

Critical Information Summary

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



Remote Backup MozyPro® Application

Information about the service

Your plan is for a Remote Backup MozyPro® application which is available on the Telstra App Marketplace.

The Remote Backup service is an online computer data backup service that gives you and your users the capability to backup and restore data files to and from servers or users' computers on your computer system for an agreed period of time.

The Remote Backup service uses software to encrypt data from your computer systems before transmitting them over the connection to our service platform.

Telstra App Marketplace

The Telstra App 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 App Marketplace. To start using the Telstra App 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 marketplace.telstra.com and Our Customer Terms.

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

Minimum term

12 months.

What's included

You must select a plan for each Desktop or Server where you wish to backup data using the Remote Backup service. The plan will limit the amount of data that can be backed up for that Desktop or Server (as applicable).

The Remote Backup service will only backup data to the maximum data limit you've chosen. For example, if you select a 10GB plan for an account, then the Remote Backup service will only backup a maximum of 10GB of data. If you don't use your data limit each month it will expire.

Important information

- You must ensure your internet connection has a minimum upload bandwidth of 128 kbps available for use in connection with the Remote Backup service.
- If you delete a particular file, we will store that deleted file for a 30 days. After that period, we won't be able to restore the deleted file for you.
- On cancellation of your Remote Backup plan, we'll discard all data associated with that plan so you must download any data you need prior to cancellation of your Remote Backup plan.

Information about pricing

Charges

Storage limit (per service per month)	Monthly charge (Incl. GST) per user	Total minimum plan cost over 12 months (Incl. GST) per service per user
10GB (Desktop)	\$13.75	\$165.00
50GB (Desktop)	\$29.95	\$359.40
100GB (Desktop)	\$55.00	\$660.00
250GB (Desktop)	\$130.00	\$1,560.00
500GB (Desktop)	\$260.00	\$3,120.00
1TB (Desktop)	\$520.00	\$6,240.00
10GB (Server)	\$17.88	\$214.56
50GB (Server)	\$34.95	\$419.40
100GB (Server)	\$59.95	\$719.40
250GB (Server)	\$134.95	\$1,619.40
500GB (Server)	\$264.95	\$3,179.40
1TB (Server)	\$529.95	\$6,359.40

Early Termination Charge

If your plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) calculated as 65% of your monthly charge multiplied by the number of months left in your plan term, plus the set up charge (if there is one).

Other information

Manage your service online

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

Billing

The figures 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.

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 and Our Customer Terms, which is available at telstra.com/customer-terms/