

Telstra Platinum Service Subscription



Critical Information Summary

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

Plan		Telstra Platinum Service Subscription
Monthly Charge 12 month term only		\$15/mth
What's Included		<ul style="list-style-type: none">• 24/7 phone and online support.• Access to our tech support experts over the phone, online or instore during trading hours.• 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 television's, smartphones and tablets (eg Apple iPad).• Support for common software such as iTunes, Internet Explorer, Firefox, Anti Virus and MS Office.
What's Not Included		<ul style="list-style-type: none">• Telstra Platinum services are not available for some devices and software. The cost of any software/hardware is not included in the price of the service and you are responsible for any data charges.
Minimum Cost includes set up costs	12 month term only	\$180
Maximum Early Termination Charges (ETC) 12 month term		\$48
The ETC decreases by equal instalments each month you stay on your subscription.		

Information about the service

This service offers 24/7 online and over the phone tech support for most internet-connected devices.

Information about pricing

Refer to Plan Cost table.

Bill Payment Charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**

Some exemptions may apply. To set up Email Bill, visit telstra.com/emailbill. To set up Direct Debit or for details on other bill payment options, visit telstra.com/billpay

Other information

Fair Use Policy

Use of this service is governed by a fair use policy, which deals with excessive use. For further details visit telstra.com/customer-terms.

Understanding my bill

You're billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. Your first bill will be higher if you start your plan part way through a billing period.

Need help? We're here for you.

Support

If you have questions about your Telstra Platinum Service Subscription, please visit telstra.com/platinum or call us on 13 7587.

Further information

Visit telstra.com/contactus for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative /accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

This is a summary only full legal terms for this plan are available at telstra.com/customer-terms