



## Critical Information Summary

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

	Veritas Enterprise Vault.cloud	Veritas Enterprise Vault.cloud Enhanced
<b>Monthly Charge</b>	\$5.01 per user	\$6.45 per user

## Information about the service

Veritas Enterprise Vault.cloud service is a cloud based email archiving service that archives internal and external emails off-site, while providing access to emails after they've been archived. You need a licence for each user of the application. Your email system or other relevant system must be permanently connected to the Internet with a fixed IP address (not through dial-up or ISDN) to use the Veritas Enterprise Vault.cloud service.

### Availability

Veritas Enterprise Vault.cloud is available to business customers with a valid ABN/ACN/ARBN and can be purchased from the **Telstra Apps Marketplace**, a web-based portal.

### Telstra Apps Marketplace

You need an internet connection to access Telstra Apps Marketplace. To create an account for your organisation and start using the **Telstra Apps Marketplace**, click on the **create an account** option at the top of the web page. You 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 in **Our Customer Terms**. You're responsible for ensuring that you meet these requirements.

## What's included

When purchasing Veritas Enterprise Vault.cloud, you will have the choice between either a Veritas Enterprise Vault.cloud or a Veritas Enterprise Vault.cloud Enhanced plan, as described below.

Plan components	Veritas Enterprise Vault.cloud™	Veritas Enterprise Vault Enhanced.cloud™
Veritas Enterprise Vault Personal.cloud	Yes	Yes
Veritas Enterprise Vault Discovery.cloud	Yes	Yes
Veritas Enterprise Vault Mailbox Continuity.cloud	No	Yes
<b>Features</b>		
Automatic email archiving - Inbound and Outbound	Yes	Yes
Basic search	Yes	Yes
Advanced search	Yes	Yes
Restore deleted or lost emails	Yes	Yes
Access archived email via Microsoft Outlook	Yes	Yes
Support for Microsoft Exchange server, 2003 SP1, 2007, 2010, 2013, Microsoft Office 365, IBM Domino 8, 8.5 and 9.0	Yes	Yes
Legacy data import	Yes	Yes
Access mailbox during an outage	No	Yes
Continue to send and receive email during an outage	No	Yes
Continue to access historical emails during an outage	No	Yes

You'll also be provided with access to administrative portal via a password protected login, which is an internet-based configuration, management and reporting tool that allows you to view data and statistics on your use of the Veritas Enterprise Vault.cloud service.

## Other Important Information

- The maximum email size (including attachments) that can be ingested by the Veritas Enterprise Vault.cloud™ service is 50MB.
- The Veritas Enterprise Vault.cloud™ service doesn't replace your need to backup your mail server locally. In the event that you need to rebuild your mail server, you should rebuild it from locally managed data rather than from the Veritas Enterprise Vault.cloud service archive.
- We'll keep your data for 120 days after the expiry of your initial term or the date your service otherwise ends. You need to tell us in writing before that date if you want a copy of your data, in which case we'll supply one to you in PST format via hard disk media (up to 2TB per month) until all your data is returned to you. You'll need to pay us our (or our supplier's) current rates for this work. If you don't ask us to do this we will delete your data.

# Information about the pricing

## Minimum Cost

The amount you'll pay each month depends on the number of assigned licenses you have in Veritas Enterprise Vault.cloud.

- **Veritas Enterprise Vault.cloud** - \$5.01 per user per month
- **Veritas Enterprise Vault.cloud Enhanced** - \$6.45 per user per month
- **Veritas Enterprise Vault.cloud™ Data Import option** - \$15 per GB

There is a setup charge of \$1000 for new customers.

## Early Termination Charge

No Early Termination Charges apply

## Other information

### Manage your service online

You can manage your services and applications online at **marketplace.telstra.com**

### Billing

The pricing in this Critical Information Summary is for a full billing cycle (which is one month) but your first bill may include pro-rata charges for part of that billing cycle 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 a 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 **telstra.com/business**.

If you have questions about your bill, technical support service or connection, please call the Telstra Apps Marketplace Help Desk on **1800 878 483** or our Disability Enquiry Hotline on **1800 068 424 (voice)** and **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.au/business-enterprise/contact-us/make-a-complaint**

### Further Information

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman. 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, including Our Customer Terms which is available at **<https://www.telstra.com.au/customer-terms/business-government#cloud-services>**