

Telstra Funds Redemption Eligibility Checklist



Fund Usage Eligibility Checklist

Always review this Checklist before 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



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)
- Telstra Enterprise Fund (TEF)
- Technology Incentive Funds (TIF)
- Telstra Enterprise Plus Fund (TEPF)*

*More details on this funds Contributions and Redemptions are found on page 9 & 10.

[Go To Inclusions](#)

[Go To Exclusions](#)

[Go To Eligible Hardware](#)

[Go To Business Rules](#)





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 Telstra, Telstra Purple or Telstra Partner Delivered Professional Services that relates 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:

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



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







Eligible Hardware & Service List


(This is for All4Biz, TEF, AMF, MOTIF & TIF Funds only)


 Solution	 Category of Hardware	 Eligible Hardware Items	 Notes
 EIM (Enterprise Impact Management) 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	EagleTrack Hardware - Tracking Units & Tags, Cables, etc	Must be billed direct 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			
 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
 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	

Solution	Category of Hardware	Eligible Hardware Items	Notes
 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	
	Collaboration On-Premise	Avaya Unified Communications Infrastructure & Devices	
		Cisco Unified Communications Hardware -PABX systems, Desk phones, Headsets	
	Conferencing	ShoreTel Unified Communications Hardware - PABX systems, Desk phones, Headsets	
	Customer Contact Solutions	Audio & Web Conferencing Hardware - CISCO IP Phone, Video Package, Accessories	
		Avaya Contact Centre Hardware - Infrastructure & Devices	
 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		

Solution	Category of Hardware	Eligible Hardware Items	Notes
 Mobility - 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
	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
 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.

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Telstra Enterprise Plus Fund (TEPF) in Eligible Products to Contribute and Redeem

TEPF Fund Contribution and Redemption Eligibility for Adaptive Collaboration						
Charge Name	Purchase Type	Purchase Type	Charge Type	Device Type	Contribution	Redemption
Telstra Cloud Calling - Plans						
Telstra Cloud Calling – Individual line Premium Calling Plan	plan	plan	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Shared line Premium Calling Plan	plan	plan	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling - Add-ons						
Telstra Cloud Calling – Auto Attendant	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Hunt Group	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Cloud User	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Unified Communications add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Virtual Business Number	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Webex Basic add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Call Centre Agent Basic add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Phone number	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Webex Standard upgrade add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Webex Premium upgrade add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Telstra Cloud Calling – Receptionist Client add-on	Add-on	Add-on	Monthly Recurring Charge	-	Y	N
Microsoft Operator Connect - Plans						
Microsoft Operator Connect – Individual line Premium Calling Plan	plan	plan	Monthly Recurring Charge	-	Y	N
Microsoft Operator Connect – Shared line Premium Calling Plan	plan	plan	Monthly Recurring Charge	-	Y	N
Microsoft Operator Connect - Plans						
Business Continuity	Add-on	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	Outright Purchase	Once Off	Accessory	N	Y
Headset CC	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Headset UC	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
KEM (Key Expansion Module)	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Power Supply	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Repeaters	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Speaker	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Wall Mount	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Wireless DECT - Handset Only	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Wireless DECT - Handset Rugged Only	Outright Purchase	Outright Purchase	Once Off	Accessory	N	Y
Camera	Hardware Repayment Option	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Headset CC	Hardware Repayment Option	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Headset UC	Hardware Repayment Option	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N

TEP Fund Contribution and Redemption Eligibility for Adaptive Collaboration

Charge Name	Purchase Type	Charge Type	Device Type	Contribution	Redemption
KEM (Key Expansion Module)	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Power Supply	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Repeaters	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Speaker	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Wall Mount	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Wireless DECT - Handset Only	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Wireless DECT - Handset Rugged Only	Hardware Repayment Option	Monthly Recurring Charge	Accessory	N	N
Conference Phone	Outright Purchase	Once Off	Unified Communication Device	N	Y
IADs	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
Conference Phone	Hardware Repayment Option	Monthly Recurring Charge	Unified Communication Device	N	N
IADs	Hardware Repayment Option	Monthly Recurring Charge	Unified Communication Device	N	N
IP Handsets Device	Hardware Repayment Option	Monthly Recurring Charge	Unified Communication Device	N	N
Wireless DECT - Base and Handset	Hardware Repayment Option	Monthly Recurring Charge	Unified Communication Device	N	N
Wireless DECT - Base Only	Hardware Repayment Option	Monthly Recurring Charge	Unified Communication Device	N	N
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
Device Payout Charge	-	Once Off	Accessory	N	Y
Service Management	-	Monthly Recurring Charge	Unified Communication Device	N	N
Service Management	-	Monthly Recurring Charge	Unified Communication Device	N	N
IP Handsets Device	Rental Charge	Monthly Recurring Charge	Unified Communication Device	N	N
IP Handsets Device	Restocking Charge	Once Off	Unified Communication Device	N	Y
IADs	Restocking Charge	Once Off	Unified Communication Device	N	Y

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