



# TELSTRA NEW PHONE FEELING™

## INFORMATION ABOUT THE SERVICE

Telstra New Phone Feeling™ allows customers with an eligible Telstra mobile plan and an eligible handset on a 24 month Device Payment Contract (DPC) to buy a new device on a 24 month DPC during the final 12 months of their existing DPC term without paying a \$50 early recontracting fee or the remaining payments for their existing device, when they return it undamaged and in good working order.

If you do not upgrade your device in the manner set out in the "Upgrading your device" section before the end of your 24 month DPC term, Telstra New Phone Feeling™ will expire and your monthly payments will not be refunded.

### Eligibility

To be eligible for Telstra New Phone Feeling™, you must:

- be an Australian resident
- be at least 18 years old; and
- purchase an eligible mobile device on a 24 month DPC with one of the following plans:
  - a Mobile Accelerate Plan
  - a Mobile Accelerate BYO Plan
  - a Mobile Accelerate Plan – Data Share
  - a Mobile Accelerate BYO Plan – Data Share; or
  - a Mobile Accelerate Casual Plan.

### Minimum term

You must have Telstra New Phone Feeling™ for at least 12 months to be eligible to have your \$50 recontracting fee and the remaining payments for your existing device waived when you recontract in the final 12 months of your 24 month DPC term.

### Upgrading your device

The \$50 early recontracting fee (if applicable) and the remaining payments for your existing device will be waived if, during the final 12 months of your 24 month DPC term, you:

- purchase a new mobile phone device on a 24 month DPC with a Mobile Accelerate, Mobile Accelerate Plan – Data Share, Mobile Accelerate BYO, Mobile Accelerate BYO Plan – Data Share or Mobile Accelerate Casual plan or, if these plans are no longer available for new customers, the plan that we advise you; and
- return your existing device undamaged and in good working order, together with your proof of identity and any additional documentation requested by us (eg receipts), within 14 days of purchasing your new device. You must follow our instructions on how to return the device.

The \$50 recontracting fee and/or remaining payments for your existing eligible device will not be waived if:

- any payments for Telstra New Phone Feeling™ are overdue; or
- your existing device is not returned undamaged and in good working order.

A device that is undamaged and in good working order is one that is fully functional as intended and is not physically damaged, except minor scratches and other normal wear and tear, as reasonably determined by us. For example, it:

- turns on and off
- functions normally (for example, it is capable of making and receiving calls and connecting to the internet and any touchscreen functions as intended)
- includes a fully functioning battery
- is free from physical damage except normal wear and tear (for example it does not have, liquid damage, cracked or a discoloured screen or casing, connector damage, or a faulty or broken SIM reader)
- does not have any missing, disassembled, customised or non-original parts
- has all activation and device locking features disabled (eg. Find My iPhone on iOS 7 devices); and
- is not IMEI blocked.

We may ask you to provide proof of ownership, such as receipts. If there is insufficient proof of ownership, the device will be dealt with in accordance with the law, and it may be returned to you, or sent to the relevant authority.

### Cancelling Telstra New Phone Feeling™

You may cancel Telstra New Phone Feeling™ at any time.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

**\$10** – You will be charged \$10 each month for Telstra New Phone Feeling™ until the earlier of:

- you upgrading your device as set out in the "Upgrading your device" section
- your Telstra New Phone Feeling™ being cancelled; or
- the end of your 24 month DPC.

### The total minimum cost

The total minimum cost if you upgrade your device using Telstra New Phone Feeling™ is **\$120** over 12 months (plus handset and plan costs). The maximum cost is **\$240** over 24 months.

## OTHER INFORMATION

### Billing

The figures in this Critical Information Summary are for a full billing cycle but your bill may include pro rata charges for part of the month if you start or cancel Telstra New Phone Feeling™ part way through a billing period.

#### Important Information about your first bill

When you first start Telstra New Phone Feeling™ part way through a billing period, your first bill will include your monthly charge in advance as well as a proportion of your monthly charge based on the number of days left in the billing period.

To opt into receiving paperless billing, visit [telstra.com/emailbill](https://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](https://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 may 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 and may prevent the device from being used by another person until you disable the feature.

### We're here to help

If you have any questions about your offer, technical support, service or connection please log onto [telstra.com](https://telstra.com) which includes 24/7 live chat support. Alternatively, please call us on 13 2200 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 1800 808 981 (TTY).

#### Complaints or disputes

If you have a problem or complaint about your service, go to [telstra.com/complaints](https://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 go online at [tio.com.au/about-us/contact-us](https://tio.com.au/about-us/contact-us)

This is a summary only – the full legal terms for this plan are available at [telstra.com.au/customer-terms](https://telstra.com.au/customer-terms)