



MICROSOFT® EXCHANGE ONLINE APPLICATION

INFORMATION ABOUT THE SERVICE

Your plan is for a Microsoft® Exchange Online application which is available through the Telstra Apps Marketplace.

The Microsoft Exchange Online application is a Microsoft hosted enterprise messaging application. You need to take up one of the following user licences for each user of the application (**User SL**):

- Exchange Online Kiosk User SL;
- Exchange Online (Plan 1) User SL; and
- Exchange Online (Plan 2) User SL.

Telstra Apps Marketplace

The Telstra Apps Marketplace is a web-based marketplace that enables you to purchase and manage various software applications that we make available from time to time.

You need an internet connection to access the Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit marketplace.telstra.com and create an account.

You may need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on marketplace.telstra.com and Our Customer Terms.

You're responsible for ensuring that you meet these requirements.

Minimum term

Casual. There is no fixed or minimum term but you need to give us 30 days notice to cancel your Microsoft Exchange Online application.

What's included

The Microsoft Exchange Online application includes:

- Outlook® Web App (regular and light versions);
- Global Address List access;
- Mailbox access through the POP3 protocol;
- spam filtering and virus protection through Microsoft Exchange Online Protection;
- Microsoft data protection and security features; and
- access to and use of the Microsoft Online Portal.

Depending on what User SL you choose, your Microsoft Exchange Online application also includes the features listed in the table below.

Application feature	Kiosk per User SL	(Plan 1) per User SL	Online (Plan 2) per User SL
Mailbox size primary mailbox	2GB	50GB	100GB
Mailbox size personal archive	2GB	50GB	Unlimited
Maximum number of mailboxes	As advised by us or Microsoft from time to time.		
IMAP mailbox access through the IMAP4 protocol	✗	✓	✓
Support of Microsoft Exchange ActiveSync®	✓	✓	✓
Hosted voicemail (unified messaging)	✗	✗	✓
Legal hold capabilities which help preserve mailbox contents for a specific period	✗	✗	✓

INFORMATION ABOUT PRICING

Your minimum monthly charge

	Charge per user per month
Microsoft® Exchange Online (Plan 1)	\$6.05
Microsoft® Exchange Online (Plan 2)	\$12.10
Microsoft® Exchange Online Kiosk	\$2.97

Early Termination Charge

There's no Early Termination Charge.

OTHER INFORMATION

Manage your service online

You can manage your Telstra Apps Marketplace applications online at marketplace.telstra.com

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

Important Information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the billing period.

You'll receive a proportion of your Monthly Call Allowance based on the number of days left in the billing period, and your full Monthly Call Allowance in the next month. You'll receive a full month's data allowance.

To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

We're here to help

You'll find more information at marketplace.telstra.com

If you have questions about your bill, need technical or account support, please call the Marketplace team on 1800 878 483 or 1800 808 981 (TTY).

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra, including Our Customer Terms which is available at telstra.com.au/customer-terms