

## Critical Information Summary

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



# Microsoft Windows 10 Enterprise

## Information about the service

Your plan is for a Microsoft Windows 10 Enterprise application which is available through the Telstra Apps Marketplace.

Windows 10 Enterprise builds on a strong foundation of Windows 10 Pro, adding premium features to address the needs of all organizations.

To take advantage of this offering, you must have the following:

- Windows 10 Pro, version 1607 (also known as Windows 10 Anniversary Update) or later installed on the devices to be upgraded
- Azure Active Directory (Azure AD) available for identity management (can be purchased on the Telstra Apps Marketplace)

### 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](https://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](https://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 Windows 10 Enterprise subscription.

### What's included

#### Plans

Plans and applications	Windows 10 Enterprise E3 & E5
Minimum Licences	1
Advanced Security Features	✓
Better extensive device and app management	✓
Full flexibility of OS deployment and update control	✓

**Credential Guard** – Hardware-level security, virtualization-based security, improved protection against persistent threats and improved manageability

**Device Guard** – Protects against malware, protects the Windows system core from vulnerability and zero-day exploits, and allows trusted apps to run

**Applocker Management** – Helps IT pros determine which applications and files users can run on a device.

**Application Virtualization** – Makes applications available to end users without installing the applications directly on the users device

### Windows Defender Advanced Threat Protection (ATP)

Windows Defender ATP enables enterprise customers to detect, investigate and respond to advanced attacks and zero-day threats on their networks. Built-in, cloud-powered and leverages the Microsoft Intelligence Security Graph.

**User Experience Virtualization** – Captures user-customized Windows and application setting and store them on a centrally managed network file share

**Managed User Experience** – Helps customize and lock down a Windows device's user interface to restrict it to a specific task.

## Information about pricing

### Your Minimum monthly charge

Plan	Charge per user per month incl gst
Windows 10 Enterprise E3	\$10.56
Windows 10 Enterprise E5	\$16.61

### 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](https://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](https://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](https://telstra.com/billpay)

### We're here to help

You'll find more information at [marketplace.telstra.com](https://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](https://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](https://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](https://telstra.com.au/customer-terms)

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