

Critical Information Summary

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



NETO

Information about the service

Your plan is for an e-commerce platform licence which is available through the Telstra Apps Marketplace.

Neto is an eCommerce solution for retailers, wholesalers and eBay traders, allowing businesses to develop and maintain online stores and point of sale registers that scale to meet their growing needs.

You can choose from the following plans:

- **Neto XS:** Point of Sale
- **Neto S:** Point of Sale or Online Store
- **Neto M:** Point of Sale or Online Store
- **Neto L:** Point of Sale or Online Store.

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 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

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

What's included

Depending on which Plan you choose, your Neto Plan includes the features listed in the table below.

Plans

	Neto XS	Neto S	Neto M	Neto L
Plan options	Point of Sale only	Point of Sale or Online Store	Point of Sale or Online Store	Point of Sale or Online Store
Product limit	100	1,000	5,000	Unlimited
Staff users	1	2	3	15
Locations	1	1	3	Unlimited

Add-On

You may add the following additional services to your Plan for an additional fee:

Neto Connect: Automate the integration between Neto and some of the biggest accounting platforms.

Neto Ship: Automate your shipping quoting, labelling and manifesting with our multi-carrier shipping system.

Neto eBay Marketplace: An eBay management solution for retailers. Run your eBay business directly from within Neto.

Neto Pick'n Pack: Process mobile orders with functionality that improves customer service and helps control warehouse and shipping costs.

Online Store Add-On: If you have a Point of Sale Plan, you can add an Online Store.

Point of Sale Register Add-On: If you choose an Online Store Plan or a Point of Sale Plan, you can add Point of Sale Registers (A Point of Sale Register is a software interface with the Neto platform; it's not a physical register).

Extra Users: Add extra users to your account.

Information about pricing

Your minimum monthly charge

Plan	Charge per month incl. GST
Neto XS	\$9.90/mth
Neto S	\$53.90/mth
Neto M	\$130.90/mth
Neto L	\$240.90/mth
Add-On	Charge per month incl. GST
Neto Connect	\$53.90/mth
Neto Ship	\$53.90/mth
Neto eBay Marketplace	\$53.90/mth
Neto Pick'n Pack	\$53.90/mth
Online Store Add-On	\$53.90/mth
Point of Sale Register Add-On	\$53.90/mth
Extra User	\$53.90/mth

Early Termination Charge

No Early Termination Charge applies.

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