

OUR CUSTOMER TERMS CLOUD SERVICES – ZUNOS (formerly ARISapp)

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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 ZUNOS SECTION

- 1.1 This is the Zunos section of Our Customer Terms. Depending on the nature of the products and services you are receiving under this Cloud Services section, provisions in other parts of the Cloud Services section, as well as in the General Terms of Our Customer Terms at <http://www.telstra.com.au/customer-terms/business-government/index.htm>, may apply.
- 1.2 Unless you have entered into a separate agreement with us which excludes them, the General Terms section of Our Customer Terms also applies. See section one of the General Terms of Our Customer Terms at <http://www.telstra.com.au/customer-terms/business-government/index.htm> for more detail on how the various sections of Our Customer Terms are to be read together.
- 1.3 See section one of the General Terms of the Cloud Services section for more detail on how the various parts of the Cloud Services section are to be read together.

2 ZUNOS APPLICATION

What is Zunos?

- 2.1 Zunos is an application that allows you to communicate, distribute, collect and share content with your staff on compatible smartphone and tablet devices.

Hardware and software

- 2.2 To access and use Zunos you:
 - (a) must purchase a Zunos user licence for each intended user of Zunos;
 - (b) have, and ensure your users have, a compatible smartphone or tablet with an active Internet connection (a list of current compatible devices will be set out in the Telstra Apps Marketplace portal); and
 - (c) download, and have each of your users download, the Zunos application (data charges may apply to download and use Zunos).
- 2.3 Not all administrative functions are available through the Zunos application. To access all administrative functions your administrator needs to access the Zunos administrative portal using their web browser. To check the supported browsers please visit www.telstra.com/zunos.
- 2.4 Your system configuration must meet certain minimum requirements in order for Zunos to be able to integrate with your backend systems and software, and you may need to make changes to your system setup. You are responsible for configuring your system environment at your cost.

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Your data

- 2.5 You are solely responsible for the data and content you and your users store, send and receive using Zunos.
- 2.6 You acknowledge and agree that:
- (a) any documents, forms and other information that you and your users create or share using Zunos may be stored by our third party supplier or their suppliers, including information that you store in the online data storage space included with each Zunos user licence.
 - (b) we will take all reasonable steps to keep your information confidential and act in accordance with our Privacy Policy, but we will disclose your information, including personal information about you and your users, if we need to in order to deliver Zunos to you, or if we are required to by law.
 - (c) data transmission over the Internet is not totally secure, and while we aim to protect such information, we do not warrant and cannot ensure the security of any information that you transmit using Zunos and you do so at your own risk.
- 2.7 The information you provide us will remain your property, however we or our supplier will continue to own the intellectual property in the underlying forms, documents, agreements, templates, folders and notes.
- 2.8 We will delete all copies of any data and information stored in connection with your Zunos user licences within 30 days of termination or on cancellation of your last Zunos user licence. You are responsible for saving your data.

Acceptable use

- 2.9 Each Zunos user licence can only be used on a maximum of one computer and one additional tablet or smartphone device.
- 2.10 You must not, and must ensure that your users do not:
- (a) alter, tamper with, hinder the operation of or make unauthorised modifications to Zunos;
 - (b) merge Zunos with any other information, data or material;
 - (c) reverse assemble, reverse compile, reverse engineer or otherwise translate Zunos;
 - (d) use Zunos directly or indirectly for any activity or transmit any information or material:
 - (i) unlawfully; or
 - (ii) which may infringe the rights of third parties, including intellectual property rights; or

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- (iii) which is obscene, indecent, uses offensive language, defames, abuses, harasses, stalks, threatens, menaces, offends any person; or
- (iv) which prevents any other user from using or enjoying the Zunos;
- (e) attempt to gain unauthorised access to Zunos or use another user's password, account name, token or log in identification;
- (f) create a false identity for the purpose of misleading others as to the identity of the sender or the origin of a message sent using Zunos;
- (g) knowingly transmit any virus or other disabling feature to or from Zunos; or
- (h) remove, disable or modify any security, antivirus or other software on Zunos.

Audit

2.11 We or our supplier may periodically audit your use of Zunos.

3 APPLICATION FEATURES

3.1 Zunos includes the features set out below.

Media	<p>Your administrator can add upload documents to the media library, create and name folders and enable and disable individual document files and folders or viewing by users.</p> <p>Your users can view documents, add tags, notes and comments and forward documents to others via email.</p>
Forms	<p>Your administrator can create new forms, add or delete forms, activate and deactivate forms for publishing to users and manage the form submission process.</p> <p>Your users can open, fill in, save and delete forms, and track submitted forms.</p>
Communicate	<p>Your administrator can create newsfeeds to appear in the Activity Stream and post messages on behalf of users and groups.</p> <p>Your users can view and comment on the Activity Stream, send and receive messages using the Zunos instant messenger feature.</p>
Training	<p>Your administrator can create and deploy a variety of training material including PDFs, videos and quizzes and view/monitor results.</p> <p>Your users can view training material and questions and submit answers to quizzes, view quiz submission history and track completion of training.</p>
Incentives	<p>Your administrator can set challenges and rewards, track progress and recognise achievements in the activity stream.</p>

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	Your users can view and complete challenges and track rewards
User profile	Your administrator can create, save and delete users and groups and change user details, send Forgot Password emails and designate administration privileges to other users. Your users can edit their user profile details, including Phone, Profile Picture, Change Password
Contacts	Your administrator can import contacts, create new contacts, create new contacts from existing users. Your users can view contacts and contact details (name, photo, phone, email) and send emails to contacts.
How it works	Your users can view information about how to use Zunos.
Notes	Your users can draft and save notes.
Online administration portal	Your administrator will have access to an online portal to create, publish and manage the deployment of content to Zunos users. Your administrator can also generate and view reports and export them as csv files.
System integration	Zunos can integrate with various backend systems and software, if your system has first been properly configured and meets minimum system requirements.

4 TERM

- 4.1 Zunos Business plans are available on either a Month to Month basis or as a 12 Month Pre-paid subscription which is paid upfront.
- 4.2 Zunos Enterprise plans are available on either a Month to Month basis, a 12 Month Pre-Paid subscription (paid upfront) or a 24 Month Pre-paid subscription (paid upfront).

Trial

- 4.3 When you choose the dedicated 30 Day FREE Trial plan we will waive the charge of any licences that you purchase in your first order for 30 days following the date of purchase (**Trial Period**).
- 4.4 At the end of the Trial Period, you will need to opt in to a paid subscription by choosing a Zunos subscription plan to continue using Zunos. If you do not opt into a paid subscription at the end of your trial period, your licences will be automatically suspended for 14 days. If at the end of these 14 days you still have not opted into a paid subscription your Zunos trial licences will be cancelled and your stored data will be lost.
- 4.5 All other terms and conditions for Zunos apply during the Trial Period.
- 4.6 The Trial Period offer is not available on the Zunos Enterprise Plans.

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5 CHARGES

Subscription on or before 7 March 2016

5.1 If you subscribed to Zunos on or before 7 March 2016 your pricing is as per below:

Plan	Number of user licences	Charge (inclusive of GST)
Zunos Enterprise 'S' Month to Month	1 - 249	\$20.00 per user/per month
Zunos Enterprise 'M' Month to Month	250 - 499	\$15.00 per user/per month
Zunos Enterprise 'L' Month to Month	500+	\$10.00 per user/per month

Subscription on or after 8 March 2016

5.2 If you signed up on or after 8 March 2016 your pricing is as per below

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BUSINESS PLANS	Number of user licences	Charge (inclusive of GST)
Zunos Business Month to Month	1- 99	\$25.00 per user/per month
Zunos Business 12 Months Pre-paid	1-99	\$255.00 per user/per annum (pre-paid upfront)
ENTERPRISE 'S' PLANS	Number of user licences	Charge (inclusive of GST)
Zunos Enterprise 'S' Month to Month	100 - 249	\$20.00 per user/per month
Zunos Enterprise 'S' 12 Months Pre-paid	100 - 249	\$200.00 per user/per 12 Months (pre-paid upfront)
Zunos Enterprise 'S' 24 Months Pre-paid	100 - 249	\$350.00 per user/per 24 Months (pre-paid upfront)
ENTERPRISE 'M' PLANS	Number of user licences	Charge (inclusive of GST)
Zunos Enterprise 'M' Month to Month	250 - 499	\$15.00 per user/per month
Zunos Enterprise 'M' 12 Months Pre-paid	250 - 499	\$150.00 per user/per 12 Months (pre-paid upfront)
Zunos Enterprise 'M' 24 Months Pre-paid	250 - 499	\$275.00 per user/per 24 Months (pre-paid upfront)
ENTERPRISE 'L' PLANS	Number of user licences	Charge (inclusive of GST)
Zunos Enterprise 'L' Month to Month	500+	\$10.00 per user/per month
Zunos Enterprise 'L' 12 Months Pre-paid	500+	\$100.00 per user/per 12 Months (pre-paid upfront)
Zunos Enterprise 'L' 24 Months Pre-paid	500+	\$175.00 per user/per 24 Months (pre-paid upfront)

- 5.3 If you cancel or take up additional user licenses, we will automatically increase or decrease your month to month charges based on the table above.
- 5.4 The Month to Month plans have no fixed contract term and can be cancelled at any time without incurring Early Termination Fee's (ETC's).
- 5.5 The 12 and 24 Month Pre-paid subscriptions may be cancelled at any time, however there is an early termination charge of 65% of the relevant monthly charge times the number of months remaining in your pre-paid subscription.

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- 5.6 After your initial Zunos pre-paid term expires your pre-paid subscription will automatically renew for a further 12 or 24 months (dependant on applicable plan) unless you cancel or take up additional user licenses, in which case we will automatically increase or decrease your monthly charge based on the pricing outlined in the table above in **clause 5.1**.

6 SUPPORT

- 6.1 Depending on the nature of the support you require, we may refer you to our third party supplier to provide advanced support.