

DIGITAL SUPPORT SERVICES NETO

INFORMATION ABOUT THE SERVICE

Your plan is for a managed e-commerce professional services which are available through the Telstra Apps Marketplace.

Digital Support Services are (depending on your choices) managed e-commerce professional services. The Digital Support Services are delivered by our third party service provider. You need to take up a Digital Support Services plan for each website that you want to benefit from the Digital Support Service.

Telstra Apps Marketplace

You need an internet connection to access the Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit 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 and Our Customer Terms.

You are responsible for ensuring that you meet these requirements.

Eligibility

To be eligible for this Service you must purchase a Neto licence from the Telstra Apps Marketplace and grant us and our third party service provider access to your websites, other network systems and such other access as is reasonably necessary to enable delivery of the services.

Minimum term

The minimum term for the Digital Support Services Neto S, M and L plans is either 12 months if paying an upfront cost plus a monthly fee, or 24 months if paying a monthly fee.

The Performance Marketing product has a 6 month minimum term.

If purchasing the Product Copywriting or On-Site Photography, full payment is required upfront.

After the Minimum Term there is no fixed or minimum term but you need to notify us if you wish to cancel your plan.

What's included

What is included with each core plan and add-on is contained in the following table:

Digital Support Services Neto Core Plans		
S	M	L
100 products configured	250 products configured	1000 products configured
Up to 1000 SKUs	Up to 5000 SKUs	Unlimited SKUs
5 Pages	7 pages	15 pages
All plans include: Ongoing revisions, a monthly consultation call and domain.		

Add-Ons	
Product Copywriting	Product and storefront copy for 50 products
	10-50 word description per product
	20-50 word description per category
On-Site Photography	30 high-resolution images
	Up to 2 hours on-site
	Includes basic image clean-up and correction

On-site photography is only available in the primary regions listed below. Boundaries of a primary region is determined as any area within 35km of a city centre listed below:

Victoria: Melbourne, Geelong, Ballarat, Bendigo. **New South Wales:** Sydney, Newcastle, Canberra, Wollongong, Central Coast. **Queensland:** Brisbane, Gold Coast, Townsville, Cairns, Toowoomba, Rockhampton, Mackay. **Western Australia:** Perth. **South Australia:** Adelaide. **Tasmania:** Hobart, Launceston. **Northern Territory:** Darwin.

What's included in the Performance Marketing plan

Performance Marketing Plans		
S	M	L
Media Spend management up to a max. of \$300	Media Spend management up to a max. of \$750	Media Spend management up to a max. of \$1,700
Quarterly consultation call	Quarterly consultation call	Quarterly consultation call
All plans include: full-service campaign setup, assistance setting up a media spend account, bid and budget management, call tracking, conversion-optimised landing pages (1 per ad group) and unlimited inbound support.		

- The Performance Marketing plans charge a management fee (see 'Information About Pricing') for the media spend management only, not the media spend itself.
- We can assist you to set up a media spend account. Once a Performance Marketing campaign is finalised, you can provide payment details over the phone to a Digital Support Services consultant or input payment details directly into your media spend account.

What's not included

Performance Marketing is not included in the Digital Support Services Neto Core Plan. The media spend is not included in the Performance Marketing Plan.

INFORMATION ABOUT PRICING

Your minimum monthly charge and Total minimum plan cost

Digital Support Service Neto Core Plan

Core Plans	Charge per month incl. GST	Total incl. GST
Digital Support Services Neto S 12mth	\$99/mth + upfront fee \$879	\$2,067
Digital Support Services Neto M 12mth	\$99/mth + upfront fee \$1,429	\$2,617
Digital Support Services Neto L 12mth	\$110/mth + upfront fee \$1,979	\$3,299
Digital Support Services Neto S 24mth	\$176/mth	\$4,224
Digital Support Services Neto M 24mth	\$220/mth	\$5,280
Digital Support Services Neto L 24mth	\$275/mth	\$6,600

Your minimum monthly charge and Total minimum plan cost

Performance Marketing

Performance Marketing	Charge per month incl. GST	Total incl. GST
Management Fee S	\$146/mth	\$870
Management Fee M	\$180/mth	\$1,080
Management Fee L	\$215/mth	\$1,290

Add-ons	One-off fee incl. GST
Product Copywriting	\$2,035
On-Site Photography	\$469

When you place an order with us, you will be contacted by our third party service provider. They will agree with you the precise scope of your Core Service Plan or Performance Marketing. No Digital Support Services can be delivered until this precise scope is agreed, but you will still be charged.

Early Termination Charge

If your plan is cancelled before your minimum term has ended, or you downgrade your plan, you'll need to pay us an early termination charge (ETC). The ETC decreases by equal instalments each month that you remain on your plan. The maximum ETC you'll pay is:

Maximum Early Termination Charges (ETCs)

Core Plans	Maximum ETC incl. GST	
	24mth	12mth
Digital Support Services Neto S	\$2,745.60	\$1,343.55
Digital Support Services Neto M	\$3,432	\$1,701.05
Digital Support Services Neto L	\$4,290	\$2,144.35

Performance Marketing	Total incl. GST
Management Fee S	\$565.50
Management Fee M	\$702
Management Fee L	\$838.50

Rescheduling Fee

If a customer cancels, does not attend or looks to reschedule their On-Site Photography appointment later than 48 hours before the agreed appointment time, or the customer does not attend at all, a Rescheduling Fee of \$175 will be charged.

OTHER INFORMATION

Manage your service online

You can manage your Telstra Apps Marketplace applications online at marketplace.telstra.com

Billing

The pricing in this Critical Information Summary are 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

You'll find more information at marketplace.telstra.com. If you have questions about your bill, need technical or account support, please call the Marketplace team on 1800 878 483 or 1800 808 981 (TTY).

Complaints or disputes

If you have a problem or complaint about your service 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.au/customer-terms.