



BUSINESS APPLICATIONS CANVAS

INFORMATION ABOUT THE SERVICE

Canvas 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

Canvas is a subscription service that converts paper based forms into digital forms and integrates with existing processes to improve productivity and streamline the flow of information. Subscribers can choose from thousands of ready-made templates – or build their own.

Telstra Apps Marketplace

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/businessapps

What's included

Canvas allows users to:

- convert paper based forms into digital forms
- access a library of ready built Industry based forms
- convert two paper forms that do not exceed three pages of input fields, plus any associated terms and conditions pages into a digital form for no additional charge. Charges apply for conversion of any additional forms after your first two
- if you have chosen the Canvas Professional Plan you will receive one additional paper form (not exceeding 3 pages of input text plus applicable terms and conditions) converted to a digital form for no additional charge
- integration ready options with other apps as detailed on telstra.com/businessapps

What's not

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

In order to integrate Canvas 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 Canvas, 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 Canvas on several Compatible Devices, additional licences will be required.

INFORMATION ABOUT PRICING

Your minimum monthly charge

You need to purchase a licence for each individual user and also a licence for your Account Administrator.

Plan pricing

Plan	Canvas Start-up	Canvas Business	Canvas Professional
	1-5 Users	1-99 Users	1-99 users
Month to month	\$18 per user/ per month (inc. GST)	\$30 per user/ per month (inc. GST)	\$40 per user/per month (inc. GST)
12 Months pre-paid	\$180 per user/per year (inc. GST)	\$300 per user/per year (inc. GST)	\$400 per user/ per year (inc. GST)
24 Months pre-paid	\$342 per user/per 2 years (inc. GST)	\$570 per user/per 2 years (inc. GST)	\$760 per user/ per 2 years (inc. GST)

30 Day free trial on your initial order – All new Canvas licences activated during the initial order will receive the first 30 days free. 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 and if after 14 days you have still not subscribed, your licences will be cancelled.

Optional Add Ons

If you require a fully custom built form you may add the optional Add Ons:

- The Canvas Custom PDF Form allows you to order a fully customised digital form to match your specific business requirements. If you have multiple Custom PDF's that you need created, you will need to order multiple Custom PDF Add Ons.
- The Canvas Premium Support 'Add On' provides you with approximately 20 Hours of Premium Support to be used on a specific project. The hours can be used as needed and there is no expiry period. If you use up your included hours and require more, you can simply order additional Premium Support Add Ons.

Add on	One-off payment
Canvas Custom PDF Form	\$2,500
Canvas Premium Support	\$6,000

Minimum cost

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

- If you have subscribed to a 12 or 24 Month Pre-paid plan you will be charged for the entire subscription cost upfront.

Min Cost	Start up	Business	Professional
12 Months Pre-Paid	\$180 per user/ per year (inc GST)	\$300 per user/ per year (inc. GST)	\$400 per user/ per year (inc. GST)
24 Months Pre-paid	\$342 per user/ per 2 years (inc. GST)	\$570 per user/ per 2 years (inc. GST)	\$760 per user/ per 2 years (inc. GST)

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

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 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 telstra.com/canvastterms