

TELSTRA PROFESSIONAL SERVICES FOR MICROSOFT DYNAMICS CRM ONLINE

INFORMATION ABOUT THE SERVICE

Your plan is for a Telstra Professional Services for Microsoft Dynamics CRM Online application which is available through the Telstra Apps Marketplace.

Telstra Professional Services for Microsoft Dynamics CRM Online are professional services to help customers get the most out of Microsoft Dynamics CRM Online.

You need to take up a Microsoft Dynamics CRM Online Professional or Professional Add-On to Office 365 licence for a Professional Service for Microsoft Dynamics CRM Online.

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

The minimum term for Telstra Professional Services for Microsoft Dynamics CRM Online is 12 months. After the minimum term there is no fixed or minimum term but you need to notify us if you wish to cancel your plan.

What's included

Depending on which Plan you choose, your Telstra Professional Service for Microsoft Dynamics CRM Online Plan includes the features listed in the table below.

	Bronze Service	Silver Service	Gold Service
Scoping and analysis – call to discuss scope to enable customer to complete scoping template for system customisation	30 minutes	1 hour	4.5 hours including scoping session and documentation
System configuration and customisation – configuration of Microsoft Dynamics CRM Online solution			
Australianisation pack and base system configuration	✓	✓	✓
Organisation system wide settings configuration – including Exchange and standard system settings	✓	✓	✓
Custom fields	25	50	50
Forms – customised functionality of system default entity forms	3	5	5
User Groups - security configuration	✗	2	3
Views – creation or modification of views related to system default entities	5	8	15
Charts – creation or modification of charts related to system default entities	3	5	10 or 2 custom charts with up to 2 custom Excel/Word/ email templates and up to 2 custom FetchXML based reports
Dashboards – creation of dashboard/s with	1	2	4
Dashboard elements – including elements already created (ie views, charts)	5	5	5
Workflows – basic workflow or form automation with a maximum of 5 actions	1	3	8
Data import – import of data into Dynamics CRM			
Entities – data import from completed import template	3	5	5
Data resubmissions – resubmission of data in line with data import guidelines	3	3	3
Training – online training			
Administrator	1 hour	1.5 hours	2 hours
End user	1 hour	1.5 hours	2 hours

	Bronze Service	Silver Service	Gold Service
Project Management and Support			
Quarterly check up meetings – 1 hour check up per quarter for future enhancements/consulting discussion	✓	✓	✓
Project management	1 hour	1.5 hours	2 hours
Remote support – support hours expire at the end of 1 months	30 minutes/month	45 minutes/month	1 hour/month
After the first 12 months			
Monthly customisation and/or support (customisation and support hours expire on the last day of each month and cannot be accumulated)	2 hours	3 hours	4 hours

Once off professional services

Telstra Professional Services for Microsoft Dynamics CRM Online Customisation Pack – provides 10 hours of customisations including 2 hours of remote scoping where scoping is required. Customisation scope includes forms, fields, views and entities as agreed with the partner. Custom development is not in scope. Customisation hours expire after 12 months.

Telstra Professional Services for Microsoft Dynamics CRM Online Discovery Workshop – provides a 4 hour workshop for more complex solutions to understand your current business, workflows and requirements. You will receive a scoping document that includes scope, priorities and roadmap.

INFORMATION ABOUT PRICING

Your minimum monthly charge

Plan	Charge per user per month incl GST
Professional Services for Microsoft Telstra Dynamics CRM Online Bronze	\$449
Telstra Professional Services for Microsoft Dynamics CRM Online Silver	\$749
Telstra Professional Services for Microsoft Dynamics CRM Online Gold	\$1,099

Once off professional services	Once off charge
Telstra Professional Services for Microsoft Dynamics CRM Online Customisation Pack	\$2,750
Telstra Professional Services for Microsoft Dynamics CRM Online Discovery Workshop	\$2,200

Early Termination Charge

If your Bronze, Silver or Gold plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC). The ETC decreases by equal instalments each month that you remain on your plan.

The maximum early termination charge you'll pay is:

- Telstra Professional Services for Microsoft Dynamics CRM Online Bronze \$3,771.60
- Telstra Professional Services for Microsoft Dynamics CRM Online Silver \$6,291.60
- Telstra Professional Services for Microsoft Dynamics CRM Online Gold \$9,231.60.

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 1800 808 981 (TTY).

Complaints or disputes

- If you need to make a complaint you can:
- 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