

TELSTRA CLOUD SERVICES CANCELLATION FORM



TELSTRA CLOUD SERVICES CANCELLATIONS

How to use this form

- Read the guidelines in the left hand side panel.
- Fill out the applicable sections, including cancelling any add-on services that are linked to your Telstra Cloud Services. Section 9 must be completed.
- Once you're done, sign the form and send a copy to: CloudServicesSupport@online.telstra.com.au

This form supports

- This form is for Telstra customers who wish to cancel one or more of their Telstra Cloud Services.
- If there is a fixed term agreement associated with the relevant Cloud Service to be cancelled, early termination fees and other charges may apply.
- Please contact your Telstra representative before you complete and submit this form if you require further assistance to understand the charges that may be applicable.

After you submit this form

- You'll receive an email confirming your cancellation.
- We'll review your request, calculate any Early Termination Charges and contact you if more information is necessary.
- There's the option of scheduling a WebEx meeting to walk you through self-cancellation of any services.
- We'll let you know once cancellations have been completed. Please allow up to 30 days for the cancellations to be processed.
- Updates to charges for services will be reflected on your Telstra bill that's compiled **after** cancellation has been processed and the updated bill may include early termination fees and other charges.

SECTION 1 - YOUR DETAILS

Company name is the name of the legal entity to which we've provided cloud services. 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.

Authorised contact name is the person representing you for billing and contract administration. The person's date of birth is needed to setup the contact with a user account in the Cloud Services Portal.

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 set-up with a user account in the Cloud Services Portal. To do so we need their date of birth.

You must notify us of any changes to your contact details.

Company details

Company name*

ACN or ABN*

Registered address*

Trading/business name

Authorised contact details

Contact name*

Contact details

Phone (work)*:

Mobile:

Date of birth*:

(dd / mm / yyyy)

Email*:

Technical contact details (user account)

Contact name*

Contact details

Phone (work)*:

Mobile:

Date of birth*:

(dd / mm / yyyy)

Email*:



Dealer/Partner Details (if any)

Dealer name

Dealer code

Phone#

Email

SECTION 2 - SELECT SERVICE(S) TO CANCEL

Please select the service(s) you'd like to cancel and continue to complete the corresponding next sections, including the mandatory section 9.

Service	Selection	Next Sections
Amazon Web Services (AWS)	<input type="checkbox"/>	Complete Section 3
Microsoft Azure	<input type="checkbox"/>	Complete Section 4
Telstra Cloud Gateway™	<input type="checkbox"/>	Complete Section 5
Telstra Cloud Connector™	<input type="checkbox"/>	Complete Section 6
CloudHealth from Telstra	<input type="checkbox"/>	Complete Section 7
Telstra Cloud Compliance™	<input type="checkbox"/>	Complete Section 8
Cancellation terms – this section is mandatory for all services	×	Complete Section 9

SECTION 3 – AMAZON WEB SERVICES (AWS)

Details on how to terminate your resources can be found on the AWS website: [here](#)

Your **AWS account ID** can be found in the AWS Management Console. For more information see: http://docs.aws.amazon.com/IAM/latest/UserGuide/console_account_alias.html

3.1 Prerequisites

Before cancelling your Amazon Web Services, you'll need to:

- **Terminate any resources** on the AWS account you're cancelling via the AWS Management console.

If you do not terminate your resources on your AWS account, Amazon may continue to charge you fees after Telstra has cancelled your AWS.

- If you have active Reserve Instances or Savings Plans on your AWS account, we will cancel those, although early termination charges may apply in accordance with the terms of our agreement. Please contact us if you need further details before proceeding with the cancellation of your AWS service.

3.2 Cancellation scope

Are you cancelling **all** your AWS services with Telstra?

- Yes** - Proceed to the Linked services section below.

(You will need to exit member/child accounts where applicable)

- No – I'm only cancelling select accounts** - Please list the AWS Account IDs you would like to cancel.

AWS Account ID(s)*	Account ID #1
	Account ID #2
	Account ID #3

If you have more than three AWS Account IDs, please use the Appendix to this Cancellation Form

3.3. Linked services

Telstra Cloud Gateway™

Do you have any active Cloud Gateway subscriptions?

- Yes** - Complete Section 5.

- No**

Telstra Cloud Connector™

Do you have any active Cloud Connector subscriptions?

- Yes** - Complete Section 6.

- No**

3.4 Confirmation of cancellation

Please check the boxes against all applicable statements

Tick this only if you've selected 'Yes' in Section 3.2 (Cancelling all your AWS services.) I am cancelling all my AWS services with Telstra (all AWS related subscriptions and resources will be terminated).

I have terminated all my resources from the AWS environment.

**Termination
date**

SECTION 4 – MICROSOFT AZURE

Details on how to delete your resources can be found on Microsoft Azure website: [here](#)

Please complete Section F of the Microsoft Azure Reserved Instances and Server Subscriptions Form

Your **Azure tenant ID** can be found on the Microsoft Azure Portal. For more information see: <https://docs.microsoft.com/en-us/azure/active-directory/fundamentals/active-directory-how-to-find-tenant>

e.g. contoso.onmicrosoft.com

4.1 Prerequisites

Before cancelling your Microsoft Azure, you'll need to:

- **Delete any resources** on the Azure account(s) that you're cancelling via the **Azure portal**.

If you do not delete your resources on your Azure account, Microsoft may continue to charge you fees after Telstra has cancelled your Azure.

- Delete any active Microsoft Reservations or Server Subscriptions on the Azure account(s) that you're cancelling by completing Section F of the Microsoft Azure Reservations and Server Subscriptions Form

4.2 Azure account details

**Azure tenant ID/
Microsoft ID***

Microsoft domain*

4.3 Cancellation scope

Are you cancelling **all** your Azure services with Telstra?

- Yes** - Proceed to the Linked services section below.
- No – I'm only cancelling select subscriptions**

Please list the Azure subscription IDs you would like to cancel:

Azure Subscription ID*	Subscription ID #1
	<hr/>
	Subscription ID #2
	<hr/>
	Subscription ID #3
	<hr/>

If you have more than three Microsoft Azure Account IDs, please use the Appendix to this Cancellation Form

4.4 Linked services

Telstra Cloud Gateway™

Do you have any active Cloud Gateway subscriptions?

- Yes** - Complete section 5.
- No**

Telstra Cloud Connector™

Do you have any active Cloud Connector subscriptions?

- Yes** - Complete section 6.
- No**

4.5 Confirmation of cancellation

Please check the boxes against all applicable statements:

Tick this only if you've selected 'Yes' in Section 4.3 (Cancelling all your Azure services.) I am cancelling all my Azure services with Telstra (all Azure related subscriptions and resources are to be deleted).

I have deleted all my resources from the Azure subscriptions.

Deletion date _____

SECTION 5 – CANCEL OR MODIFY TELSTRA CLOUD GATEWAY™

You can find your **Telstra network subscription IDs** in your [Cloud Gateway™ portal](#) under 'Connection Info' of each cloud service.

5.1 Prerequisites

You will need to disconnect any cloud services from the Cloud Gateway service you're cancelling.

- If you've got AWS connections, you must:
 1. [Delete your virtual interfaces](#), then;
 2. [Delete your connections](#) from your AWS Direct Connect.
- If you've got Azure connections, you must first [disconnect all vNets from the ExpressRoute circuit](#) via the Azure portal. Once Telstra has deprovisioned the ExpressRoute circuit, you will be able to delete it from your Azure portal in order to cancel the Microsoft charges.

As Telstra does not have access to your cloud tenancies, please contact either AWS or Azure directly if you need assistance with the above steps.

5.2 Cloud Gateway details

Please list the Telstra network subscription ID of every connection on the Cloud Gateway service(s) that you want to cancel or modify.

Telstra network Subscription ID*	Subscription ID #1
	Subscription ID #2
	Subscription ID #3

If you have more than three Telstra network subscription IDs, please use the Appendix to this Cancellation Form

5.3 Cancellation or modification?

Are you:

- Keeping your Cloud Gateway service and modifying bandwidth?**

Complete sections 5.2, 5.4 and 5.6.

- Cancelling a single Cloud Gateway connection?**

Please read section 5.1 (prerequisites for cancellation) and complete section 5.6

- Cancelling multiple Cloud Gateway connections?**

Please read section 5.1 (prerequisites for cancellation) and complete section 5.6

- Cancelling all your Cloud Gateway connections and your Cloud Gateway service subscription?**

Please read section 5.1 (prerequisites for cancellation) and complete section 5.6

Please refer to the [Cloud Gateway pricing guide](#) to find your new bandwidth fees.

5.4 Bandwidth tier downgrade

(TVS Network connections only. All other bandwidth modifications are to be done via Gateway portal <https://gateway.telstra.com>)

Current bandwidth 50MB 100MB 200MB 300MB 400MB
 500MB 1GB 2GB 5GB

New bandwidth 50MB 100MB 200MB 300MB 400MB
 500MB 1GB 2GB 5GB

5.6 Confirmation of cancellation/modification

Please check the boxes against all applicable statements

Tick this if you've selected 'Keeping your Cloud Gateway service but modifying bandwidth' in section 5.2

I acknowledge that by requesting this change, I'll incur a one-off Adds/Moves, Changes charge. Please see [Cloud Gateway pricing guide](#) for fee details.

Tick this if you've chosen to cancel a single or multiple Cloud Gateway connections in 5.2

I confirm that I do not have active cloud service(s) using the Cloud Gateway connections I'm cancelling.

Tick this if you've selected 'All your Cloud Gateway connections, and your Cloud Gateway service subscription' in Section 5.2

By cancelling my last active Cloud Gateway connection, I acknowledge Telstra will also cancel the Cloud Gateway service subscription, and I maybe liable for early termination and other charges.

SECTION 6 – TELSTRA CLOUD CONNECTOR™

6.1 CLOUD SIGHT PORTAL

Cancellation of your Telstra Cloud Connector service can be made via the [Telstra Cloud Sight portal](#). Please use this link to cancel your service.

Our user guide has [instructions for managing your Cloud Connector](#) including:

Our user guide has [instructions for managing your Cloud Connector](#), including:

- [Deleting a Cloud Connector](#)
- [Deleting a link with an AWS Cloud](#)
- [Deleting a link with an Azure Cloud](#)

Please [Contact us](#) if you have trouble cancelling your Telstra Cloud Connector via Cloud Sight.

SECTION 7 – CLOUDHEALTH FROM TELSTRA

Your CloudHealth from Telstra Subscription ID can be found on the header of each cloud's details page on [Telstra Cloud Sight™ portal](#).

You can also find it on your Telstra bill.

7.1 Confirmation of cancellation

Please check the box if you agree with the statement:

I would like to cancel my CloudHealth from Telstra service with the subscription ID below.

**Subscription
ID**

SECTION 8 – TELSTRA CLOUD COMPLIANCE™

Your Telstra Subscription ID can be found on the header of each cloud's details page on [Telstra Cloud Sight™ portal](#). [Learn more](#)

You can also find it on your Telstra bill.

8.1 Confirmation of cancellation

Please check the box if you agree with the statement:

I would like to cancel my Telstra Cloud Compliance service with the subscription ID below.

Subscription ID

SECTION 9 – CANCELLATION TERMS

Our Customer Terms means the standard form of agreement formulated by Telstra under part 23 of the Telecommunications act 1997, as amended by Telstra from time to time. You can view our customer terms at <http://telstra.com.au/customerterms/> or obtain a copy from Telstra.

Under the terms of our agreement with you, you can cancel your services at any time by telling us in writing at least 30 days beforehand. This form constitutes that notice to us.

We also agreed that if you cancel your service before the end of any fixed length contract, we may charge you any applicable early termination charges. The amount of the early termination charge is set out in the application form you used to apply for your service or was disclosed to you when you applied for the service. You can also contact us to understand any charges that may be applicable to your account after the cancellation has been processed.

If you cancel a service before we have provided it to you, we can charge you any costs we incurred in preparing to provide it to you.

See [Our Customer Terms](#) for full details of our agreed terms in relation to cancelling services.

If you agree to finalise the cancellation of services as detailed in this form, then please tick the following boxes if you agree with the statements:

- I authorise cancellation of services as detailed in this form.
- I acknowledge and agree that by cancelling the service(s) in this form, Telstra may charge early termination fees and other charges in accordance with our agreement. Any such charges will be included in the Telstra bill issued after the cancellation of the services.
- I acknowledge and agree that you can ask us to pay a reconnection charge if we decide to reconnect a service that has been cancelled.
- I acknowledge and agree that certain pre-requisite tasks need to be undertaken before Telstra is able to process cancellations for some services listed in this form, and that if these are not done or are incomplete, then I may be charged additional fees from Microsoft and/or AWS (depending on my service).

SIGNED by me, for and on behalf of the Customer as its authorised representative:

Signature

Name

Date

**Cancellation
reason(s)**

Once you've complete this form, please email it to CloudServicesSupport@online.telstra.com.au

APPENDIX

1 : Additional AWS Account ID(s)

Please use the below table when you have many AWS accounts and want you wish to cancel them but couldn't list them all in Section 3.2

AWS Account ID

2 : Additional Azure Subscription ID(s)

Please use the below table when you have many Azure subscription ID(s) and want you wish to cancel them but couldn't list them all in Section 4.3

Azure Subscription ID

3 : Additional Telstra Network Subscription ID(s)

Please use the below table when you have many Cloud Gateway™: Telstra Network subscription ID(s) and want you wish to cancel them but couldn't list them all in Section 5.2

Telstra Network Subscription ID