

## Critical Information Summary

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



# StayConnected Plus<sup>®</sup>

## Information about the service

Your StayConnected Plus Service provides after sales service for your mobile phone or tablet including an exchange and replacement program, data protection application and mobile technical support with access to StayConnected features via MyAccount, including backed up data from your registered device.

### Eligibility

To be eligible for the StayConnected Plus Service you need to:

- i) buy a new mobile device, listed at [telstra.com/stayconnected](https://telstra.com/stayconnected), from a Telstra store or dealer:
  - a) on a repayment option; or
  - b) outright and pay for it in full (Outright Purchase);
- ii) take up an Eligible Plan, which is either:
  - a) new Telstra consumer post-paid mobile or tablet plan with a minimum 12 or 24 month term; or
  - b) a new Telstra casual mobile plan, and which is listed at [telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/hf-mobilecurrentplans.pdf](https://telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/hf-mobilecurrentplans.pdf) or [telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/mobiledata.pdf](https://telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/consumer/mobiledata.pdf)
- iii) register your mobile phone or tablet in the StayConnected Program in full working as new condition (with proof of purchase, if requested) on the same day of the date of purchase and register the device with the Telstra supplied SIM inserted and activated on the Telstra Mobile network/Wi Fi; and
- iv) provide us with a valid email address and 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/stayconnected](https://telstra.com/stayconnected) to get a copy.

### Minimum term

There is no fixed or minimum term. You may cancel your StayConnected Plus Service at any time.

### Exchanging or replacing your device

In the 12 months from the commencement date of your Eligible Plan, and then every 12 months after that, you can exchange or replace your registered device associated with your Eligible Plan for a device that's the same or very similar (usually refurbished) up to two times 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 nominate a place of delivery for your exchange or replacement device
- you agree to return your registered device to us if it is in your possession at the time of lodging a service request
- any prior exchange or replacement request has been completed, including return of a previous Registered Device or payment of an applicable fee

- you have not sold your registered device or used it in any way that would prevent ownership transferring to us
- there are no reasonable grounds to suspect that you have engaged in fraud or misuse of the StayConnected Service; and
- you are eligible to do so under our eligibility criteria.

Once you make a valid exchange or replacement request, ownership of your registered device immediately transfers to us.

### You can access the following Mobile Technical Support Services:

- basic device functionality and security
- email and internet connectivity
- entertainment and personalisation
- general technical issues
- network coverage issues.

### Secure and restore your data

To use the data backup function or device security features on your eligible device, you will need to download the Telstra StayConnected app via the App Store or Google Play™ 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:
  - a) remote locate and remote alarm;
  - b) remote lock (Android only); and
  - c) 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;
- iv) Click-to-Call and Click-to-Chat functionality, which facilitates a live phone call or web based text chat with Mobile Technical Support agents; and
- v) 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 StayConnected Application is available at [telstra.com/stayconnected](https://telstra.com/stayconnected).

### What's not included

You can only have one registered device on each of your post-paid mobile or tablet plan. You can register multiple registered devices on different plans. Each will incur separate monthly fees.

## Information about pricing

### Your minimum monthly charge

**\$15** – you will be charged **\$15** each month for your Telstra StayConnected Plus Service until either:

- you cancel your StayConnected Plus Service; or
- we cancel your StayConnected Plus Service.

## Other charges

You will be charged a service fee up to **\$220** depending on your device each time you request to exchange or replace your device for a refurbished device of the same or similar model.

Each time you lodge a service request and your registered device is in your possession, you must return it 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 or locked to a non Telstra network, 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 rata charges for part of the month if you started or changed your plan 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 Plus 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](http://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](http://telstra.com/billpay)

## Your responsibilities

- You must remove the SIM card and any personal or confidential data from your device before returning it. 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 iOS 7 devices) before returning your device to us. 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.

### We're here to help

If you have any questions about your offer, technical support, service or connection please log onto [telstra.com](http://telstra.com) which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or 1800 808 981 (TTY) and say StayConnected.

To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk on +61 439 12 5109.

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](http://telstra.com/complaints) where you'll find full contact details and information about how to resolve it.

#### Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information, visit [tio.com.au/about-us/contact-us](http://tio.com.au/about-us/contact-us)

If you signed up to StayConnected on or before 24 November 2014, you may also contact the Financial Ombudsman Service by phone on 1300 780 808 or visit [fos.org.au](http://fos.org.au)

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at [telstra.com/stayconnected](http://telstra.com/stayconnected)