

iWEBGATE WORKSPACE SUITE

INFORMATION ABOUT THE SERVICE

Your plan is for an iWebGate service which is available through the Telstra Apps Marketplace.

iWebGate Workspace Suite is a virtualised network services application which provides you with network services securely integrated into a single software platform that is managed through the Virtual Segmentation Platform. Each Workspace Suite consists of one or more of the following services:

- **Proxy LP**
helps prevent primary services from being exposed to internal and or external networks. It segregates and helps protect a business's network by creating a reverse proxy.
- **VPN LP**
establishes encrypted VLANs over a multi Peer to Peer connection framework using software only. Reliable and secure VPN disguises the true identity and location of the virtual network across private and public networks.
- **Desktop LP**
provides secure remote desktop access for your end users back to your corporate network.

You need to purchase a plan before you can add any additional licences. You can choose from either the Lite or Standard plans, both plans have casual and term contract options.

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 the Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit marketplace.telstra.com and create an account.

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

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

Minimum Term

You may opt for either a casual month-to-month or contract option for the Lite and Standard plans.

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

Contract: You can choose from 12, 24 or 36 months. You can add additional licences at any time, and if you do, the term for each additional user will end at the same time as your initial contract term. If you cancel your contract, you will need to pay an early termination fee.

At the end of your minimum term your service will renew on a casual month to month basis on the same terms unless you cancel your subscription.

What's included

Plans	Lite Plans (Casual and term contract)	Standard Plans (Casual and term contract)
VPN LP	3 licences	2 licences
Desktop LP	✗	1 license
Proxy LP	✗	1 licence
Virtual Segmentation Platform (VSP)	✓	✓
Cisco Intercloud Services VM including usage costs	✓	✓
Multi factor authentication	✓	✓

Add Ons

You can add the following extra licences to the plans:

- Lite can only have VPN LP and Desktop LP licences added
- Standard can have VPN LP, Desktop LP and Proxy LP licences added.

INFORMATION ABOUT PRICING

Your Minimum monthly charge

Plan	Minimum monthly charge – month to month (incl. GST)	Minimum monthly charge – 12 month contract (incl. GST)	Minimum monthly charge – 24 month contract (incl. GST)	Minimum monthly charge – 36 month contract (incl. GST)
Lite	\$275.00	\$264.00	\$253.00	\$242.00
Standard	\$533.50	\$511.50	\$489.50	\$467.50
Add on licences	Charge per month (incl. GST)			
VPN LP	\$24.75	\$23.51	\$22.28	\$19.80
Desktop LP	\$13.75	\$13.06	\$12.38	\$11.00
Proxy LP	\$35.75	\$33.96	\$32.18	\$28.60

Total minimum plan cost

The total minimum amount for each plan and term is set out in the table below.

Plan	Minimum plan cost – month to month (incl. GST)	Minimum plan cost – 12 month contract (incl. GST)	Minimum plan cost – 24 month contract (incl. GST)	Minimum plan cost – 36 month contract (incl. GST)
Lite	\$275.00	\$3,168.00	\$6,072.00	\$8712.00
Standard	\$533.50	\$6,138.00	\$11,748.00	\$16,830.00

Early Termination Charge

If you chose a plan with a minimum term of longer than 1 month and your plan is cancelled before the end of the minimum term (other than for our material breach), an early termination charge (ETC) applies. The early termination charge is an amount equal to 35% of the monthly charges multiplied by the number of remaining months in your plan minimum term.

A 30 day grace period will apply when signing up to term plan. The customer can cancel during the first 30 days without incurring ETCs but will be charged a pro rata amount based on the number of days the service is subscribed.

There is also a 30 day grace period prior to term contract ending. This means a customer can cancel their term contract without incurring ETCs as long as it is done within 30 days prior to contract term expiring.

The maximum Early Termination Charge you'll pay for each plan terminated at the maximum months remaining in contract is:

Plan	Maximum Early Termination Charge – 12 month contract (incl. GST)	Maximum Early Termination Charge – 24 month contract (incl. GST)	Maximum Early Termination Charge – 36 month contract (incl. GST)
Lite	\$1016.40	\$2036.65	\$2964.50
Standard	\$1969.28	\$3940.48	\$5726.88

There are no ETCs for a month-to-month contract.

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 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.

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 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.au/customer-terms