

## Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



# Business Applications DocuSign

## 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](https://marketplace.telstra.com)

DocuSign is an electronic signature and document management solution that allows users to automate the signing process for faster turnarounds, lower transaction costs and better 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](https://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](https://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](https://telstra.com/docusign)

### Minimum Term

You may opt for a casual month-to-month or a 12 month pre-paid term.

If you take up a month-to-month plan, your plan will continue until it is cancelled.

If you take up a 12 month pre-paid plan, unless you cancel 30 days prior, your plan will be automatically renewed for a further 12 months.

### What's included

- 30 Day FREE Trial for all new DocuSign subscribers (Data download charges may apply).
- FREE Concierge service to help you get started.
- Sign documents electronically using one of the predefined signature styles or by uploading your own standard signature.
- Set up automatic workflows and signing reminders to keep track of your documents throughout the signing process and ensure they don't get delayed waiting for a particular individual to finish signing.
- Access the application via a compatible desktop browser or via a compatible Android, iOS or Windows tablet or smartphone.
- PDF Form Conversion into a document that can be signed.
- Shared templates, folders and flags.
- Basic drag 'n drop signing fields.

### What's not included

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

In order to integrate DocuSign with back-end systems, your system environment must be properly configured and you may need to make changes to your system set-up. You are responsible for the configuration of your system environment and this is not included in your monthly licence fee. 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. If you have additional users that will be using DocuSign, you will need to purchase additional user licences.

## Information about pricing

### Plan pricing

Plan	DocuSign Starter	DocuSign Entrepreneur
Maximum no. of users permitted	1	5
Month to month per licence/per month (inc. GST)	\$23	\$56
12 Months pre-paid per licence/per year (inc. GST)	\$198	\$449

### Total minimum plan cost

If you take up a 12 month prepaid subscription, the minimum amount that you will pay over your licence term for one DocuSign licence is set out in the table below.

Plan	12 Month Subscription (inc GST) payable annually upfront
Starter	\$198
Entrepreneur	\$449

### 30 Day Free Trial

All new DocuSign subscribers will receive a 30 Day FREE trial from the date of their initial order. At the end of the 30 Day free trial you will need to opt into a paid subscription plan. If you do not opt into a paid 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 you had stored in DocuSign will be deleted.

### Termination

You can terminate your month to month subscription at any time.

If you terminate your 12 month Pre-paid subscription before 12 months have expired you will forfeit any monies already paid.

12 Month pre-paid subscriptions will automatically renew for a further 12 months each year unless you cancel 30 days prior to the end of your pre-paid term.

### Early Termination Charge

Early Termination Charges do not apply.

## Other information

### Manage your service online

You can manage your Telstra Apps Marketplace applications online at [marketplace.telstra.com](https://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](https://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](https://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](https://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/docusignterms](https://telstra.com/docusignterms)