

A photograph of a woman in a black blazer and white shirt sitting at a desk, smiling while looking at a laptop. A man in a blue suit is leaning over her, looking at the laptop screen. In the background, another person is visible at a desk. The image has a blue gradient overlay at the bottom.

Telstra Fund Redemption Eligibility Checklist

Fund Usage Eligibility Checklist

Always review this Checklist prior to submitting any Funds Redemption request as it will be updated regularly.



When to Use this Checklist

- Please always review this Checklist before requesting the usage of Telstra Funds to redeem the Eligible Items
- Please do not save this file as it will be regularly updated
- Always review this Checklist before submitting any Telstra Funds Redemption requests, as it will be updated regularly

[Go To Inclusions](#)[Go To Exclusions](#)[Go To Eligible Hardware](#)[Go To Business Rules](#)

What Fund Types this Checklist Covers

This Checklist can be used for redemptions on the following Telstra Funds:

- All4Biz Funds
- Adaptive Mobility Fund (AMF) Legacy
- Mobile Technology Incentive Funds (MOTIF)
- Technology Incentive Funds (TIF)
- Telstra Enterprise Fund (TEF)





Business Rules for All Fund Redemptions

- All Eligible Items being redeemed must be billed directly on your Telstra Bill
- Redemptions cannot be made against Telstra accounts with undisputed Aged Debt >90 days
- All Hardware being redeemed must be associated with a related Telstra Service/Solution (e.g. Mobile handset for use on a Telstra Mobile Service)
- Redemptions for Professional Services must include the Statement of Work and a breakdown of charges
- Unless Hardware is listed in the Eligible Hardware list, it is excluded and ineligible
- You may use your Telstra Funds to redeem the Eligible Items listed below by submitting a request to us via your Telstra Client Executive or your Telstra Partner or Telstra Representative
- We will reduce the amounts in the relevant Telstra Fund account proportionate to the cost of Eligible Items purchased from us within 90 days of our initial invoice to you for such purchase
- If the amounts in the relevant Telstra Fund account are insufficient to pay for the cost of Eligible Items redeemed by you, you must pay us the Eligible Item cost or the difference when invoiced in accordance with your payment terms agreed with us.





Inclusions - Eligible Items

Telstra Funds can only be used to redeem the following:

- ✓ Once off telecommunications Professional Services (including Partner delivered Professional Services) relating to a Telstra Service
- ✓ Once off telecommunications Installation and Configuration Charges relating to a new Telstra Service
- ✓ Once off Connection Charges relating to a new Telstra Service
- ✓ Once off telecommunications Training Fees relating to a Telstra Service
- ✓ Once off telecommunications Hardware Charges listed on the Eligible Hardware Tab of this Checklist
- ✓ Early Termination Charges payable to your outgoing service provider when you migrate services to a Telstra Service on the same account as your incentive fund
- ✓ TBS Phone system reprogramming
- ✓ TBS Phone system reprogramming due to NBN migration



Exclusions - Ineligible Items

Telstra Funds cannot be used to redeem the following:

- x Recurring Monthly Charges
- x Any Hardware not specified on the Eligible Hardware List
- x Rental of Hardware
- x Hardware monthly recurring charges (e.g. MRO)
- x IT equipment, including - Laptops, PCs, Monitors, Printers, Scanners
- x TVs, Sound Systems, Monitors
- x Office Equipment
- x General Licencing & Software
- x TBS maintenance charges
- x Finance payouts - including Capital Finance
- x Terminating existing TBS finance arrangement
- x Maintenance & Repairs
- x Service/ Technician Calls
- x Support Services – recurring charges
- x Costs of de-installation, removal or relocation
- x Cabling and infrastructure beyond network, i.e. internal building cabling
- x Furniture, Travel, Accommodation, Entertainment, Household goods, Intercoms, Security equipment, Connected Home
- x Power Generation Equipment
- x Network & Cabling beyond the 'point of interconnection'
- x Non-e-SIM enabled wearables
- x Gaming hardware
- x SIM Cards
- x Early Termination Fees from existing Telstra Services
- x Other items excluded as per existing Fund Contract
- x Cease Sale/Exit products

Eligible Hardware Rules

To redeem the Eligible Hardware listed below, please also ensure the below business Eligibility Rules are met.

This includes:










- ✓ Eligible Hardware item charges for redemptions must be Once Off Charges and not Monthly Recurring (not MRO charges)
- ✓ All Eligible Items are being redeemed will be billed directly to your Telstra Bill
- ✓ Redemptions cannot be made against Telstra accounts with undisputed Aged Debt >90 days
- ✓ All Hardware being redeemed is associated with a related Telstra Service/Solution (e.g. Mobile handset for use on a Telstra Mobile Service)
- ✓ Redemptions for Professional Services must include the Statement of Work and a breakdown of charges
- ✓ Unless Hardware is listed in the Eligible Hardware Tab of this Checklist, it is excluded and ineligible
- ✓ You may use your Telstra Funds to redeem Eligible Items by submitting a request via your Telstra Client Executive or your Telstra Partner or Telstra Representative
- ✓ We will reduce the amount in your relevant Telstra Fund account proportionate to the cost of Eligible Items you purchase from us within 90 days of our initial invoice to you for such purchase.
- ✓ If the amounts in the relevant Telstra Fund account are insufficient to pay for the cost of Eligible Items redeemed by you, you must pay us the Eligible Item cost or the difference when invoiced in accordance with your payment terms agreed with us.






[Go To Eligibility Rules](#)

[Go To Inclusions \(Non-Hardware\)](#)



Eligible Hardware List

 Solution	 Category of Hardware	 Eligible Hardware Items	 Notes
 Internet of Things (IoT)	Connected Vehicles	EagleTrack Hardware - Tracking Units & Tags, Cables, etc	Billed Directly to Telstra Bill and connected/associated with the related Telstra solution
		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	Billed Directly 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	Billed Directly to Telstra Bill and connected/associated with the related Telstra solution
 Industry Solutions (IS)	Professional Media	Professional Media Networks Hardware	Billed Directly 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	Billed Directly 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	

 Unified Communications (UC)	Collaboration - On-Premise	Cisco Unified Communications Hardware - PABX systems, Desk phones, Headsets	Billed Directly to Telstra Bill and connected/associated with the related Telstra solution
		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			
 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	
	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	
MBB/Enterprise Wireless Devices	All current Telstra Approved MBB/Enterprise Wireless Devices including Netgear, ZTE, Huawei, Sierra, Telstra, Cradlepoint, Casa	Billed Directly 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, 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
 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

Contact your Telstra account representative for more details.

 business.care@team.telstra.com  telstra.com.au