



# TELSTRA PLATINUM TOTALMOVE SERVICE

## INFORMATION ABOUT THE SERVICE

The Telstra Platinum TotalMove Service is a service for customers who are moving home and activate a fixed phone and/or fixed broadband service with Telstra at the new premises on a post paid consumer plan. A technician will visit your premises to securely set up your Telstra broadband internet, wireless network (Wi-Fi), connect home technology/internet enabled gadgets, and connect your Telstra home phone line.

Services are not available on some devices, software and operating systems.

### What's included

- Dedicated team to help with your move.
- Set up of your Telstra broadband, fixed line and home network.
- Connection of common internet enabled devices to Wi-Fi.
- Set up, placement and connection of 1 TV and 1 sound system.
- Connection of TV peripherals.
- In Home Consultation – audit and recommendations for customers to maximise technology.
- One month free access to Telstra Platinum.

### Telstra Platinum One Month Free Access includes

- 24/7 phone and online support.
- Access to our experts over the phone, online or in store.
- 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, and removing viruses.
- Support for most Australian supplied internet enabled gadgets, such as computers, smart TVs, smartphones and tablets (eg Apple iPad).
- Support for common software such as iTunes, Internet Explorer, Firefox, Anti Virus and MS Office.

## INFORMATION ABOUT PRICING

### Installation charges

The minimum amount you'll pay is a one-time charge of **\$499** for your Telstra Platinum TotalMove Service. Additional services may be available for a fee.

### Other charges

If you cancel your technician appointment without providing 24 hours advance notice, we may charge you a fee of \$99.

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.

Further costs may apply for additional connections. Additional charges may apply for items such as cabling past the first socket, trenching or more difficult installations. We will advise you of these charges when we confirm the connection at your new home.

Additional costs apply if you require an ADSL or cable modem. Note these costs appear as a single line item on your bill.

## OTHER INFORMATION

This service (including the Telstra Platinum One Month Free Access) does not include the provision or cost of any software/hardware and you are responsible for any data charges.

Use of Telstra Platinum One Month Free Access is governed by a fair usage policy, which deals with excessive use. For further details visit [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)

In-home services are not available in all areas.

If your internet is not with Telstra, you must ensure that your internet is active prior to your in-home appointment, and some services requiring internet connectivity may not be available.

Telstra is not responsible for any loss of data and we recommend back up prior to the appointment.

### We're here to help

If you have technical difficulties or questions regarding your Telstra Platinum TotalMove Service you can visit the support section of the Telstra Platinum website at [telstra.com.au/moving-home/move](http://telstra.com.au/moving-home/move) or call us on 13 2200.

### 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 – terms for this plan are available at [telstra.com.au/customer-terms](http://telstra.com.au/customer-terms)