Business Applications DocuSign for Salesforce

Information about the service

DocuSign is a Business App. Business Apps are a range of applications designed to increase business productivity and can be accessed on compatible tablet and mobile devices with an internet connection (Compatible Devices). You can purchase Business App licences from the Telstra Apps Marketplace **marketplace.telstra.com**

DocuSign for Salesforce is a family of DocuSign plans specifically for existing Salesforce users. DocuSign is an electronic signature and document management solution that allows users to automate the signing process for faster turnarounds, lower transaction costs and superior document security.

Telstra Apps Marketplace

The Telstra Apps Marketplace is a web-based marketplace that enables you to purchase and manage various software applications that we make available from time to time.

You need an internet connection to access the Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit **marketplace.telstra.com** and create an account.

You need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on **marketplace.telstra.com** and Our Customer Terms.

You're responsible for ensuring that you meet these requirements.

Compatibility

A list of all current supported browsers and operating systems can be found on **telstra.com/docusign**

Minimum Term

12, 24 or 36 month terms for listed plans, paid annually in advance.

At the end of your 12, 24 or 36 month term, your listed plan will automatically renew for the same term and at the same price. If you do not want your plan to renew, you must cancel by advising Telstra at least 14 days before the end of the term.

Add Ons automatically suspend for 14 days at end of their listed term which, if you have still not renewed your subscription, will be cancelled.

What's included

- Free Concierge service to help get you started.
- Electronic document signing using one of the predefined signature styles or by uploading your own standard signature.
- Automatic workflows and signing reminders.
- 100 Envelopes per licence activated which pool at an account level and can be shared amongst all eligible users on the same account.
- Salesforce connectors.
- Premium Support on all plus Premier Support plan editions or Enterprise Premium Support on all plus Enterprise Premier Support plan editions.

What's not included

To access DocuSign for Salesforce, each user will need to download and install the applicable DocuSign app from their Compatible Device's application store. Data charges may apply.

In order to integrate DocuSign for Salesforce with back-end systems, you may need to make changes to your system set-up. You are responsible for this. If you require system integration, before purchasing licences for DocuSign, please contact us to discuss your specific business needs.

Other important information

Each licence enables one user to initiate the signing of documents via DocuSign for Salesforce. If you have additional users that will be using DocuSign for Salesforce, you will need to purchase additional licences.

A DocuSign for Salesforce plan needs to be manually provisioned which may take up to 48 hours. You must also request us to transfer your data and templates to move from a trial to a new plan or between plans. This too is manually provisioned and may take up to 48 hours to complete.

Information about pricing

Plan pricing

Plan	Number of users permitted	Pricing (inc GST) paid annually in advance per user/per year
DocuSign Standard SFDC	2 – 5	$554
DocuSign Business Pro SFDC	2 – Unlimited	$858
DocuSign Business Pro plus Premier Support SFDC	2 – Unlimited	$987
DocuSign Business Pro plus Enterprise Premier Support SFDC	2 – Unlimited	$1,047
DocuSign Enterprise Pro SFDC	2 – Unlimited	$1,848
DocuSign Enterprise Pro plus Premier Support SFDC	2 – Unlimited	$2,125
Enterprise Pro plus Enterprise Premier Support SFDC	2 – Unlimited	$2,255

You need to purchase a licence for each individual user that will be sending envelopes out for signing.

Additional Envelope Add Ons

Add Ons are for the term listed in the tables below. For Add Ons for multiple years, they can only be purchased for the corresponding listed Plan term.

Add On	Pricing (inc GST) 12 months pre-paid per user/per year
100 Additional Envelopes for Business Pro	$726
100 Additional Envelopes for Enterprise Pro	$1,518

Authentication Add Ons

Add On	Pricing (inc GST) Once off pre-paid per user
500 Phone Authentication Pack	$550
500 SMS Authentication Pack	$165

Design and Implementation Service Add Ons

Add On	Pricing (inc GST) Once off pre-paid
Consulting per hour	$440 per hour
Consulting 10 hr bundle	$4,400
Consulting 20 Hour Bundle	$8,800
Adoption Quick Start	$512 per user
Custom Engagement	$374 per hour
Administrators Certification Course	$2,563 per person
Template Creation Package	$220 per template

Account Level Add Ons

Add On	Pricing (inc GST) Once off pre-paid per account
Single Sign On	$3,767

Add On	Pricing (inc GST) 12 months pre-paid per user upfront
DocuSign Retrieve	$9,042

Connector Add Ons

Add On	Pricing (inc GST) 12 months pre-paid per user upfront
DocuSign Alfresco Connector	$216
DocuSign Google Enterprise Apps Connector	$216
DocuSign Microsoft Dynamics CRM Connector	$216
DocuSign Microsoft SharePoint Connector	$216
DocuSign Netsuite Connector	$216
DocuSign Sugar CRM Connector	$216
DocuSign SAP Connector	$216
DocuSign Ariba Connector	$216
DocuSign SuccessFactors Connector	$216
DocuSign Generic Connector	$216

Additional Feature Add Ons

Add On	Pricing (inc GST) 12 months pre-paid per user upfront
Advanced Administration with SSO	$184
Expanded Branding for Business Pro plans	$396
Advanced Workflows for Business Pro plans	$370
DocuSign Connect	$180

Total minimum plan cost

The minimum amount that you will pay over your licence term for two DocuSign licences is set out in the table below.

Plan	12 Month Subscription (inc GST) payable annually in advance	24 Month subscription (inc GST) payable annually in advance in two installments	36 Month subscription (inc GST) payable annually in advance in three installments
Standard SFDC	$1,108	not available	not available
Business Pro SFDC	$1,716	$3,432	$5,148
Business Pro plus Premier Support SFDC	$1,974	$3,948	$5,922
Business Pro plus EP Support SFDC	$2,094	$4,188	$6,282
Enterprise Pro SFDC	$3,696	$7,392	$11,088
Enterprise Pro plus Premier Support SFDC	$4,250	$8,500	$12,750
Enterprise Pro plus EP Support SFDC	$4,510	$9,020	$13,530

30 Day Free Trial

All new DocuSign for Salesforce subscribers will be entitled to receive a 30 Day Free trial. At the end of the 30 Day free trial your plan will expire and you will need to choose a paid subscription plan instead. If you do not choose a paid subscription plan, your service will be automatically suspended for 14 days after which if you have still not opted into a paid subscription plan, your licences will be cancelled and any documents or templates that you had stored in DocuSign will be deleted. There is a maximum of 10 users permitted on the 30 Day Free Trial plan.

Termination

If you terminate before your 12, 24 or 36 month term for your chosen plan has expired Early Termination Charges will apply.

Canceling Plans before renewal: You can cancel your plan 14 days before the end of the term through your Telstra Apps Marketplace account, by calling Customer Care on 1800 878 483 or contacting your Account Manager (if you are account managed).

Early Termination Charge

Early Termination Charges (ETCs) for your subscription are calculated as 100% of the fee for the number of remaining months in your subscription term.

Other information

Manage your service online

You can manage your Telstra Apps Marketplace applications online at marketplace.telstra.com

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you purchased user licences or cancelled user licences part way through a billing period.

We're here to help

You'll find more information at telstra.com/business.
If you have questions about your bill, technical support service or connection, please call the Telstra Apps Marketplace Help Desk on 1800 878 483 or 133 677 (TTY).

Complaints or disputes

If you need to make a complaint you can:
- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra including Our Customer Terms, which is available at telstra.com/docusignsfdcterms

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