



# MOBILE BUSINESS APPLICATIONS DOCUSIGN BUSINESS PLAN (ANNUAL PRE-PAID)

## INFORMATION ABOUT THE SERVICE

DocuSign is a Mobile Business App. Mobile Business Apps are a range of applications designed to increase business productivity and can be accessed on compatible mobile handsets and tablets with an internet connection (Compatible Devices). You can purchase Mobile Business App licences from Telstra Apps Marketplace, a web based portal.

DocuSign is an e-signature and transaction management solution that allows users to initiate envelopes containing documents for signing. The solution provides a full audit trail of all documents and powerful inbuilt security features to help prevent signature fraud.

### 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](http://marketplace.telstra.com) and create an account.

You may need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on [marketplace.telstra.com](http://marketplace.telstra.com) and Our Customer Terms.

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

### Minimum term

12 Months (Paid upfront).

### Compatible Devices

Your users need a Compatible Device to access DocuSign. The Compatible Devices as at October 2014 are:

- Apple iPhone, Apple iPad (iOS 4.0+), Android OS 2.2 and Windows 8 tablet and mobile devices. You can view the current list of Compatible Devices on [telstra.com](http://telstra.com)

### What's included?

DocuSign includes the ability to:

- licence for 1 Envelope Initiator (Maximum 10 initiators permitted per plan)
- ability to initiate envelopes for signing
- ability to add company branding
- ability to create shared templates
- mobile and desktop access
- advanced recipient features
- additional data validation.

### What's not?

Phone and SMS authentication. All of these services are available for an additional fee per transaction.

### Other important information

Each licence entitles one user to initiate envelopes. There is a maximum of 10 licences permitted on the Business Plan. If there are more than 10 users that need to initiate envelopes you will need to subscribe to the Enterprise Plan.

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

You need to take up a user licence for each intended envelope initiator that will be sending documents out for signing.

You will get DocuSign free for the first 30 days. At the end of the 30 day free period, you will be prompted to begin your subscription which will be charged at **\$360** (inc. GST) per licence for a 12 month subscription, paid upfront. For second and subsequent orders the 30 days free trial will not apply.

### Installation and set up

Installation and setup of DocuSign is not included in your plan. If you need help setting up and installing DocuSign you may be eligible to take up our Professional Services for an additional charge. You can choose from:

- Standard Professional Services which includes basic setup, installation and training for company Administrator and end users; or
- Custom Professional Services which are ad hoc services provided to you as required.

The price depends on the type of Professional Services you require. We will confirm the price with you before providing the Professional Services.

For more information contact Telstra Apps Marketplace Support (1800 878 483).

### Early Termination Charge

There's no Early Termination Charge, however, unused months will not be refunded if you cancel within the 12 month subscription period.

## OTHER INFORMATION

### Manage your service online

You can manage your Telstra Mobile Business 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.

To opt into receiving paperless billing, visit [telstra.com/emailbill](https://telstra.com/emailbill) to request an email bill and/or set up direct debit. For more information on other bill payment options, go to [telstra.com/billpay](https://telstra.com/billpay)

### 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 1800 808 981 (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.au/customer-terms/business-government/cloud-services](https://telstra.com.au/customer-terms/business-government/cloud-services)