



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)



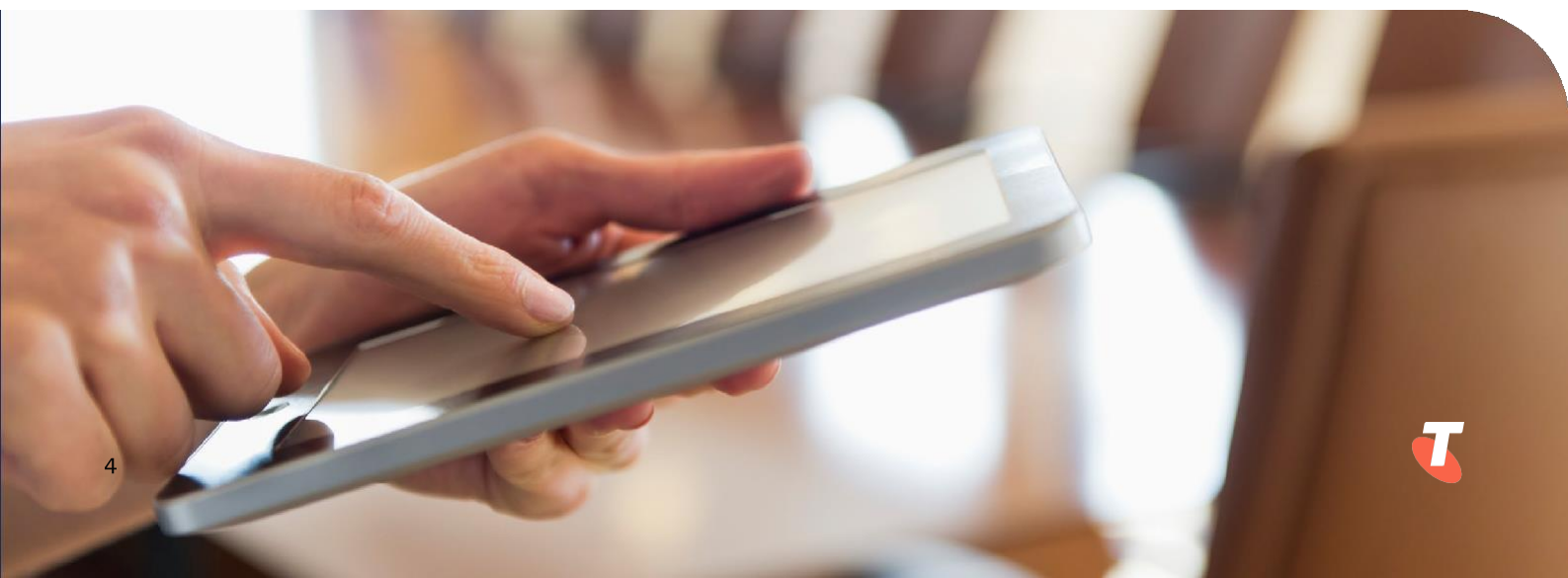
Inclusions and exclusions.

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

| Telstra Funds can redeem: | Telstra Funds cannot redeem: |
|--|---|
| <ul style="list-style-type: none"> ✓ Once off Professional Services including network design and implementation, system integration, consulting, training, and project management, excluding pre-paid services extending beyond 12 months from the contract start date.* ✓ Once off Telstra Professional Purple Services* ✓ Once off Telstra Partner Delivered Professional Services* ✓ Once off telecommunications Installation and Configuration Charges** ✓ Once off Connection charges* ✓ Once off telecommunications Training Fees* ✓ Once off telecommunications Hardware Charges listed here ✓ Early Termination Charges payable to your outgoing service provider ✓ TBS Phone system reprogramming ✓ TBS Phone system reprogramming due to NBN migration | <ul style="list-style-type: none"> ✗ Recurring Monthly Charges ✗ Any Hardware not specified ✗ Rental of Hardware ✗ Hardware monthly recurring charges (e.g. MRO) ✗ IT equipment, including – Laptops, PCs, Monitors, Printers, Scanners ✗ TVs, Sound Systems, Monitors ✗ Office Equipment ✗ All Licensing & 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 the 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 |

*Must relate to a Telstra service, excluding services provided by Partners but billed by Telstra. Ongoing activities such as service management cannot be included in a Statement Of Work (SOW) and presented as once-off professional 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 | Must be billed directly to the Telstra Bill and connected/ associated with the related Telstra Solution |
| Internet of Things (IoT) | Connected Vehicles | Fleet Complete Hardware Trackers & Sensors etc | Must be billed directly to the Telstra Bill and connected/ associated with the related Telstra Solution |
| | | MT Data Hardware | |
| | | Teletrac Navman Hardware - Tracking devices in vehicle devices, DDT, MNAV etc | |
| | Industrial IoT | Telstra Infrastructure Monitoring Hardware and Modem | |
| | Electronic Security | SAPIO Hardware | |
| Data & IP | Adaptive Networks | Adaptive SD-WAN Hardware | Must be billed directly to the Telstra Bill and connected/ associated with the related Telstra Solution |
| Managed Network Services (MNS) | Managed Data Networks (MDN) | Switches, Routers, Modems, Access points, Gateways, SD-WAN | Must be billed directly to the Telstra Bill and must be part of an overall contracted managed network by Telstra. |
| | Managed Wi-Fi Cloud and Adapt Assured Meraki | | |
| | Software Defined Wide Area Networks (SD-WAN) | | |
| 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 directly to the 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 | Must be Telstra Approved and will be associated with a Telstra Service |
| | Fixed Line Equipment | Routers/Switches | Must be billed directly to the Telstra Bill and connected/associated with the related Telstra solution |
| | | Telstra Business Broadband (TBB) Splitters | |
| Other Equipment & Miscellaneous Charges | Equipment | Antennas & Patch Leads | Must be billed directly to the Telstra Bill and connected/associated with the related Telstra solution |

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

| | | | |
|------------------------|---|---|---|
| Mobility - Devices | Alcatel Devices | All Telstra approve Sim-enabled Mobile Phone Handsets and Tablets | Must be billed directly to the 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 | Must be billed directly to the 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 | Must be billed directly to the Telstra Bill and connected to a Telstra Satellite Service |
| | Wearable Devices | All Telstra approved e-SIM Watches | Must be billed directly to the 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 | Must be billed directly to the 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) Digi 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 a Telstra Representative:** Reach out to your Telstra Representative or raise a case via T-Connect to start the 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, you can raise a redemption, by raising a case online via T-Connect, otherwise reach out to your Telstra Account Manager, Telstra Partner or Telstra Representative.

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.