

Sendum Asset Monitoring Solution



Critical Information Summary

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

Information about the service

The Sendum Asset Monitoring Solution is a near real time multi-sensor solution that enables you to monitor the in-transit conditions of your packages or assets. It provides information on the location and condition of your packages or assets (eg temperature, vibration, humidity and light) to an online portal by which you can view this data. Customisable triggers and alarms can be preset or changed while your packages or assets are in-transit so that action may be taken before your packages or assets are damaged or permanently lost for example.

In many cases, the Sendum Asset Monitoring Solution is deployed to supplement and enhance Supply Chain Management applications. While the Sendum Asset Monitoring Solution can be deployed in industries providing monitoring and emergency services, it is important to remember that the solution may not be suitable for all circumstances. Specifically, the Sendum Asset Monitoring Solution is not intended to act as or replace existing or otherwise required fail-safe technologies and any use of the Sendum Asset Monitoring Solution is at the customer's own risk.

Availability

For the Sendum Asset Monitoring Solution, you will need to take up:

- hardware where you can select either the:
 - upfront option; or
 - repayment option over 36 months; and
- a 36 month contract for the Findum application software licence (you will need one licence for each Sendum Asset Monitoring device you take up).

Hardware

The Sendum Asset Monitoring device is a small, portable and reuseable 3G device that can be discreetly attached to your assets or packages as a near real time location tracking device.

You need to purchase this device in order to use the Sendum Asset Monitoring Solution. The solution enables you to monitor the location of and important conditions affecting your valuable assets and packages in near real time.

Additional hardware accessories include:

- Single Port Charger:
 - Single USB charger, suitable for connecting and charging a portable device.
- Multi Port Charger:
 - Compact USB charger, suitable for connecting and charging up to 7 devices.
- Advanced Sensor Pack:
 - Rechargeable battery unit with sensors for motion, shock, orientation, battery level, GPS jamming detection, temperature, relative humidity, barometric pressure, and light power.
- Accessory Pack:
 - External battery unit with sensors for motion, shock, orientation, GPS jamming detection, temperature, relative humidity, barometric pressure, and light power.

Minimum term

The minimum term for the Findum application software licence is 36 months.

If you take up the repayment option for hardware, the minimum term will be 36 months.

What's included

Upfront Option

- A 36 month contract for the Findum application software licence (which includes a mobile data plan).
- Upfront payment of hardware.

Repayment Option

- A 36 month contract for the Findum application software licence (which includes a mobile data plan).
- A 36 month contract for the repayment of hardware

What's not

- External battery.

Information about pricing

Charges (including GST)

Findum Application Software Licence (36 month contract)	Price	Minimum Cost (on a 36 month repayment option)
Findum application software licence (includes a mobile data plan)	\$16.50 per month	\$594

Hardware		Upfront	Repayment Option	Minimum Cost on Repayment Option
Device Options	Sendum Asset Monitoring – PT 300D	\$544.50	\$16.50/mth	\$594
	Sendum Accessory Pack Kit	\$544.50	N/A	N/A
Accessory Options	Single Port charger (optional)	\$16.50	N/A	N/A
	Multi Port charger (optional)	\$82.50	N/A	N/A
	Advanced Sensor Pack (optional)	\$275.00	\$7.59/mth	\$271
	Accessory Pack (optional)	\$275.00	\$7.59/mth	\$271

Minimum cost

For the Sendum Asset Monitoring Solution the minimum amount you'll pay over one month is as follows:

Hardware Upfront Option

- First month total cost is \$561.00 consisting of:
 - \$544.50 (including GST) for the hardware;
 - \$16.50 (including GST) for the Findum application software licence (which includes a mobile data plan);
 - Optional upfront cost as per prices shown in "Charges" section.
- Each month thereafter:
 - \$16.50 (including GST) for the Findum application software licence (which includes a mobile data plan).

Hardware Repayment Option

- First month total cost is \$31.50 consisting of:
 - \$15.00 (excluding GST) for the hardware;
 - \$16.50 (including GST) for the Findum application software licence (which includes a mobile data plan);
 - Optional upfront cost as per prices shown in “Charges” section.
- Each month thereafter total cost is \$31.50 consisting of:
 - \$15.00 (excluding GST) for the hardware;
 - \$16.50 (including GST) for the Findum application software licence (which includes a mobile data plan).

Early Termination Charge

ETC applies if you cancel during the 36 month term other than as a result of Telstra’s material breach or Telstra deactivating your plan for a material breach by you (in accordance with the General Terms of Our Customer Terms). The ETC is calculated as:

Hardware ETC Payable (if Repayment Option) =

$$\frac{\text{ETC Base} \times \text{number of months remaining in your contract term}}{36}$$

Software ETC Payable =

$$\frac{\text{ETC Modified Base} \times \text{number of months remaining in your contract term}}{36}$$

The ETC Base and ETC Modified Base are set out in Part G – Data Services of Our Customer Terms.

Bill Payment charges

- Paperless bills and electronic payments – **Free**
- Paper bills – **\$2.20/mth**
- Payments made in person or by mail – **Extra \$1.00**
- Set up Email Bill at **telstra.com/emailbill**

Some exemptions may apply. For details, visit **telstra.com/billpay**. To set up Direct Debit or for details on other bill payment options, visit **telstra.com/billpay**.

Other Information

Understanding my bill

You’re billed in advance for the minimum monthly charge, and in arrears for any usage not included in your plan. When you start or change your plan part way through a billing period, your first bill will have part month charges.

Need help? We're here for you.

Visit **Telstra.com/contactus** for our support options. Call 13 20 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.

This is a summary only. The full legal terms for this plan are available at **telstra.com/customer-terms**.