

# OUR CUSTOMER TERMS CLOUD SERVICES – MURAL

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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 MURAL SERVICE SECTION

- 1.1 This is the Mural services (previously known as MaaxCloud services) 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 MURAL SERVICES

### What are the Mural services?

- 2.1 The Mural services provide onboarding, migration, training and support services for a range of business applications.

### Eligibility

- 2.2 To be able to use the Mural services, you must accept and comply with the Mural terms of Service available at <http://telstra.mycloudsetup.com/terms.html> (“Mural Consulting Corporation Terms of Use”).
- 2.3 Mural 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.
- 2.4 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

- 3.1 The full description of the Mural services is set out on Telstra Apps Marketplace website <https://marketplace.telstra.com>.

## 4 SERVICE LEVELS

- 4.1 The service levels for the Mural services are set out in the Mural Consulting Corporation Terms of Use.

## 5 PLANS AND CHARGES

- 5.1 The Mural services are available in various plans, as set out in the Telstra App Marketplace.
- 5.2 The minimum requirements and user numbers for each plan are set out in the Telstra App Marketplace.
- 5.3 The pricing for the various Mural services plans is set out in the Telstra Apps Marketplace.

### **One time service fee**

- 5.4 The Mural plans are available and charged on a casual basis. Your services will be charged as a one time service fee.