

Our Customer Terms

Cloud Services – Telstra Edge



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Certain words are used with the specific meanings set out below or in [the General Terms section of Our Customer Terms](#).

1 ABOUT THE TELSTRA EDGE SECTION

1.1 In addition to this Telstra Edge section of Our Customer Terms, unless we agree otherwise, the following terms also apply:

- (a) General Terms of Our Customer Terms (see <http://www.telstra.com.au/customer-terms/business-government/index.htm>); and
- (b) General Terms of the Cloud Services section (see <https://www.telstra.com.au/customer-terms/business-government#cloud-services>); and
- (c) other parts of the Cloud Services section, depending on the nature of the products and services that you receive from us.

1.2 For an explanation of the interrelationship between the various sections of Our Customer Terms see clause 1 of the General Terms of the Cloud Services section at the link above.

2 TELSTRA EDGE

What is Telstra Edge?

2.1 Telstra Edge is an edge compute solution that enables cloud and computing resources to be distributed to the edge of our network. It comprises the following:

- (a) subscription for a Microsoft Azure Edge Device;
- (b) access to Microsoft Azure cloud services;
- (c) agreed design and deployment services provided by Telstra Purple;
- (d) access to Cloud Sight, Telstra's user portal that enables the purchase, deployment and management of cloud services;
- (e) access to certain optional edge value add services, such as network connectivity, that we make available in connection with Telstra Edge; and
- (f) support services,

as selected in your Azure Portal order and any applicable application form and Statement of Work, and as further described in this section of Our Customer Terms.

Pre requisites

2.2 Telstra Edge is available to eligible customers who also have and maintain the following service pre-requisites:



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- (a) one of the following Telstra connectivity services (which can be ordered together with Telstra Edge if necessary):
 - (i) Telstra Internet Direct: ≥ 50 Mb/s bidirectional; or
 - (ii) Enterprise Wireless: 5G Enterprise Wireless (EW) or 5G Enhanced Enterprise Wireless (EEW); and
 - (b) a Microsoft Azure CSP subscription via Telstra (which can be created as part of the Telstra Edge ordering process if necessary).
- 2.3 If any any time you fail to maintain the service pre requisites, then we may suspend or cancel your Telstra Edge service.

3 MICROSOFT AZURE EDGE DEVICE

- 3.1 The Microsoft Azure Edge Device is a device that acts as a localised cloud computing infrastructure instance and a storage gateway. It enables hosting of applications and services, data storage and can facilitate data transfers to and from your Microsoft Azure service, and can be installed in data centre or branch locations.
- 3.2 Additional details and technical specifications for the applicable Azure Edge Device are available at [Azure Stack Edge | Microsoft Azure](#).
- 3.3 The Microsoft Azure Edge Device is available on a subscription basis. You do not own the Microsoft Azure Edge Device and it must be returned to Microsoft at the conclusion of your service, in accordance with your agreement with Microsoft (including applicable 'use rights' in that agreement). Delivery, return, damage, and non-return fees apply.
- 3.4 Use of the Microsoft Azure Edge Device is subject to the terms that govern the Microsoft Azure services, including additional terms specific to the device, which are available here:
<https://www.microsoft.com/licensing/terms/product/StorageArrayandAzureDataBoxTerms/all>
- 3.5 Delivery of the Microsoft Azure Edge Device typically takes between 4-6 weeks. We will provide you an estimate of your delivery time frame, but cannot guarantee to deliver by any particular time.

4 MICROSOFT AZURE CLOUD SERVICES

- 4.1 The Microsoft Azure services are provided to you in accordance with the Microsoft Azure OCT section.
- 4.2 Without limiting the Microsoft Azure OCT Section, you acknowledge and agree that:
- (a) by placing an order with us for Microsoft Azure services, you accept the terms of the Microsoft Customer Agreement. For the avoidance of doubt, the Microsoft Customer Agreement regulates the relationship between you and Microsoft. You agree that acceptance of the terms of the Microsoft Customer Agreement is a condition of the use of the Microsoft Azure service.



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- (b) A copy of your Microsoft Customer Agreement is available at <https://www.microsoft.com/licensing/docs/customeragreement>

5 DESIGN AND DEPLOYMENT SERVICES

- 5.1 Design and deployment services are provided as a standard feature of Telstra Edge to assist in the implementation of the solution. Typically, these services will include:
 - (a) Microsoft Azure Edge Device low level design (such as IP address design, Day 0 configuration);
 - (b) Installation of the Microsoft Azure Edge Device at your premises;
 - (c) Integration of the Microsoft Azure Edge Device into your environment to ensure connectivity to Azure Services; and
 - (d) Basic configuration and activation of the Microsoft Azure Edge Device.
- 5.2 However, the specifics of the design and deployment services we provide you will be agreed as part of a separate Statement of Work, and can include different or additional services.
- 5.3 Apart from the Statement of Work, the terms that apply to the design and deployment services are set out in the [Professional Services OCT section](#).
- 5.4 The design and deployment services cannot begin until your Microsoft Azure Stack Edge device has been delivered, and so we cannot provide a fixed date for the start of the design and deployment services.
- 5.5 In addition to the pre-requisites set out above, you acknowledge that you are responsible for providing a suitable space, and any pre-requisite power, connectivity, cabling and wiring within your premises in order to deploy Telstra Edge. If these are not able to support your new services, you will be responsible for the costs involved in correcting problems.

6 CLOUD SIGHT

- 6.1 Cloud Sight is a web-based user portal that enables the purchase, deployment and management of Telstra cloud services, including Telstra Edge, through a single portal.
- 6.2 There is no charge for the use of Cloud Sight.
- 6.3 The terms that apply to your use of Cloud Sight are set out at [Cloud Sight OCT section](#).

7 EDGE VALUE ADDED SERVICES

- 7.1 Telstra Edge can be enhanced with additional services like connectivity, networking and professional or managed services. We will provide more information about available services on request.



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- 7.2 Any additional service(s) you take in connection with Telstra Edge are subject to the separate terms that apply to that service, as notified to you separately when you acquire the relevant service(s).

8 SUPPORT SERVICES

- 8.1 Telstra Edge includes service assurance and support using the Telstra Cloud Service Desk and Microsoft Premier Support model. Details of these are set out in the [Microsoft Azure OCT Section](#).

9 FEES AND BILLING

- 9.1 The fees and charges for Telstra Edge comprise:
- (a) ongoing subscription fees for the Microsoft Azure Edge Device;
 - (b) fees for the agreed professional and managed services;
 - (c) one-off charges if certain events occur or services are used (including if the Microsoft Azure Edge Device is damaged or is not returned); and
 - (d) ongoing usage-based charges for use of Azure Services,
- and are set out in the [Azure Pricing Plan](#) and, for the professional and managed services, the relevant Statement of Work.
- 9.2 You are required to pay the fees and charges when invoiced by us.
- 9.3 We will generally bill you for all Telstra Edge and related Azure services consumed via a CSP subscription monthly in a single Azure bill.
- 9.4 Telstra Purple professional and managed Services are billed separately to the Azure CSP bill.

10 TERM

- 10.1 Subject to clause 10.2, you must subscribe to the relevant Microsoft Azure services on a casual (month-to-month) basis.
- 10.2 If applicable, you may subscribe to Microsoft Azure services for a fixed minimum term of greater than one month in order to receive a special price or discount made available by us.
- 10.3 Unless you or we cancel your Microsoft Azure subscription on 48 hours' notice prior to expiry, your subscription will automatically renew on a monthly basis. This does not apply to a fixed minimum term agreed under clause 10.2 (unless we specify or agree otherwise).

Early Termination Charges

- 10.4 No early termination charges will apply in relation to a Microsoft Azure service (unless we specify otherwise or you have committed to a minimum term to receive a special price or discount made available by us). However, delivery, return, damage, and non-return fees apply.



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11 SPECIAL MEANINGS

11.1 The following words have the following special meanings in this Microsoft Azure part:

Microsoft means Microsoft Regional Sales Corporation or a successor or assign.

Microsoft Azure means any one of the Microsoft Azure services that you purchase in connection with Telstra Edge (including the Microsoft Azure Edge Device).

Microsoft Azure Edge Device means any of the Microsoft Azure edge devices that that are made available by Telstra and that you purchase in connection with Telstra Edge.

Microsoft Customer Agreement means the Microsoft customer agreement between you and Microsoft, including the 'Use Rights' for Microsoft products and services incorporated into that agreement, the terms of which you accept as a condition of using a Microsoft cloud service and which governs your use of the Microsoft Azure services (including the Microsoft Azure Edge Device).