

ELIGIBILITY, SERVICES & ORDERING TELSTRA INTERNET OF THINGS (IoT) PLATFORM

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Certain words are used with the specific meanings set out below or in the General Terms section of Our Customer Terms.

1 TELSTRA IOT SERVICE

Eligibility

1.1 Telstra invites any customer who meet the eligibility criteria below to use our Telstra IoT Platform Service.

What is Telstra IoT Service?

1.2 Telstra IoT is an Internet-of-Things cloud solution that enables you to manage, track and control remote assets equipped with sensors and actuators (“**IoT Service**”). The IoT Service is provisioned through a cloud-based self-service platform.

1.3 You IoT Service is available as:

- (a) free 30-day IoT Platform Trial;
- (b) IoT Platform; or
- (c) IoT Custom Solution.

2 ELIGIBILITY AND AVAILABILITY

Eligibility

2.1 To be able to use the IoT Service, you must:

- (a) have an internet connection and use a compatible browser and device;
- (b) have a valid ABN, ACN or ARBN; and
- (c) have and maintain a Telstra Digital Identity (“**TDI**”).

2.2 The terms and charges for your internet connection, device (and if relevant, use of the Telstra Wireless M2M Control Centre) are separate from, and in addition to, the terms and charges for your IoT Service.

2.3 If you do not have a TDI, you can register for a TDI at <https://id.telstra.com.au/register/psi?gotoURL=http://cloud.telstra.com/hybrid/identity/login.jsp>.

Availability

2.4 You can subscribe to the IoT Platform or IoT Platform Trial through:

- (a) the Buy Online website;
- (b) our Cloud Service Store at <https://buyiot.telstra.com/> or
- (c) or if you're an eligible customer, via separate agreement us.

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- 2.5 You can only subscribe to the IoT Custom Solution through our M2M partners (as advised by us from time to time), who act on our behalf to help you complete the necessary application form (and related documentation).
- 2.6 You can subscribe to multiple IoT Services on the same Telstra account.

Telstra Customers

- 2.7 The IoT Service is not available to Telstra Wholesale customers or for resale.
- 2.8 You must ensure that only your Authorised Users use your IoT Service.

3 FEATURES AND CHARGES

Features

- 3.1 The IOT Service supports a number of devices, API calls and storage options, as set out during the application process (if you apply online), or in your Application Form or separate agreement with us.

Charges

- 3.2 The charges for your IoT Service are set out:
 - (a) if you apply online, during the application process; or
 - (b) in your application form or separate agreement with us.

4 FREE IOT PLATFORM TRIAL

- 4.1 If you subscribe to the IoT Platform Trial, you will receive a 30-day free trial to the IoT Service. You cannot subscribe to more than one IoT Platform Trial.
- 4.2 Towards the end of your IoT Platform Trial, you will be prompted to subscribe to a paid IoT Service.
- 4.3 You may upgrade your IoT Platform Trial to a paid IoT Service at any time.

5 DEVICES

- 5.1 You must not use the IoT Service in connection with any device that has not been certified with the RCM compliance mark administered by the Australian Communications and Media Authority, unless we have provided our written consent.
- 5.2 For optimum security, we recommend that you use device supporting HTTPS and not HTTP.
- 5.3 If your devices use the Telstra Mobile Network, for optimum performance your device should contain a Wireless Embedded Module, which has been tested and certified by Telstra (as listed at <https://www.telstra.com.au/content/dam/tcom/business-enterprise/machine-to-machine/pdf/telstra-m2m-certified-devices-modules.pdf>), or you can request that we certify your device for an additional fee.
- 5.4 If you wish to use a device which does not have an approved Wireless Embedded Module, we provide no guarantee that it will be compatible with our Telstra Mobile network.

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- 5.5 Your device should also be compatible with our platform APIs, excluding those devices which are 2G devices), or you can conduct your own device integration and testing.
- 5.6 If you wish to use a device which is not compatible with the platform APIs, we provide no guarantee that it will be compatible with our IOT Platform.
- 5.7 If you have altered a device (including if we have done so on your instructions), so that it no longer supports emergency call access, you are responsible for and must ensure that any end users of the device are made aware that the device is not able to make emergency calls.

6 TERM AND TERMINATION

- 6.1 The Minimum Term for your IoT Service is set out in the table below:

	IoT Platform Trial	IoT Platform	IoT Custom Solution
Minimum Term	30 days	12 months	As set out in your separate agreement with us

- 6.2 At the end of your IoT Platform Trial, your IoT Service will automatically end unless you have upgraded to a paid service before the date of expiry of your IoT Platform Trial.
- 6.3 At the end of the Minimum Term for your IoT Platform or IoT Customer Solution, your IoT Service will automatically become a month-to-month subscription.

Early termination charges for your IoT Platform

- 6.4 You may terminate your IoT Service at any time by contacting us and following the procedure we outline to you at the time.
- 6.5 If your IoT Service is cancelled for any reason other than:
- (a) our material breach; or
 - (b) where we expressly permit you to terminate without an early termination charge due to a detrimental change,

before the end of the Minimum Term, we may charge you an early termination charge of 25% of the monthly subscription fee paid or payable by you up to the date your IoT Service is terminated, multiplied by the number of whole remaining months in the Minimum Term at the date of termination. A further, separate early termination charge (as set out in your Application Form or separate agreement with us) may also apply if you subscribe to a Custom Solution and terminate it before the end of the Minimum Term.

- 6.6 If you terminate your IoT Service after expiry of the Minimum Term, you will not have to pay any early termination charge, but you will still have to pay all Fees up to and including the date your IoT Service ends.

7 CONSEQUENCES OF TERMINATION OR EXPIRY

Your IoT Service

- 7.1 Upon termination or expiry of your IoT Service (including, if applicable, the IoT Platform Trial), you must immediately:

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- (a) cease using and ensure that each of your Authorised Users ceases using the IoT Service; and
- (b) pay to us all Fees, expenses or other sums payable to us under this IoT Service section of Our Customer Terms that have accrued or are payable as at the date of termination or expiry.

Your Customer Data

- 7.2 It is your responsibility to use appropriate means to retrieve or back-up all your Customer Data before termination or expiry of your IoT Service. After termination or expiry of your IOT Service (including the IoT Platform Trial), you will not be able to access or retrieve your Customer Data.
- 7.3 At the end of the IoT Service, we will erase all your Customer Data (to the extent permitted by law).

Service that allows third parties to make available software, products or data.

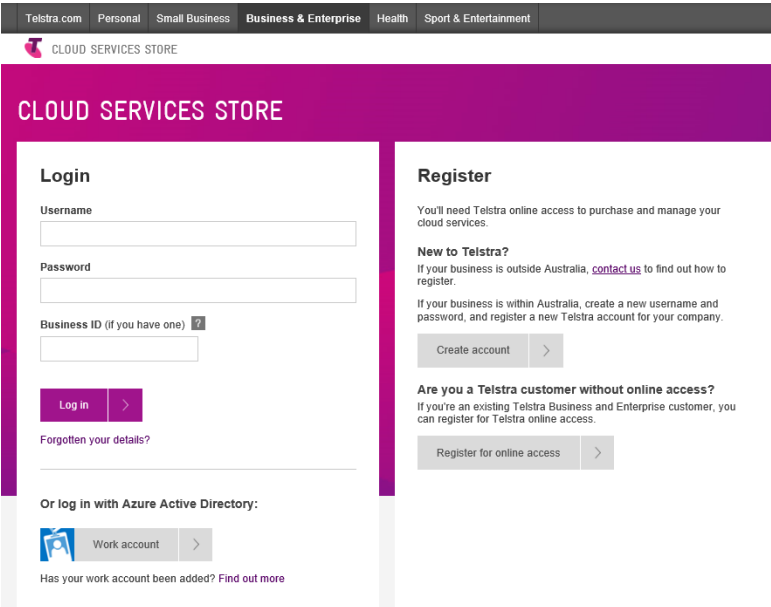
8 TELSTRA IOT PLATFORM SALES ORDER PROCESS

- 8.1 New Customer Order for Telstra IoT Platform (Customer or Account Executive Managed)

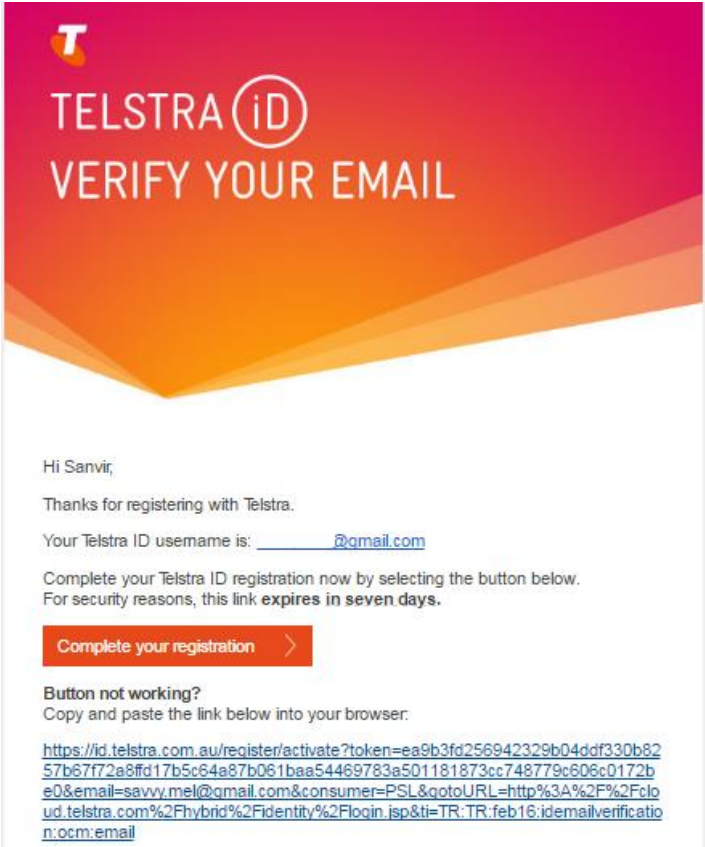
New Customer Order for Telstra IoT Platform Services	
Purpose:	To facilitate customers in ordering and buying of their Telstra IoT Platform service via the Cloud Portal with or without the Promotional Code discount.
Process Description	
Process Objectives: <ul style="list-style-type: none">➤ Successful registration and login to the Cloud Portal➤ Initiate generation of Promo code for PaaS offering➤ Validate capture of subscription details➤ Submit PaaS order	
Scope (Optional): <ul style="list-style-type: none">➤ This process is to be followed by customers in the presence of GES-A and TB sales groups.	
System and Resources Availability: <ul style="list-style-type: none">➤ Account Executive personnel should be available during business hours to perform this process.	
Business Rules: <ul style="list-style-type: none">➤ If the customer requires the Custom solution, they must first subscribe for the IOT PaaS service to build their Custom Solution on.➤ Post completion of the Enterprise IoT Platform order, AEs must ensure that the customers add their Partner as the Admin user in the order configuration page.	
Triggering Events:	

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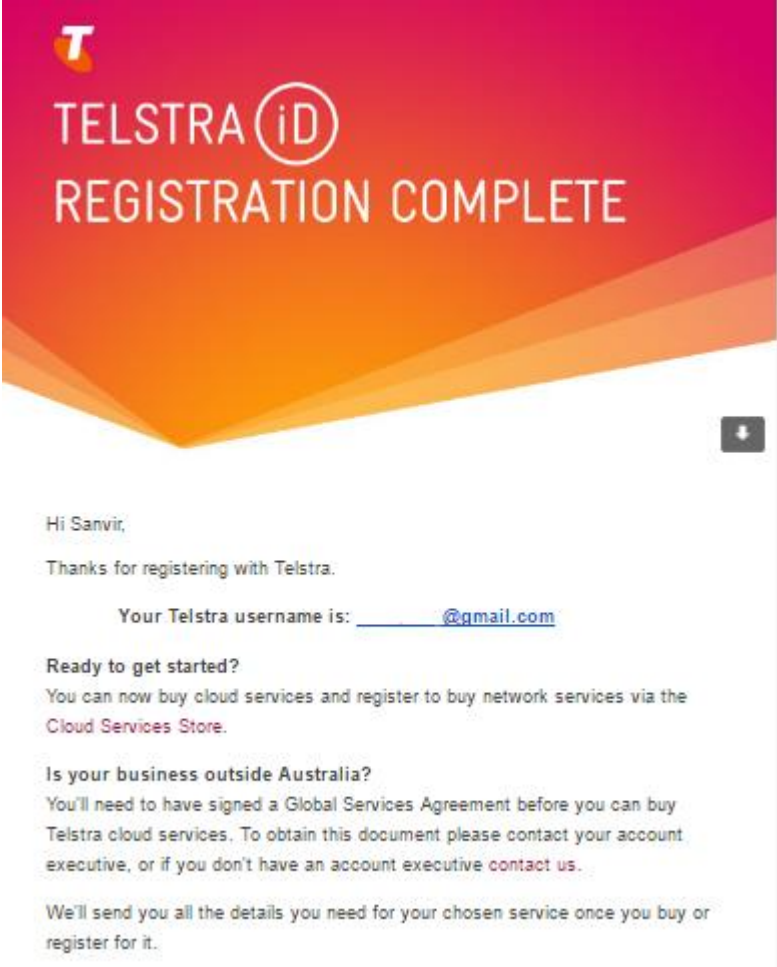
- Customer wants to buy a PaaS solution
- Preconditions:
- Tenancy requirements have been confirmed with the customer.
 - Customer could be a new or an existing Telstra Enterprise customer.
- Post-conditions:
- For Custom Solution, Customer must add their Partners as the Admin User in the order Configuration page post ordering for their Telstra IoT Platform service.
- Frequency:
- Ad-hoc
- Tools:
- Cloud Portal, ODIN, Cumulocity

Process Step	Description	Workgroup
1.	Customer navigates to and selects their desired IoT Platform service via the Telstra Cloud Services Portal: https://buyiot.telstra.com/ .	Customer
2.	<p>Customer logs into the Cloud Services Store for Customer Subscription and Tenancy creation</p>  <p>Click on "Create Account" to register a TDI credential. Click on "Register for Online Access" to register a R&E credential</p>	Customer
3.	<p>Order Configuration – Customers nominates their tenancy name as part of the tenancy URL.</p> <p>Customer enters their name and Email address.</p>	Customer

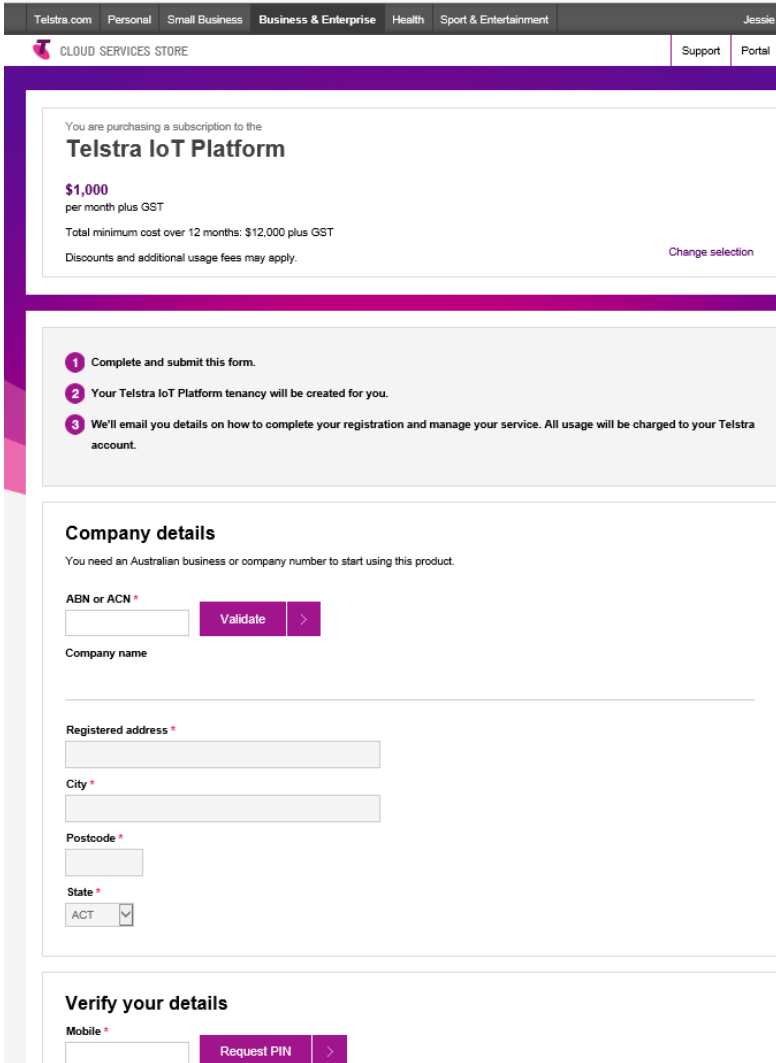
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4.	<p>After submitting request for registration, the below email is received on the customer-provided email address. Customer completes registration by clicking on “Complete your registration”.</p>  <p>Upon verification of the email address, customer’s registration is complete. The below email is received by the customer.</p>	Customer

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	 <p>The screenshot shows a registration confirmation page with a red-to-orange gradient header. The text reads: 'TELSTRA iD REGISTRATION COMPLETE'. Below this, it says 'Hi Sanvir, Thanks for registering with Telstra. Your Telstra username is: _____@gmail.com'. It then asks 'Ready to get started?' and provides instructions on how to buy services. A final note says 'We'll send you all the details you need for your chosen service once you buy or register for it.'</p>	
5.	Place Order – Payment Page Customer fills in company details.	Customer

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6.	<p>Customer to input and verify the first primary administrator's contact number under "Verify your details".</p> <p>Customer to also input the first primary administrator's email address. The owner of this email address will be responsible for managing the customer's Cloud account and receive notification emails (e.g. order placement notification & service activated notification) sent from the Cloud portals.</p> <p>Customer to input promotion code provided by the sales representative here.</p> <p>Customer to accept the T's & C's before submitting the order.</p>	Customer

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	<div data-bbox="459 264 1228 589"> <h3>Verify your details</h3> <p>Mobile *</p> <input type="text"/> <input type="button" value="Request PIN"/> > <p>SMS PIN *</p> <input type="text"/> <p>Preferred contact number (optional) This will be recorded as your account contact number (if left blank we'll use the mobile number entered above).</p> <input type="text"/> <p>Email address *</p> <input type="text"/> </div> <div data-bbox="459 607 1228 1254"> <h3>Purchase</h3> <div data-bbox="483 663 1220 835"> <p>Telstra IoT Platform</p> <p>Build your IoT applications and get fast visibility and control over your connected devices with our cloud-based subscription service. IoT leverages actionable information to improve efficiency, reduce costs, improve safety, redefine business models and drive new revenue streams.</p> <p>You'll be able to compose your own IoT solution quickly, drawing on a comprehensive set of open and public APIs. The platform is relevant to a range of industrial applications and interoperates with compatible fixed and mobile devices.</p> <p>You can connect certified devices or use open-source libraries, experience true plug-and-play design, high-grade security, data storage, real-time control and applications.</p> </div> <p>Telstra promotion code (if you have one) From time to time, Telstra run special offers that require a valid promotion code to activate. You can enter one Telstra promotion code per registration.</p> <input type="text"/> <input type="button" value="Validate code"/> > <p>Dealer code (optional) Has a dealer helped with this order? Enter their four-character code below</p> <input type="text"/> <p>Terms & conditions *</p> <p>By approving this order:</p> <ol style="list-style-type: none"> 1. I acknowledge: <ol style="list-style-type: none"> a. if my order is accepted the services described in this order will be provided on the terms and conditions set out in Our Customer Terms (https://www.telstra.com.au/customer-terms) or, if applicable, my separate agreement with Telstra; and <p><input type="checkbox"/> I accept Our Customer Terms and Telstra's Privacy Statement</p> </div> <div data-bbox="483 1283 608 1350"> <input type="button" value="Submit"/> > Cancel </div>	
7.	Enters contact details and Promo Code (if applicable)	Customer
8.	If customer also buying a Custom Solution, ensure customer add their Partner as the Admin user on the Order Configuration Page	Account Executive
9.	If you are having trouble whilst entering your Promo Code, contact your Account Executive. Note: Promo codes only apply on the PaaS product offering	Customer
10.	Proceed to Submit PaaS order	Customer / AE
11.	After successfully placing an order for an IoT product/Trial, customer dynamically receives 3 separate emails (may not be in the specified order) informing them about the details of their order. The emails are listed below: <ol style="list-style-type: none"> 1. "We're activating your service now" email <ul style="list-style-type: none"> • This email informs the customer that the service activation has kicked off and is in progress. 	Customer

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We're activating your service now

Dear

An order has been placed on your account for: **Telstra IoT Platform Trial**

Order ID: 504541

Once your platform service is active, you'll receive a confirmation email from us with details on how to use and manage it.

Note: you're receiving this email as the key technical contact on your account. If you didn't order this service, another user on your account did – please forward these details to them.

We're here to help

Any questions? Our [support site](#) may have the answer.

Best regards,

The Telstra team

2. "Access your company's Telstra Cloud Services account" email
 - As part of this tenancy provisioning process, an administrator user will also need to be created on the Telstra IoT platform.
 - Upon provisioning of this user, the Telstra IoT platform sends an email to the nominated Admin user requesting them to reset their password.

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Welcome to Telstra Cloud Services

Dear Sanvir,

You've been invited to access your company's cloud services account as a super administrator.

You can now log in and buy cloud services via the [Cloud Services Store](#) and, once your first purchase is complete, view and manage your services via the [Cloud Services Portal](#) (if you are a first-time user your Telstra credentials will be sent to you by email).

You can manage the following cloud services on behalf of your company:

SERVICE	SUBSCRIPTION ID	PROJECT (if applicable)	ROLE
Telstra IoT Platform Trial	1844700		Super Administrator
Telstra Cloud Services	1844701		Super Administrator

Your super administrator role

As a super administrator, you have full permissions to manage all your company's cloud services with Telstra. Along with all your company's super administrators, you can:

- Register for new services through the Telstra [Cloud Services Store](#)
- Purchase and manage cloud resources
- Add users via the [Cloud Services Portal](#) (you can also use [Azure Active Directory](#))

Any questions?

Start with our [support site](#) – it may have the answer you're looking for.

Faults and technical support is available 24/7.

3. "Password reset" email

- Customer receives this generated email requesting for the Customer to reset their password. This email contains a link with a specific token for allowing the recipient to reset their password. The token will be valid (as of version 6.16 of the Cumulocity platform) for a period of 24 hours.
- If the customer clicks on the link after the token has expired, they will still be directed to the reset password screen, but upon trying to reset the password, the customer will be presented with a 'token expired' notification. In this scenario, the customer will be required to phone the helpdesk to get their password reset.

Password reset ● Inbox x



support@cumulocity.com

2:49 PM (1 hour ago)

to me x

Hi there,

Please use the following link to reset your password:



<https://sanvir123.iot.telstra.com/apps/devicemanagement/index.html?token=cc43f88c6305663a3a8825f0b9f5f4ddcae446811f3bb97050069c4269945789>

If you were not expecting this email, please ignore it.

Kind regards,

Telstra IoT support team

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	<p>“Successful Password reset” email</p> <hr/> <p> support@cumulocity.com 2:52 PM (1 hour ago)</p> <p> to me <input type="checkbox"/></p> <p>Dear Telstra IoT user,</p> <p>Your password on https://sanvir123.iot.telstra.com has been recently changed. If you or your administrator made this change, you do not need to do anything more. If you did not make this change, please contact your administrator.</p> <p>...</p> <p>From here, customer will be able to log into the Cloud Services Portal by clicking on the “Cloud Services Portal” link at the bottom of the page.</p>	
12.	Fully Automatic Activation of Cloud Subscription and IOT Platform tenancy	N/A
13.	Receive subscription notification emails, as mentioned above	Customer
14.	Receive confirmation emails	Customer

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8.2 Existing Customer Ordering a Telstra IoT Platform Service (Customer or Account Executive Managed)

For an existing Telstra customer, registration of their account is not required. In which case, customer logs onto Cloud Services Portal <https://buycloud.telstra.com/purchase/iot-platform> using their existing Telstra R&E identity to buy an IOT subscription.

- Refer to process steps outlined above in Section 8.1 to understand Sales Order capture for existing customers.
- For customers who have issues locating their existing login credentials or billing details, contact your Telstra Account Executive or alternatively contact our Telstra Enterprise IoT Solutions Centre on 1800 325 220 (Option 2)