

Critical Information Summary

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



Symantec.cloud® Safeguard Services

On and from 16 November 2018, we will withdraw Email and Web Safeguard, Web Safeguard, and Smart Connect services from sale for new customers. Existing customers can continue to use these services as per the terms of their contract.

Information about the service

The Symantec.cloud® Safeguard Services are industry-leading, cloud-based email and web security applications, which are available through the Telstra Apps Marketplace.

You can choose from the following Symantec.cloud Safeguard Services:

- **Email Protect** which helps protect your business against viruses and spam
- **Email Safeguard** which includes a range of features to protect your business email from email-borne malware and viruses, spam and inappropriate content and images
- **Web Safeguard** which helps to protect your organisation from web-borne threats
- **Email and Web Safeguard** a bundle of both Email and Web Safeguard.

You need to take up a licence for each intended user of the Symantec.cloud Safeguard service you choose. A minimum of five licences must be purchased.

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 telstra.com/marketplacesupport and Our Customer Terms.

You're responsible for ensuring that you meet these requirements.

Minimum term

12, 24 or 36 months.

You can add additional users to an existing Symantec.cloud Safeguard Service at any time, and if you do, the term for each additional user will end at the same time as your initial application term for that particular Symantec.cloud Safeguard Service.

What's included

The features included in each of the Symantec.cloud Safeguard Services are listed in the following table.

	Email Protect	Email Safeguard	Web Safeguard	Email and Web Safeguard
Email Anti-Virus and Anti-Spam	✓	✓	✗	✓
Email Data Protection	✗	✓	✗	✓

	Email Protect	Email Safeguard	Web Safeguard	Email and Web Safeguard
Email Image Control	✗	✓	✗	✓
Web Anti-Spyware and Anti-Virus	✗	✗	✓	✓
Web URL Filtering	✗	✗	✓	✓
Web Content Filtering	✗	✗	✓	✓

More information about the features are below:

- **Email anti-virus and anti-spam** – checks nominated emails being sent to an email address for most known viruses, trojans and worms and filters emails where these are picked up. It also identifies senders of unsolicited email from reaching a nominated email address
- **Email data protection** – filters certain email content based on the rules that you set
- **Email image control** – detects most suspected pornographic images contained in image files attached to emails. You can configure your service to take certain actions with suspected pornographic images
- **Web anti-spyware and anti-virus** – enables certain webpages to be electronically routed through the service to assist with protecting your PCs from known spyware and viruses. The web anti-spyware and anti-virus service will scan as much of the web page and its attachments as possible. It may not be possible to scan certain web pages, content or attachments (for example, password protected or encrypted content)
- **Web URL and content filtering** – designed to filter out certain URLs or access to certain web pages based on an access restriction policy that you determine.

Symantec™ Smart Connect

Symantec Smart Connect is a web protection and policy management application for mobile users and is available on a casual, month to month basis. You must buy, or have already purchased, a Symantec Web Safeguard service to take up Symantec Smart Connect.

It helps you protect users in a variety of environments and aids in enforcing your Acceptable Use Policies for users who are located away from your corporate LAN.

It seamlessly connects users from:

- Home Offices
- Public Wi-Fi
- Hotspots (Pay-for-use portals)
- Corporate LAN and Regional Offices.

Information about pricing

Your minimum monthly charge

The monthly charge depends on the number of users you have, and the length of your contract.

	12 months	24 months	36 months
No. of users	Price per user per month		
Email protect			
5 to 49	\$4.05	\$3.85	\$3.65
50 to 99	\$3.65	\$3.45	\$3.30
100 to 249	\$3.25	\$3.05	\$2.90
250 to 499	\$2.40	\$2.30	\$2.15
500 to 999	\$2.00	\$1.90	\$1.80
1,000 to 2,499	\$1.80	\$1.70	\$1.60
2,500+	\$1.60	\$1.55	\$1.45
Email Safeguard			
5 to 49	\$4.60	\$4.35	\$4.15
50 to 99	\$4.15	\$3.95	\$3.70
100 to 249	\$3.65	\$3.50	\$3.30
250 to 499	\$2.75	\$2.60	\$2.45
500 to 999	\$2.30	\$2.15	\$2.05
1,000 to 2,499	\$2.05	\$1.95	\$1.85
2,500+	\$1.80	\$1.75	\$1.65
Web Safeguard			
5 to 49	\$6.10	\$5.80	\$5.45
50 to 99	\$5.45	\$5.20	\$4.90
100 to 249	\$4.85	\$4.60	\$4.35
250 to 499	\$3.65	\$3.45	\$3.25
500 to 999	\$3.05	\$2.90	\$2.70
1,000 to 2,499	\$2.75	\$2.60	\$2.45
2,500+	\$2.40	\$2.30	\$2.15
Email and Web Safeguard			
5 to 49	\$8.90	\$8.45	\$8.00
50 to 99	\$8.00	\$7.60	\$7.20
100 to 249	\$7.10	\$6.75	\$6.40
250 to 499	\$5.30	\$5.05	\$4.75
500 to 999	\$4.40	\$4.20	\$4.00
1,000 to 2,499	\$4.00	\$3.80	\$3.60
2,500+	\$3.55	\$3.35	\$3.20

No. of users	Price per user per month
Symantec Smart Connect (month to month)	
5 to 49	\$1.60
50 to 99	\$1.44
100 to 249	\$1.28
250 to 499	\$0.96
500 to 999	\$0.80

The total minimum cost

The minimum amount you'll pay depends on how many licences you take up, and the length of your plan term.

The total minimum amount you'll pay if you take up the minimum of 5 user licences is set out in the table below.

	12 months	24 months	36 months
Email Protect	\$243	\$462	\$657
Email Safeguard	\$276	\$522	\$747
Web Safeguard	\$366	\$696	\$981
Email and Web Safeguard	\$534	\$1,014	\$1,440
Casual (per month)			
Symantec Smart Connect	\$8		

Early Termination Charge

If your plan or an individual user licence is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) for each user licence cancelled. The ETC is calculated as 65% of the monthly charge multiplied by the number of user licences cancelled multiplied by the number of remaining months in your plan term, plus the set up charge (if there is one).

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

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.

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 available at telstra.com/customer-terms