



Critical Information Summary

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

Information about the service

StayConnected Advanced™ for Business provides after sales service for your mobile phone or tablet including an exchange, replacement and repair program, data protection application with data backup, and access to StayConnected@ features via Your Telstra Tools, including backed up data from your registered device.

Eligibility

To be eligible for StayConnected Advanced™ for Business Service you need to:

- i) buy a new mobile device listed at telstra.com/business/stayconnected, from a Telstra store or dealer and take up a new Telstra post-paid business mobile or tablet eligible plan with a minimum 24 month term (Eligible Plan);
- ii) register your mobile phone or tablet in the StayConnected Advanced™ for Business Program in full working, as new condition (with proof of purchase, if requested) on the same day as the date of purchase and register the device with a Telstra supplied SIM inserted and activated on the Telstra Mobile network/Wi Fi; and
- iii) provide us with any other information we reasonably request.

If you purchased a device on an older plan, this Critical Information Summary doesn't apply to you. Please check the Critical Information Summary supplied at the time you purchased your device or visit telstra.com/business/stayconnected to get a copy.

You may register multiple devices in the StayConnected Advanced™ for Business program. Each device must have its own IMEI number and service number or applicable SIM (for tablets) (registered device). Each device will incur a separate monthly fee.

Minimum Term

There is no fixed or minimum term. You may cancel StayConnected Advanced™ for Business at any time.

Exchanging, replacing or repairing your device

For each device in the 12 months from the commencement date of your Eligible Plan, and then up to two times every 12 months after that, you can:

- i) exchange or replace your device for a device that's the same or very similar (usually refurbished); or
- ii) repair the screen of your registered device, provided:
 - you lodge a valid service request with us;
 - you have no overdue fees;
 - you provide us with information we reasonably request, including a Statutory Declaration;
 - you confirm your business address or, if you are the account holder or authorised representative, you nominate a place of delivery for your exchange, replacement or repaired device;
 - you agree to return your registered device to us if it is in your possession at the time of lodging an exchange request;
 - you have not sold your eligible registered device or used it in any way that would prevent ownership transferring to us following an exchange or replacement request;
 - any prior service request for that eligible registered device (or its replacement) has been completed, including return of a previous eligible registered device (if you previously made an exchange request) or payment of an applicable fee;

- there are no reasonable grounds to suspect that you have engaged in fraud or misuse of the StayConnected Advanced™ for Business Service;
- you are eligible to do so under our eligibility criteria; and
- you have provided us with a valid email address.

Once you make a valid exchange or replacement request, ownership of your registered device immediately transfers to us. You cannot transfer available service requests from one device to another.

Screen repair

Screen repair is available for eligible registered devices that do not have other damage, are not disabled, locked or IMEI blocked and function normally, with all genuine parts. telstra.com.au/content/dam/tcom/personal/mobile-phones/pdf/stayconnected-supported-device-list-new.pdf

Screen Repair may cause loss of data stored on that device. Ensure you back up any important data on your registered device before giving it to us.

Your eligible registered device will be repaired and, in most cases, returned to you within 15 business days.

When you request a Screen Repair of your registered mobile handset, a loan device (and some accessories) may be provided to you.

When you receive your repaired registered device, you must return the loan device (and any accessories) within 14 days using the return satchel provided to you. Customers in Western Australia and some regional areas have up to 19 days.

If you don't return your loan device on time or it is damaged, disabled, locked or IMEI blocked, you will be charged the fair market value of the loan device at that time. We will let you know what the fair market value is at the time you request a loan device.

A fee will also be payable if a loan device case is damaged or not returned.

Secure and restore your data

To use the data backup function or device security features you will need to download the Telstra StayConnected@ app onto your eligible device via the Apple® App Store or Google Play® Store and in a few simple steps you'll be ready to secure your data including:

- i) Data Backup Services including up to 10GB of data for user contacts and user generated content (photos and videos);
- ii) Data Security Services including:
 - remote locate and remote alarm;
 - remote lock (Android only); and
 - remote data wipe (on iOS devices, wipe is only for contacts and requires end user acceptance);
- iii) Data Health Services (Android only) including anti-virus and safe browsing; and
- iv) Self Help functions, including contextual search self help, access to specialist device utilisation articles and a notification service.

Further information about the functions provided by the Telstra Business StayConnected Application is available at telstra.com/business/stayconnected

What's not included

StayConnected Advanced™ cannot be purchased on your Telstra account to cover all registered devices; you must purchase StayConnected Advanced™ separately for each registered device. You can only have one registered devices on each of your post-paid mobile or tablet plans, and each will incur separate monthly fees.

Screen repair is not available for 2 in 1 devices. Accessories such as keyboards, and pens do not form part of the Exchange, Replacement or Repair service.

Information about pricing

Your minimum monthly charge

Unless included in your contracted plan, you will be charged \$15 each month per registered device for the StayConnected Advanced for Business Service until either:

- you cancel the StayConnected Advanced for Business Service; or
- we cancel the StayConnected Advanced for Business Service.

<u>StayConnected Advanced service</u>	<u>Monthly fee (GST incl.)</u>
StayConnected Advanced	\$15

Service Fees

You will be charged a service fee each time you exchange, replace or repair your eligible registered device as set out in the table below:

<u>Service Type</u>	<u>Service fee (GST incl.)</u>
Exchange or Replace Tier 1 – Non Smartphones	\$140
Exchange or Replace Tier 2 – Smartphones & tablets	\$190
Screen Repair For eligible registered devices	\$99

Other charges

Each time we give you a mobile phone or tablet as an exchange, you must return your previous registered device to us within 14 days, otherwise a Device Non-Return Fee will apply.

If you return a registered device to us and the device is disabled, IMEI blocked, locked to a non Telstra network or is security locked, we may cancel your service request or if a replacement device has already been provided to you, if we request it, you must return it to us within 14 days or we may charge you a fee equal to the fair market value of the replacement device plus any shipping costs.

Other Information

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rate charges for part of the month if you started your subscription part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Important information about your first bill:

The monthly fee for your StayConnected Advanced™ for Business Service for each registered device will be included on your Telstra Bill and may be pro-rated during your first and last month of enrolment or on cancellation.

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period.

This plan requires paperless billing and electronic payment. Visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

Your responsibilities

- You must remove the SIM card and any personal or confidential data from your device (including devices on loan to you) before returning it or supplying it for screen repair. SIM cards will not be returned and will be destroyed. Your device must also be reset to factory settings.
- You must disable all activation or device locking features (eg Find My iPhone on Apple® devices) before returning your device to us or supplying your device for screen repair. This also applies to devices on loan to you. These features may prevent the device from being wiped and factory reset.

If you return a device to us other than the registered device, we will ask you to explain why there is an IMEI mismatch. We may ask you to provide proof of ownership (such as receipts, tax invoices or carrier receipts) and confirm how you came into possession of the device.

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 issues 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 would like an independent investigation

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