

# OUR CUSTOMER TERMS CLOUD SERVICES – SHOEBOXED

## CONTENTS

Click on the section that you are interested in.

<b>1</b>	<b>About the Shoeboxed section</b>	<b>2</b>
<b>2</b>	<b>Shoeboxed Service</b>	<b>2</b>
<b>3</b>	<b>Application Features</b>	<b>3</b>
<b>4</b>	<b>Service Features</b>	<b>3</b>
<b>5</b>	<b>Charges</b>	<b>3</b>
<b>6</b>	<b>Service Levels</b>	<b>4</b>

# OUR CUSTOMER TERMS

## CLOUD SERVICES – SHOEBOXED

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

### 1 ABOUT THE SHOEBOXED SECTION

- 1.1 This is the Shoeboxed application section of Our Customer Terms.
- 1.2 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.
- 1.3 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.
- 1.4 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 SHOEBOXED SERVICE

**Shoeboxed (i.e Squirrel Street) 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 Shoeboxed?

- 2.1 Shoeboxed is an expense management app that allows people to turn their paper receipts into usable data for tax and expense reporting.

#### Eligibility

- 2.2 To be able to use the Shoeboxed Service, you must accept and comply with the Shoeboxed terms of Service available at <https://www.shoeboxed.com.au/terms-of-service> ("Shoeboxed Terms of Service").
- 2.3 Shoeboxed 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.

#### Telstra Customers

# OUR CUSTOMER TERMS CLOUD SERVICES – SHOEBOXED

- 2.5 The Shoeboxed Service is not available to Telstra Wholesale customers or for resale.
- 2.6 You must not provide or assist with the provision of the Shoeboxed Service to any other person.
- 2.7 You must ensure that only your Authorised Users use the Shoeboxed Service.

## 3 APPLICATION FEATURES

- 3.1 The Shoeboxed Service is available in 'Shoeboxed Lite', 'Shoeboxed Classic', 'Shoeboxed Business' and 'Shoeboxed Executive' Plans, with respective features set out in the tables below.

Plan	Shoeboxed Lite	Shoeboxed Classic	Shoeboxed Business	Shoeboxed Executive
<b>No. of Submissions per Month</b>	70	200	600	1250
<b>Types of Submissions</b>	Electronic	Electronic	Electronic	Electronic
<b>Additional Submissions Processing Fee</b>	\$0.50 / doc	\$0.50 / doc	\$0.50 / doc	\$0.50 / doc
<b>Number of Users</b>	1	3	5	50

## 4 SERVICE FEATURES

- 4.1 The full description of the Shoeboxed Service and its features is set out on the Shoeboxed website <https://support.shoeboxed.com> and in the Shoeboxed Terms of Service.

## 5 CHARGES

- 5.1 The Shoeboxed Service is available as either a casual month to month plan or a 12 month fixed-term plan.
- 5.2 The minimum requirements and user numbers for each plan are set out in the Telstra Apps Marketplace.
- 5.3 The pricing for the Shoeboxed Service plans is set out in the Telstra Apps Marketplace including the minimum monthly charge and total minimum plan costs.
- 5.4 We charge you in advance for the Shoeboxed Service. This means that if you select a 12 month fixed term plan, you have to pay for the full 12 months upfront.

## OUR CUSTOMER TERMS CLOUD SERVICES – SHOEBOXED

- 5.5 If you choose to send your documents to Shoeboxed via post (rather than electronically), you must pay any postal charges.

### Casual Plans

- 5.6 If you select a casual plan, your service will continue on a month to month basis. There is no minimum term and you can cancel your Service at any time by using the Telstra Apps Marketplace.

### 12 month fixed term plans

- 5.7 If you select a 12 month fixed term plan your plan will automatically renew at the end of your 12 month minimum term for a further 12 months on the same terms. If your plan is automatically extended for a further 12 months, you can cancel, upgrade or downgrade your plan at any time. If you cancel your plan, we may provide you with a refund for any unused months.

### Early termination charges

- 5.8 There are no Early Termination Charges ("ETC")'s for a month-to-month subscription or 12 month plan. However, if you take up a 12 month plan, unused months will not be refunded if you cancel within the 12 month fixed term.
- 5.9 You will need to provide us with 30 days notice if you cancel your subscription, but you can downgrade your subscription at any time.

## 6 SERVICE LEVELS

### Level 1 Support

- 6.1 We will provide you with Level 1 support in relation to pricing, billing, provisioning via the Telstra App Marketplace, device configuration or network issues.

### Level 2 Support

- 6.2 You must contact Shoeboxed for Level 2 support for the following:
- (a) all support enquiries above Level 1; and
  - (b) technical support where there is an error, failure or reduction in efficiency of a feature or capability of the Shoeboxed App, but that does not significantly or detrimentally affect the your work environment or the general usability of Shoeboxed.
- 6.3 Level 2 support will respond to requests within 24 hours, (public holidays excluded), provide status updates every 4 hours and resolve the issue within 3 business days of the initial request.

# OUR CUSTOMER TERMS

## CLOUD SERVICES – SHOEBOXED

### Level 3 support

- 6.4 You must contact Shoeboxed for Level 3 support in the event of business critical issues (ie. issues that may have a severe impact on your business or operations).
- 6.5 Level 3 support will be available 24 hours per day to respond to business critical issues and resolve those issues within 4 hours.