

# OUR CUSTOMER TERMS

## CLOUD SERVICES – MAAXCLOUD

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# OUR CUSTOMER TERMS

## CLOUD SERVICES – Mural

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

### 1 ABOUT THE MAAXCLOUD SERVICE SECTION

- 1.1 This is the 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 MAAXCLOUD SERVICES

#### What are the MaaXcloud services?

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

#### Eligibility

- 2.2 To be able to use the MaaXcloud services, you must accept and comply with the Mural terms of Service available at <http://gomural.com/legal/> (“Mural Consulting Corporation Terms of Use”).
- 2.3 MaaXcloud 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 MaaXcloud services is set out on Mural website [www.gomural.com](http://www.gomural.com) and in the Mural Consulting Corporation Terms of Use.

### 4 SERVICE LEVELS

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

### **5 PLANS AND CHARGES**

- 5.1 The MaaXcloud 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 MaaXcloud services plans is set out in the Telstra Apps Marketplace.

#### **One time service fee**

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