

# OUR CUSTOMER TERMS

## CLOUD SERVICES – IWEBGATE WORKSPACE SUITE



### CONTENTS

Click on the section that you are interested in.

<b>1</b>	<b>About The Workspace Suite Section</b>	<b>2</b>
<b>2</b>	<b>Workspace Suite</b>	<b>2</b>
<b>3</b>	<b>Service Features</b>	<b>3</b>
<b>4</b>	<b>Plans and Charges</b>	<b>3</b>

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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 WORKSPACE SUITE SECTION

- 1.1 This is the Workspace Suite section of Our Customer Terms.
- 1.2 Provisions in other parts of the Cloud Services section also apply. See section one of the General Terms of the Cloud Services section at <https://www.telstra.com.au/customer-terms/business-government/cloud-services> for more detail on how the various parts of the Cloud Services section are to be read together.
- 1.3 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.

### 2 WORKSPACE SUITE

Workplace Suite (iWebGate) is not available for purchase by new customers from 21 September 2018. Existing customers can continue on their applicable terms until further notice.

#### What is the Workspace Suite?

- 2.1 The Workspace Suite is a suite of virtualized network services from iWebGate which provides you with network services securely integrated into a single software platform that is managed through the Virtual Services Platform (VSP).
- 2.2 Each Workspace Suite consists of one or more of the following services:
  - a) Proxy LP. Proxy LP is a proxy service integrated with multifactor authentication and certificate management tools. It enables you to select which of your services are not exposed to internal and external networks.
  - b) VNP LP. VPN LP couples Virtual Local Area Networking (VLAN) with network layer Peer-to-Peer (P2P) technology via a software solution. Using iWebGate software your network administrators can combine secure VLANs between network(s).
  - c) Desktop LP. Desktop LP provides secure remote desktop access for your end users back to your corporate network.

#### Eligibility

- 2.3 To be able to use the Workspace Suite, you must accept and comply with the iWebGate terms of Service available at <http://www.iwebgate.com/terms.html> ("iWebGate Terms of Service").

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## CLOUD SERVICES – IWEBGATE WORKSPACE SUITE

- 2.4 The Workspace Suite is available through the Telstra Apps Marketplace. To use the Telstra Apps Marketplace, you need an internet connection, and need to create an account in that marketplace. You also need to meet any minimum system requirements required to use that marketplace.
- 2.5 The Telstra Apps Marketplace part of the Cloud Services section of Our Customer Terms (available at <https://www.telstra.com.au/customer-terms/business-government/cloud-services>) governs your use of the Telstra Apps Marketplace.

### 3 SERVICE FEATURES

The full description of the Workspace Suite and its features is set out on the iWebGate website (<http://www.iwebgate.com/products.html>) and in the iWebGate Terms of Service.

### 4 PLANS AND CHARGES

- 4.1 The Workspace Suite is available in various plans, as set out in the Telstra App Marketplace. You can also purchase individual Workspace services in addition to your Workspace Suite.
- 4.2 The minimum requirements and user numbers for each plan are set out in the Telstra App Marketplace.
- 4.3 The pricing for the various Workspace Suites and individual services is set out in the Telstra Apps Marketplace.
- 4.4 You cannot upgrade or downgrade between the plans.

#### Minimum term

- 4.5 Each Workspace Suite has a minimum term of 1 month but you can select plans with a longer minimum term. The term for each additional user will end at the same time as your initial application term.
- 4.6 At the end of your minimum term your service will renew on a casual month to month basis on the same terms, unless you cancel your subscription.
- 4.7 You are responsible for ensuring you make any required changes and take a copy of your configuration and user details from the Virtual Services Platform before you cancel the Workspace Suite subscription.

#### Early termination charge

- 4.8 You may cancel your Workspace Suite at any time by using the Telstra Apps Marketplace.
- 4.9 If you chose a plan with a minimum term of longer than 1 month and your plan is cancelled before the end of the minimum term (other than for our material breach), an early termination charge (ETC) applies. The early termination charge is an amount equal to 35% of the monthly charges multiplied by the number of remaining months in your plan minimum term.