

# BUSINESS APPLICATIONS DEPUTY

## INFORMATION ABOUT THE SERVICE

Deputy is a cloud-based workforce management solution designed to increase business productivity by unifying rostering, scheduling, tasking, attendance, and business procedures. It can also integrate with compatible payroll systems.

Deputy is available from the Telstra Apps Marketplace, a web-based portal. When purchasing Deputy, you will have the choice between either a Deputy Premium or a Deputy Flexible Weekly Plan.

### Telstra Apps Marketplace

You need an internet connection to access Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit [marketplace.telstra.com](http://marketplace.telstra.com) and create an account for your organisation.

You need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on [marketplace.telstra.com](http://marketplace.telstra.com) and in Our Customer Terms.

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

### Minimum term

Casual (month-to-month plan).

There is no fixed or minimum term but you need to give us 30 days notice to cancel or change your Deputy Premium or Deputy Flexible Weekly Plan.

### Compatible devices, browsers and systems

To be able to use Deputy, you will need to:

- have access to an internet connection
- use a compatible browser and/or a compatible device; and
- download the Deputy app, if using a compatible device.

You can view the current list of compatible devices and browsers on [telstra.com/businessapps](http://telstra.com/businessapps)

To integrate Deputy with your payroll system, you'll need to make sure your payroll system is compatible. Contact us for a list of compatible systems.

## What's included

Your plan includes one licence to use Deputy. Depending on which plan you choose, your Deputy licence will include the features listed in the table below:

| Application features   | Deputy Premium | Deputy Flexible Weekly |
|--|----------------|------------------------|
| Scheduling   | ✓              | ✓                      |
| Make announcements   | ✓              | ✓                      |
| Assign tasks   | ✓              | ✓                      |
| Future updates   | ✓              | ✓                      |
| Support  | ✓              | ✓                      |
| Technical print rosters  | ✓              | ✓                      |
| Send rosters via email   | ✓              | ✓                      |
| Ability to send via SMS (additional charges apply)                     | ✓              | ✓                      |
| Time and attendance  | ✓              | ✓                      |
| Payroll integration with compatible systems                            | ✓              | ✓                      |
| \$0 for inactive registered employees (inactive for the billable week) | ✗              | ✓                      |
| Access to Deputy Kiosk for iPad  | ✓              | ✓                      |

## What's not

Data download charges may apply and SMS charges are not included.

In order to integrate Deputy with back-end systems or other compatible Business Applications, your system environment must be properly configured and you may need to make changes to your system set-up. You're responsible for the configuration of your system environment and this is not included in your monthly licence fee. If you require system integration, before purchasing licences for Deputy, please contact us to discuss your specific business needs.

## INFORMATION ABOUT PRICING

Customers must 'opt in' to a paid subscription at the end of their 30 day free trial to continue using their service. If the customer does not 'opt in' to a paid subscription their service will be automatically suspended for 14 days and if it remains unsubscribed after 14 days, their service will be cancelled and all data will be lost.

### Your minimum monthly charge

You need to register all employees you want to manage in Deputy.

The amount you'll pay each month depends on the number of registered employees you have in Deputy.

| Plan                   | Price (incl GST)                               |
|------------------------|--|
| Deputy Premium         | \$4.40 per registered employee per month       |
| Deputy Flexible Weekly | \$2.20 per active registered employee per week |

If you chose to use SMS to distribute rosters to employees, you will be charged \$0.05 per SMS message sent. These charges will be billed via the Telstra Apps Marketplace.

### Early Termination Charge

No Early Termination Charge applies.

## OTHER INFORMATION

### Manage your service online

You can manage your services and applications online at [marketplace.telstra.com](https://marketplace.telstra.com)

### Billing

The pricing in this Critical Information Summary is for a full billing cycle (which is one month) but your first bill may include pro rata charges for part of that billing cycle if you started or changed your plan part way through a 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).

### We're here to help

You will find more information at [telstra.com/business](https://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 13 2000 or 1800 808 981 (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](https://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](https://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.au/deputyterms](https://telstra.com.au/deputyterms)