



TELSTRA MOBILE DEVICE MANAGEMENT (T-MDM)

PLEASE SIGN AND SCAN YOUR COMPLETED APPLICATION
FORM AND EMAIL TO wireless@team.telstra.com

This T-MDM Installation Assistance Order Form is part of, and should be read together with the T-MDM Trial Order Form, any T-MDM Installation Assistance pricing brochure provided by Telstra and conditions for T-MDM Installation Assistance outlined in the Telstra Mobiles section (Part G – Data Services) of Our Customer Terms.

- b) Remote access requirements (eg instructions for Telstra to access your server to install the software remotely)

01 CUSTOMER DETAILS

- a) Account holder name

- b) Account number (for billing purposes)

- c) ACN/ABN/ARBN (if applicable)

- d) Account holder address

Suburb/State

Postcode

Primary contact details – Customer's IT representative

Phone number

()

Title

Surname

Given name

Email address

- f) Secondary contact details (if primary contact is not available)

Phone number

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Title

Surname

Given name

Email address

- c) Installation assistance required.

☐ Secure Email Gateway (SEG)

☐ Mobile Access Gateway (MAG)

☐ Onboarding Service

03 ACCOUNT HOLDER ACCEPTANCE – TO BE COMPLETED BY ALL APPLICANTS

- a) I request the T-MDM Installation Assistance on the terms of the T-MDM Trial Application form, any applicable pricing brochure and Our Customer Terms (available at telstra.com). I acknowledge that Telstra is not obliged to accept this request.
- b) I acknowledge that I have received, or had the opportunity to review, a copy of Our Customer Terms and that I have read and agree to the Terms and Conditions overleaf.
- c) I acknowledge that, to the extent of any inconsistency, the order precedence of terms applying to the T-MDM Installation Assistance service will be the terms of this Installation Assistance Form, Our Customer Terms, and then any applicable pricing brochure.
- d) I warrant that all information in this form is correct. If I am not the Account Holder, I warrant that I am authorised to sign this form on behalf of the Account Holder.

Account holder full name (please print)

Date

/ /

Important – Do not sign this form unless you have received and read the applicable pricing brochure, Telstra's 'Protecting your Privacy' statement and Our Customer Terms.

Account holder/authorised signatory

02 ACCOUNT HOLDER ACCEPTANCE – TO BE COMPLETED BY ALL APPLICANTS

- a) Proposed installation date. This is a proposed date only, and is subject to acceptance or rejection by Telstra.

T-MDM INSTALLATION ASSISTANCE FEES

For each installation of AirWatch software
on a single server in your premise

\$1,200 (incl. GST)

The T-MDM Installation Assistance fee is payable for each installation of AirWatch software. For example, if you require Telstra's assistance with installation of AirWatch software on two servers, you must pay two times the T-MDM Installation Assistance Fee.

For each Onboarding Service

\$700 (incl. GST)



TELSTRA MOBILE DEVICE MANAGEMENT (T-MDM) INSTALLATION ASSISTANCE

01. Service Details

The T-MDM Installation Assistance service enables you to obtain assistance from us in installing the AirWatch software on your server or setup of the T-MDM platform for your users and devices. T-MDM Installation Assistance will be provided between 9am – 5pm Monday to Friday, excluding public holidays in the State or Territory in which the AirWatch software is to be installed and will be performed remotely by us.

T-MDM Installation Assistance does not include post-installation assistance or any maintenance, support or upgrades of the AirWatch software.

02. Charges

You must pay Telstra a fee for each installation of AirWatch software or Onboarding Service. For example, if you require Telstra's assistance with installation of AirWatch software on two servers, you must pay two times the T-MDM Installation Assistance fee. The T-MDM Installation Assistance fee will be billed to the Account Holder nominated on this form.

03. Minimum requirements

In order for us to provide T-MDM Installation Assistance, you must have:

- a) Purchased (and registered) at least one compatible device from us for us to ensure network interoperability and conduct remote testing; and
- b) Existing internet connectivity and systems that meet the minimum system requirements for the AirWatch software, as published and provided by AirWatch.

04. Our Customer Terms

Our provision, and your receipt, of the T-MDM Installation Assistance service is governed by the terms and conditions outlined in the Telstra Mobiles section (Part G – Data Services) of Our Customer terms available at telstra.com.

05. General

- a) You must do all things necessary to assist Telstra to provide T-MDM Installation Assistance including remote access to the relevant sites, systems and to your relevant personnel and providing any information reasonably required for installation.
- b) You must ensure that Telstra has full authority to access your systems remotely to provide the T-MDM Installation Assistance and that you have obtained any necessary consent for this purpose.
- c) You acknowledge and agree that T-MDM Installation Assistance will not guarantee that, and we are not responsible as part of providing T-MDM Installation Assistance for ensuring that, the AirWatch software will:
 - i) be compatible with your information, software, hardware or other equipment or systems
 - ii) be fault free; or
 - iii) function without error.
- d) You acknowledge and agree to us providing AirWatch Australia Pty Ltd with your contact information and personal details for the purposes of installing your T-MDM software and providing T-MDM Installation Assistance.

06. Onboarding Service Scope

The following activities will be performed by Telstra during a web conference as part of the Onboarding Service.

- a) Upload a maximum of 10 users.
- b) Assist you to create and upload an Apple Push Notification Service certificate.
- c) Configure system generated e-mail messages, eg enrolment message, enrolment terms of use, compliance messages.
- d) Configure the device agent settings to support GPS and Telecom Management.
- e) Enable the Telecom Management feature, create a data plan for devices and assign to devices.
- f) Load settings (profiles) for Apple, Android and Windows Phone 8 devices.
- g) Create applications groups (required and blacklisted apps).
- h) Set up compliance policies for passcode, applications, roaming and data usage.
- i) Show you how to enrol a single compatible device and check that all the settings are pushed to the device correctly.

The following activities must be completed by you prior to Telstra providing the Onboarding Service:

- a) give Telstra a login to the T-MDM platform for your company
- b) complete on Onboarding spreadsheet that defines all the users, settings, policies and applications you want set up.

These activities are **not** included in scope for the Onboarding Service:

- a) troubleshooting your device settings or applications
- b) installation of AirWatch software, eg Secure Email Gateway and Mobile Access Gateway
- c) integration with your IT systems, eg Active Directory, SharePoint, Certificate Services
- d) the ongoing management of users, devices and company settings
- e) enrolment of devices (Telstra will enrol a single device to check that settings are pushed correctly)
- f) Content Locker.

You should note that settings and configurations can vary based on device type.