



MOBILE BUSINESS APPLICATIONS – CANVAS 24 MONTH PLAN

INFORMATION ABOUT THE SERVICE

Canvas 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.

Canvas is a subscription service that allows businesses to replace paper forms with electronic forms on Compatible Devices. Users can choose from thousands of ready-made mobile forms – or build their own.

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 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 Canvas. The Compatible Devices as at May 2013 are:

- Apple iPhone, Apple iPad, Ipad Touch iOS 5.0+
- Android™ devices 2.3+
- BlackBerry® 4.2+
- BlackBerry Playbook™ 2.1+,
- BlackBerry 10
- Windows® Phone and Windows desktop devices (except devices using the Windows 8 platform).

You can view the current list of Compatible Devices on telstra.com

What's included

Canvas includes the ability to:

- create digital forms to replace paper forms
- access and use a library of ready-built forms
- convert up to two of your business' paper forms into customised digital forms at no additional charge (additional charges apply for subsequent forms). Applies per customer (not per licence).

What's not

To access Canvas, each user will need to download the applicable Canvas app from their Compatible Device's application store. Data charges will 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 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)
Canvas	1 to 499	\$17
	500 to 999	\$15
	1,000+	\$13

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
CANVAS	1 to 499	\$408
	500 to 999	\$360
	1,000+	\$312

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
CANVAS	1 to 499	\$265.20
	500 to 999	\$234
	1,000+	\$202.80

Installation and set up

Installation and set up of Canvas is not included in your licence fee. If you need help setting up and installing Canvas 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

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 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

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/