

MICROSOFT® DYNAMICS CRM SERVICE

INFORMATION ABOUT THE SERVICE

Your plan is for Microsoft® Dynamics CRM service which is available through **Telstra Apps Marketplace**.

The Microsoft Dynamics CRM service is a Customer Relationship Management (CRM) system including a range of sales, marketing and customer service capabilities.

You must take up a minimum of one premium licence per subscription to access administrator functions within Microsoft Dynamics CRM. You may take up a license for any type of user after you activate the service.

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 Telstra Apps Marketplace. To start using the Telstra Apps Marketplace, visit marketplace.telstra.com and create an account for your organisation.

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

There's is no minimum term.

You can add additional users at any time.

What's included

There are various plans that you can choose from. The plans are determined by the amount of user capabilities that you need.

User Capabilities	Essential	Enhanced	Premium
	Light-weight access to custom applications	Basic CRM reporting and custom applications	Full sales, service, marketing and custom applications
Customise and administer Dynamics CRM			✓
Manage system dashboards, charts, workflows and dialogs			✓
Customer service automation			✓
Marketing campaign and lists			✓
Reporting personal dashboards and visualisations		✓	✓
Basic CRM read and write accounts, contacts, cases and leads		✓	✓
Read and write basic application data	✓	✓	✓
Activity management, activity feeds	✓	✓	✓
Access using Microsoft Dynamics CRM desktop app and mobile app	✓	✓	✓

INFORMATION ABOUT PRICING

Your minimum monthly charge

Per user per month (including GST)	Essential	Enhanced	Premium
Microsoft Dynamic CRM – 5GB	\$16.50	\$33	\$71.50
Add-on (extra storage/per GB)		\$5.50	

Early Termination Charge

There is no early termination charge for the service.

OTHER INFORMATION

Manage your service online

You can manage your 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 – refer to the 'Important information about your first bill' section for more information.

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.

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 and Our Customer Terms, which is available at telstra.com.au/customer-terms/