

# Upgrade and Protect



## Critical Information Summary

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

## Information about the service

Upgrade and Protect	
<b>Minimum Monthly Charge</b>	\$15/month for the term of your Upgrade and Protect Service
<b>What's included?</b>	You can register a Telstra mobile or tablet device on a device payment contract with a month-to-month consumer mobile or data plan for the Upgrade and Protect service ( <b>Registered Device</b> ). This service allows you to either replace or upgrade a Registered Device or replace the screen on a Registered Device provided that you meet the applicable redemption requirements and pay the applicable fees in the table below.
<b>What's not included?</b>	Device and connectivity payments for your Registered Devices are not included in your Upgrade and Protect service.
<b>Minimum Term and ETCs</b>	There is no minimum term or early termination charges – you may cancel your Upgrade and Protect Service at any time without paying us any early termination charges.
<b>Note:</b>	<ul style="list-style-type: none"><li>You can only register one Registered Device with each Upgrade and Protect service.</li><li>You can only redeem up to two (2) Damaged Device Redemptions or screen replacements (inclusive) in any 12 month period.</li><li>The Redemption Fee for Registered Device varies depending on the condition of your Registered Device when you return it to us. See table below.</li></ul>

### Availability and eligibility

You are eligible for Upgrade & Protect if you:

- are an Australian resident of at least 18 years of age;
- are the Telstra account owner of the Device Payment Contract (DPC) or an authorised representative of the Telstra account owner; and
- register your mobile or tablet device (Device) and add on Upgrade & Protect at the same time that you purchase it on a DPC with a consumer mobile or data plan added (Registered Device).

You can register multiple Devices for Upgrade & Protect, provided each Device is on a separate service and DPC.

### Upgrading or replacing your device

You can upgrade or replace a Registered Device during the term of your device payment contract if you complete one of the available Upgrade & Protect redemption processes (set out at [www.telstra.com/upgrade-and-protect](http://www.telstra.com/upgrade-and-protect)) and:

- you pay any applicable Redemption Fee based on the returned Registered Device condition;
  - you purchase the upgrade or replacement Device on a new device payment contract[MCR1];
  - you return the Registered Device to our second hand device vendor within 14 days of receiving your upgrade or replacement device;
  - your monthly Upgrade & Protect, device payment and mobile or data plan fees are not overdue; and
  - you disable all activation or device locking features (eg find my iPhone on iOS devices) before returning your Registered Device to us;
  - you provide us the information and documentation we reasonably request of you and you otherwise meet the full terms and conditions for the Upgrade and Protect service set out at <https://www.telstra.com.au/customer-terms/home-family#telstra-mobile>.
- If you fail to return your Registered Device for an upgrade or redemption in accordance with the applicable Upgrade and Protect redemption process:
- you may be required to pay your remaining device payment contract charges and any applicable early termination fees for your Registered Device;
  - if you have returned your Registered Device to our second hand device vendor, it may be returned to you (if possible and subject to any applicable laws) and you may be charged the shipping costs; and
  - you will not be entitled to replace or upgrade your Registered Device (unless you have already entered a new device payment contract to purchase a replacement or upgraded device in which case the terms of your new device payment contract will continue to apply in respect of that Device).

If your existing device is a mobile handset, you may only upgrade to a mobile handset. If your existing device is a tablet you may only upgrade to a tablet. [MCR2]

You must remove the SIM card and any personal or confidential data from your Registered Device before returning it. Title to your returned Registered Device will pass to our second hand device vendor on its return.

### Replacing your screen

You can replace the screen on your Registered Device if:

- follow the booking process set out at <https://www.telstra.com.au/customer-terms/home-family#telstra-mobile>;
  - return your Registered Device undamaged and in good working order (i.e. it is reasonably determined fully functional as intended and is not physically damaged other than normal wear and tear) (**Good Working Order**) with all locking and 'find my phone' features disabled;
  - ensure that your Registered Device meets the pre-service assessment condition you provided when completing the redemption process;
  - otherwise comply with:
    - the requirements notified to you during the redemption process and set out in your booking process; and
    - the full terms and conditions for the Upgrade and Protect service set out at (including all redemption requirements) set out at <https://www.telstra.com.au/customer-terms/home-family#telstra-mobile>.
- You can only redeem x2 screen replacements per service in any 12 month period.**

## Minimum Term and Expiry

There is no minimum term for Upgrade & Protect. The Term starts on the date you take up Upgrade & Protect at the same time you purchase a phone or tablet on a DPC with a consumer mobile or data plan added. You can cancel it at anytime. Otherwise the Upgrade & Protect service will continue until:

- your DPC for your Registered Device expires or is terminated;
- you enter a new DPC for an upgrade or replacement device as part of the Upgrade & Protect service; or
- it is otherwise terminated in accordance with the full terms and conditions in Our Customer Terms.

## Good Working Order

A device in good working order and undamaged is one that is not physically damaged other than normal wear and tear (such as minor superficial scratches), For example the device:

- turns on and off;
- functions normally (for example, it is capable of making and receiving calls and connecting to the internet and has a fully functional touchscreen as intended);
- includes a fully functioning battery;
- is free from physical damage except normal wear and tear (for example, it does not have liquid damage, a cracked or discoloured screen or casing, connector damage, or a faulty or broken SIM reader);
- does not have any missing, disassembled, customised or non-original parts;
- has all activation and device locking features disabled (eg. Find My iPhone);
- has had a factory reset performed; and
- is not IMEI blocked.

## Information about pricing

## Price and Billing

You will be charged each month per Registered Device until your Upgrade & Protect service expires or is cancelled. This is in addition to your monthly device payments and mobile or data plan.

When you request an upgrade, replacement or screen replacement for your Registered Device you will also be charged the following redemption fee based on type of redemption and the condition of the returned Registered Device.

Redemption type	Return device condition	Redemption Fee
Replacement or upgrade	Good Working Order and undamaged (12 month device payment contract)	\$99 (or \$0 if upgraded in the last 6 months of your 12 month device payment contract)
	Good Working Order and undamaged (24 or 36 month device payment contract)	\$99 (or \$0 if upgraded in the last 12 months of your 24 or 36 month device payment contract)
	Damaged	\$249
Screen replacement	Good Working Order and undamaged	\$99

We will waive the redemption fee for replacements or upgrades of Registered Devices that are undamaged and in Good Working Order if you are eligible to redeem your upgrade or replacement device in the last 12 months of your 24 or 36 month device payment contract, or the last 6 months of your 12 month device payment contract.

If you do not disable all activation and device locking features but are otherwise eligible for an upgrade, we may charge you the redemption fee for the replacement or upgrade of a damaged Registered Device (\$249). If you are not eligible for an upgrade or your Registered Device is IMEI blocked, you will be required to pay your remaining device payment contract charges and any early termination fees for your Registered Device. We may also return the ineligible device to you and charge you for the shipping costs.

A \$59 call out fee may apply if you are eligible for and request that a screen replacement technician comes to you to replace your screen and:

- you cancel your booking after our screen replacement technician has confirmed your booking;
- you are not present at the agreed location when our screen replacement technician arrives;
- the IMEI, make or model of your Registered Device does not match the IMEI, make or model of the device presented to our screen replacement technician;
- you are not over 18 and cannot show proof of age to our screen replacement technician upon their arrival to the agreed location.

A \$20 irreparable damage fee may apply (in addition to any applicable call out fee) if your Registered Device is presented to us or our screen replacement technician:

- with locking or 'find my phone' features enabled;
- in a condition inconsistent with the pre-assessment condition you provided when completing the redemption process; or
- that Registered Device is damaged and not in Good Working Order.

## Other information

**Need help? We're here for you** Visit [telstra.com/contactus](https://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](https://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](https://tio.com.au/about-us/contact-us) if you'd like an independent investigation.

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