS TUNE IT SERVICE	DESCRIPTION OF AVAILABLE SERVICES
<p>Installation of Software</p>	<ul style="list-style-type: none"> • Assess PC specifications to ensure it meets the minimum system requirements of the software package(s) • Removal of old versions of the software • Installation of the latest software* version (maximum 2 applications). • Perform software test <p>* Customer must have pre-purchased software or license(s)</p> <p>* Service does not include Operating Systems</p>

11 TELSTRA PLUS FIX IT

11.1 Telstra Plus Fix IT services relate to management of viruses/spyware, optimisation of the operating systems, setting up of back-up processes. You are entitled to one of the following Fix IT services as part of your service:

TELSTRA PLUS FIX IT SERVICE	DESCRIPTION OF AVAILABLE SERVICES
<p>Security</p>	<ul style="list-style-type: none"> • Scan computer for viruses, spyware and pop-ups. • Remove viruses, spyware and pop-ups from computer. • If applicable, updating of the existing internet security installation. • Conduct a security audit and highlight potential risks. • Provide advice on a suitable security solution. <p>* Does not include re-installing the operating system (refer to "Upgrade IT - Rebuild")</p> <p>* Does not include re-establishing the internet connection (refer to "Fix IT- Repair")</p> <p>* Does not include backup (refer to Tune IT - Back-up)</p>
<p>Repair</p> <p>Repair your secure network, internet connection.</p>	<ul style="list-style-type: none"> • Diagnostics of wired/wireless network to determine the cause of the issue. • If required, identification of equipment problems and recommend actions as appropriate. • Re-establish the PCs connection to an

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TELSTRA PLUS FIX IT SERVICE	DESCRIPTION OF AVAILABLE SERVICES
	existing internet connection <ul style="list-style-type: none"> • Re-connection up to five "network ready" devices to the network (e.g. PC's, Laptop, Printers, Game Consoles, Telstra Device)

12 TELSTRA PLUS ASK IT

What is Telstra Plus Ask IT?

12.1 Telstra Plus Ask IT services relate to general IT support with the following description:

TELSTRA PLUS ADVICE	DESCRIPTION OF AVAILABLE SERVICES
<p>Telstra Plus advice</p> <p>Receive an in-depth tutorial of the essential features of your Telstra product</p>	<p><u>Tutorial on features of Telstra Product or Service</u></p> <ul style="list-style-type: none"> • Learn to use and navigate through the features of your Telstra Device • Learn to use and navigate the key features of BigPond.com or BigPond mail • Learn to use and navigate the key features of BigPond Internet Security • Expert navigation of Foxtel including On-Demand, recording, preferences and parental controls • Watch one TV show while recording another, Record entire series and manage your recordings, Pause, rewind and record live <p>* Service does not include setup or activation.</p> <p>* Only available as a Helpdesk (over the phone service) and not available as an in-home service</p> <ul style="list-style-type: none"> • * Tutorial sessions are 45 minutes long

13 TELSTRA PLUS UPGRADE IT

What is Telstra Plus Upgrade IT?

13.1 Telstra Plus Upgrade IT services relate to the upgrading and rebuilding of the system/hardware. You are entitled to one of the following Upgrade IT services as part of your service:

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TELSTRA PLUS UPGRADE IT	DESCRIPTION OF AVAILABLE SERVICES
<p>Upgrade IT-Upgrade Upgrade your operating system and back up your critical files.</p> <p>Installation and configuration of your operating system.</p>	<ul style="list-style-type: none"> • Installation of your preferred operating system • Assess PC specifications to ensure it meets the minimum system requirements for the operating system. • Backup of customers data (max 10GB)- My documents, Program settings, Desktop & Quick launch icons, Favourites, User Accounts, Email • Configuration of new operating system, automatically installs all critical updates, and restores desktop and quick launch icons. • Connection of up to five existing devices or peripherals (e.g. Printer, External Hard drive). • Re-installation of up to two existing software packages (e.g. MS Office, Antivirus). • Installation essential utilities (Adobe Acrobat Reader, Flash, Java etc). <ul style="list-style-type: none"> • Backup of your important files up to 10 GB e.g. My documents, Program settings, Desktop & Quick launch icons, Favourites, User Accounts, Email • Format computer hard drive • Install Operating System. • Establishing internet connectivity & configuration of wired or wireless network. • Configuration of new operating system, automatically installs all critical updates, and restores desktop and quick launch icons. • Connection of two existing devices or peripherals (e.g. Printer, External Hard drive). • Re-installation of up to two existing software packages (e.g. MS Office, Antivirus). Customer must have a valid licence. • Installation of essential utilities (Adobe Acrobat Reader, Flash, Java etc). • Provide advice on potential upgrade

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options.

14 ALL OF IT SUBSCRIPTION

What is All of IT Subscription?

14.1 All of IT subscription provides access to the Telstra Plus helpdesk for IT support:

ALL OF IT SUBSCRIPTION	DESCRIPTION OF AVAILABLE SERVICES
Access to the Telstra Plus Helpdesk	<ul style="list-style-type: none"> • Up to 6 calls per year to access Telstra Plus remote helpdesk services for one registered PC/Laptop. Helpdesk services include: <ul style="list-style-type: none"> ○ Start IT helpdesk services ○ Fix IT helpdesk services ○ Tune IT helpdesk services ○ Ask IT helpdesk services

14.2 The minimum term for the All of IT subscription is 12 months. The minimum term commences on the service commencement date outlined on your welcome letter. If you do not request cancellation or renewal of your All of IT subscription service at the end of the minimum term, we will continue to provide the All of IT service to you on a monthly payment option.

14.3 The All of IT subscription service is for one registered PC/Laptop per subscription. Customers must provide a MAC address for their PC/laptop as part of their subscription service. Telstra Plus will ask you on your first call for the MAC address of your PC/Laptop.

14.4 The All of IT subscription is an over the phone subscription only. To access the All of IT subscription, you will need to call Telstra Plus on 13000 TPLUS (13000 87587) during the Telstra Plus helpdesk's standard operating hours as outlined in Section 4.

15 STANDARD EXCLUSIONS

15.1 The Telstra Plus Premium Support services exclude and are not available on Linux operating systems.

15.2 You are responsible for all data charges (if any) associated with the Telstra Plus Premium Support services (including but not limited to downloading of any software, software updates, and drivers).

15.3 You acknowledge that as part of supplying you with the Telstra Plus Premium Support services, and unless otherwise specified, we do not separately back-up any of your data to avoid potential data loss. You also acknowledge that there is a risk that some or all of your data may be lost during our supply of the Telstra Plus Premium Support services.

15.4 Unless otherwise stated, the cost of any software and hardware is not included in the price

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for the Telstra Plus Premium Support services and you are responsible for the cost of any such software and/or hardware.

- 15.5 Telstra Plus in-home services are not included in the Home Helpdesk Plus subscription service.
- 15.6 All customer software related to the service being provided must be legal and have a valid licence.

16 YOUR RESPONSIBILITIES

- 16.1 You are responsible for backing up your software and data before we provide any Telstra Plus Premium Support services to you.
- 16.2 You will ensure that a person of at least 18 years of age is present to provide us with access to the areas of your premises that we need access 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.
- 16.3 You will ensure that any software you supply for use in conjunction with a Telstra service is legitimate.
- 16.4 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.

17 HELPDESK ASSISTANCE

- 17.1 Where the service requires Remote Helpdesk Assistance, you acknowledge that Telstra will need to download software onto your computer to enable us to provide Helpdesk Assistance and you will be responsible for the data charges (if any).
- 17.2 You must provide Telstra with passwords to your computer and systems (as required) and reasonable assistance in using your systems.