

TELSTRA PREPAID RETURNS PROCESS
AS AT 1 MARCH 2011

<p><u>DOA (Dead on Arrival) Procedures</u></p> <ol style="list-style-type: none"> 1) Is there any visual physical damage (cracked screen, cover, scratches etc.). 2) Check liquid Ingress for water damage, usually located behind battery 3) If answer to item 1 or 2 is YES then Unit not covered under any warranty. Refuse the unit 4) Obtain Ra from J & M Communication within 2 days of return 5) Ship Unit back to J & M Communications within 2 days making sure the followings are included: <ul style="list-style-type: none"> • Proof of purchase receipt (Must be within 14 days) • Complete original Phone pack with Sim card • Fault Description as accurate as possible • Handset IMEI as well as Phone Number • Customer name and contact number 	<p><u>ELF (Early life failure) Procedures</u></p> <ol style="list-style-type: none"> 1. ELF period is 21 days from date of purchase 2. Is there any visual physical damage (cracked screen, cover, scratches etc.) 3. Check liquid Ingress for water damage, usually located behind battery 4. If answer to item 2 or 3 is YES then Unit not covered under any warranty. Refuse the unit. 5. Obtain Ra from J & M communication within 2 days of return 6. Ship Unit back to J & M Communications within 2 days making sure the followings are included: <ul style="list-style-type: none"> • Proof of purchase receipt (Must be within 21 days) • Complete original Phone pack without Sim card • Make sure that customer retains their Sim • Fault description as specific as possible • Handset IMEI as well as Phone Number • Customer name and contact number • IF ANY OF THE ABOVE IS NOT ATTACHED, UNIT WILL BE SHIPPED BACK AND RA CANCELLED.
<p><u>Telstra Wireless Broadband Returns DOA/ELF</u></p> <ol style="list-style-type: none"> 1) Ask the customer to contact Telstra's Call Centre (125 8880) for resolution of technical issues. 2) If the customer has a technical issue with the PWBB, ring 125111 and say "fault". 3) If Product has become faulty within 21 days it will be treated as DOA/ELF. 4) Check for any physical damage before accepting unit back 5) Obtain Ra from J & M Communications within 2 days of return 6) Ship Unit back to J & M Communications within 2 days making sure the followings are included: <ul style="list-style-type: none"> • Proof of purchase receipt • Complete original packaging including Sim card 	<p><u>T-Touch Tab Return process DOA / ELF (21 days)</u></p> <ol style="list-style-type: none"> 1) Has the customer attempted to trouble shoot over the phone? Ring 125 8880 for assistance. If issue resolved End of process. 2) If fault found then check for physical damage and make sure original packaging with all items are included. If physical damage or items missing do not accept unit back. 3) Obtain Ra from J & M communications within 2 days of return 4) Ship unit back to J & M Communications within 2 days making sure the followings are included: <ul style="list-style-type: none"> • Proof of purchase receipt • Complete original packaging with Sim card, battery, ac charger, USB data cable, warranty card, 2GB micro SD card, Stylus and getting started guide) • Fault description as specific as possible • IMEI number as well as phone number • Customer name and contact number
<p><u>Outside ELF Period (21 days)</u> Customer deals directly with manufacturer of Unit. We do not handle any repairs or process any claims. LG 1800 687 955 Nokia 1300 366 733 Samsung 1300 364 746 / 02 9763 9820 Sony Ericsson 1300 650 888 / 1300 650 050 HTC 1300 482 482 ZTE 1300761 688 / 1300 789 475 Fonebiz 03 9541 7688 for all Pre-paid Wireless Broadband repairs.</p>	