



# Telstra Funds Redemption Eligibility Checklist.

Be ready to make the next move, backed by  
Telstra's network and connectivity solutions.



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# How to use the guide.

1. To start, confirm you're using the latest version of this checklist. As this checklist is updated regularly, please ensure you are always using the most current version available online via this [link](#).
2. [Confirm that your Telstra Fund](#) is included.
3. Review '[Inclusions and exclusions](#)' for an overview of what you can redeem, before reviewing the '[Redeemable hardware and services](#).'
4. Once you understand what is and isn't included, refer to '[Redeemable hardware and services](#)' for a comprehensive list of available items and services you can redeem your Funds on.
5. Review '[How to redeem your Fund](#)' to ensure you understand the next steps to proceed.
6. Ensure you have read the '[Rules to keep in mind](#)' section before submitting your request (to ensure your redemption is approved).
7. Review the [FAQs](#) for answers to any questions or queries.
8. Follow the submission steps in the '[How to submit your redemption request](#)' section, to complete the submission process.



## What is eligible?

Use this checklist to review redemptions on the following Telstra Funds:

- All4Biz Fund (A4B)
- Telstra Enterprise Plus Fund Legacy (TEPF Legacy Fund also known as the Adaptive Mobility Fund - AMF)
- Mobile-only Technology Incentive Fund (MOTIF)
- Telstra Enterprise Fund (TEF)
- Technology Incentive Fund (TIF)
- Telstra Enterprise Plus Fund (TEPF Digi Fund)



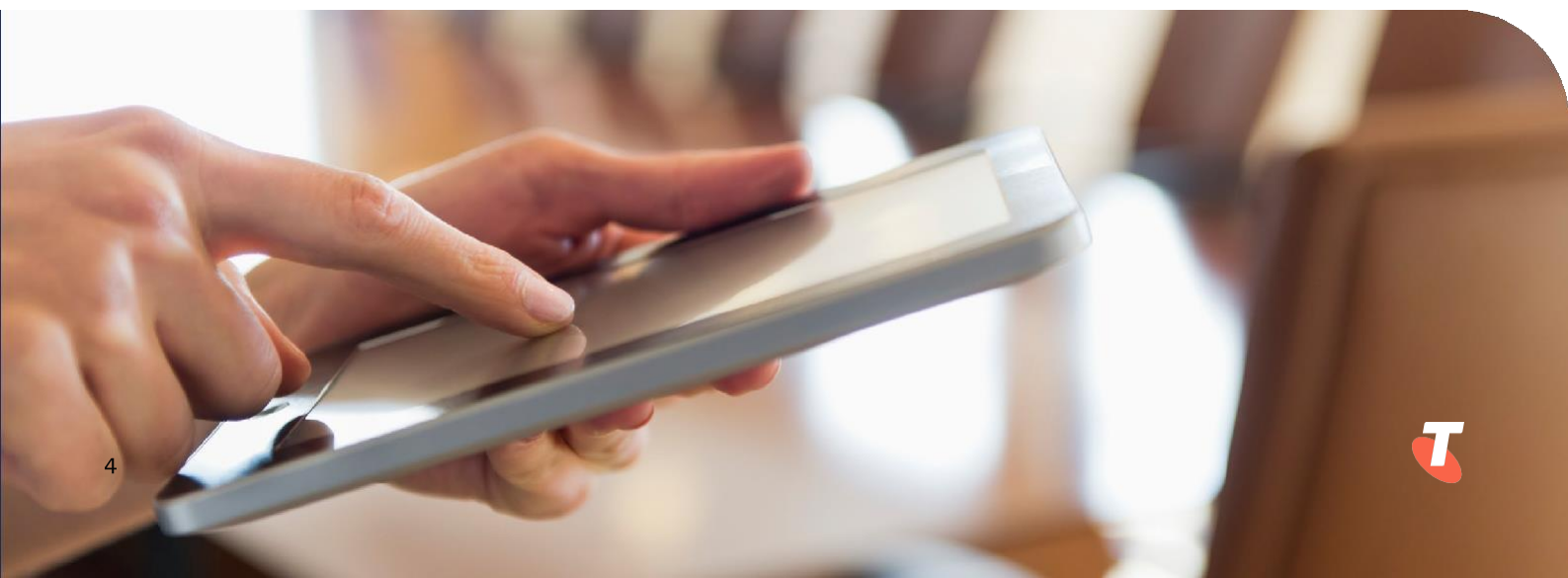
# Inclusions and exclusions.

For A4B, TEPF Legacy, MOTIF, TEF & TIF Funds only.

Telstra Funds can redeem:	Telstra Funds cannot redeem:
<ul style="list-style-type: none"> <li>✓ Once off Telstra Professional Services*</li> <li>✓ Once off Telstra Professional Purple Services*</li> <li>✓ Once off Telstra Partner Delivered Professional Services*</li> <li>✓ Once off telecommunications Installation and Configuration Charges**</li> <li>✓ Once off Connection charges*</li> <li>✓ Once off telecommunications Training Fees*</li> <li>✓ Once off telecommunications Hardware Charges listed <a href="#">here</a></li> <li>✓ Early Termination Charges payable to your outgoing service provider</li> <li>✓ TBS Phone system reprogramming</li> <li>✓ TBS Phone system reprogramming due to NBN migration</li> </ul>	<ul style="list-style-type: none"> <li>✗ Recurring Monthly Charges</li> <li>✗ Any Hardware not specified</li> <li>✗ Rental of Hardware</li> <li>✗ Hardware monthly recurring charges (e.g. MRO)</li> <li>✗ IT equipment, including – Laptops, PCs, Monitors, Printers, Scanners</li> <li>✗ TVs, Sound Systems, Monitors</li> <li>✗ Office Equipment</li> <li>✗ General Licensing &amp; Software</li> <li>✗ TBS maintenance charges</li> <li>✗ Finance payouts – including Capital Finance</li> <li>✗ Terminating existing TBS finance arrangement</li> <li>✗ Maintenance &amp; Repairs</li> <li>✗ Service/Technician Calls</li> <li>✗ Support Services – recurring charges</li> <li>✗ Costs of de-installation, removal or relocation</li> <li>✗ Cabling and infrastructure beyond the network, i.e. internal building cabling</li> <li>✗ Furniture, Travel, Accommodation, Entertainment, Household goods, Intercoms, Security equipment, Connected Home</li> <li>✗ Power Generation Equipment</li> <li>✗ Network &amp; Cabling beyond the 'point of interconnection'</li> <li>✗ Non-e-SIM enabled wearables</li> <li>✗ Gaming hardware</li> <li>✗ SIM Cards</li> <li>✗ Early Termination Fees from existing Telstra Services</li> <li>✗ Other items excluded as per existing Fund Contract</li> <li>✗ Cease Sale/Exit products</li> </ul>

\*Must relate to a Telstra Service.

\*\*Must relate to a new Telstra Service.



# Redeemable hardware and services.

You must ensure you follow all [rules](#) when redeeming your Funds.

For A4B, TEPF Legacy, MOTIF, TEF & TIF Funds only.

Solution	Category of Hardware	Eligible Hardware Items	Notes
Enterprise Impact Management (EIM) on Demand.	NA	NA	This service can be redeemed from your Telstra Fund as long as it's been billed directly to Telstra Bill and connected/ associated with a Telstra solution.
Internet of Things (IoT)	Connected Vehicles	Fleet Complete Hardware Trackers & Sensors etc	
		Mobileye Hardware	
		MTData Hardware	
		Teletrac Navman Hardware - Tracking devices in vehicle devices, DDT, MNAV etc	
	Asset Tracking	Telstra Track and Monitor Hardware - Tracking Units and Tracking Tags	
	Smart Spaces	Smart Parking Hardware	
		Connected Buildings Hardware	
	Physical Security	Telstra Remote Telemetry Hardware and Modem	
		Managed Video Surveillance (MVS) Hardware	
		SAPIO Hardware	
		Telstra Secure Hardware	
Data & IP	Adaptive Networks	Adaptive SD-WAN Hardware	Must be billed direct to Telstra Bill and connected/ associated with the related Telstra Solution
Managed Network Services (MNS)	Managed Data Networks (MDN)	Hardware incl. Switches, Routers, Modems, Servers	Billed Directly to Telstra Bill and must be part of an overall contracted managed network by Telstra.
	Managed Wi-Fi		
	Software Defined Networks (SDN)		
Security	Cyber Security	Managed Next Generation Firewall (MNGF) Hardware from CheckPoint Only	Must be billed direct to Telstra Bill and connected/ associated with the related Telstra Solution



Solution	Category of Hardware	Eligible Hardware Items	Notes
Industry Solutions (IS)	Professional Media	Professional Media Network Hardware	Must be billed direct to Telstra Bill and connected/ associated with the related Telstra Solution
		Global Media Network Hardware	
Unified Communications (UC)	Collaboration - Cloud	Business SIP Hardware - SIP Gateways	Must be billed direct to Telstra Bill and connected/ associated with the related Telstra Solution
		TIPT Hardware - Handsets & Headsets	
		Telstra Collaboration with Cisco (TCC) Hardware - CISCO IP Phone, Video Package, Accessories	
		Telstra Collaboration Hardware - TIPT devices, handsets, headsets	
	Collaboration On-Premise	SIP Complete Hardware - SIP Gateways	
		SIP Connect - SIP Gateways	
		Telstra Business Systems (TBS) TBS Approved Parts, e.g. Headsets, Handsets	
		Avaya Unified Communications Infrastructure & Devices	
		Cisco Unified Communications Hardware - PABX systems, Desk phones, Headsets	
		ShoreTel Unified Communications Hardware - PABX systems, Desk phones, Headsets	
	Conferencing	Audio & Web Conferencing Hardware - CISCO IP Phone, Video Package, Accessories	
	Customer Contact Solutions	Avaya Contact Centre Hardware - Infrastructure & Devices	
		Contact Centre Genesys Cloud Hardware - Edge device, Configuration package	

Solution	Category of Hardware	Eligible Hardware Items	Notes
Telstra Business Systems & Fixed Line Products	TBS Equipment	TBS Phone Systems (Main Equipment)	Telstra Approved and associated with the related Telstra Service
		TBS Phone Systems (Additional Equipment)	Must be an Eligible Hardware Item included on this Eligible Hardware list and associated with the related Telstra Service
		Cabling Equipment - If part of a TBS system only	Telstra Approved and will be associated to a Telstra Service
	Fixed Line Equipment	Routers/Switches	Billed Directly to Telstra Bill and connected/associated with the related Telstra solution
		Telstra Business Broadband (TBB) Splitters	
Other Equipment & Miscellaneous Charges	Equipment	Antennas & Patch Leads	Billed Directly to Telstra Bill and connected/associated with the related Telstra solution

The following can be purchased for A4B, TEPF Legacy, MOTIF, TEF, TIF & TEPF Digi only.

Mobility - Devices	Alcatel Devices	All Telstra approve Sim-enabled Mobile Phone Handsets and Tablets	Billed Directly to Telstra Bill and connected to a Telstra Mobile Service
	Apple Devices		
	Samsung Devices		
	Google Devices		
	Telstra Devices		
	HTC Devices		
	LG Devices		
	Motorola Devices		
	Nokia Devices		
	Oppo Devices		
	CAT Devices		
	Lenovo Devices	All approved Sim-enabled 2in1s	Billed Directly to Telstra Bill and connected to a Telstra Mobile Service
	Microsoft Devices	All approved Sim-enabled 2in1s (i.e. Surface)	
	Satellite Devices	All Telstra approved Satellite Iridium (SAT) Devices	Billed Directly to Telstra Bill and connected to a Telstra Satellite Service
	Wearable Devices	All Telstra approved e-SIM Watches	Billed Directly to Telstra Bill and connected to a Telstra Mobile Service
	Mobile Broadband (MBB)/ Enterprise Wireless Devices	All current Telstra Approved MBB/Enterprise Wireless Devices including Netgear, ZTE, Huawei, Sierra, Telstra, Cradlepoint, Casa	Must be billed direct to Telstra Bill and connected/ associated with the related Telstra Solution
Mobility - Accessories	Mobile Device Accessories	All current Cases, Screen Protectors, Headsets, Power Chargers & Adaptors, and Telstra Go Repeater	Billed directly to Telstra Bill, and purchased on the same invoice as the main mobile device unit with which the accessories will be used. Volume of accessories to match volume and model of main device hardware

## For Telstra Enterprise Plus Fund (TEPF).

The following can only be redeemed from TEPF Funds.

TEP Fund Contribution and Redemption Eligibility for Adaptive Collaboration						
Charge Name	Purchase Type	Purchase Type	Charge Type	Device Type	Contribution	Redemption
Telstra Cloud Purchase Type						
Telstra Cloud Calling – Individual line Premium Calling Plan	Plan	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Shared line Premium Calling Plan	Plan	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Add-ons						
Telstra Cloud Calling – Auto Attendant	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Hunt Group	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Cloud User	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Unified Communications add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Virtual Business Number	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Webex Basic add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Call Centre Agent Basic add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Phone Number	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Webex Standard upgrade add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Webex Premium upgrade add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Telstra Cloud Calling – Receptionist Client add-on	Add-on	Monthly Recurring Charge	-	Y	N	
Microsoft Operator Connect - Plans						
Microsoft Operator Connect – Individual line Premium Calling Plan	Plan	Monthly Recurring Charge	-	Y	N	
Microsoft Operator Connect – Shared line Premium Calling Plan	Plan	Monthly Recurring Charge	-	Y	N	
Microsoft Operator Connect - Plans						
Business Continuity	Add-on	Monthly Recurring Charge	-	Y As of 15-Mar-23, available for free trial only	Y As of 15-Mar-23, available for free trial only	
Telstra Cloud Calling - Devices & Accessories						
Camera	Outright Purchase	Once Off	Accessory	N	Y	
Headset CC	Outright Purchase	Once Off	Accessory	N	Y	
Headset UC	Outright Purchase	Once Off	Accessory	N	Y	
KEM (Key Expansion Module)	Outright Purchase	Once Off	Accessory	N	Y	
Power Supply	Outright Purchase	Once Off	Accessory	N	Y	
Repeaters	Outright Purchase	Once Off	Accessory	N	Y	
Speaker	Outright Purchase	Once Off	Accessory	N	Y	



## TEP Fund Contribution and Redemption Eligibility for Adaptive Collaboration

Charge Name	Purchase Type	Purchase Type	Charge Type	Device Type	Contribution	Redemption
Wall Mount		Outright Purchase	Once Off	Accessory	N	Y
Wireless DECT - Handset Only		Outright Purchase	Once Off	Accessory	N	Y
Wireless DECT - Handset Rugged Only		Outright Purchase	Once Off	Accessory	N	Y
Conference Phone		Outright Purchase	Once Off	Unified Communication Device	N	Y
Integrated Access Devices (IAD)		Outright Purchase	Once Off	Unified Communication Device	N	Y
IP Handsets Device		Outright Purchase	Once Off	Unified Communication Device	N	Y
Wireless DECT - Base and Handset		Outright Purchase	Once Off	Unified Communication Device	N	Y
Wireless DECT - Base Only		Outright Purchase	Once Off	Unified Communication Device	N	Y
Note: Microsoft Operator Connect offers no hardware in digital sales order process. Hardware can be purchased via sales express but is not contributing to, or eligible for TEPF fund						
Device Payout Charge		-	Once Off	Accessory	N	Y
IP Handsets Device		Restocking Charge	Once Off	Unified Communication Device	N	Y
Integrated Access Devices (IAD)		Restocking Charge	Once Off	Unified Communication Device	N	Y



# How to redeem your Funds.

- 1. Eligibility check:** Ensure the service or hardware you want to redeem is eligible and linked to a Telstra service. Verify that you have an invoice for the service or hardware and that the charges have appeared on your Telstra Bill. Ensure that you redeem within 90 days of being charged and that you have no outstanding debt over 90 days old.
- 2. Contact your Telstra Representative:** Reach out to your Telstra Representative or order via T-Connect to start the redemption process. Attach the relevant invoice to your request.
- 3. Redemption submission:** Your representative will request your redemption with the relevant team. They may request your signature to finalise the process.
- 4. Credit Adjustment:** If your redemption is processed after your billing date, the credit should appear on your next billing cycle.





# Rules to keep in mind.



- All eligible items being redeemed must be billed directly to your Telstra Bill.
- Any eligible items must be purchased and redeemed through Telstra or a Telstra Partner.
- You cannot make redemptions if your Telstra Account has an undisputed Aged Debt over 90 days.
- All Hardware being redeemed needs to be associated with a related Telstra Service/Solution (e.g. mobile device handset for use on a Telstra Mobile Service).
- If you want to redeem a Professional Service, you must include a Statement of Work and breakdown of charges in your request.
- You can only redeem hardware or services that are listed in the supplied list by Telstra. Anything else is excluded.
- When eligible items are purchased through your Telstra Fund, your account will be deducted the proportionate amount within 90 days of our initial invoice.
- If your Telstra Fund is insufficient to cover the cost of the items you are redeeming, you will be required to pay the difference when invoiced, according to your payment terms.
- You can only redeem hardware items with once-off charges, not monthly recurring.

# FAQs.



**Q: How can I redeem my Fund?**

A: Please refer to the '[How to redeem your Fund](#)' section.

**Q: How do I know how much I have in Funds?**

A: When you sign up for a 12, 24, or 36-month Fund Contract, the expiry date for Telstra Funds will be established and advised upon the contract's implementation.

For Telstra Enterprise Plus Fund (TEPF), your balance can be viewed in [T Connect](#).

**Q: When do I receive my Fund?**

A: After you've signed your Fund Contract, the implementation team will process your Fund and notify you via email once it's available. Your Funds may be available upfront or monthly, or you may receive a top-up every second year, depending on your Fund Type.

**Q: When does my Fund expire?**

A: When you sign up for a 12, 24, or 36-month Fund Contract, the expiry date for Telstra Funds will be established and advised upon the contract's implementation.

**Q: What are the rules for using my Fund?**

A: Please refer to the '[Rules to keep in mind](#)' section.

**Q: What can I use my Funds on? What is excluded?**

A: You can use your Telstra Funds on services or hardware supplied by Telstra or Telstra Partners. For a full list of what you can redeem your Funds on, please refer to the '[Inclusions and exclusions](#)' section.

**Q: Can I redeem my Fund at other tech retailers and providers (eg. Apple, Samsung, etc).**

A: No – you must purchase and redeem through Telstra or Telstra Partner.

**Q: Can I use this for installation costs?**

A: Yes, please refer to the '[Inclusions and exclusions](#)' section.

**Q: When can I redeem Early Termination Charges?**

A: Early Termination Charges (ETC) can only be redeemed against an ETC payable to your outgoing service provider when you migrate services to a Telstra Service on the same account as your Telstra Fund.

**Q: How can I access support?**

A: If you need clarity or support regarding Funds, please contact your Telstra Account Manager, Telstra Partner, or Telstra Representative.

## How to submit your redemption request.

Once you understand your eligibility, please reach out to your Telstra Account Manager, Telstra Partner or Telstra Representative or place your order online via [T Connect](#).

All required information to successfully redeem your Funds, has been included. However, if you require support or more information, please contact [business.care@team.telstra.com](mailto:business.care@team.telstra.com).