

## Critical Information Summary

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

## Information about the service

With Business Lease Assure you can upgrade your leased phone at any time, regardless of damage, for a flat fee of \$190 when you sign up to an eligible new 24-month phone and service plan.

### Eligibility

To be eligible for Business Lease Assure service you must:

- lease an eligible device on a 24-month Device Lease Contract (DLC) with one of the following plans:
  - Business Lease Mobile plan \$59, \$79, \$99, \$129, \$149 and \$199
  - Connected Business Mobile Lease plan \$40, \$60, \$90, \$130 and \$190.
- You must take up Business Lease Assure on the same day as your DLC and Business Lease Mobile plan or Connected Business Mobile Lease plan.
- You may only upgrade your device two times in each 12 month period of your Business Lease Mobile plan.

### Minimum term

There is no fixed or minimum term.

### Upgrading your device and upgrade fees

You may upgrade your device two times in each 12 month period of your Business Lease Mobile plan or Connected Business Mobile Lease plan. At any time during your DLC, any remaining payments for your existing device will be waived if you:

- terminate your existing DLC;
- upgrade to a new eligible mobile device on a new 24-month eligible device contract and mobile service plan;
- pay an upgrade fee of \$190 on your next bill; and
- return your existing device to us within 14 days of entering into a new 24-month eligible device and mobile service plan. If you upgrade your device after the first 12 months of your DLC and your phone is undamaged and in good working order, you'll only pay \$99.

### At the end of your minimum term

If you get to the end of your lease, you must return your leased device to us or you may offer to purchase it for fair market value (advised to you at the time). If at the end of your lease, you return your leased device damaged, we will charge you a fee of \$190.

### What's not included

You can only have one Business Lease Assure device on each of your eligible mobile service plans.

### Cancelling Business Lease Assure

You may cancel Business Lease Assure at any time. If you do however, the standard relevant fees and charges for your DLC will apply. To find out more, refer to the Business Lease Mobile plans and Telstra Connected Business Mobile Lease plan Critical Information Summary

## Information about pricing

### Your minimum monthly charge

\$10 – you will be charged \$10 each month for Business Lease Assure until either:

- you cancel Business Lease Assure; or
- we cancel Business Lease Assure for you.

If you are on a Telstra Business Premium Mobile Lease plan \$199 or Telstra Connected Business Mobile Lease plan \$190 you will not be charged this monthly fee.

## Other information

### What do I need to understand about my first bill?

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](https://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](https://telstra.com/complaints). We like to make every attempt to resolve any issues 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 would like an independent investigation

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