



Telstra Mobile Smart Antenna – Terms and Conditions

1. You can only use the Telstra Mobile Smart Antenna 4G (Smart Antenna) when connected to the Telstra Mobile Network and the location in which you are using the antenna is within the Telstra Mobile Network coverage footprint.
2. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, if you move premises, we may not be able to guarantee continuity of service from your Smart Antenna as the device is pre-qualified for a specific location. Moving away from Telstra Mobile Network coverage area may result in your service failing due to a lack of signal and you will not be entitled to a refund.
3. You need to tell us if you move the Smart Antenna to a different address, so we can keep a record of its location.
4. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, Telstra cannot guarantee the Telstra Mobile Smart Antenna will improve the Telstra Mobile network coverage at your premises to a minimum or pre-defined level.
5. The Smart Antenna may be able to support the provision of a satisfactory signal for your Telstra Mobile service but this will depend on the type of coverage at your location - 3G, 4G or 4GX. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, we do not guarantee the Smart Antenna will improve the Telstra Mobile network coverage at your premises to a minimum or pre-defined level.
6. If you have a 4G only device in a 4GX coverage area or your area is upgraded to 4GX in the future, the Smart Antenna 4G device will not improve the data performance unless your device is upgraded to a 4GX device.
7. If you find that the Smart Antenna does not meet coverage expectations, please contact us within 14 days from purchase date. Subject to the Australian Consumer Law provisions in the General Terms of Our Customer Terms, if you don't contact us within 14 days we may not be able to facilitate a resolution for you.
8. The Smart Antenna includes a radio communications transmitter. It is a requirement under Australian law that in order for you to switch on and use the Telstra Mobile Smart Antenna, Telstra must authorise you to operate it. The Smart Antenna is designed to ensure it does not cause interference to other mobile phone users and is legal for use in Australia. By accepting Telstra's authorisation you agree that you will use the Smart Antenna in compliance with the applicable Australian law.
9. Terms and conditions for any Voice & Data devices using the Smart Antenna apply in addition to these terms.

Equipment Warranty

The Smart Antenna has a 24 month manufacturer's warranty for hardware defects. Under the terms of the manufacturer's warranty, you may be entitled to get a replacement device if the Smart Antenna is faulty in the first 24 months after the purchase date.



In the event a replacement Smart Antenna is required, you will need to return the faulty Smart Antenna within 30 days of receiving a replacement, to ensure you are not charged for the replacement.

This is a summary only. Further information about the terms and conditions on which we provide products and services is available at <https://www.telstra.com.au/customer-terms>.