

SYMANTEC™.CLOUD

INFORMATION ABOUT THE SERVICE

Your plan is for a Symantec™.cloud online application which is available through the Telstra Apps Marketplace. You need to take up a licence for each user of the application. A minimum of 5 user licences must be purchased for each package.

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

You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term.

Plan	Contract term
Symantec .Cloud	12 months
Symantec Smart Connect	No fixed contract

What's included

You can choose between seven different Symantec.cloud packages. Depending on which package you choose, your application includes the different features listed in the table below.

Package	Email anti-virus and anti-spam	Email content control	Email image control	Web anti-spyware and anti-virus	Web URL filtering	Web content filtering
Email Protect.cloud	✓					
Email Control.cloud		✓	✓			
Email Protect and Control.cloud	✓	✓	✓			
Web Protect.cloud				✓		
Web Control.cloud					✓	✓
Web Protect and Control.cloud				✓	✓	✓
Email and Web Protect and Control.cloud	✓	✓	✓	✓	✓	✓

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, and identifies senders of unsolicited email from reaching a nominated email address.

Email content control – 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 are 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 users who are mobile. You can purchase Symantec Smart.Connect if you have already purchased Symantec Web Protect.Cloud.

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

Symantec.cloud™	Monthly per user cost	Total minimum amount you'll pay over 12 months per user
Email Protect.cloud	\$4.35	\$52.20
Email Control.cloud	\$4.35	\$52.20
Email Protect and control.cloud	\$6.40	\$76.80
Web Protect.cloud	\$5.70	\$68.40
Web Control.cloud	\$3.85	\$46.20
Web Protect and control.cloud	\$7.65	\$91.80
Email & Web Protect and control.cloud	\$11.20	\$134.40

Symantec Smart Connect minimum cost per user per month is \$1.60.

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 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

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 and Our Customer Terms, which is available at telstra.com.au/customer-terms/