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### Contents

Click on the section that you are interested in.

<b>1</b>	<b>About the Instant Rewards section</b>	<b>2</b>
	Our Customer Terms	2
	Inconsistencies	2
<b>2</b>	<b>Instant Rewards offers</b>	<b>2</b>
	What are Instant Rewards?	2
	Availability	2
	Eligible services	3
	What services are eligible?	3
	Discounts	3
	Cancelling your Instant Rewards offer	4
	Third party equipment	4
	Existing contracts	4
<b>3</b>	<b>Special meanings</b>	<b>4</b>

Certain words are used with the specific meanings set out on page 4 and in the General Terms of Our Customer Terms.

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## 1 About the Instant Rewards section

### Our Customer Terms

- 1.1 This is the Instant Rewards section of Our Customer Terms.
- 1.2 The General Terms of Our Customer Terms apply (to see these terms – home and family customers [click here](#); business and government customers [click here](#)).

### Inconsistencies

- 1.3 If the General Terms of Our Customer Terms are inconsistent with something in the Instant Rewards section, then the Instant Rewards section applies instead of the General Terms to the extent of the inconsistency.

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## 2 Instant Rewards offers

### What are Instant Rewards?

- 2.1 We may offer Instant Rewards to customers with the Telstra Rewards Package or the Business Rewards Package. If you are a customer with the Business Rewards Package, Instant Rewards is supplied to you for business purposes and you must use Instant Rewards mainly for business purposes.

To see whether you are eligible for Telstra Rewards or Business Rewards, see the Telstra Rewards Packages section or the Business Rewards section of Our Customer Terms. To see other sections of Our Customer Terms, – home and family customers [click here](#); business and government customers [click here](#).

- 2.2 We offer Instant Rewards for a limited period. We notify the start date and finish date for each Instant Rewards offer.
- 2.3 The Instant Reward offer might be a further discount off relevant call charges, a discount off access charges, or a mixture of both. We tell you the exact details of each Instant Reward offer when we make that offer to you. The discount applies to individual eligible services that you take up during the offer period.

### Availability

- 2.4 You can accept an available Instant Rewards offer if you:
- (a) have (and keep) the Telstra Rewards or Business Rewards Package; and
  - (b) meet the particular eligibility requirements for the particular Instant

Rewards offer.

### **Eligible services**

- 2.5 You cannot transfer the Instant Rewards offer between eligible services. If you move (in the case of fixed services), change your telephone number (in the case of fixed or mobile services) or change your user name (in the case of internet services), you stop receiving the Instant Rewards offer for that service.
- 2.6 If the Instant Rewards offer relates to taking out a new eligible service, you cannot nominate an existing service to receive the discount instead.
- 2.7 If an Instant Rewards offer relates to discounts on calls between the eligible service to which the offer applies and another eligible service, you have to nominate which other eligible service you want the discount to apply to.

For example, if the offer involves discounts on calls between a new mobile service and one of your existing fixed services, you have to choose which fixed service.

- 2.8 You cannot accept an Instant Rewards offer for an eligible service that already gets a discount under another Instant Rewards offer.

### **What services are eligible?**

- 2.9 We make Instant Rewards offers for fixed telephone services, mobile services and internet services that are eligible for the Telstra Rewards Package or Business Rewards Package.
- 2.10 Your mobile service must be on one of the following account plans to be an “eligible mobile service”:
- (a) More4You Casual Plan;
  - (b) More4You Member Plan;
  - (c) More4You Business Casual Plan;
  - (d) More4You Business Member Plan;
  - (e) Telstra Mobile Plan Casual;
  - (f) Telstra Mobile Plan Member.

### **Discounts**

- 2.11 You start receiving the discounts about 48 hours after we approve your application for Instant Rewards.
- 2.12 The discount is applied to the GST-exclusive charge, after application of your

Telstra Rewards or Business Rewards discount.

### **Cancelling your Instant Rewards offer**

- 2.13 If you stop being eligible for your Instant Rewards offer, or you ask us to cancel your Instant Rewards offer, you no longer receive the discount on the relevant charges.

### **Third party equipment**

- 2.14 You are responsible for the operation of any equipment or applications connected to your nominated service that you or someone other than us supplies so you should make sure that any such use is compatible.

### **Existing contracts**

- 2.15 If you have a contract with us for handsets, equipment or other services relating to one of your nominated services, that contract stays in force and is not affected by your Instant Rewards Package (except for the application of the Instant Rewards discount to relevant charges).

For example: If you have agreed to a minimum contract period of 12 months in return for a discounted handset, you must still maintain the contract for at least 12 months.

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## **3 Special meanings**

- 3.1 Instant Rewards offers apply to services that are part of a Telstra Rewards Package or a Business Rewards Package. Words defined in the Telstra Rewards Packages section or the Business Rewards section of Our Customer Terms have the same meaning in this section.
- 3.2 This section also needs to be read in conjunction with those parts of Our Customer Terms that relate to your eligible services. Various names for particular kinds of services, call types, pricing packages and discount offers are defined in those sections and have the same meaning here. Words defined in the General Terms, the Basic Telephone Service section, the Telstra Mobile section or the ISDN section of Our Customer Terms have the same meaning in this section.

To see other sections of Our Customer Terms, – home and family customers [click here](#); business and government customers [click here](#).