

# WORKFORCE GUARDIAN SERVICE

## INFORMATION ABOUT THE SERVICE

Your plan is for a Workforce Guardian service which is available on the Telstra App Marketplace.

The Workforce Guardian service is an online employment relations service for small and medium businesses designed to assist you to comply with Australian employment laws.

### 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](https://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](https://marketplace.telstra.com) and Our Customer Terms.

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

### Minimum term

12 months.

At the end of your initial term your service will renew for a further 12 months on the same terms, unless you tell us in advance that you want to end your subscription.

### What's included

You can choose from the following options:

- **Workforce Guardian HR Essential:** Suitable for small business who want to comply with the new employment laws and have easy processes and templates available
- **Workforce Guardian HR Professional:** Suitable for larger business requiring a more comprehensive set of tools to assist in hiring, improving employee performance and creating workplace rules and policies.

Workforce Guardian HR Professional is capable of generating a greater variety of contracts and gives access to a greater number of human resources processes and procedures than Workforce Guardian HR Essential.

### What's not

We'll use reasonable commercial care to ensure that the Workforce Guardian service is compliant with Australian Federal legislation. However, we can't guarantee that the Workforce Guardian service is compliant with all applicable State and Federal legislation.

We will rely on the information you provide us in order to deliver you the Workforce Guardian service.

You understand that:

- the content of the documents created using the Workforce Guardian service will depend on the information you provide us during the intelligent document creation procedures; and
- the documents created using the Workforce Guardian service are intended for use in ordinary situations only and aren't appropriate for use in special or unusual circumstances.

If you're unsure whether certain circumstances are special or unusual we recommend that you seek legal advice.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

<b>Workforce Guardian HR Essential</b>	\$79.95 per month plus an upfront charge of \$949.95
<b>Workforce Guardian HR Professional</b>	\$199.95 per month plus an upfront charge of \$2,199.95

### The total minimum plan cost

The total minimum amount you'll pay over the period of your plan term is:

<b>Workforce Guardian HR Essential</b>	\$1,909.35
<b>Workforce Guardian HR Professional</b>	\$4,599.35

### 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 the monthly charges payable by you multiplied by the number of remaining months in your plan term, plus the set up charge (if there is one).

The maximum ETC you'll pay is:

<b>Workforce Guardian HR Essential</b>	\$959.40
<b>Workforce Guardian HR Professional</b>	\$2,399.40

## OTHER INFORMATION

### Manage your service online

You can manage your Telstra App Marketplace applications online at [marketplace.telstra.com](https://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](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'll find more information at [marketplace.telstra.com](https://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](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 and Our Customer Terms, which is available at [telstra.com.au/customer-terms/](https://telstra.com.au/customer-terms/)