

Critical Information Summary

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



Skype™ for Business Online

Information about the service

Skype for Business Online (Plan 1) is not available for purchase by new customers from 1 August 2018. Existing customers can continue to use Skype for Business Online (Plan 1) until further notice. From 1 August 2018, existing customers will be unable to increase the number of licences for Skype for Business Online (Plan 1). Skype for Business Online (Plan 2) continues unaffected.

Your plan is for a Skype™ for Business Online which is available through the Telstra Apps Marketplace.

Skype™ for Business is a Microsoft hosted communications service that connects people for meetings and conversations anytime and from virtually anywhere. It gives users access to information about presence, and enables instant messaging, audio and video calling, rich online meetings, and extensive web conferencing capabilities. You need one of the following user licences for each user of the application:

- Skype™ for Business Online (Plan 1) User SL
- Skype™ for Business Online (Plan 2) User SL
- Cloud Phone System
- Skype™ for Business Plus CAL

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 Skype™ for Business Online application.

What's included

The Skype™ for Business Online application comes with:

- instant messaging and presence (up to 250 presence subscribers per user)
- Skype™ for Business Online-to-Skype™ for Business Online audio/video calling (audio and video quality may vary depending on your network performance)
- Skype™ for Business Online external connectivity
- Authenticated attendee in Skype™ for Business meetings.

Depending on what User SL you choose, your Skype™ for Business application also includes the features listed in the table below.

Application Feature	Skype for Business Online (Plan 1) User SL	Skype for Business Online (Plan 2) User SL
Initiate ad-hoc and scheduled online meetings	×	✓
Initiate multi-party Skype for Business – based audio/video	×	✓
Initiate interactive data sharing (screen/application/whiteboard)	×	✓
Initiate integration with 3rd party dial in audio conferencing application	×	✓
On premises rights	×	✓
Call management capabilities (make, receive and transfer calls) in the cloud	×	✓ Requires a Skype for Business Online Cloud PBX User License
Authorisation for users to access enterprise telephony and call management features in Skype for Business Server	×	✓ Requires a Skype for Business Plus CAL User License

Application Feature	Audio Conferencing
Enables users to dial-in a number to join meetings, or dial-out to bring participants into the meeting. Maximum 250 Users	You'll need at least one of the following: Office 365 Business Premium Office 365 Business Essentials Skype for Business Online Plan 2 Office 365 Enterprise E1 Office 365 Enterprise E3 Microsoft 365 Enterprise E3

What's not included

You must provide all equipment (including appropriate web and video cameras attached to personal computers), download and install all plug-ins and other software necessary to access the Skype™ for Business Online application.

Information about pricing

Your minimum monthly charge

Plan	Charge per user per month
Skype™ for Business Online (Plan 1)	\$2.80
Skype™ for Business Online (Plan 2)	\$8.35
Cloud Phone System	\$12.10
Skype™ for Business Plus CAL	\$3.08
Audio Conferencing	\$6.04

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.

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

Please visit telstra.com/contact us if you have questions about your offer, technical support, service or connection. Alternatively you can call us on 13 2200 or 1800 808 981 (TTY). To report technical issues while overseas, you can call our 24/7 International Roaming Helpdesk on +61 439 12 5109.

Complaints or disputes

If you have a problem or complaint about your service, go to telstra.com/complaints where you'll find full contact details and information about how to resolve it.

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, visit tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are available at telstra.com.au/customer-terms