

OUR CUSTOMER TERMS CLOUD SERVICES – NETCONNECT

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OUR CUSTOMER TERMS

CLOUD SERVICES – NETCONNECT

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

1 ABOUT THE NETCONNECT APPLICATION SECTION

- 1.1 This is the NetConnect application 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 NETCONNECT APPLICATION

NetConnect 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 NetConnect application?

- 2.1 The NetConnect application is a secure remote access application enabling your end users to access a workspace containing their applications and data from tablets, desktops and laptops over the Internet.

Eligibility

- 2.2 To be able to use the NetConnect application, you must accept and comply with the NetConnect terms of Service available at <https://northbridgesecure.com/rtu-eula/> ("NetConnect Terms of Service").
- 2.3 NetConnect 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 the Telstra Apps Marketplace. You also need to meet any minimum system requirements required to use the Telstra Apps 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 NetConnect application and its features is set out on NetConnect's website (<https://www.northbridgesecure.com/>) and in the NetConnect Terms of Service.

4 SERVICE LEVELS

- 4.1 The service levels for the NetConnect application are set out in <https://northbridgesecure.com/rtu-eula/>.

5 PLANS AND CHARGES

- 5.1 The NetConnect application is 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 NetConnect application plans is set out in the Telstra Apps Marketplace.

Minimum term

- 5.4 Each NetConnect plan has a minimum term of 12 months. You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term.
- 5.5 At the end of your minimum term your service will renew on a casual month to month basis on the same terms, unless you tell us at least 14 days in advance that you want to end your subscription.
- 5.6 If you cancel your contract at any time during the term an early termination charge applies.

Early termination charges

- 5.7 You may cancel your NetConnect application at any time by using the Telstra Apps Marketplace.
- 5.8 If you select a plan with a 12 month contract and your plan is cancelled before your minimum term has ended for any reason (other than for Telstra's material breach), an Early Termination Charge (ETC) applies. The ETC is calculated as 65% of the monthly charges payable by you multiplied by the number of remaining months in your plan term.