



TELSTRA VIDEO CONFERENCING – BLUEJEANS

INFORMATION ABOUT THE SERVICE

The Service enables you to perform video, audio and content conferencing using many commonly available fixed and mobile devices via the Internet when you are able to connect to it. When you purchase the Service you will be provided with a number of account(s) that can be used by individuals within your organisation.

Hardware

You do not have to purchase equipment from us to be eligible to obtain the Service. If it is compatible with the Service you can use hardware you already have, such as a mobile phone or video conferencing device. Android and iOS OS platform devices are supported. You can obtain information about compatible devices via this link <http://bluejeans.com/support>

Minimum Term

You must take the Service for a minimum term of 12 months. Your contract will automatically renew for further terms of 12 months unless you provide us with written notice at least 30 days before the end of the then-current term that you want to cancel the Service at the end of that term.

Service Allowance

There is no service allowance or cap on your usage of the Service, although your use of the service is subject to the Acceptable Use Policy set out in section 3 (General) of the Conferencing Section of Our Customer Terms found at telstra.com.au/customer-terms/business-government/other-services/conferencing

What's included

What is included in the Service we will provide depends on what options you have purchased from us. You can purchase access to the Service using Licences or Ports. Also there are Premium service packages and optional features to extend and expand the capability of your Service. You can find out what options are available from your Telstra sales representative or from the Telstra Marketplace portal at marketplace.telstra.com/apps/114

What's not

The Service does not include any hardware, telecommunications access, voice, data or media services. If you acquire any of these from us, we will charge you for them separately to the charges for the Service.

Important conditions

To access the Service for the first time, you must download appropriate software applications and plug-ins that we will advise you of. You do not have any ownership rights in any of this software or in plug-ins.

If our third party supplier suspends or terminates a service we rely on to provide your Service or a part of it, we may suspend or terminate all or part of your Service after giving you as much notice as is reasonably possible in the circumstances.

You may not resell the Service to anyone.

Account and access codes may only be used by the individuals to whom those codes are attached and they may not be shared.

Telstra will not accept responsibility for loss of data or disclosure of personal information or other sensitive information where you or any of your personnel have acted in an unauthorised manner or in breach of relevant terms of your contract with us for the Service.

You have the option of enabling recording of conferences but this is subject to restrictions. Your administrator is responsible for nominating which users may record conferences, how long recordings are stored, who can access and download recordings and who they can be shared with. If you enable recording, you are responsible for compliance with laws including privacy laws and the Telecommunications (Interception and Access) Act 1979 (Cth).

The Service may be temporarily unavailable for scheduled maintenance or for unscheduled emergency maintenance or because of matters outside our control.

We rely on a third party supplier to provide the Service and to the extent permitted by the Australian Consumer Law, the Service is provided 'as is' and we don't give any guarantees about it including in relation to merchantability, title, or fitness for a particular purpose. This doesn't limit rights you may have under the Australian Consumer Law but we exclude liability under it where it is lawful for us to do so. Where we can't exclude our liability but we can limit it, we limit liability to either the resupply of the Service or the cost of the resupply of the Service.

INFORMATION ABOUT PRICING

Your charges

The amount that we charge you for the Service depends on the quantity of Licences or Ports you have purchased.

Except for Premium Services and other feature options, you can pay for the Service by monthly recurring payments or by annual upfront prepayment. The amounts we will charge you and how you choose to pay the charges are set out in the Application Form you sign.

Premium Services and feature options must be prepaid annually.

If you use more Ports than you have purchased, we will charge you an excess use charge of \$101 (ex. GST) per additional Port per day.

Early termination

If you wish to cancel your Service before the then-current term has ended (either the initial term or any renewal term), you must give us at least 30 days written notice. The cancellation of the Service will not take effect until 30 days after the date that you give us that notice. We will continue to bill you during that 30 day period.

Early Termination Charge

If you pay for your Service by monthly recurring payment or by pre-payment and you cancel your Service before your minimum term has ended, we will charge you an early termination charge (ETC). The ETC is the total of the unpaid monthly or prepaid charge(s) for the period remaining in the minimum term after the date you cancel.

OTHER INFORMATION

Manage your service online

You can access your Service account online from a device like a PC or Tablet to manage your account and review your use at any time.

Using your service overseas

Your Service doesn't include data or voice usage either locally or overseas and the charges that apply if you use your Service overseas may be higher than if you use it in Australia. Here are the main charges that apply:

- **calls and SMS while overseas** – for call and SMS rates, see telstra.com/business/overseas
- **data while overseas** – \$3 per MB (charged per KB or part thereof).

If you're travelling overseas, you can set up international roaming online at telstra.com/business/overseas. Before you travel overseas, you should contact us on 12 5109 or visit telstra.com/info/roaming for more information about using your service overseas, including international rates and data and voice roaming plans and information about how to configure your smartphone and stay in control of your costs.

Billing

The pricing in this Critical Information Summary is for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period – refer to the 'Important information about your first bill' section below for more information.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the 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

If you have questions about your bill, technical support service or connection, please call us on 13 2000 or our Disability Enquiry Hotline on 1800 068 424 (voice) and 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.au/business-enterprise/help-support/contact-us/make-a-complaint/

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.au/customer-terms/