

Critical Information Summary

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



Box

Information about the service

Your plan is for a Box service which is available through Telstra Apps Marketplace.

Box is a hosted file sync and storage collaboration application. You need to take up a licence for each user of the application. You can choose from the following plans:

- Box Starter
- Box Business
- Box Enterprise.

For Box Starter, a minimum of 1 licence must be purchased up to a maximum of 10 licences.

For Box Business and Box Enterprise, a minimum of 3 licences must be purchased.

Telstra Apps Marketplace

The Telstra Apps Marketplace is a web-based marketplace that enables you to purchase and manage various software applications that we make available from time to time.

You need an internet connection to access Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit the marketplace and create an account for your organisation.

You may need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on marketplace.telstra.com and Our Customer Terms.

You're responsible for ensuring that you meet these requirements.

Minimum term

Box Starter

You may opt for either a casual month-to-month or contract option for Box Starter.

Casual: There is no fixed or minimum term but you need to give us 30 days notice to cancel your Box Starter plan.

Contract: A minimum 12 month contract applies. You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term. If you cancel your contract, an early termination fee applies.

At the end of your minimum term your service will renew for a further 12 months on the same terms, unless you tell us at least 30 days in advance that you want to end your subscription.

Box Business

3 – 49 users: **Casual.** There is no fixed or minimum term but you need to give us 30 days notice to cancel your Box Business plan.

50 users or more: A minimum 12 month contract applies. You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term. If you cancel your contract, an early termination fee applies.

At the end of your minimum term your service will renew for a further 12 months on the same terms, unless you tell us at least 30 days in advance that you want to end your subscription.

Box Enterprise

A minimum 12 month contract applies. You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term. If you cancel your contract, an early termination fee applies.

At the end of your minimum term your service will renew for a further 12 months on the same terms, unless you tell us at least 30 days in advance that you want to end your subscription.

If you have ordered Box with Direct Access for the Box Business or Box Enterprise plan, you must tell us at least 45 days in advance that you want to end your subscription.

What's included

Depending on which plan you choose, your Box service includes the features listed in the table below:

Application feature	Box Starter	Box Business	Box Enterprise
Users	Min. 1 user Max. 10 users	Min. 3 users	Min. 3 users
Storage	100GB storage	Unlimited storage	Unlimited storage
File size	2GB file size	5GB file size	5GB file size
Mobile, sync and share capabilities	Full features	Full features	Full features
Access permissions	Full features	Full features	Full features
Version history	25	50	100
User management	Add users only	Bulk add and edit users	Full features
Content security and management		Limited features	Full features
Mobile security controls		Limited features	Full features
Integrations and APIs		Limited features	Full features

Information about pricing

Your minimum monthly charge

Plan	Price per user per month (incl. GST)	Minimum number of users	Minimum monthly charge (incl. GST)
Box Starter	\$6.60	1	\$6.60
Box Business	\$18.70	3	\$56.10
Box Enterprise	\$44	3	\$132

Total minimum plan cost

The minimum amount you'll pay depends on how many licences you take up, and the length of your plan term.

The total minimum amount you'll pay, if you take up the minimum user licences, is set out in the table below. If you select a 12 month contract, you have to pay for the full 12 months upfront.

Plan	Minimum number of users	Minimum plan cost – month to month (incl. GST)	Minimum plan cost – 12 month contract (incl. GST)
Box Starter	1 user	\$6.60	\$79.20
Box Business	3 users	\$56.10	\$673.20
Box Enterprise	3 users	N/A	\$1584

Early Termination Charge

If you select a plan with a 12 month contract and your plan is cancelled before your minimum term has ended, an Early Termination Charge (ETC) applies. The ETC is calculated as 85% of the monthly charges payable by you multiplied by the number of remaining months in your plan term. The ETC decreases each month that you remain on your plan. If you have paid for 12 months in advance, we will not charge ETC; however, we also will not give you a refund for the remaining months.

The maximum ETC you'll pay for each user terminated at the maximum months remaining in contract (12) is:

Plan	Maximum Early Termination Charge per user
Box Starter	\$67.32
Box Business	\$190.74
Box Enterprise	\$448.80

There are no ETC's for a month-to-month contract.

Other information

Manage your service online

You can manage your applications online at marketplace.telstra.com

Price changes

New prices will be applied at the beginning of a contract renewal. For example, if you have 3 months remaining in your existing contract, you will still pay the current price until you renew your contract in 3 months time.

On a month to month contract, the price change will be applied in the subsequent month.

Billing

The pricing in this Critical Information Summary is 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

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

To opt into receiving paperless billing, visit 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

We're here to help

If you have questions about your bill or require technical support, please call the marketplace team on 1800 878 483 or 133 677 (TTY).

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

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

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/customer-terms