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Certain words are used with the specific meanings set out below or in [the General Terms section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_government.htm).

# About the Onboard365 Service section

## This is the Onboard365 service section of Our Customer Terms.

## Provisions in other parts of the Cloud Services section also apply. See section one of the General Terms of the Cloud Services section at <https://www.telstra.com.au/customer-terms/business-government/cloud-services> for more detail on how the various parts of the Cloud Services section are to be read together.

## Unless you have entered into a separate agreement with us which excludes them, [the General Terms section of Our Customer Terms](http://www.telstra.com.au/customerterms/bus_government.htm) also applies. See section one of the General Terms of Our Customer Terms at <http://www.telstra.com.au/customer-terms/business-government/index.htm> for more detail on how the various sections of Our Customer Terms are to be read together.

# Onboard365 Service

**Onboard365 is not available for purchase by new customers from 21 September 2018. Existing customers can continue on their applicable terms until further notice.**

What is the Onboard365 service?

## The Onboard365 service, provided by C2C Online Services, takes care of migration, setup and ongoing support for Microsoft Office 365 customers.

Eligibility

## To be able to use the Onboard365 application, you must accept and comply with the C2C Online Services terms of Service available at <http://c2conline.com.au/onboard365/Onboard-365_Terms_and_Conditions_Telstra_Apps_Marketplace_Sept_15%20.pdf> (“General Terms and Conditions”).

## Onboard365 is available through the Telstra Apps Marketplace. To use the Telstra Apps Marketplace, you need an internet connection, and need to create an account in that marketplace. You also need to meet any minimum system requirements required to use that marketplace.

## The Telstra Apps Marketplace part of the Cloud Services section of Our Customer Terms (available at <https://www.telstra.com.au/customer-terms/business-government/cloud-services>) governs your use of the Telstra Apps Marketplace.

# Service Features

## The full description of the Onboard365 service and its features is set out on Onboard365 website <http://www.c2conline.com.au/onboard-365/> and in the C2C Online Services General Terms and Conditions.

# Service Levels

## The service levels for the Onboard365 service are set out in the Onboard365 General Terms and Conditions.

# Plans and Charges

## The Onboard365 service is available in various plans, as set out in the Telstra App Marketplace.

## The minimum requirements and user numbers for each plan are set out in the Telstra App Marketplace.

## The pricing for the various Onboard365 service plans is set out in the Telstra Apps Marketplace.

## **Minimum term**

## Each Onboard365 plan has a minimum term of 12 months. 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.

## At the end of your minimum term your service will renew on casual a month to month basis on the same terms, unless you tell us at least 30 days in advance that you want to end your subscription.

## If you cancel your contract at any time during the term an early termination charge applies.

## **Early termination charges**

## You may cancel your Onboard365 service at any time by using the Telstra Apps Marketplace.

## If your plan is cancelled before your minimum term has ended, an Early Termination Charge (ETC) applies. The ETC is calculated as 65% of the monthly charges payable by you multiplied by the number of remaining months in your plan term.