

The Telstra Alliance Terms and conditions for Telstra licensee & dealers channel

ClickPOS Pty Ltd
www.clickpos.com

Date created: 06/06/2007
Document proposed to: Telstra Licensees & Dealers using ClickPOS

Terms and Conditions

ClickPOS Pty Ltd is forming a "The Alliance" to deliver a premium service to its current clients that sell Telstra products, who are using the ClickPOS retail management system.

The Alliance has a primary focus to offer the Tariff Plan Template and its remuneration structure to the participating Telstra channels. ClickPOS receives the details of all remuneration structure directly from Telstra or from nominated channels and import or manually update to ClickPOS's central system and finally upload with expected remuneration to your database.

This service is unique to Telstra dealers, and save immense amount of time if each dealer was to maintain manually.

To accept this service please read and accept the terms of this document.

Simply specify you would like to be a part of "The Telstra Alliance" program when ordering ClickPOS or at a later date.

You are also required to provide your Commission percentage (determined by Telstra) in which Telstra pays your commission.

This Commission percentage is based on the multiplication factor that is applied to the Upgrade Plans to calculate the commissions, incentives and bonuses being paid by the carrier to you.

Overview of structure

- ClickPOS has created a centralised database where the Master Plan Template resides.
- ClickPOS has the ability to update only those dealers that are participating in the alliance
- ClickPOS will be liaising with all licensee and dealers who will provide us with up to date data or advice of discrepancies in order to provide accurate data in the plan template.

The Service & Deliverables

As a member you will receive following services:

- ClickPOS will receive an update from Telstra and its nominated members notifying us of any changes to its plan template schedules.
- ClickPOS will manage and update any major changes to the Plan Template area of the system as industry requirements changes.
- ClickPOS will update plan template schedules on the nominated date of change.
- Once a device has reached an end of life period, ClickPOS will remove phone from all plans except for outright sale.
- After three months the end of life phone will be totally deleted from the system.

Your benefits

- The plan template will be up to date with current data as specified by Telstra.
- As a result the expected remuneration amounts will be available to compare against actual payments when your accounts person reconciles revenue.

Fees for service

- A nominated fee of \$181.00 per month for 1st store and \$72.00 per month for consecutive stores will apply.
- Fees will be billed on a monthly basis.
- For those HOSTING their own ClickPOS system you require to provide 24/7 access to your servers MS SQL database for regular upgrades of plan template.

Other Terms

- To become a member of The Alliance to receive automatic remuneration updates, you must accept the terms and conditions of this agreement.
- Allow ClickPOS to update your database with the current data provided by Telstra.
- In cases where a new handset or plan is on the market and is not available in your area the handset or plan will still display in the plan template.
- Dealerships may require to provide ClickPOS with access to Telstra schedules as a nominated dealer.
- It is advisable to disable access to selected user groups under the Carrier / Phone / Plan / Addition deduction and Plan Template area. To disable go to Maintain |System Admin | System Users
- ClickPOS will update following areas Phone/Plan/Carrier/Additions Deductions and Plan Template area, which Includes Rebate, Commission, Bonus 1, and Bonus 2.
- Any additional plan template requirements must be submitted via the website and changes will be complete within one business day.
- For changes to sales already made, ClickPOS will not be responsible for updating any previous sales that may have been affected by incorrect remuneration ie rebates, commissions or bonuses.
- You will have the ability to use the Employee commission structure in Tariff Plan.
- Handset purchase price and sale prices are required to be maintained by each dealer. Unless you have requested the Brightstars VSO integration
- The remuneration structure is, as is, provided by Telstra. Some products offered by Telstra require manual addition and adjustments, although all reasonable care is taken to provide accurate remuneration amounts. The calculations are based on percentage multipliers and some amounts may calculate and round off the final figures for expected remuneration. It is up to each dealer/ licensee to reconcile and find amounts of discrepancies. If you find a plan or handset missing or remuneration amount is in discrepancy please forward details to our support team by either the form provided or email help@clickpos.com and we will make appropriate adjustment to correct the values for future sales.
- ClickPOS may change The Telstra Alliance monthly fees with minimum 1 months' notice to its members.
- The information contained in the Plan Template via our Alliance program is to be used only for the purpose of ClickPOS application and cannot be extracted, forwarded, sold to other persons or companies or used by other software systems. ClickPOS requires a written request and a written approval for each usage and may apply fees for this service of extracting the data. ClickPOS reserves the right to deny use of data and cancellation of this service if found to be in breach of the above terms.

Cancelling The Telstra Alliance Service

- ClickPOS cannot guarantee the accuracy of data being uploaded, hence if you are dissatisfied by the service, you may cancel "The Telstra Alliance" and upkeep your own Plan Template. The Tariff Plan Template function is available to all clients as part of ClickPOS software offered to the telecommunications retail industry.
- If you decide to cancel the service or cease payment for The Telstra Alliance service, we will remove all data contained for the Alliance service and related to the Plan Template section, including plans, carrier details, handsets and remuneration and any further add-ons. You may then re-enter the data for your own usage into the Plan Template section.
- The cancellation will also cease any services attached to The Alliance, this includes services such as Brightstars VSO integration and future add-ons not available at the time of this document being published.

Add-ons and services – Brightstar VSO integration

As of Sept 2010, ClickPOS is adding a free service to those who are part of the The Telstra Alliance, offering Telstra channel to integrate to the Brightstars VSO order and fulfilment service. The integration allows a file to be transferred from Brightstar each time you make an order from Brightstar, the order details are then transferred to

ClickPOS automatically and visible to receive product details. Data includes Full details of Brightstars invoice such as handsets, purchase amounts and serialised imei details.

Contacting support for the Alliance

- For issues related to Plans/device or remuneration discrepancies, email: help@clickpos.com
- For fees for the service email accounts@clickpos.com
- For queries related to Brightstar VSO integration, contact Brightstar email: Vmi.Support@brightstarcorp.com

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