

Part J – Hardware Repayment Option

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Certain words are used with the specific meanings set out on page 4.

1 When does this section apply?

- 1.1 This is the Hardware Repayment Option section of Our Customer Terms.
- 1.2 [The General Terms of Our Customer Terms](#) also apply to services described in this section. To understand your rights and obligations you need to read both this section and the General Terms.
- 1.3 If anything in the General Terms is inconsistent with something in this Hardware Repayment Option section, then this section applies instead of the General Terms to the extent of the inconsistency.

2 Hardware Repayment Option (“HRO”)

What is HRO?

- 2.1 Under the HRO, we will offer approved customers credit known as a Hardware Repayment Amount and allow you to repay that credit by monthly instalments over a 24 month period (“**HRO term**”). This credit contributes towards the upfront purchase price of eligible hardware.

Availability

- 2.2 Customers who are eligible for the HRO are those who meet **all** of the eligibility criteria set out in the table contained in clause 2.5 below (“**Eligible Customers**”).
- 2.3 To avoid doubt, despite anything else in this Hardware Repayment Option Section of Customer Terms, HRO is not available in relation to the purchase of mobile handset devices. Customers may be eligible to apply for a Mobile Repayment Option in relation to mobile handset devices (see [Part C - Special Promotions of the Telstra Mobile Section of Our Customer Terms](#)).
- 2.4 Unless we say otherwise, for all Eligible Customers, HRO is available until the date that we determine.

Hardware Repayment Amounts

- 2.5 Different Hardware Repayment Amounts are available depending on your chosen hardware and other factors such as the services you have with us (or services you are acquiring from us together with the HRO). The available Hardware

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Repayment Amounts are set out below.

Hardware Repayment Amounts	Eligible hardware and customers
<p>\$48, \$72, \$96, \$120, \$144, \$192, \$216, \$240, \$264, \$288, \$336, \$384, \$396, \$432, \$456, \$ 480, \$528, \$552, \$576, \$600 \$624, \$672, \$720, \$840, \$960, \$1080, \$1200, \$1440, \$1680, \$1920, \$2160, \$2400, \$2880, \$3360</p>	<p>Customers are eligible to apply where all of the following requirements are met:</p> <ul style="list-style-type: none"> • Customer is a Consumer Customer with an existing full service fixed phone, post-paid mobile or post-paid BigPond broadband service with us ("Eligible Service"); • The relevant hardware hardware determined by us as eligible hardware ("Eligible Hardware"); • Customer has with us all the services that are necessary for use of the Eligible Hardware ("Relevant Eligible Services"); • Customer has a 13-digit account number; • Customer passes relevant credit assessment; and • Customer does not have more than five Hardware Repayment Option arrangements with us in total.

Terms

- 2.6 The Hardware Repayment Amount chosen cannot be more than the price of hardware you have selected (incl GST).
- 2.7 We will pay the Hardware Repayment Amount directly to the relevant Telstra Store or participating Telstra dealer on your behalf.
- 2.8 If the price of the hardware is higher than the Hardware Repayment Amount, you must pay the difference between the price of the hardware (incl GST) and the Hardware Repayment Amount. You must pay this difference directly to us or the participating Telstra Shop/dealer where you bought the device.
- 2.9 You must repay the Hardware Repayment Amount by monthly instalments over the HRO Term. If you do not repay the Hardware Repayment Amount, we may suspend or cancel your service(s) with us in accordance with the General Terms of Our Customer Terms (at the least we will give you prior notice).
- 2.10 You must repay the balance of the Hardware Repayment Amount outstanding for an item of Eligible Hardware if you cancel a Relevant Eligible Service.

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2.11 You must not have more than a total of five HROs.

3 Special meanings

3.1 In this section:

Consumer Customer are as defined in (and those customers subject to) the General Terms for Consumer Customers Section of Our Customer Terms.