

TELSTRA CLOUD SERVICES

CLOUD INFRASTRUCTURE

VIRTUAL SERVER (Dedicated) Gen2

Application Form

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| *VERSION:* | ***2.1*** |
| *Valid From:* | *1st April 2018* |
| *Expires:* | *30th June 2018* |

CLOUD INFRASTRUCTURE

**Virtual server (dedicated) Gen2**

**The Version 2.1 Gen2 Application form** is the only form to order **Virtual server (dedicated) Gen2 services**

This application form will be used to create:

* A new vSphere 6.x Virtual server (dedicated) Gen2 virtual data centre in your chosen location:
  + Melbourne, Sydney, Perth
* A new Virtual server (dedicated) Gen2 compute cluster
* Applicable for Australian customers when buying cloud infrastructure in Australia.

**Virtual server (dedicated) Gen2**

Compute changes:

* Cisco M4 Blades
  + 10 cores per CPU
  + Delivery of an increase in performance compared to older Virtual Server (dedicated) Gen1 services (that leveraged Cisco M3 blades)
* Now based on VMware vSphere 6.x
* Blade price model includes various VMware costs as part of the blade costs

Network changes

* Cloud Gateway replaces the shared Next IP service in Melbourne and Sydney virtual data centres. Perth will still leverage the Next IP services.
* Virtual firewall and advanced network features available in CSMC
* Internet billing model - fees for egress traffic only

**Note:**

All pricing in this application form is quoted **exclusive of GST.** Any applicableGST will be added to the price and appear on your Telstra bill.

The pricing in this application form for all Virtual server (dedicated) Gen2 services reflects the current monthly pricing in the latest [pricing guide](https://cloud.telstra.com/user/manage/help-and-support/pricing-guides). This version of the Gen2 Application form includes the current monthly pricing which, is subject to change.

Telstra use offshore resources to support Virtual server (dedicated) Gen2. Refer to the [Our Customer Terms](http://www.telstra.com.au/customer-terms/business-government/cloud-services/) for more details.

**Billing for your Virtual Server (Dedicated) Gen2 service commences when the service is provisioned.**

To ensure Telstra meet the advertised activation times, we need to minimise errors and eliminate ambiguity in this application form. Please ensure you:

* Provide contact details to help us resolve any questions quickly
* Ensure you complete all the Mandatory fields to eliminate questions
* Complete the instructions for provisioning your cluster
* Do not handwrite any instructions or modifications on the Application form

**Virtual Server (Dedicated) GEN2 Australia**

**Step 1**: Your details (\*Indicates a Mandatory field)

Send a signed and completed copy to your Telstra representative who will need to submit the application on your behalf.

Need help with this form? Contact your Telstra representative.

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| **Company name** (customer) is the name of the legal entity to which we will provide the Cloud Services products and services you select in this form. References to "you", “your”, "I", “our” or “us” refer to the legal entity.  **ACN/ABN** means Australian Company Number or Australian Business Number.  **Trading/business name** is not a legal entity; it is the name under which your business trades.  **Business contact** name is the person representing you for billing and contract administration.  **Technical contact** is the person in your company authorised to oversee technical aspects of the Cloud Services products and services you select in this from. Your technical contact will be the Cloud Services management console (CSMC) and SSL VPN administrator.  You must notify us of any changes to your contact details.    **Project owner** is the person responsible for the project that will make use of the cloud infrastructure you order. Filling out this section is optional. The project owner will be copied on all order status notifications until service is activated. |  | |  |  | | --- | --- | | Company name\* |  | | ACN or ABN\* |  | | Registered address\* |  | | Trading/business name |  |   Business contact details   |  |  | | --- | --- | | Contact name\* |  | | Contact details | Phone (work)\*: | Phone (mobile): | |  | Fax: | |  | Email\*: |   Technical contact details (Cloud Services management console access)  See the [Account Management Guide](https://cloud.telstra.com/res/pdf/account-management-guide.pdf) for information on credentials   |  |  |  |  | | --- | --- | --- | --- | | Contact name\* |  | | | | Contact details | Phone (work) \*: | | Phone (mobile): | | | |  | Fax: | | | |  | Email\*: | | | | Comments | |  | | |   Project owner   |  |  | | --- | --- | | Contact name |  | | Contact details | Phone (work): | Phone (mobile): | |  | Fax: | |  | Email: | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 2**: Your virtual data centre location

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| **What is a virtual data centre?**  A virtual data centre is pivotal in establishing your cloud infrastructure. A virtual data centre is a container of a network service and a compute service. Every virtual data centre contains the network subscription or network service for that location.  Your virtual data centre can contain only a Virtual Server (dedicated) Gen2 compute service along with your network service, there can be multiple virtual data centres per location. | Select your virtual data centre location  This form establishes where and how your **virtual server (dedicated) Gen2** virtual data centre service will be created. The virtual data centre maintains the private network and service billing relationship within a specific cloud location service. It is directly linked to your network service or subscription for a particular location. These services are located within a virtual data centre.  **Step 2a – Create a new virtual data centre**  Select **one** virtual data centre location for your new **virtual server (dedicated) Gen2** service:\*   |  |  | | --- | --- | |  | **Melbourne** | |  | **Sydney** | |  | **Perth** |   **Connection to your virtual data centre via the internet**  If your company already has cloud infrastructure services in the same country you can choose either to:   * Connect to an existing Gen2 internet service   Add your new **virtual server (dedicated) Gen2** service to an existing Gen2 internet service already connected to another virtual server (dedicated) Gen2 service. Any usage allowances allocated to your existing internet service will be shared. Please provide the existing internet service ID (you can find this on the *Account* page in the [Cloud Services management console](http://cloud.telstra.com/manage)). You cannot connect a virtual server (dedicated) Gen2 internet service to an existing virtual server (dedicated) Gen1 cloud internet service.  **Add my virtual server (dedicated) Gen2 to an** **existing**  **Gen2 internet service ID**      \_\_\_\_\_\_\_\_\_\_\_\_\_   * Connect to a new Gen2 internet service   Create a new cloud internet service for your new **virtual server (dedicated) Gen2** service. Internet allowances and usage will not be combined with existing services and will be billed separately.  You can request a private network, private network connections and other network and security add-ons via this form and they will be provisioned along with the cloud infrastructure service.  Add-ons can also be requested using [Cloud Services management console](http://cloud.telstra.com/manage) after your service has been activated. |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 2:** Your virtual data centre ACCess

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| **Internet service**  **Telstra internet connection**  Your service is provisioned with a Telstra internet connection by default.  Includes internet and SMTP mail relay traffic. Each internet service is attributed to a country, rather than a specific virtual data centre. If you need to separate internet usage charges on your Telstra bill, do not provide an existing internet service ID.  We use the **Private Transit Interconnect** address to connect this service to your Private Network. The Subnet must not overlap with any IP Addresses in your Telstra IP network service, Cloud Infrastructure Private Network, connected cloud or other interconnect subnet. This subnet will not be available for use towards the Virtual servers (VMs).  **Border Gateway Protocol (BGP)** is a standardized exterior gateway protocol designed to exchange routing and reachability information between autonomous systems (AS).  Telstra use BGP as Dynamic routing protocol to connect Customer tenancy in Cloud and Telstra Next IP Service. You must ensure that the Telstra Reserved Private AS Number is not allocated or in use within your network | Connection details  **Step 2b – Internet usage**  By default your service is provisioned with a Telstra Internet connection   |  |  |  | | --- | --- | --- | | **Item** | **Description** | **Monthly fee** | | Cloud internet | PAYG cloud infrastructure outbound / egress | $0.15 per GB / out | | Cloud internet | Inbound / Ingress to cloud infrastructure | $0.00 per GB / in |   **Step 2c – Private Network usage**  **Private Transit Interconnect**  Provide a subnet range that can be used to connect the virtual server (dedicated) Gen2 service to your Private Network. The subnet range must be /29.   |  |  | | --- | --- | | **Resource** | **Subnet address** | | New Private Transit Interconnect | (x.x.x.x/29) |   **Private BGP AS**  Provide BGP AS Numbers that can be used to connect this service to your private network. Please allocate BGP AS Numbers outside of below ranges:   |  |  | | --- | --- | | **Resource** | **BGP AS No** | | **Telstra Reserved Private AS No** | 65410-65450 |   Please provide 2 BGP AS Numbers:   |  |  | | --- | --- | | **Resource** | **Customer BGP AS No** | | Private BGP AS Number |  | | Private BGP AS Number |  | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 2**: Your virtual data centre network

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| **What are public and private networks?**  This product provides a public and private network connection as described in [Our Customer Terms](http://www.telstra.com.au/customer-terms/business-government/cloud-services/).  A private network connection provides access to your virtual data centre over your existing Telstra private network service. To qualify you need at least one Business IP, Connect IP or IP MAN service activated to your premises. We also offer IPsec VPN tunnels.  **Cloud Gateway**  Telstra’s Cloud Gateway provides private, secure and highly available services to supported cloud providers. The full terms and conditions for Cloud Gateway are located here: [Cloud Gateway customer terms](https://www.telstra.com.au/content/dam/tcom/our-customer-terms/business-government/pdf/bg-clouddirect-june-28.pdf)  Cloud Gateway pricing can be found here: [Cloud Gateway Pricing Guide](https://cloud.telstra.com/res/pdf/cloud-gateway-pricing-guide.pdf)  Once your service is active, you can request a Cloud Gateway connection by clicking on the Connect Cloud Gateway button on the Connection page in the Cloud Services Management Console. Instructions can be found in the [network and security user guide](https://cloud.telstra.com/res/pdf/network-security-user-guide-gen2.pdf) and [Cloud Gateway user guide](https://cloud.telstra.com/res/pdf/cloud-gateway-user-guide.pdf)  **SSL VPN**  You must have an SSL VPN connection to access your vCenter if you don’t have Next IP. If you have Next IP and don’t require an SSL VPN connection, please do not check the box below and leave the subnet address blank.  By default, your technical contact will be your SSL VPN user.  If required you can connect to your vCenter Server via SSL VPN connection. | Step 2d - Connect to your Melbourne or Sydney vCenter server  **Please read this section and action if you’re ordering a virtual data centre in Melbourne or Sydney.**  Cloud Gatewayis our only private network service offering for virtual server (dedicated) Gen2 services located in the Sydney and Melbourne data centres, from your Next IP service. You will be able to request a Cloud Gateway connection to your virtual data centre once your service is active.  **Separate charges for Cloud Gateway apply and can be found at the URL links given in the sidebar.**  The Cloud Gateway connection bandwidths available for your virtual server (dedicated) Gen2 service are listed below. You will be required to specify one of these when you request your connection.   |  | | --- | | **Connection bandwidth** | | 10Mbit/s | | 50Mbit/s | | 100Mbit/s | | 500Mbit/s | | 1Gbit/s |   Please refer to the [network and security user guide](https://cloud.telstra.com/res/pdf/network-security-user-guide-gen2.pdf) for further details.  **Public -** SSL VPN  Provide SSL VPN IP subnet range. SSL VPN clients will be addressed form this IP range. Failing to include a subnet address for SSL VPN could lead to increased lead time.  The subnet range must be /24 as a maximum.   |  |  | | --- | --- | | **Resource** | **Subnet address** | | SSL VPN Private Subnet | (x.x.x.x/x) |   An SSL VPN will be created using the subnet specified above.  Please see [Add SSL users (Step 4e)](#Add_SSL_VPN) to add additional SSL VPN users. |

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| **What are public and private networks?**  This product provides a public and private network connection as described in [Our Customer Terms](http://www.telstra.com.au/customer-terms/business-government/cloud-services/).  A private network connection provides access to your virtual data centre over your existing Telstra private network service. To qualify you need at least one Business IP, Connect IP or IP MAN service activated to your premises. We also offer IPsec VPN tunnels.  **1Private addressing management** conflict validation ensures smooth delivery. If there is a conflict, we will work with you to avoid the conflict.  Failing to include subnet and FNN details could lead to increased lead time.  **SSL VPN**  You must have an SSL VPN connection to access your vCenter if you don’t have Next IP. If you have Next IP and don’t require an SSL VPN connection, please do not check the box below and leave the subnet address blank.  By default, your technical contact will be your SSL VPN user.  If required you can connect to your vCenter Server via SSL VPN connection. | Step 2e - Connect to your Perth vCenter server  **Only complete this section if you’re ordering a virtual data centre in Perth.**  Please specify which method you wish to use to connect to your vCenter server in Perth. You can choose one of two available options outlined below. If you choose neither, you’ll receive a service with a Telstra Internet Direct connection (public network) and you must be provisioned with an SSL VPN connect to access the vCenter.  **Option 1:**  **Private - Telstra Next IP® network**  **Private addressing management conflict validation1**  Please confirm that our private management IP range is not used in your private routing domain. If there is conflict we will configure your service to avoid these addresses.   |  |  |  |  | | --- | --- | --- | --- | | **IP Range** | **Site** | **Subnet Details** | **CONFLICT1** | | **Telstra Private IP ranges** | **Perth** | **10.76.42.0/23**  **10.76.48.0/23** | Yes  | No |   In-coming traffic from your private network connected to your Telstra Next IP will be able to access the vCenter. If your network FNN is known (*it appears on your Telstra bill*), please add FNN details below:   |  | | --- | | **FNN** | | NXXXXXXXXR |   **Option 2:**  **Public -** SSL VPN  If you do not have a Next IP connection then we will create an SSL VPNconnection.  **Tick the box if you have a Next IP connection and also require an SSL VPN connection**.  Provide SSL VPN IP subnet range. SSL VPN clients will be addressed form this IP range. Failing to include a subnet address for SSL VPN could lead to increased lead time.  The subnet range must be /24 as a maximum.   |  |  | | --- | --- | | **Resource** | **Subnet address** | | SSL VPN Private Subnet | (x.x.x.x/x) |   An SSL VPN will be created using the subnet specified above.  Please see [Add SSL users (Step 4e)](#Add_SSL_VPN) to add additional SSL VPN users. |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 3**: Select blades, storage and clusters

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| Blades and storage   * A blade is a physical server with processing capacity dedicated to you * We provide M4 blades for customer use in our cloud locations * Each typical workload blade comes with 1,000 GB of active storage * Each TDI high performance workload blade comes with 1,000GB of performance storage * Additional storage can be purchased in both Active and Performance tiers.   Virtual server blades when provisioned remain within clusters; clusters have only one management profile | Configuration guidance   * Minimum two blades per cluster (blades must be the same type and term. i.e. same CPU specification and RAM) * Blades cannot move between clusters once provisioned * You can add new blades to any cluster via the Cloud Services management console (CSMC) after deployment. New blades will align to the selected contract term, effective the new purchase date * Each blade has 1,000GB of storage and can be allocated to a nominated cluster * You can allocate additional Active and Performance storage to nominated clusters. Clusters containing High Performance blades can only have Performance storage added   Minimum Term   * Blades are available for contract terms of 1, 12, 24 and 36 months. * We manage the physical server environment according to [Our Customer Terms.](https://www.telstra.com.au/customer-terms/business-government/cloud-services) | Automated Stepped Blade tiering (new)  Volume rebates are automatically credited for identical configurations when ordered on the same compute subscription. (Location)  The volume rebate is applied to only blades in the eligible volume break / step.  IE. 5 blades mean only the 5th blade is eligible for the 5-8 billing rebate  Prices – [Gen2 Pricing Guide](https://cloud.telstra.com/user/manage/help-and-support/pricing-guides)  Blade configurations ordered via this application form will use this nominated pricing and prices for the blade servers will apply for the term selected in this form. Additional blades purchased via the CSMC will reflect the current pricing in the latest [pricing guide](https://cloud.telstra.com/user/manage/help-and-support/pricing-guides).  All other services (including storage, cloud gateway) always reflect the current monthly pricing in the latest [pricing guide](https://cloud.telstra.com/user/manage/help-and-support/pricing-guides).  There is a fixed once-off setup fee per server blade as per the table on the following page.  Early termination  Early termination fees apply: 50% of your monthly blade fees and charges multiplied by the number of remaining months in your virtual server schedule term plus any set-up fees you have not already paid.  Operating systems  You provide all operating system and software licences for this service. |

**Step 4**. Tiering rebate will be automatically credited for blades within tier

Blade

Blade

**Step 2.** Determine your Blade contract term

**Step 3**. Enter your Blade Quantity

**Step 1.** Determine your Blade configuration

**Step 5**. Setup fee is fixed for all blades

Blade

Blade

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|  | **Term** |  | **Monthly Fee (Per Blade)**  **1-4 units** | **Volume Monthly Tiering Rebate (Per Blade)** | | **Setup Fee (Per Blade)** |
|  | **Months** |  | **5-8 blades** | **9+ blades** |  |
| **Blade (2 CPU, 128 GB RAM) & 1000 GB Active Storage** | |  |  |  |  |  |
| **B200 M4 Blade (2 CPU, 128 GB RAM,)** | **1** | *0* | **$2,900** | **-$100** | **-$200** | **$2,000** |
| **B200 M4 Blade (2 CPU, 128 GB RAM)** | **12** | *0* | **$2,450** | **-$100** | **-$200** | **$2,000** |
| **B200 M4 Blade (2 CPU, 128 GB RAM)** | **24** | *0* | **$1,850** | **-$100** | **-$200** | **$2,000** |
| **B200 M4 Blade (2 CPU, 128 GB RAM)** | **36** | *0* | **$1,625** | **-$100** | **-$200** | **$2,000** |
| **Blade (2 CPU, 256 GB RAM) & 1000 GB Active Storage** |  |  |  |  |  |  |
| **B200 M4 Blade (2 CPU, 256 GB RAM)** | **1** | *0* | **$3,200** | **-$125** | **-$250** | **$2,000** |
| **B200 M4 Blade (2 CPU, 256 GB RAM)** | **12** | *0* | **$2,750** | **-$125** | **-$250** | **$2,000** |
| **B200 M4 Blade (2 CPU, 256 GB RAM)** | **24** | *0* | **$2,150** | **-$125** | **-$250** | **$2,000** |
| **B200 M4 Blade (2 CPU, 256 GB RAM)** | **36** | *0* | **$1,850** | **-$125** | **-$250** | **$2,000** |
| **Blade (4 CPU, 512 GB RAM) & 1000 GB Active Storage** |  |  |  |  |  |  |
| **B420 M4 Blade (4 CPU, 512 GB RAM)** | **1** | *0* | **$6,100** | **-$150** | **-$300** | **$2,000** |
| **B420 M4 Blade (4 CPU, 512 GB RAM)** | **12** | *0* | **$5,100** | **-$150** | **-$300** | **$2,000** |
| **B420 M4 Blade (4 CPU, 512 GB RAM)** | **24** | *0* | **$3,850** | **-$150** | **-$300** | **$2,000** |
| **B420 M4 Blade (4 CPU, 512 GB RAM)** | **36** | *0* | **$3,250** | **-$150** | **-$300** | **$2,000** |
| **TDI Blade (2 CPU, 768 GB RAM) & 1000 GB Performance Storage** |  |  |  |  |  |  |
| **B200 M4 TDI Blade (2 CPU, 768 GB RAM)** | **1** | *0* | **$7,200** | **-$200** | **-$400** | **$2,000** |
| **B200 M4 TDI Blade (2 CPU, 768 GB RAM)** | **12** | *0* | **$6,700** | **-$200** | **-$400** | **$2,000** |
| **B200 M4 TDI Blade (2 CPU, 768 GB RAM)** | **24** | *0* | **$5,950** | **-$200** | **-$400** | **$2,000** |
| **B200 M4 TDI Blade (2 CPU, 768 GB RAM)** | **36** | *0* | **$4,900** | **-$200** | **-$400** | **$2,000** |
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**Virtual Server (Dedicated) GEN2 Australia**

**Step 3**: blades, storage and clusters

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| All your servers on this service are created using vSphere Client on the VMware® vCenter Server platform.  VSphere Web Client is the web interface enables you connect to vCenter to create, modify or delete virtual servers. Resources including CPU, RAM and storage are also virtualised in vCenter Server, and can be scaled up or down to meet your needs.  VSphere Client is the Windows program equivalent that offers comparable functionality but with some limitations that the Web Client does not have.  We are now utilising VMware’s NSX APIs, to provide more granular virtual load balancers and virtual firewalls controls for their Virtual servers. We do not expose NSX APIs to you.  **Active storage** is suitable for standard intense file, print and mixed workloads, offering up to 1,000 IOPS (input/output operations per second).  **Performance storage** is designed to meet demanding workloads of up to 20,000 IOPS, such as databases and business analytics.  **Ultra storage** is our all flash based offering. This tier offers one of the highest performance in market, with the ability to exceed 20,000 IOPS. Suitable for workloads that demand consistent high performance. The Ultra tier is best suited for business critical applications such as resource intensive relational databases or VDI environments  **Stepped tiering**  If your allocated storage exceeds a tier threshold per location, the allocated amount in the next tier is automatically billed at that tiers published rate.  I.E. 12 TB of active storage is billed:  10,000 GB \* $0.15 plus  2,000 GB \* $0.12  *Bundled blade storage is excluded from stepped tiering calculations.*  *All Storage types are billed on allocation*. |  | You acknowledge you will be billed for the server blades monthly at the indicated rate for the nominated term   * The above pricing only applies to the virtual server (dedicated) services applied for in this application form.  Unless we have otherwise agreed, any additional services subsequently ordered will be at the then current pricing set out on the [Cloud Services management console](https://cloud.telstra.com/manage) in the [Cloud Services pricing guide](https://cloud.telstra.com/help-and-support/pricing-guides). * One month is the minimum term for a server blade and storage. 3 years is the maximum term for a server blade and storage * After your selected minimum term, your fees default to the then current monthly charges (as set out on the [**Cloud Services management console**](https://cloud.telstra.com/manage) in the [**Cloud Services pricing guide**](https://cloud.telstra.com/help-and-support/pricing-guides)), unless you enter into a new fixed term contract.   Step 3a - Required software for any blade   |  |  |  |  | | --- | --- | --- | --- | | **VMware vSphere Client** | **Item** | **Set-up** | **Monthly Fee** | | VMware  blade network management | VMware  blade network setup | $1,000 per  virtual data centre | $0.00 |  * Every virtual data centre requires one VMware blade network management service when Virtual server (dedicated) Gen2 is provisioned * All sites are deployed with vSphere version 6.x * A few VMware virtual servers are required to run NSX within your compute environment to enable virtual firewall and virtual load balancer services. These NSX virtual servers will consume limited resources and are not directly accessible by you.  |  |  | | --- | --- | | **Optional** | | | **Additional Storage1,2,3** | **Amount** | | Ultra storage | *0 GB* | | Performance storage | *0 GB* | | Active storage | *0 GB* |   Step 3b - Additional storage (optional)  Each blade is inclusive of 1,000 GB of storage. If you require additional storage now, please enter the required volume. You can request additional storage via [Cloud Services management console](https://cloud.telstra.com/manage) at any time. Note that the volume entered will be rounded up to the nearest multiple of 5GB.  Stepped storage pricing   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Storage Tier3 | Monthly allocation per location | Setup fee | Ultra storage1 Monthly fee3 | Performance storage1 Monthly fee3 | Active storage1  Monthly fee3 | | Tier 0 | 0 -10,000 GB | $0 | $0.70 per GB | $0.55 per GB | $0.15 per GB | | Tier 1 | 10,001 – 100,000 GB | $0 | $0.62 per GB | $0.50 per GB | $0.12 per GB | | Tier 2 | >100,001 GB | $0 | $0.50 per GB | $0.45 per GB | $0.10 per GB |   1All Storage types are billed on allocation  2 If you request > 8 TB, it will be allocated in multiple 8 TB LUNs. Maximum is 8 TB /LUN  3 All monthly storage fees are billed using a stepped tiering model.  Allocate the additional storage to the appropriate cluster in the [Name your cluster(s)](#NamingClusters) section below. |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 3**: blades, storage and clusters

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| **What are clusters?**  Clusters provide a way to manage groups of blades and storage.  You might want to use clusters to separate, for example, your testing and development servers from your production virtual servers.  A cluster has the following business rules:   * Use only letters, and numbers in *Cluster name* * Minimum two blades of identical physical CPU and RAM * You need to allocate storage to clusters. Each typical workload blade comes with 1,000GB of active storage. Each high performance workload blade comes with 1,000GB of performance storage * The virtual servers you create within a cluster can connect to any network within your virtual data centre. * A **virtual server (dedicated) Gen2** (M4) cluster or vDC cannot contain blades from **virtual server (dedicated)** Gen 1 (M3) * You need to manage your cluster so that all the blades have the same specifications so in the instance one blade is taken out (fault or assurance/operation activities) the remaining blades in the cluster can manage your virtual servers. |  | **Step 3c - Create your cluster**  To process your order and provision your blades within our activation times, we need your guidance on how you want your blade resources allocated. A cluster provides a way for you to manage your blade resources and storage, aligned to your management models.  **How to name a cluster**  Complete the table below to name the first of your **virtual server (dedicated) Gen2** clusters.  In the example below, the customer has requested their three blades (2 configured blades of (2 CPU, 256GB RAM, 1,000GB active storage) and 1 configured blade of (2 CPU, 128GB RAM and 1,000GB active storage) be allocated to a new cluster. Two blades have a term of 12 months and one has a term of 24 months. The new cluster name is *IMANAGE*. All the storage is allocated to this cluster.  Enter the total storage for this cluster. If > 8 TB, will be allocated in multiple 8 TB LUNs. MAX 8 TB /LUN  Enter your desired cluster name   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | **Cluster name** | **Blade**  **CPU x RAM** | **Active Storage** | **Performance storage** | **1 month** | **12 months** | **24 months** | **36 months** | | *IMANAGE* | ***2 CPU x 128 GB*** | ***3000*** *GB* |  | ***0*** *blades* | ***0*** *blades* | ***1*** *blades* | ***0*** *blades* | | *IMANAGE2* | ***2 CPU x 256 GB*** | ***0*** *GB* |  | ***0*** *blades* | ***2*** *blades* | ***0*** *blades* | ***0*** *blades* |   Enter desired blades for cluster as selected in Step 3  Enter desired blades for cluster as selected in Step 3  Select ALL the CPU & RAM configs corresponding with the selected blade(s) from Step 3    **Name your cluster(s)1**   |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Cluster name** | **Blade CPU x RAM** | **Active storage2** | **Performance storage2** | | **Ultra storage2** | **1 month** | **12 months** | **24 months** | **36 months** | |  | **2 CPU x 128 GB** | *0 GB* | | *0 GB* | *0 GB* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | |  | **2 CPU x 256GB** | *0 GB* | | *0 GB* | *0 GB* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | |  | **4 CPU x 512 GB** | *0 GB* | | *0 GB* | *0 GB* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | |  | **2 CPU x 768 GB** | *0 GB* | | *0 GB* | *0 GB* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* | ***0*** *blades* |   1 Total storage allocated per cluster must be equal to the amount of blade storage purchased in step 3  2 If total storage > 8 TB, storage will be allocated in multiple 8 TB LUNs. MAX 8 TB /LUN |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 4:** Add-ons

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| Virtual Firewalls exist within both public and private networks to increase the security and privacy of the virtual servers in your environment.  **Add private subnets**  You can request an IP subnet range to setup your Private Network within your Cloud solution. IP addresses allocated to every virtual server must fall within this private subnet range in your Private Network.  **Advertise to Private Network**  If you’re requesting a virtual data centre in Perth, you can select to advertise the IP subnet range to your private network and connect your virtual servers. If you are requesting a virtual data centre in Melbourne or Sydney, you will need to do this yourself via the CSMC once your Cloud Gateway connection has been setup.  **Additional SSL VPN Users** can be requested via this form or the [Cloud Services management console](https://cloud.telstra.com/manage).  By default your Technical Contact is the SSL VPN administrator. |  | **Step 4a – Virtual Firewall**  The virtual firewall will be added with the default rules (allow all private traffic, deny all public traffic). Please use [Cloud Services management console](https://cloud.telstra.com/manage) to modify and add custom rules to the firewall. Multiple selections allowed.  **Step 4b – Add private subnets**  You can add a maximum of five subnets.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Resource** | **Subnet** | **Advertised to private network (refer to CSMC)** | **Setup fee** | **Monthly fee** | | Subnet 1 | xxx.xxx.x.x/yy |  | $0 | $0 | | Subnet 2 | xxx.xxx.x.x/yy |  | $0 | $0 | | Subnet 3 | xxx.xxx.x.x/yy |  | $0 | $0 | | Subnet 4 | xxx.xxx.x.x/yy |  | $0 | $0 | | Subnet 5 | xxx.xxx.x.x/yy |  | $0 | $0 |   **Step 4c – Additional SSL VPN users**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **#** | **First name** | **Last name** | **Email** | **Phone number** | **Setup fees** | **Monthly fees** | | 1 |  |  |  |  | $0 | $0 | | 2 |  |  |  |  | $0 | $0 | | 3 |  |  |  |  | $0 | $0 | | 4 |  |  |  |  | $0 | $0 | | 5 |  |  |  |  | $0 | $0 |   Request additional user accounts. You can add a maximum of five users |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 4:** Add-ons

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| **Data import** is a quick and cost-efficient way to transfer large amounts of data into the cloud and onto your virtual servers. |  | **Step 4d – Data import**  A Cloud data import specialist will contact you to organise this service request.   |  |  |  |  | | --- | --- | --- | --- | | **Data import service request** | | | **Selection** | | Please initiate a data import service request | | |  | | **Item** | **Storage device size** | **One-off fee** |  | | Virtual server data import | 3TB | $500 per device |  | | 18TB | $2,000 per device |  | | Complex Data Import | POA |  |   **Contact details entered in Step 1 will be used if the below is left blank**  **Customer contact** (who will receive the device)   |  |  |  | | --- | --- | --- | | Contact name: |  | | | Company name: |  | | | Company address: |  |  | | Contact details: | Phone (work): | Phone (mobile): | | Email: |  | |   **Technical contact** (often a third party technical resource working on your behalf)   |  |  |  |  | | --- | --- | --- | --- | | Contact name: |  |  | | | Company name: |  |  | | | Contact details: |  | Phone (work): | Phone (mobile): | | Email: |  |  | | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 4:** Add-ons

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| **Gateway Protection Advanced** (**GPA**) service is designed to provide you with a managed virtualised next generation firewall appliance on your Cloud Infrastructure Virtual server (dedicated) Gen2 service.  **Package upgrades**  If you upgrade your GPA package, we will charge you:   * a once-off fee equal to the once-off fee for your new package minus the once-off fee for your current package; and * the monthly fee for your new package for the remainder of your minimum term.   **GPA Add-ons**   * **Policy Configuration and Change Management** (**PCCM**) service implements modifications to your GPA service based on your request. |  | **Step 4e –Gateway Protection Advanced**  You will need the following products for your Gateway Protection Advanced service.   * a Cloud Infrastructure Virtual Server (dedicated) Gen2 service * a Public Network Internet service * a Cloud Gateway (Next IP connectivity) service   I am applying:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | for a new GPA service |  | for a change to an existing GPA service |  | Renew an existing GPA service (once-off fees don’t apply) | |  | to cancel an existing GPA service |  |  |  |  |   Please select one data centre location for your new Gateway Protection Advanced service:  Sydney  Melbourne   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **GPA Fees (per site)** | | | | | | | | **Item** | **12 month** | | | **36 month** | | | |  | **Once-off fee** | **Monthly** |  | **Once-off fee** | **Monthly** | | **GPA Packages** | | | | | | | | Small Essentials |  | $6,670 | $2,140 |  | $5,670 | $1,910 | | Small Enhanced |  | $12,000 | $2,980 |  | $10,200 | $2,720 | | Small Premium |  | $17,340 | $3,460 |  | $14,740 | $3,230 | | Medium Essentials |  | $10,670 | $2,710 |  | $9,070 | $2,240 | | Medium Enhanced |  | $16,000 | $3,880 |  | $13,600 | $3,090 | | Medium Premium |  | $22,670 | $4,620 |  | $19,270 | $3,800 | | **GPA Add-ons** | | | | | | | | PCCM |  | Nil | $2,000 |  | Nil | $1,600 |   **Billing FNN:** NXXXXXXXXR (Network FNN in Step 2d is required if this is not provided)  **Contact details entered in Step 1 will be used if the below is left blank**  **Customer contact** (who will interact with Telstra for installation)   |  |  |  | | --- | --- | --- | | Contact name: |  | | | Company name: |  | | | Company address: |  |  | | Contact details: | Phone (work): | Phone (mobile): | | Email: |  | |   **Technical contact** (often a third party technical resource working on your behalf)   |  |  |  | | --- | --- | --- | | Contact name: |  | | | Company name: |  | | | Company address: |  |  | | Contact details: | Phone (work): | Phone (mobile): | | Email: |  | | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 4:** ADD-ONS

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| **Step 4f –Telstra Cloud Infrastructure: Managed Backup**  This offer can be purchased with your Virtual Server (Dedicated) GEN2 subscription and is accessed using a Telstra private network and a connection to Telstra’s Cloud Services. You will **need to have an existing Telstra Next IP®** network service (i.e. Connect IP, Business IP or IPMAN). | | |
| **Technical contact** is the person in your company authorised to oversee technical aspects of the Managed Backup product and required to provide the input for backup services you agree to in this from.  You must notify us of any changes to your contact details. |  | **Technical contact details**   |  |  |  | | --- | --- | --- | |  | Same as above | | | **Contact name:\*** |  | | | **Contact details:** | Phone (mobile)\*: | Phone (work): | |  | Fax: | | |  | Email\*: | | |
| **Private network connection** provides an access connection to Cloud Services and its backup platform as described in Part G (Network Services) of the Cloud Services section of the ‘Our Customer Terms’ document.  We provide the connection to link your existing Telstra Next IP® network to our backup platform. To qualify for this service, you must have at least one Business IP, Connect IP or IPMAN service activated to your relevant premises.  All pricing provided in this application form is **GST exclusive**  **Data Import / Export**  Each data import allows transfer of up to 12TB of data. For a larger volume of data, multiple data imports should be requested. For example, 16TB of data would require two service orders at $790 each = $1,580 in total.  Fees include the equipment use, handling to and from your nominated premises and the data import or export from the backup platform.  The data import service is only delivered during business hours.  Managed data import provides a greater level of support where our technical team delivers, configures and carries out the data transfer. This option should be selected if:   * Data needs to be transferred outside of business hours * Your servers are located regionally * You have business critical data * Your data transfer needs to be scheduled or phased * Your data transfer is urgent.   **Backup** comes occurs in two ways Telstra-scheduled or customer ad hoc.  For a scheduled backup your system backups occur nightly. Once we’ve configured your Telstra-scheduled backup, you can perform ad hoc backups and/or restores from backups directly from your virtual server using the installed backup system.  Alternatively, you can submit a request to us to set up an ad hoc backup or restore for you (this service attractsa fee).  If **Backup Clients Configuration** is not completed then you will need to submit Backup Requests via the Cloud Service Desk. |  | Step 1a – Network connection  This is a **required component** of Managed Backup. If you have more than one private network service, you will need to purchase a connection for each one.   |  |  |  | | --- | --- | --- | | **Network Service** | | | | **Item** | **Quantity**  **(Network Service)** | **Fee**  **(per Network Service)** | | Telstra Next IP® network connection to backup platform |  | $ 100.00 |   Step 1b – Data import & export services  If you have 100GB or more of data to be imported, you may save time by using our data import service. We provide you with one or more data volumes devices for you to copy your data onto and securely transfer back to us. These fees are applied in addition to any other backup service fees.   |  |  |  | | --- | --- | --- | | **Data Import** | | | | **Item** | **Quantity**  **(Imports)** | **Fee**  **(per Import)** | | 12TB of data. |  | $ 790.00 | | **Item** | **Fee** | | | Managed data import / export | Price on application | |   If you do not return the device to us within one month, we may charge you for the device, as set out below:   |  |  | | --- | --- | | **Data Import Device** | | | **Item** | **Overdue Fee**  **(per Device)** | | Data Import Device | $2,150.00 |  Included services The following fees will be applied to the servers you configure for backup.   |  |  |  | | --- | --- | --- | | **Backup** | | | | **Item** | **Total number of backups** | **Monthly fee**  **(per GB of Storage Protected)** | | 1 Month Data Retention | Rolling 1 month of daily backups | $0.45 | | 1 Quarter Data Retention | Rolling 3 months of daily backups | $0.70 | | 1 Year Data Retention | Rolling 3 months of daily backups and 12 monthly backups | $1.10 | | 7 Year Data Retention | Rolling 3 months of daily backups and 84 monthly backups | $1.25 |   The following fees will be applied when requested.   |  |  |  | | --- | --- | --- | | **Backup Service Requests** | | | | **Item** | | **Fee (per Request)** | | Add/Delete Server | | $ 50.00 | | Change/Reset Password | | FREE | | Change Recipients Of Backup Reports | | FREE | | Change Physical Location Of Existing Server | | $ 50.00 | | Change Server Name | | $ 50.00 | | Change Backup Configuration | | $ 50.00 | | Cancel Managed Backup Service | | FREE | | **Item** | **Fee** | | | Backup Support | $150.00  (per hour - business hours) | $300.00  (per hour - after hours) | | Assisted Restore From Long-Term Backup | $150.00  (per hour – set-up fee) | Plus $1.20  (per GB restored) | |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **#** | **Client Name FQDN** | **Schedule** | **Retention** | **Operating System** | **Location** | | 1 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 2 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 3 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 4 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 5 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 6 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 7 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 8 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 9 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. | | 10 |  | Choose an item. | Choose an item. | Choose an item. | Choose an item. |   Backup Clients Configuration (optional) | | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 5:** Activation times

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|  |  | **Estimated activation times\* – blades and additional services**   |  |  | | --- | --- | | **Blade type** | **Estimated activation time** | | 2 CPU, 128GB RAM, 1,000GB active storage | **12 business days** | | 2 CPU, 256GB RAM, 1,000GB active storage | **12 business days** | | 4 CPU, 512GB RAM, 1,000GB active storage | **17 business days** | | TDI 2 CPU, 768 GB RAM, 1,000GB performance storage | **30 business days** |   \*Activation times:   * The activation process commences when your Telstra representative submits a current, signed, correctly completed application form to our cloud team. * Activation times vary depending on the amount of features and the type of blades you’ve selected via this application form.   Activation can include the following services:   * + Create a new virtual data centre   + Connection to your virtual data centre via the internet   + Connect to your vCenter via SSL VPN   + Configure your blades and storage   + Configure virtual data centre instance   + Additional storage (optional)   + Create a cluster   + Configure a firewall with default rules (allow all private traffic, deny all public traffic)   + Add additional SSL VPN users   + Initiate Data import   **After any blades and additional services are activated, the Gateway Protection Advanced activation begins.**   |  |  | | --- | --- | | **Gateway Protection Advanced** | **Estimated activation time** | | Gateway Protection Advanced | **12 business days** | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 6:** telstra cloud services

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|  |  | **Complementary services**  The following value add services many companies add to their Cloud Infrastructure virtual server (dedicated) clusters.  **Step 6a - Cloud Concierge**  Contact me about Cloud Concierge services  Our Cloud Concierge service provides you with personalised help in setting up your new cloud services. This dedicated service is ideal when you need ‘bite-sized’ assistance in establishing your infrastructure environment. Our team can help when you don’t have the time or expertise to map infrastructure or platforms to your business requirements. It’s also useful for providing further training for your staff. Please email [cloudpractice@team.telstra.com](mailto:cloudpractice@team.telstra.com). |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 7:** Billing

Billing for your virtual server (dedicated) service commences when the service is provisioned.

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| Let us know if you need a new Telstra account or have an existing Telstra account.  If you have an existing Telstra account, you can include a billing reference ID, which will identify bills for your service if the same account number is used for multiple services.  The billing ID should be 16 alphanumeric characters long.  If you have been provided a Promotion Code it can be entered here |  | |  |  |  | | --- | --- | --- | | **Bill services to:** |  |  | |  |  |  | | **New account** OR  *Requires a new internet and virtual data centre / network account* |  | **Existing account**\* | | Billing address      **Promotion code** | **Existing account number**\* | | Billing reference ID | | Billing aggregator no. | |

**Virtual Server (Dedicated) GEN2 Australia**

**Step 8**: Sign

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| **Our Customer Terms** means the Standard Form of Agreement formulated by us for the purposes of Part 23 of the Telecommunications Act 1997 (Cth), as amended by us from time to time.  You can view Our Customer Terms at <http://www.telstra.com.au/customerterms/> or obtain a copy from us. Information about detrimental changes to Our Customer Terms before they take effect is also available on the above website.  **Privacy** Telstra’s Privacy Statement sets out Telstra’s privacy policy which describes how Telstra and its related companies will manage your and anyone else’s personal information and other customer information (such as the purposes and circumstances of its collection, use and disclosure of that information, including for marketing and in relation to transfers to overseas recipients), rights to access and correct that information and how to complain about breaches of the Privacy Act 1988; and Telstra’s credit reporting policy, which provides equivalent details regarding how Telstra and its related companies manage credit-related information and about access and correction rights in relation to that information and how to complain about breaches of credit reporting requirements under the Privacy Act 1988.  Personnel means a persons’ officers, employees, agents, contractors and sub-contractors.  By signing you warrant that you have the authority to make this application on behalf of the customer named above. |  | Your application  I apply for the service(s) described in this form and acknowledge that if my application is accepted it will be provided on:   * The terms and conditions set out in this form * Telstra’s [general terms](http://www.telstra.com.au/customer-terms/download/document/bg-general.pdf) for corporate customers * Telstra’s [Cloud Services](https://www.telstra.com.au/customer-terms/business-government#cloud-services) terms * Telstra’s [Cloud Gateway](https://www.telstra.com.au/content/dam/tcom/our-customer-terms/business-government/pdf/bg-clouddirect-june-28.pdf) terms * My separate agreement with Telstra (if applicable)   If there is inconsistency between this application form and any of the above, the order of precedence set out in the Cloud Services section of [Our Customer Terms](http://www.telstra.com.au/customer-terms/business-government/cloud-services/) will apply. Where I have a separate agreement with Telstra, the order of precedence set out in that agreement will apply.  I acknowledge that any recommendations made to me by Telstra concerning the suitability of a package in this application form to meet my specific performance requirements have been made based on the information provided by me. I’m satisfied that the products provided under my chosen package meet my requirements.  I’ve either received or had the opportunity to review a copy of [Our Customer Terms](http://www.telstra.com.au/customer-terms/business-government/cloud-services/).  Privacy  I agree, and will ensure that our Personnel, any of our related bodies corporate and their Personnel, and any individuals who receive services detailed within this Application Form or whose information is disclosed to Telstra in connection with this Application Form are aware, that Telstra may use and disclose information about you and each of them in accordance with Telstra’s “Privacy Statement” available at https://www.telstra.com.au/privacy/privacy-statement.  I agree to Telstra and its related companies collecting, using and disclosing personal information as described in the Privacy Statement.  I agree that Telstra may also, subject to the Privacy Act 1988:  a) disclose information about me and this application (including information contained in any application for additional services and information about the conduct of my account) to a credit reporting body to obtain credit reporting information about me and to another credit provider or a debt collection agent to collect overdue payments relating to credit owed by me and to notify defaults by me; and  b) obtain and use information about my creditworthiness (including consumer credit reporting information or a commercial credit report) from a credit reporting body or other business that reports on creditworthiness or from a credit provider to assess any application for services or to collect any overdue payments.  Important information about credit reporting: I acknowledge that I should read important information about credit reporting available on Telstra’s website at [https://www.telstra.com.au/privacy/important-information-about-credit/. T](https://www.telstra.com.au/privacy/important-information-about-credit/)his includes details about the credit reporting bodies that Telstra deals with, the kinds of information that Telstra may give to those bodies about me (such as about certain overdue payments), how they may use and disclose it and those bodies’ policies regarding its management. It also includes details about my access, correction and complaint rights regarding credit-related personal information and my rights to prevent its use in certain circumstances, such as if I am a victim of identity fraud. A copy of this information is also available from Telstra on request.  **SIGNED** for and on behalf of the customer as its authorised representative:   |  |  |  |  | | --- | --- | --- | --- | | Signature |  | Date |  | | Print name |  |  |  | | Position |  |  |  | |

***Telstra use only***

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|  |  | Please attach a signed and completed copy of the application form at the **IP Solutions eForm page** *-* <https://apps.telstra.com/ipsolution/admin/home.htm>  Submit under Cloud Services. **Application forms will not be accepted via email***.*  **Customer CIDN**\*       ***REQUIRED*** |
| This section will be completed by your Telstra dealer. |  | Dealer office use only   |  |  |  |  | | --- | --- | --- | --- | | Dealer name\* |  |  | | | Dealer codes |  |  | | | Rep details\* |  | Name\*: | Rep ID: | | Phone\*: |  | Email: | Mobile: |   **Cost summary**  Total of fixed fees only (variable usage costs not included)   |  | Set-up fee | Monthly fee  (recurring) | Total contract value | | --- | --- | --- | --- | | Total cost | $ | $ | $ | |
| This section will be completed by your Telstra Australia representative once they receive your completed application. |  | |  |  |  |  | | --- | --- | --- | --- | | Account Executive name\* |  |  | | | Phone\*: |  | Email: | Rep ID: |  |  |  | | --- | --- | | MAXIM ID\* |  | | Customer segment\* |  | | Payment system |  | | Flexcab Billing account number (BAN)\* |  | | PROMO Codes |  | |
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