

## MICROSOFT OFFICE 365 EDUCATION

### INFORMATION ABOUT THE SERVICE

Your plan is for a Office 365 Education Application which is available through the Telstra Apps Marketplace.

Office 365 Education provides students and teachers a set of capabilities consists of multiple eligible Microsoft Online services. You need a user licence for each user of the application. To qualify for Office 365 Education you must be a qualified Educational user.

Office 365 Education E5 for faculty and students includes all the features of Office 365 Education plus desktop versions of Office on PC/Mac with applications for tablets and smartphones, additional security features, and a new class of unified communications solutions with advanced Skype for Business meeting and voice capabilities.

Office 365 ProPlus for faculty and students is productivity software (including Word, PowerPoint, Excel, Outlook, OneNote, Publisher, Access, Skype for Business) that you install on your desktop or laptop computer. Office 365 ProPlus is a user-based service that allows users to access Office on up to 5 PCs or Macs and on their mobile devices.

Office 365 Education E5 without PSTN conferencing for faculty includes all the features of Office 365 Education plus desktop versions of Office on PC/Mac with apps for tablets and smartphones, additional security features, and a new class of unified communications solutions with advanced Skype for Business meetings without PSTN Conferencing.

### 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](http://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](http://marketplace.telstra.com) and Our Customer Terms. You're responsible for ensuring that you meet these requirements.

#### Minimum Term

Minimum Term Casual. There is no fixed or minimum term but you need to give us 30 days notice to cancel your Office 365 Education E5 for faculty; Office 365 Education E5 for students; Office 365 ProPlus for faculty; Office 365 ProPlus for students; and Office 365 Enterprise E5 without PSTN Conferencing for faculty.

### What's included

| Plans and Applications                              | Office on PC/Mac with apps for tablets and phones | 1 TB file storage and sharing and self-service BI in Excel | Advanced security with Advanced Threat Protection and Customer Lockbox | Unified communications solutions with advanced Skype for Business meeting and voice capabilities |
|---|---|--|--|--|
| Office 365 Education E5 for faculty                 | •   | •  | •  | •  |
| Office 365 Education E5 for students                | •   | •  | •  | •  |
| Office 365 ProPlus for faculty                      | •   | •  |  |  |
| Office 365 ProPlus for students                     | •   | •  |  |  |
| Enterprise E5 without PSTN Conferencing for faculty | •   | •  | •  |  |

### INFORMATION ABOUT PRICING

#### Your Minimum monthly charge

| Plan  | Charge Per user per month (inc GST) |
|---|-------------------------------------|
| Office 365 Education E5 for faculty                 | \$11.88                             |
| Office 365 Education E5 for students                | \$8.91                              |
| Office 365 ProPlus for faculty                      | \$3.19                              |
| Office 365 ProPlus for students                     | \$2.42                              |
| Enterprise E5 without PSTN Conferencing for faculty | \$11.00                             |

#### Early termination charge

There are no Early Termination Charges.

### OTHER INFORMATION

[Manage your service online](#)

You can manage your Telstra Apps Marketplace applications online at [marketplace.telstra.com](http://marketplace.telstra.com)  
**Using your service overseas**

## 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 – refer to the 'Important information about your first bill' section below 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](http://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](http://telstra.com/billpay)

## WE'RE HERE TO HELP

You'll find more information at [telstra.com/business](http://telstra.com/business). If you have questions about your bill, technical support service or connection, please call us on 13 2000 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](http://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](http://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/](http://telstra.com.au/customer-terms/)