

BUSINESS APPLICATIONS ZUNOS

INFORMATION ABOUT THE SERVICE

Zunos is a Business App. Business Apps are a range of applications designed to increase business productivity and can be accessed on compatible tablets and mobile handsets with an internet connection (Compatible Devices). You can purchase Business App licences from the Telstra Apps Marketplace marketplace.telstra.com

Zunos is a subscription service which empowers your employees and partners to provide exceptional customer experiences. It allows you to engage, train and motivate your mobile teams while they're on the move. With Zunos you can upload and share video, brochures and spreadsheets, send quizzes to your team, track their learning progress, collect customer feedback, set up and view sales leader boards, schedule events, set up reports and monitor performance with an Internet Connection.

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 marketplace.telstra.com and Our Customer Terms.

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

Compatibility

A list of all current supported browsers and operating systems can be found on telstra.com/businessapps

Minimum term

If you have subscribed to the Month to Month plan, there is no fixed or minimum term.

If you have subscribed to the Zunos Business/Enterprise 12 Months Pre-Paid Plans, you are required to pay for the full 12 months upfront.

If you have subscribed to the Zunos Enterprise 24 Month Pre-Paid plans, you are required to pay the full 24 months upfront.

What's included

Zunos includes the ability to:

- upload and share video, documents and spreadsheets with your team
- create digital forms to collect and collate data
- collaborate and share content with your team
- create quiz's and training content that you teams can complete on their compatible tablet or mobile device
- create leader boards to recognise, motivate and incentivise your team
- manage your users into groups and teams
- customise the user-interface to incorporate your branding.

What's not

To access Zunos, each user will need to download the Zunos app from the Australian App Store. Data download charges may apply.

In order to integrate Zunos with back-end systems or other compatible Business Applications, your system environment must be properly configured and you may need to make changes to your system set-up. You are responsible for the configuration of your system environment and this is not included in your monthly licence fee. If you require system integration, before purchasing licences for Zunos, please contact us to discuss your specific business needs.

Other important information

Each licence can be used on one Compatible Device. If a user wants to access Zunos on several Compatible Devices, additional licences will be required.

INFORMATION ABOUT PRICING

Your minimum monthly charge

You need to take up a user licence for each intended user of the Zunos App.

Month to Month Plan pricing

Business App	Number of users	Monthly price per user (inc. GST)
Zunos Business	1 – 99	\$25
Zunos Enterprise S	100 – 249	\$20
Zunos Enterprise M	250 – 499	\$15
Zunos Enterprise L	500+	\$10

12 Month pre-paid pricing

Business App	Number of users	Price per user (inc. GST)
Zunos Business	1 – 99	\$255
Zunos Enterprise S	100 – 249	\$200
Zunos Enterprise M	250 – 499	\$150
Zunos Enterprise L	500+	\$100

24 Month pre-paid pricing

Business App	Number of users	Price per user (inc. GST)
Zunos Enterprise S	100 – 249	\$350
Zunos Enterprise M	250 – 499	\$275
Zunos Enterprise L	500+	\$175

You will receive your first 30 days free for each licence you activate on your first order (excludes all Enterprise plans). At the end of the first 30 day free period your licence will be automatically suspended unless you opt into a paid subscription. Suspended subscriptions that are not reactivated by opting into a paid subscription within 14 days will be automatically cancelled and all data will be lost.

Early Termination Charge

If you have subscribed via a Pre-paid plan and you cancel your service you will forfeit any unused portion of your subscription.

OTHER INFORMATION

Manage your service online

You can manage your Telstra Apps 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 purchased user licences or cancelled user licences 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 telstra.com/business. If you have questions about your bill, technical support service or connection, please call the Telstra Apps Marketplace Help Desk 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/zunosterms