



#AskAzentro - Did you know ?

Scan the QR code or  
speak with your Azentro  
Representative



#askazentro  
PH: 1800 888 555

# Adaptive Mobility Care

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

QUEENSLAND - SOUTH AUSTRALIA - NORTHERN TERRITORY



# 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 you 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 9am-5pm

- Australian based customer support
- Business Hours support in the customers local time zone 9am-5pm Monday - Friday
- General Sales Support (device and plan support to admin users)
- Assistant with Activation of additional services
- Change of plans
- Change of Ownerships
- Service level changes such as add-on purchases
- Cancellations, disconnections and suspensions
- Sim replacements
- Sim PIN/PUK retrievals
- International Roaming activation/barring/support
- Mobile call barring or service suspensions
- Setting up call diversions
- Adding or removing Value Added Services
- Hardware orders of eligible devices from the Telstra Promotional Schedule
- Replacement of devices (ELF or DOA)
- Facilitation of warranty repairs

## Terms & 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.



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