



# MOBILE BUSINESS APPLICATIONS – ARISAPP 24 MONTH PLAN

## 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 Telstra's T-Suite® web-based portal.

ARISapp is a subscription service which helps you build, manage and monitor 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.

### T-Suite

The T-Suite web-based portal 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 T-Suite portal. To start using the T-Suite portal, visit the T-Suite services website and create an account for your organisation.

You need to meet minimum system requirements to use certain T-Suite software applications, which will be set out on [telstra.com/t-suite](http://telstra.com/t-suite) and Our Customer Terms. You're responsible for ensuring that you meet these requirements.

### Minimum term

24 months.

### Compatible Devices

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

- Apple iPhone, Apple iPad (iOS 5.0+)

You can view the current list of Compatible Devices on [telstra.com](http://telstra.com)

### 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 brand.

Each ARISapp licence also includes 1GB of shared data storage space in the cloud. The data storage allowance for all of your ARISapp licences is pooled and can be shared between all licences. For example, if you have ten ARISapp licences your total shared data storage is 10GB.

### What's not

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

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

### Minimum cost

The total minimum amount that you'll pay over the period of your contract is:

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

## Early Termination Charge

If you cancel your plan before your minimum term has ended, you'll need to pay us an early termination charge (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
ARISapp	1 to 99	\$312
	100 to 499	\$234
	500+	\$195

## Installation and set up

Installation and set up of ARISapp is not included in your licence fee. If you need help setting up and installing ARISapp you can take up our Professional Services for an additional charge. You can choose from:

- Standard Professional Services which includes basic set up and installation; 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.

## OTHER INFORMATION

### Manage your service online

You can manage your T-Suite applications online at [telstra.com/t-suite](https://telstra.com/t-suite)

### 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 T-Suite help desk on 1800 TSUITE (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/](https://telstra.com.au/customer-terms/)