



# Adaptive Mobility Care

Service and support from the  
team who understand your  
solution the best

# Experience the support of a trusted Telstra partner on all aspects of your Adaptive Mobility solution

Your dedicated and trusted Telstra Partner will not only become intimately familiar with your business, but provide you with a single point of contact with a deep understanding of your requirements and transaction history to provide a much more personalised support experience.

No more wasting precious hours trying to get your new solution up and running and adding or modifying features. Your Telstra administrator takes care of all this and more, while you focus on what helps your flourish.

## How it works:

With Adaptive Mobility Care, you are provided with a dedicated telephone number (or email address) that helps you reach your own trusted Care Representative, who is ready to assist you within business hours.

## Service availability:



**Monday to Friday**  
**8am – 5pm in your local time zone**

## Includes

- ✓ Customer support by an expert team within Australia
- ✓ Assistance with activation of new services
- ✓ Change of plans
- ✓ Change of ownership
- ✓ Cancellations, disconnections and suspensions
- ✓ Sim replacements and sim PIN/PUK retrievals
- ✓ International Roaming activation/barring/support
- ✓ Setting up call diversions
- ✓ Adding or removing service features
- ✓ Hardware orders of eligible devices from the Telstra Promotional Schedule
- ✓ Replacement of devices under warranty
- ✓ Facilitation of warranty repairs
- ✓ Advising what the service features charges will be if applicable
- ✓ Account consolidations

## Terms and Conditions:

Adaptive Mobility Care is a Managed Service subscription available to all new and existing Adaptive Mobility subscribers for an additional monthly charge. This service is provided for your entire account and you are not able to nominate individual services.

This service is charged at \$3 per service/per month (inc GST) and charges are calculated monthly based on the total number of active services on your account.



## To learn more:



Scan the QR Code



Visit [telstra.com/adaptivemobilitycare](https://telstra.com/adaptivemobilitycare)



Speak with your Telstra Sales Representative

