

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Telstra Platinum Service Subscription

## Information about the service

### Telstra Platinum Service Subscription

Your Telstra Platinum Service Subscription provides you peace of mind with 24/7 technology advice and support for most internet connected gadgets.

### Minimum term

12-month minimum term.

### What's included

- 24/7 phone and online support.
- Access to our experts over the phone, online or instore.
- Personalised coaching, such as help on how to use webcams, printers, email and the internet.
- Advice to help you get the most out of your devices.
- We diagnose and solve technology problems, such as internet connectivity, Wi-Fi, removing viruses.
- Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets (eg Apple iPad).
- Support for common software such as iTunes, Internet Explorer, Firefox, Anti Virus and MS Office.
- Platinum Service Subscription customers are eligible for a 50% discount off most Platinum in home, pay on demand services, including Set IT Up, Support IT and Learn IT.

### What's not

Telstra Platinum services for personal computers are only available for Windows and Mac OS. You are responsible for all data charges associated with this service. Unless otherwise stated, the cost of any software or hardware is not included in the price of the Telstra Platinum service.

## Information about pricing

### Your minimum monthly charge

\$15 for your Telstra Platinum Service Subscription.

### Total minimum plan cost

The minimum amount you'll pay over 12 months is \$180 for your Telstra Platinum Service Subscription.

### Early termination and other charges

If you cancel your subscription or account that the subscription is billed to, your subscription will be cancelled. If your subscription is cancelled early (and not due to our fault) and you do not agree with us otherwise:

- you will be charged and Early Termination Charge (ETC) of up to \$180 for Telstra Platinum Service Subscription. The ETC decreases by equal instalments each month you stay on your subscription.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing. We will let you know before this happens.

## Other Information

### Fair usage policy

Use of this service is governed by a fair usage policy, which deals with excessive use. For further details visit [telstra.com/customer-terms](http://telstra.com/customer-terms)

### Billing

Your bill is issued on the same date each month. Each bill includes the subscription charge in advance.

On your first bill, you will also be charged for the days left until your next billing cycle begins. This means your first few bills may be higher or lower than expected.

### We're here to help

#### Support

If you have questions about your Telstra Platinum Service Subscription, please visit the support section at [telstra.com.au/platinum](http://telstra.com.au/platinum) or call us on 13 7587.

#### Further information

You'll find more information at [telstra.com.au/platinum](http://telstra.com.au/platinum), including 24/7 live chat support. If you have questions about your bill, please call us on 13 2200 or 133 677 (TTY).

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](http://telstra.com/complaints) where you'll find full contact details and information about how to resolve it.

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at [telstra.com/customer-terms](http://telstra.com/customer-terms)