

From: Telstra 24x7 Chat Transcript donotreply@telstra.com.au  
Subject: Your chat transcript  
Date: 21 October 2017 21:03  
To: derek.asirvadem@gmail.com



## The following is a record of your online chat.

General Info	
Chat start time	***** 4:37:39 AM EST
Chat end time	***** 6:02:25 AM EST
Duration (actual chatting time)	01:24:45
Operator	Amiel Glenn

**Chat Transcript**

**Info:** Thank you for choosing Telstra 24x7 Live Chat. A representative will be with you shortly. At the conclusion of your chat please take a few moments to give us some feedback on your experience today.

**Info:** All agents are currently assisting others. Thank you for your patience.

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**Info:** You are now chatting with Amiel Glenn.

**Amiel Glenn:** Hi, You're chatting with Amiel. How can I help you?

**derek.asirvadem@gmail.com:** Long wait

**derek.asirvadem@gmail.com:** I am looking at the mobile broadband plans

**Amiel Glenn:** I see, are you looking to change your plan or get a new service?

**derek.asirvadem@gmail.com:** I saw an ad in the telstra shop that stated 20GB for \$45 per month

**derek.asirvadem@gmail.com:** get a new service

**Amiel Glenn:** my apologies for the long wait as well, as we currently having more chats tonight that expected.

**derek.asirvadem@gmail.com:** I am on a very old 24-month plan right now,

**derek.asirvadem@gmail.com:** long wait: well it is not your fault, but "24x7" chat service is a misrepresentation by Telstra

**derek.asirvadem@gmail.com:** But here, online, the plans are 10GB for \$45 pm

**Amiel Glenn:** that \$45 per month plan is our sim only wireless broadband offer on a 12 month contract.

**Amiel Glenn:** I see, you can view the plan on this link <https://www.telstra.com.au/broadband/home-wireless-broadband#BYO>

**derek.asirvadem@gmail.com:** Question: are the online plans different from th eplans available in the telstra shop, please confirm ?

**derek.asirvadem@gmail.com:** I am on this page:

**derek.asirvadem@gmail.com:** <https://www.telstra.com.au/broadband/mobile-broadband/plans>

**Amiel Glenn:** that's a different plan, Derek

**Amiel Glenn:** the plan that you saw can be found on the link I sent above.

**Amiel Glenn:** we do have 2 different types of wireless plan

**derek.asirvadem@gmail.com:** Yes, I can see that

**derek.asirvadem@gmail.com:** Yes, well why don't you explain the difference

**Amiel Glenn:** first is the mobile broadband plan that you saw on the link you sent above, which has the option to share its data allowance with your mobile services.

**Amiel Glenn:** and the other plan is our home wireless broadband plan that has no option for data sharing, so the only way for you to use its allowance is if you have a Telstra device.

**Amiel Glenn:** were you able to read my reply about the plans difference?

**derek.asirvadem@gmail.com:** I can read it, yes, my English is good and everything

**derek.asirvadem@gmail.com:** But it does not inform me of the difference.

**derek.asirvadem@gmail.com:** You are only using words from the plans themselves, which means your head is stuck in telstra plan land.

**derek.asirvadem@gmail.com:** It would be good if you could explain the difference in English without reference to words in the telstra plans.

**Amiel Glenn:** as I mentioned, the difference between the plan is that with the mobile broadband plan for 10GB for \$45 per month, its plan allowance can be shared across your mobile services if you have any active on your account. Say for example you have 3 mobile plans on the account with 5GB each allowance,

**Amiel Glenn:** if one of those services exceeds their allowance, it will automatically use your mobile broadband plan allowance even you are not connected to it through wifi.

**derek.asirvadem@gmail.com:** Eg. if there is plan 2 (\$45 for 20GB) why on earth would anyone go for plan 1 (\$45 for 10GB) ?

**derek.asirvadem@gmail.com:** Ok. And on the \$45 for 20GB, there is no sharing, right.

**Amiel Glenn:** that is correct.

**Amiel Glenn:** you can only use its allowance if you are connected to the device in which the sim is inserted.

**derek.asirvadem@gmail.com:** DO I have to have a Telstra Mobile PHONE ?

**Amiel Glenn:** I dont have your account yet pulled up on my end. Can I have your account number, name on the account and date of birth?

**derek.asirvadem@gmail.com:** "you can only use its allowance if you are connected to the device in which the sim is inserted." Well, that would be the modem itself ... what other device would one want to insert a SIM card into ?????

**Amiel Glenn:** there's a lot of option,

**Amiel Glenn:** you can insert it on your mobile phone.

**Amiel Glenn:** one in which you can use it as a hot spot.

**Amiel Glenn:** or your tablet device that has a hot spot option as well.

**derek.asirvadem@gmail.com:** "Can I have your account number, name on the account and date of birth?": what do you need that for ?

**Amiel Glenn:** you're asking me if you have a Telstra mobile phone, I dont have your account with me yet so I need to pull up your account to confirm if you have an active mobile service with us

**derek.asirvadem@gmail.com:** I already have a mobile broadband plan, with a Netgear modem, which has a SIM card.

**derek.asirvadem@gmail.com:** "you're asking me if you have a Telstra mobile phone" NO I DID NOT ASK YOU THAT. Read the chat balloons again.

**Amiel Glenn:** Okay, if you already have the device for mobile broadband, then you can order for a sim only plan for \$45 per month with 20GB of data on a 12 months contract.

**Amiel Glenn:** Sorry, I thought you are asking me when you mentioned "DO I have to have a Telstra Mobile PHONE ?" on your previous reply.

**derek.asirvadem@gmail.com:** The question still stands: DO I have to have a Telstra Mobile PHONE in order to get the \$5 for 20GB plan ?

**derek.asirvadem@gmail.com:** But the first, most basic question is still not answered: what is the difference between the (1) MOBILE BROADBAND and the (2) HOME WIRELESS BROADBAND ?

**Amiel Glenn:** no need, you only need to order for a sim only plan for \$45 with 20GB, you can use it on your existing device that you use with your mobile broadband service

**derek.asirvadem@gmail.com:** Ok. And then when I cancel my current plan (very old device) I do NOT have to return it to Telstra ? I can keep the device and use it with the new SIM-only plan for \$45 for 20GB ?

**Amiel Glenn:** yes, you already own the device you got on that plan.

**Amiel Glenn:** another difference is that the \$45 plan with 20GB data has no option for data packs.

**Amiel Glenn:** if you exceed its 20GB data allowance, you'll have extra block charges for \$10 per 1GB, or if you need more data on the plan, you'll have to upgrade.

**derek.asirvadem@gmail.com:** Um, I thought Telstra owns the device on my current plan, and I pay a monthly fee. The damn thing keeps having to be replaced, and I do not pay for the replacement, Telstra replaces their broken equipment.

**Amiel Glenn:** You already own the device by the time you signed up for the plan. if you are paying f or it monthly, that means the device was purchased under a monthly payment option which normally runs for 24 months.

**Amiel Glenn:** you have the option to purchase the device outright, or under a contract which you can pay per month.

**derek.asirvadem@gmail.com:** OMG.

**derek.asirvadem@gmail.com:** For the (2) Home WIRELESS BROADBAND, does it connect through a landline, or is it like (1), a pure modem with a SIM card ?

**Amiel Glenn:** pure modem with a sim card, it does not need a landline service.

**Amiel Glenn:** you can either use the current device you have, or purchase a new one which you can find as well on the link that I gave you above.

**derek.asirvadem@gmail.com:** Since (a) I cannot make sense of your answer to the first question, and (b) the device is chinese crap that gets replaced all the time, I cannot rely on it. Therefore, it seems to me that this plan is the one most appropriate for me, because I will get a new piece of chinese crap, and as long as I have the plan, Telstra will keep replacing the device when it breaks.

**derek.asirvadem@gmail.com:** <https://www.telstra.com.au/broadband/home-wireless-broadband#advance>

**Amiel Glenn:** Alright, do you wish to purchase the device, Netgear Advance III on the small plan for \$50 per month 20GB data allowance? that will be under a 24 month contract.

**derek.asirvadem@gmail.com:** It seems to be the best option.

**derek.asirvadem@gmail.com:** Yes.

**Amiel Glenn:** Alright, I'll need to pull up your account so I can process the order for you.

**Amiel Glenn:** Can I have your account number, name on the account and date of birth?

**derek.asirvadem@gmail.com:** \*\*\*\*\*

**derek.asirvadem@gmail.com:** DEREK ASIRVADEM

**derek.asirvadem@gmail.com:** 12 SEP 57

**Amiel Glenn:** I will be sending you an SMS verification code. Kindly provide the code to me once you receive it. Thank you.

**derek.asirvadem@gmail.com:** \*\*\*\*\*

derek.asirvadem@gmail.com

**Amiel Glenn:** Thank you.

**Amiel Glenn:** I'll go ahead and process the plan now for you. You may request to cancel your current wireless broadband plan once you receive your new service,

**Amiel Glenn:** its no longer in contract as well, so you will only expect charges for the plan during the days the service is active.

**derek.asirvadem@gmail.com:** I suppose that means, in plain English, I have to wait a few days for the new unit, then I activate the new unit, then I cancel the old service. Is that right ?

**Amiel Glenn:** here's the link for the summary of your new plan

<https://www.telstra.com.au/content/dam/tcom/personal/help/pdf/cis-personal/broadband/home-wireless-broadband-plus-plans-45-and-70.pdf>

**Amiel Glenn:** yes that is correct.

**derek.asirvadem@gmail.com:** (Webpage) Yes, I have that already.

**Amiel Glenn:** perfect. can I please have your drivers license number, state it was issued and expiry date as well as the delivery address?

**derek.asirvadem@gmail.com:** NSW \*\*\*\*\*

**Amiel Glenn:** how about the expiry date and the delivery address?

**derek.asirvadem@gmail.com:** \*\*\*\*\*

**derek.asirvadem@gmail.com:** UNIT 18

**derek.asirvadem@gmail.com:** 2B GRAHAM ROAD

**derek.asirvadem@gmail.com:** NARWEE

**derek.asirvadem@gmail.com:** NSW \*\*\*\*\*

**Amiel Glenn:** Thank you

**Amiel Glenn:** All done with the order, Derek. Delivery will be between 3 - 5 business days, you will receive a separate email containing information on how you can track your device delivery status.

**Amiel Glenn:** Here's the order number 1-1303143628211

**derek.asirvadem@gmail.com:** Email received, duplicating the Critical Info summary. But nothing else. I take it 1-1303143628211 is the order No. Where, precisely can I "track" it ?

**Amiel Glenn:** after the order progresses, you will receive an email with a tracking number you can use with startrack.

**Amiel Glenn:** You will receive that email 24 to 48 hours from today.

**Amiel Glenn:** Derek?

**derek.asirvadem@gmail.com:** The email I received is pure garbage: it says "Your plan details on a page", it contains nothing about my plan details. It has an attachment which is the Critical Info Summary, which is generic. Nothing about "Your Plan"; nothing about an Order No; nothing about "tracking". Pffft.

**derek.asirvadem@gmail.com:** Yes ?

**Amiel Glenn:** Oh, as I mentioned earlier, other emails about your plan will be sent to you as soon as the order progresses which is within 24 to 48 hours from today. We have just submitted the order for your plan, kindly wait for those email to be sent to you.

**derek.asirvadem@gmail.com:** If you had not given me the Order No, and the Tracking info, I would not have received it. But that should have been in the "Your Plan" email.

**derek.asirvadem@gmail.com:** No kidding. So it is not 3 to 5 business days, but 2 days plus 3 to 5 business days.

**Amiel Glenn:** the time frame I gave you is the standard wait time for deliveries of devices that is processed on our end. Rest assured that I processed your order and you will expect your item to be delivered within the wait time I gave you.

**derek.asirvadem@gmail.com:** What "wait time" is that ? 2 + 3 to 5 days, or 3 to 5 days ?

**derek.asirvadem@gmail.com:** What exactly should I "rest assured" on ?

**derek.asirvadem@gmail.com:** The "rest assured" is not yet assured.

**Amiel Glenn:** how would you like to be assured with the order being processed for you?

**Amiel Glenn:** I'll create a personal email on my end then I'll send it you containing all the information you needed.

**Amiel Glenn:** I wont be able to include the delivery details since your ordder has not progressed yet

**Amiel Glenn:** 24 to 48 hours wait time I gave you above is for the information for the tracking details of your delivery.

**derek.asirvadem@gmail.com:** Just answer the simple question, is it:

**Amiel Glenn:** as soon as you receive that email, you can use the consignment information to track it directly on the Startrack website.

**derek.asirvadem@gmail.com:** A. 2 plus 3 to 5 days

**derek.asirvadem@gmail.com:** OR

**derek.asirvadem@gmail.com:** B. 3 to 5 days ?

**Amiel Glenn:** 3 - 5 days from today,

**Amiel Glenn:** you will receive your device.

**Amiel Glenn:** \*\*\*\*\* is the expected delivery date.

**Amiel Glenn:** I cannot assure that yet as stratrack will process the delivery for you.

**derek.asirvadem@gmail.com:** Fine. Then stop trying to "rest assure" me.

**Amiel Glenn:** so 3rd business day(25th) upto 5th day which is friday next week.

**derek.asirvadem@gmail.com:** I can figure it out for you, from the info you have given me thus far, indirectly.

**Amiel Glenn:** I mentioned "rest assured" to you as I am referring to the order that I just processed for you.

**derek.asirvadem@gmail.com:** If, and when, the email gets to me, it will be 3 to 5 days from receipt of the email. To be sure. But no one can tell me when that email will get here. Except 24 to 48 hours. To be sure.

**derek.asirvadem@gmail.com:** Ok. So the only thing you can "rest assure" me about is that you have processed that order, and it is somewhere in the guts of the gigantic organisation. Thank you.

**Amiel Glenn:** no worries.

**derek.asirvadem@gmail.com:** Phew.

**Amiel Glenn:** anything else you wish to discuss tonight?

**derek.asirvadem@gmail.com:** No, please, no.

**Amiel Glenn:** Alright.

**Amiel Glenn:** have a great night

**Amiel Glenn:** cheers!

**Amiel Glenn:** Thanks for using Telstra Live Chat.

**Info:** Thank you for chatting with us.