

Critical Information Summary

This summary does not reflect any discounts or promotions which may apply from time to time.



Microsoft Dynamics 365

Information about the service

Your plan is for a Microsoft Dynamics 365 application which is available through the Telstra Apps Marketplace.

Microsoft Dynamics 365 is a Customer Relationship Management (CRM) application, which is hosted by Microsoft.

You need to take up a user license for each user of the application (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 Dynamics 365 subscription.

What's included

Plans

Plans and applications	Dynamics 365 Enterprise Edition Plan 1	Dynamics 365 for Customer Service, Enterprise Edition	Dynamics 365 for Field Service, Enterprise Edition	Dynamics 365 for Project Service Automation, Enterprise Edition	Dynamics 365 for Sales, Enterprise Edition	Dynamics 365 for Sales, Enterprise Edition for SMB	Dynamics 365 for Team Members, Enterprise Edition	Dynamics 365 for Team Members, Enterprise Edition for SMB
Minimum Licences	1	1	1	1	1	1	1	1
View activity feeds	✓	✓	✓	✓	✓	✓	✓	✓
Manage activities	✓	✓	✓	✓	✓	✓		
Read and write custom application data	✓	✓	✓	✓	✓	✓	✓	✓
Customer service automation	✓	✓						
Field service automation	✓		✓					
Project service automation	✓			✓				
Sales force automation	✓				✓	✓		

Information about pricing

Your Minimum monthly charge

Plan	Charge per user per month incl GST
Microsoft Dynamics 365 Enterprise Edition Plan 1	\$173.69
Applications	Charge per month incl GST
Microsoft Dynamics 365 for Customer Service, Enterprise Edition	\$143.44
Microsoft Dynamics 365 for Field Service, Enterprise Edition	\$143.44
Microsoft Dynamics 365 for Project Service Automation, Enterprise Edition	\$143.44
Microsoft Dynamics 365 for Sales, Enterprise Edition	\$143.44
Microsoft Dynamics 365 for Sales, Enterprise Edition for SMB	\$55.99
Microsoft Dynamics 365 for Team Members, Enterprise Edition	\$12.10
Microsoft Dynamics 365 for Team Members, Enterprise Edition for SMB	\$7.04

Early termination charge

There is 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 pricing 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.

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 133 677 (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