

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Information about the service

Your StayConnected Advanced Service provides after sales service for your mobile phone or tablet including an exchange, replacement and repair program.

Eligibility

To be eligible for the StayConnected Advanced™ Service you need to:

- buy a new mobile device, listed at **telstra.com/stayconnected**, from a Telstra store or dealer:
 - on a Device Payment Contract; or
 - outright and pay for it in full (Outright Purchase);
- take up an Eligible Telstra Consumer post-paid mobile or data plan
- register your mobile phone or tablet in the StayConnected Advanced Program in full working as new condition (with proof of purchase if requested), on the same day as the date of purchase and register the device with a Telstra supplied SIM inserted and activated on the Telstra Mobile network/Wi Fi; and
- provide us with a valid email address and any other information we reasonably request.

If you purchased a device on an older plan, this Critical Information Summary doesn't apply to you. Please check the Critical Information Summary supplied at the time you purchased your device or visit **telstra.com/stayconnected** to get a copy. From 1 July 2020, StayConnected Advanced will no longer be available for new consumer customers. It is also currently unavailable for services on a Telstra Upfront Mobile or Data Plan. StayConnected Advanced will continue to be available to customers taking up an Eligible Telstra business post-paid mobile or data plan. If you took up this add-on before 1 July 2020, StayConnected Advanced can be redeemed as per the existing terms of this service.

Minimum Term

There is no fixed or minimum term. You may cancel the StayConnected Advanced Service at any time.

Exchanging, replacing or returning your device

You can exchange or replace the device registered to your eligible plan, for the same or similar device, twice in every 12 month period. To be eligible, you must:

- lodge a valid service request with us
- have no overdue fees
- provide us with information we reasonably request, including a Statutory Declaration
- nominate a place of delivery for your exchange or replacement device
- agree to return your registered device to us if it is in your possession at the time of lodging a service request
- ensure any prior exchange or replacement requests have been completed, including return of a previous Registered Device or payment of an applicable fee
- have not sold your registered device or used it in any way that would prevent ownership transferring to us
- have not engaged in fraud or misuse of the StayConnected Service

Once you make a valid exchange or replacement request, ownership of your registered device immediately transfers to us.

Screen repair

Screen repair is available for registered devices that do not have other damage, are not disabled, locked or IMEI blocked and function normally, with all genuine parts.

Screen Repair may cause loss of data stored on that device. Ensure you back up any important data on your registered device before giving it to us.

Your registered device will be repaired and, in most cases, returned to you within 15 business days.

When you request a Screen Repair of your registered mobile handset, a loan device (and some accessories) may be provided to you.

When you receive your repaired registered device, you must return the loan device (and any accessories) within 14 days using the return satchel provided to you. Customers in Western Australia and some regional areas have up to 19 days. If you don't return your loan device on time or it is damaged, disabled, locked or IMEI blocked, you will be charged the fair market value of the loan device at that time. We will let you know what the fair market value is at the time you request a loan device.

A fee will also be payable if a loan device case is damaged or not returned.

Information about pricing

Your minimum monthly charge

You will be charged \$15 each month (GST incl.) for the StayConnected Advanced Service until either:

- you cancel the StayConnected Advanced Service; or
- we cancel the StayConnected Advanced Service

Service Fees

You will be charged a service fee each time you exchange, replace or repair your device, as set out in the table below:

Service Type	Service fee (GST incl.)
Exchange or Replace Tier 1 – Non smartphones	\$140
Exchange or Replace Tier 2 - Smartphones & tablets less than \$1,500 RRP	\$190
Exchange or Replace Tier 2 - Smartphones & tablets more than \$1,500 RRP & 2 in 1 devices	\$270
Screen Repair For eligible Registered Devices	\$59

Other charges

Each time we give you a mobile phone or tablet as an exchange, you must return your previous registered device to us within 14 days, otherwise a Device Non-Return Fee will apply.

If you return a registered device to us and the device is disabled, IMEI blocked, locked to a non Telstra network or is security locked, we may cancel your service request or if a replacement device has already been provided to you, if we request it, you must return it to us within 14 days or we may charge you a fee equal to the fair market value of the replacement device plus any shipping costs.

Bill Payment Charges

- Direct Debit is our preferred payment method, you can set it up anytime at telstra.com/directdebit
- Paperless bills and electronic payments – **Free**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at telstra.com/emailbill

Exemptions may apply. For details, visit telstra.com/billpay.

Other Information

Understanding my bill

When you start or change your plan part way through a billing period, your first bill will have part month charges. Your Order Estimate will breakdown these charges for you and provide you with your ongoing monthly charges after your first bill.

Your responsibilities

You must remove the SIM card and any personal or confidential data from your device (including devices on loan to you), before returning it or supplying it for screen repair. SIM cards will not be returned and will be destroyed. Your device must also be reset to factory settings.

- You must disable all activation or device locking features before returning your device to us or supplying your device for screen repair. This also applies to devices on loan to you. These features may prevent the device from being wiped and factory reset.
- If you return a device to us other than the registered device, we will ask you to explain why there is an IMEI mismatch. We may ask you to provide proof of ownership (such as receipts, tax invoices, or carrier receipts), and confirm how you came into possession of the device.

Need help? We're here for you

Visit telstra.com/contactus for our support options. Call 13 22 00 or 133 677 (TTY), or +61 439 12 5109 from overseas, to speak to someone about your plan or to obtain a copy of this summary in an alternative/accessible format.

Complaints

If there's something you're not happy with and you wish to make a complaint, visit telstra.com/complaints. We like to make every attempt to resolve any issue but you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058 or visit tio.com.au/about-us/contact-us if you'd like an independent investigation.

If you signed up to StayConnected on or before 24 November 2014, you may also contact the Financial Ombudsman Service by phone on 1300 780 808 or visit fos.org.au

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com/stayconnected