

Upgrade and Protect



Critical Information Summary

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

Upgrade and Protect	
Minimum Monthly Charge	\$15/month plus your device repayment costs
Minimum Term	1 month
What's Included	You can register a mobile or tablet device on an eligible device payment contract (DPC) with a Telstra consumer mobile or data plan for the Upgrade & Protect service (Registered Device). Subject to the outcome of a credit assessment, and provided you meet the redemption requirements and pay the fees in the table below, this service will allow you to either replace or upgrade a Registered Device.
Minimum Cost	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.

Availability and eligibility

You can sign up for Upgrade & Protect if you:

- an Australian resident of at least 18 years of age;
- take up a mobile or tablet device (**Device**) on an eligible DPC on an eligible consumer mobile or data plan;
- register your Device and add on Upgrade & Protect at the same time that you purchase that Device (**Registered Device**);
- successfully pass a credit assessment at the time of first purchasing your Device.

Upgrading or Replacing your Registered Device

When you request to upgrade or replace your Registered Device, we will perform a credit assessment. The credit assessment is required under the TCP Code, and helps to ensure that you are able to pay the costs associated with your device and service without experiencing financial hardship. Subject to the outcome of a credit assessment, you can upgrade or replace a Registered Device during the term of your DPC if you:

- you pay any applicable Redemption Fee based on condition of the Registered Device that you return;
- you purchase the upgrade or replacement Device on a DPC (**New Device**). Depending on the outcome of the RTCA, you may need to pay an upfront amount towards your New Device.
- you return the Registered Device to our second-hand device vendor within 14 days of receiving your New Device;
- your monthly Upgrade & Protect, DPC and mobile or data plan fees are not overdue;
- you disable all activation or device locking features (eg find my iPhone on iOS devices) before returning your Registered Device; and
- 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 your Registered Device is a mobile handset, you may only upgrade to a mobile handset. If your Registered Device is a tablet, you may only upgrade to a tablet.

If you do not return your Registered Device in accordance with the Upgrade & Protect redemption process:

- you may be required to pay your remaining DPC charges 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 DPC to purchase a New Device in which case the terms of your new DPC will continue to apply in respect of that New Device).

You must remove the SIM card and any personal or confidential or personal 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.

Minimum Term and Expiry

The Term starts on the date you take up Upgrade & Protect at the same time you purchase a phone or tablet on a DOC with an Upfront Mobile Plan or Upfront Data Plan added. You can cancel it at anytime. Otherwise the Upgrade & Protect service will continue until:

- the 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 Our Customer Terms.

Credit Assessment

We will undertake a credit assessment both upon your purchase of a Device with a DPC and the addition of Upgrade & Protect, and at the time you want to redeem a New Device in accordance with this service.

Where an credit assessment results in a low credit rating, you will be ineligible for Upgrade and Protect. In circumstances where the result of the credit assessment means that you cannot take advantage of this service, we will reimburse you for amounts paid for Upgrade & Protect since your last Device redemption (if any).

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).

Information about pricing

Price and Charging

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

When you request an upgrade or 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 month device payment contract)	\$99 (or \$0 if upgraded in the last 12 months of your eligible 24 month device payment contract)
	Damaged	\$249

If your Registered Device is IMEI blocked, you will be required to pay your remaining DPC 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.

Other information

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 and independent investigation.

This is a summary only. The full legal terms for this service are contained in your agreement with Telstra including Our customer Terms, which is available at telstra.com.au/customer-terms.