



MOBILE BUSINESS APPLICATIONS ARISAPP

INFORMATION ABOUT THE SERVICE

ARISapp 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 Apps licences from the Telstra Apps Marketplace marketplace.telstra.com

ARISapp is a subscription service which builds, manages and monitors your team's financial and non-financial performance. You can designate program groups, set up challenges, initiate approvals, automate responses and track team and individual results via your computer or Compatible Device.

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 may 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/businessapps

Minimum term

If you have subscribed to the Month to Month plan, there is no fixed or minimum term.

If you have subscribed to the 24 Month plan, the minimum term is 24 months.

What's included

ARISapp includes the ability to:

- distribute and manage digital content with the ARIS Media feature
- create and publish digital forms with the ARIS Forms feature
- collaborate and share knowledge with the ARIS Communicate feature
- educate and quiz with the ARIS Training feature
- reward and recognize people in your team with the ARIS Incentives feature
- manage your users into groups and teams
- customise the user-interface to incorporate your branding.

What's not

To access ARISapp, each user will need to download ARISapp from their Compatible Device's application store. Data charges may apply.

In order to integrate ARISapp 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 ARISapp, please contact us to discuss your specific business needs.

Other important information

Each licence can be used on one Compatible Device. If a user wants to access ARISapp on several Compatible Devices, additional licences will be required.

INFORMATION ABOUT PRICING

Your minimum monthly charge

You need to take up a user licence for each intended user of a Mobile Business App.

Month to Month Plan pricing

Mobile Business App	Number of users	Price (per month per user)
ARISapp	1 to 499	\$25
	500 to 999	\$22
	1,000+	\$20

24 Month Plan pricing

Mobile Business App	Number of users	Price (per month per user)
ARISapp	1 to 99	\$20
	100 to 499	\$15
	500+	\$12.50

You will receive your first 30 days free for each licence you subscribe to in your first order. At the end of the first 30 day free period your licence will be automatically suspended unless you opt into a paid subscription. Suspended subscriptions that are not reactivated by opting into a paid subscription within 7 days will be automatically cancelled.

Minimum cost

If you have elected to subscribe on a month to month basis, there is no minimum monthly charge.

If you have subscribed to a 24 Month contract, the total minimum amount that you'll pay over the period of your contract is:

Mobile Business App	Number of users	Minimum cost per user
ARISapp	1 to 99	\$480
	100 to 499	\$360
	500+	\$300

Early Termination Charge

If you have subscribed on a Month to Month term, Early Termination Charges (ETC) will not apply.

If you have subscribed on a 24 Month term and you cancel your plan before your minimum term has ended, you'll need to pay us an ETC. The ETC decreases each month that you remain on your plan. The maximum ETC you will pay is:

Mobile Business App	Number of users	Maximum ETC per user
ARISapp	1 to 99	\$312
	100 to 499	\$234
	500+	\$195

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.

To opt into receiving paperless billing, visit 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

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 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

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 <https://www.telstra.com.au/customer-terms/business-government/cloud-services>