



OUR CUSTOMER TERMS CLOUD SERVICES – APPLICATIONS: ENTAG GO CLOUD KITS

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Our Customer Terms

Cloud Services – Applications: Entag Go Cloud Kits

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

1 ABOUT THE ENTAG GO CLOUD KIT SECTION

- 1.1 This is the Entag Go Cloud Kit 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.
- 1.4 The Professional Services section of Our Customer Terms as set out at <https://www.telstra.com.au/customer-terms/business-government/cloud-services> also applies. For the purposes of clause 3 of that section, the ordering process shall be as set out on the Telstra Apps Marketplace.

2 ENTAG GO CLOUD KIT SERVICE

What is the Entag Go Cloud Kit Service?

- 2.1 The Entag Go Cloud Kit service is:
 - (a) a managed professional service that helps you to setup selected applications purchased from the Telstra Apps Marketplace; and
 - (b) available in the following plan tiers: Gold, Silver and Bronze. All three tiers include setup services, and the Silver and Gold tiers also include support services. You must use the support services within 12 months of signing up, or you will forfeit them.
- 2.2 The Entag Go Cloud Kit service is delivered on our behalf by a third party provider.

Eligibility

- 2.3 The Entag Go Cloud Kit service is available through the Telstra Apps Marketplace. To use the Telstra Apps Marketplace, you need an internet connection, and you 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.



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3 SERVICE FEATURES

- 3.1 The full description of the Entag Go Cloud Kit service and its plan tiers is set out at the Telstra Apps Marketplace at <https://marketplace.telstra.com>.
- 3.2 In order to provide the Entag Go Cloud Kit service, we may need input or assistance from you. You understand that the Entag Go Cloud Kit service may be unsuitable and/or may be delayed if you do not provide us or our third party service provider with the assistance we ask for.

4 PLANS AND CHARGES

- 4.1 You may pay for the Entag Go Cloud Kit service either upfront, or in monthly payments over a 12 month term.
- 4.2 The price for each plan tier is set out in the Telstra Apps Marketplace at <https://marketplace.telstra.com>.
- 4.3 We will bill you once the Entag Go Cloud Kit service has been fully delivered. We consider that a service has been fully delivered once all the services in your plan tier (except support services if applicable) have been provided to you. If you have chosen to pay:
- (a) upfront, then your bill will state the entire upfront amount payable; or
 - (b) in monthly payments over a 12 month term, then your monthly payments will start from the current billing period at that time.

Cancellation

- 4.4 You may cancel your Entag Go Cloud Kit service at any time. If you cancel:
- (a) before the service is fully delivered (see clause 4.3 for what we consider to be 'fully delivered'), then we may charge you for any services which have already been provided; or
 - (b) after the service is fully delivered (and you have chosen to pay in monthly payments over a 12 month term), then you must pay us an amount equal to the actual costs and expenses that we have incurred or committed to in anticipation of providing the service to you and that cannot be reasonably avoided by us as a result of the termination, which will not exceed an amount equal to the monthly payments remaining in your 12 month term.