Recent Changes

## This document lists recent changes to the Cloud Services section of Our Customer Terms.

| Date of change | Service/Feature | What has changed? | See |
| --- | --- | --- | --- |
| 10 January 2017 | Managed Public Cloud | Change of name from Managed Virtual Machine to Managed Public Cloud. | Cloud Managed Services: 5 |
| 4 December 2016 | Data Centres | Introductions of terms for new Data Centre services from Sungard and Your DC | Private Cloud: Sungard and Your DC (new sections) |
| 2 December 2016 | Managed Virtual Machines | Updates to the terms to change the compatible infrastructure service. | Cloud Managed Services: 5 |
| 13 October 2016 | Managed Private Cloud | Introduction of terms for Managed Private Cloud | Managed Private Cloud (new section) |
| 29 September 2016 | Duress Alarm Application | New terms for Duress Alarm Application | Part B: Applications:  Duress Alarm App |
| 19 September 2016 | Internet of Things | Update in relation to malware and virus protection | Internet of Things: 13.5 |
| 6 September 2016 | OpenShift Dedicated | Introduction of terms for OpenShift Dedicated | OpenShift Dedicated (new section) |
| 25 August 2016 | Neto | Introduction of new plans and new pass-through terms for new customers. Housekeeping changes. | Cloud Services - Neto: clauses 2, 5 and 6. |
| 1 August 2016 | Deputy | |  | | --- | | Changing in pricing structure, introduction of new Deputy Enterprise licences and SMS fair use policy. | | |  | | --- | | Deputy: 3.2, 3.6, 3.7, 4.1, 4.2, 4.3, 4.4, 4.5, 4.13, 4.14, 4.15 and 4.18. | |
| 28 July 2016 | Microsoft Online Services | Office 365 Bundles | Microsoft Online Services: 2.121, 23, 24.1 |
| 28 July 2016 | Microsoft Cloud Services | Office 365 Bundles | Microsoft Cloud Services: 2.90, 35 |
| 6 July 2016 | Cloud Management Platform | Introduction of terms for Cloud Management Platform (RightScale). | Cloud Management Platform (new section) |
| 30 June 2016 | Hybrid Disaster Recovery | Moved the terms from Hybrid Services to Cloud Infrastructure and Tailored Infrastructure sections | Cloud Infrastructure: 11  Tailored Infrastructure: 12 |
| Cloud Infrastructure Security Services | Moved the security services to a new section | Cloud Infrastructure: 10 (deleted)  Security Services (new section) |
| Gateway Protection Advanced | Introduction of terms for Gateway Protection Advanced | Security Services: 9 |
| Managed Virtual Machine | Introduction of terms for Managed Virtual Machine | Cloud Managed Services (new section) |
| 28 June 2016 | Telstra Internet Of Things | Introduction of terms for Telstra Internet Of Things | Telstra Internet Of Things (New Section) |
| Nutanix Platform | Introduction of terms for Nutanix Platform | Nutanix (new section) |
| Cisco HyperFlex | Introduction of terms for Cisco HyperFlex | Cisco HyperFlex (new section) |
| 22 June 2016 | Telstra professional services for Microsoft Dynamics CRM Online | Introduction of terms for Microsoft Dynamics CRM Online | Microsoft Cloud Services: 2.90, and 7.18 to 7.23. |
| 21 June 2016 | Canvas | The introduction of new terms and conditions to align with new Canvas plans and user licence structure. | Canvas: 2.24, 3.1 through to 4.4, and 4.6 through to 4.8. |
| 17 June 2016 | Search Engine Optimisation Managed Services | The introduction of a new product. | New section (SEO managed services) |
| 14 June 2016 | Digital Support Services Neto & Digital Support Services Performance Marketing | The introduction of a new product. | New section (digital support) |
| 18 May 2016 | Telstra Apps Marketplace | Clarification of trial terms. | Telstra Apps Marketplace services section at clauses 1.1, 1.2, and 3.40 |
| 11 May 2016 | Microsoft Azure | Introduction of terms for Microsoft Azure | Microsoft Azure (new section) |
| 6 May 2016 | Cloud Infrastructure Gen2 | Introduction of terms for Cloud Infrastructure Gen2 | Cloud Infrastructure: 3.2, 4.1, 4.11, 4.52-57, 5.1, 8.2, 9.3 and 10.1 |
| 4 April 2016 | Microsoft Cloud Services | Introduction of terms for Microsoft Cloud Services and Dynamics CRM Online | Telstra Apps Marketplace: new Microsoft Cloud Services section |
| 24 March 2016 | Cloud Services | Re-organisation of the Parts of the Cloud Services, including:   * moving SLA targets from the General section to Cloud Infrastructure and Tailored Infrastructure; * separating Cloud Infrastructure and Tailored Infrastructure into separate sections; * Moving the Network Services terms to the Cloud Infrastructure and Tailored Infrastructure sections | General, Cloud Infrastructure (new section), Tailored Infrastructure (new section) and Network Services (deleted). |
| Compliance | Clarification of the scope of the Compliance section | Compliance: 2.1 and 2.10 |
|  | Update to Data Centres covered by ISO27001 certification | Compliance: 3.2 |
|  | Cease sale of PCI DSS compliance. | Compliance: 4.1 |
| Cisco Cloud Services | Renaming of Cisco Cloud Services to Cisco Intercloud Services | Cisco Intercloud Services: throughout |
| Data Centres | Inclusion of terms for third party Data Centres | Equinix, Metronode and NEXTDC (new sections) |
|  | Withdrawal of Infrastructure Hosting | Telstra Colocation: 3 (deleted) |
| 4 February 2016 | SmartStack Platform | Introduction of terms and conditions for SmartStack | SmartStack Platform: new section |
| 22 December 2015 | Veritas Enterprise VaultTM (previously Symantec Enterprise Vault). | Changed references from Symantec to Veritas. | Veritas Enterprise VaultTM OCTs. |
| 22 December 2015 | iWebGate | Introduction of new fixed term plans | iWebGate: 4.5, 4.8 and 4.9 |
| 11 December 2015 | Microsoft Online Services | Introduction of new plans for Skype for Business, Power BI Pro and Office 365 Enterprise E5 | Microsoft Online Services: 7.3, 7.7, 17, 22.15 and 22.35 to 22.37 |
| 12 November 2015 | FlexPod Platform | Introduction of terms and conditions for FlexPod | FlexPod Platform: new section |
| 14 October 2015 | Onboard365 | Introduction of terms and conditions for Onboard365 | Onboard365: new section |
| Mural MaaXcloud | Introduction of terms and conditions for Mural MaaXcloud | Mural: new section |
| 10 September 2015 | MigrationWiz | Introduction of terms and conditions for MigrationWiz | General Terms : 1.16  MigrationWiz: New Section |
| 20 August 2015 | VMware Horizon Air | Introduction of terms and conditions for Vmware Horizon Air | General Terms: 1.16 and 6.2  VMware Horizon Air: New Section |
| 5 August 2015 | iWebGate | Introduction of terms and conditions for iWebGate | General Terms: 1.16  iWebGate: New Section |
| 13 July 2015 | T-Suite portal | Exit of the T-Suite portal.  Creation of individual sections for each application and updating reference from T-Suite to Telstra Apps Marketplace | T-Suite: deleted  New sections for: Domains, McAfee Multi Access, McAfee SaaS Endpoint Protection, Website Services, Microsoft Online Services, Canvas, GeoOp, ARISapp, Symantec.cloud, Symantec Endpoint Protection, Symantec Enterprise Vault, MozyPro and Workforce Guardian |
| Domains | Renaming Global Top Level (gTLD) domains to International domains.  Introduction of ability to redelegate domains through the Telstra Apps Marketplace.  Introduction of auto-renewal of domains names. | Domains:  Throughout  3.2(d) 3.11  5.3 |
| McAfee Multi Access | Clarification of how user licences are assigned | McAfee Multi Access: 3.4 |
| McAfee SaaS Endpoint Protection | Updating description of application features | McAfee SaaS Endpoint Protection: 2.2 and 2.6 |
| Website Services | Update to the ETC calculation | Website Services: |
| GeoOp | Withdrawal of 24 month plans | GeoOp: 4 and 5 |
| Remote Backup powered by MozyPro | Updates to the application features. | Remote Backup powered by MozyPro: 3.17, 3.21 and 3.22 |
| 10 July 2015 | RiverMeadow | Introduction of terms and conditions for RiverMeadow | General Terms: 1.16 and 6.2  RiverMeadow: new section |
| 7 July 2015 | vCloud Air | Introduction of disaster recovery cloud | vCloud Air: 2.2(c) |
| Clarification of the way to modify vCloud Air plans. | vCloud Air: 5.5 and 5.6 |
| Clarification of when metered charges are billed | vCloud Air: 5.8 |
| Introduction of the ability to purchase SPP Credits to pay for vCloud Air services | vCloud Air: 6 |
| 1 June 2015 | Intrusion Prevention (dedicated) and IPSEC VPN (shared) | Withdrawal of sale to new customers. | Network Services: 4.1 |
| 1 June 2015 | Service Software and Microsoft Software | Clarification of terms of use. | General Terms: 3.19  Vendor Terms: 2.6, 2.9, 2.12, 2.14 and 2.15 |
| 17 April 2015 | Cloud Infrastructure and Tailored Infrastructure | Update to reflect renewed ISO27001 certification | Compliance: Table 1 at clause 3.2 |
| 8 April 2015 | vCloud Air | Introduction of terms and conditions for vCloud Air | General Terms: 1.16 and 6.2  vCloud Air: New Section |
| SoftLayer | Introduction of terms and conditions for SoftLayer | General Terms: 1.16  SoftLayer: New Section |
| 31 March 2015 | Deputy | Introduction of terms and conditions for Deputy | General Terms: 1.16  Deputy: New Section |
| 20 March 2015 | Cakemail | Introduction of terms and conditions for CakeMail | General Terms: 1.16  CakeMail: new section |
| Box | Update to Box Terms of Service url | Box: 2.2 |
| 7 February 2015 | Hybrid Disaster Recovery | Introduction of terms and conditions for Hybrid Disaster Recovery | General Terms: 1.16 and 6.2  Hybrid Disaster Recovery: new section |
| Cloud Infrastructure and Tailored Infrastructure | Clarification of the SLA credit calculation | General Terms: |
| Box | Correction of Box Terms of Service url | Box: 2.2 |
| 6 February | Docusign | Introduction of 30 day free trial after 1 February 2015 | Section 3.3 |
| 20 January 2015 | VCE Cloud Services | Introduction of terms and conditions for VCE Cloud Services | General Terms: 1.16 and 6.2  Vendor Terms: 5, 6 and 7  VCE Cloud Services: new section |
| 1 December 2014 | Box | Introduction of terms and conditions for the Box application | Box: new section |
| NetConnect | Introduction of terms and conditions for the NetConnect application | NetConnect: new section |
| 1 December 2014 | Cisco Cloud Services | Introduction of terms and conditions for the new Cisco Cloud Service | General Terms: 6 Cisco Cloud Services: new section |
| 28 October 2014 | Telstra Apps Marketplace | Introduction of terms and conditions for the new Telstra Apps Marketplace | Telstra Apps Marketplace: new section |
| DocuSign | Introduction of terms and conditions for the DocuSign application | DocuSign: new section |
| 17 October 2014 | Microsoft Online Services | Introduction of the following new Microsoft Online Services: Project Lite, OneDrive for Business with Office Online, Power BI for Office 365, Windows Intune, Office 365 Business, Office 365 Business Essentials and Office 365 Business Premium.  Renaming of Microsoft Web Apps to Microsoft Office Online.  Withdrawal from sale to new customers of Office 365 Small Business (P1), Office 365 Small Business Premium (P2), Office 365 Midsized Business (M), Office 365 Essentials Bundle and Office 365 Enhanced Bundle. | T-Suite: 2.12, 21, 22, 24, 26, 27, 28, 29, 33, 35, 36, 37, 41, 42 and 43. |
| 28 June 2014 | VLAN Extension | Introduction of terms and conditions for a new VLAN Extension feature. | Network Services: 3.5 to 3.8 |
| Public and Private Networks | Clarification of factors influencing throughput speeds. | Part G: 1.5 |
| 24 June 2014 | Cloud Collaboration – Microsoft Exchange | Introduction of terms and conditions for a new Cloud Collaboration – Microsoft Exchange shared application. | Part C (Applications): 3.2(b)(i), 5, 6 and 11 |
| 11 June 2014 | Microsoft Online Services | Renaming of Office 365 Small Business Offers to Office 365 Essentials Bundles.  Introduction of terms and conditions for a new Office 365 Enhanced Bundle. | Part C (T-Suite): 37 |
| 13 May 2014 | 24 month plans for Mobile Business Applications | Introduction of new 24 month plans for Mobile Business Applications (GeoOp, ARISapp and Canvas). | Part C (T-Suite): 10, 11 and 17. |
| 6 May 2014 | McAfee Multi Access | Introduction of new terms and conditions for a new McAfee Multi Access application. | Part C (T-Suite): 2.12, 3.29 and 8. |
| McAfee SaaS Endpoint Protection | Withdrawal from sale of McAfee SaaS Endpoint Protection Advance to new customers. | 7.2 |
| 29 April 2014 | Symantec.cloud Safeguard | Introduction of new terms and conditions for new Symantec.cloud Safeguard applications. | Part C (T-Suite): 2.12, 5 and 19 |
| 2 April 2014 | Microsoft Online Services | Introduction of new terms and conditions for the following new applications:   * Project Online; * Project Online with Project Pro for Office 365; * Yammer Enterprise; * SharePoint Online with Yammer; and * Microsoft Rights Management. | Part C (T-Suite): 2.12, 19.3, 28, 29, 31, 32, 33. |
| Removal of terms relating to earlier versions of:   * Microsoft Exchange Online; * Microsoft SharePoint Online * Microsoft Lync Online * Microsoft Office Professional Plus * Microsoft Office Web Apps * Microsoft Office 365 Suites * Office 365 Small Business Offer | 19, 21, 24, 27, 29, 35, 37 and 39 |
| 16 December 2013 | Naming | Renaming of:   * Software as a Service to Applications; * Infrastructure as a Service to Infrastructure; * Utility Hosting to Cloud Infrastructure; * Dedicated Hosting to Tailored Infrastructure; and   Managed Facilities to Data Centres. | Throughout the Cloud Services section |
| Infrastructure | Introduction of new dedicated servers on Cloud Infrastructure. | Part E: 3 |
| Introduction of new Cloud Infrastructure data centre locations. | Part A: 3.3, 6.14, Part E and Part H: 3.2 |
| Co-location | Clarification that the Co-location terms in the Cloud Services section only applies to co-location services in Telstra data centres. | Part F: 2.1 |
| Removal of afterhours access requirements | Part F: 2.20 (deleted) |
| Public Network | Clarification of service levels and charges for internet access. | Part G: 2.2 and 2.3 |
| Load balancing | Introduction of load balancing | Part G: 2.4 – 2.8 |
| Private Network | Clarification of service levels and charges for Next IP access. | Part G: 3.2 and 3.3 |
| Security Services | Clarification of the available security services on Cloud Infrastructure and Tailored Infrastructure | Part G: 4 |
| 7 October 2013 | Office 365 Small Business Offers | Introduction of a new Office 365 Small Business Premium Offer | Part C (T-Suite): 38 |
| 30 July 2013 | Symantec Smart Connect.cloud | Introduction of new terms and conditions for new Smart Connect.cloud application. | Part C (T-Suite): 2.12, 3.29 and 5. |
| Symantec Endpoint Protection | Introduction of new terms and conditions for new Endpoint Protection application. | Part C (T-Suite): 2.12, 3.29, 6 and 18. |
| 19 July 2013 | Project Pro for Office 365 | Introduction of new terms and conditions for new Project Pro application. | Part C (T-Suite): 2.12 and 32 |
| Visio Pro for Office 365 | Introduction of new terms and conditions for new Visio Pro application. | Part C (T-Suite): 2.12 and 33 |
| 18 July 2013 | Remote Backup | Removal of terms and conditions for these services as they have been withdrawn. | Part C (T-Suite): 2.12, 7 (deleted), 17.1 |
| WORKetc | Removal of terms and conditions for these services as they have been withdrawn. | Part C (T-Suite): 2.12, 11 (deleted), 17.1 |
| 18 June 2013 | GeoOP | Introduction of GeoOP | Part C (T-Suite services); 17 |
| 28 May 2013 | ARISapp  Canvas | Introduction of ARISapp and Canvas. | Part C (T-Suite services):9 and 10 |
| 18 May 2013 | Eligibility | New applications may be subject to a feasibility assessment. | Part A (General): 1.7-1.9 |
| Pricing | Clarification of Telstra’s ability to charge for actual usage above contracted amount. | Part A (General): 5.5 |
| Enterprise Applications | Clarification that Cloud Collaboration – Microsoft are Enterprise Applications. | Part C (SaaS): 3 |
| Application Software | Introduction of terms and conditions for new software available with Infrastructure as a Service. | Part A (General): 2.24, 3.14 and 3.20  Part B (Vendor Terms and Conditions):  2 and 4  Part C (SaaS): 12  Part E (IaaS): 8 |
| 16 April 2013 | Cloud Collaboration - Microsoft | Introduction of terms and conditions for new Cloud Collaboration – Microsoft applications | Part C (SaaS):  5 to 11 |
| 8 April 2013 | Data Export | Introduction of a new Data Export Service | Part E (IaaS):  8 |
| Backup | Revised terms to reflect structured data can now be backed up. | Part E (IaaS):  5.20 and 6.8 |
| Introduction of a charge for new customers who exceed the average change rate of backups. | Part E (IaaS):  5.23 and 6.11 |
| Disaster Recovery | Clarification of Disaster Recovery Gold | Part A (General): Tables 1, 2 and 3  Part E (IaaS):  5.29-37 |
| Infrastructure as a Service | Renaming of Backup as a Service, DR as a Service and Security as a Service | Part E (IaaS):  3.2, 4.2, 5, 6 and 7 |
| T-Suite applications | Correction of formatting and software references. | Part C (T-Suite): throughout section |
| 28 February 2013 | T-Suite applications | Simplification and clarification of terms and conditions. | Part C (T-Suite): throughout section |
| Microsoft Online Services | Updated terms and conditions for the new versions of the Microsoft Online Services | Part C (T-Suite): 18, 20, 23, 26, 28, 30, 32, 34 and 36 |
| 13 December 2012 | Service Modification | Changes to service levels for modifications | Part A (General): Tables 2 and 3 |
| Service start date | Clarification of the date on which the service schedule term commences | Part A (General): 2.2 |
| Early Termination Fee | Inclusion of the calculation of the early termination fee (moved from the relevant application forms) | Part A (General): 5.6 |
| Disaster Recovery as a Service | Clarification of when recovery commences and what happens upon cancellation of the associated dedicated hosting service. | Part E (IaaS): 7.4 and 7.8 |
| Co-location | New customers will be moved to published rates following expiry of their service schedule term. | Part F (Managed Facilities): 2.2 |
| 13 December 2012 | Exit of TMC services: Microsoft Exchange Mail, Hosted Blackberry (BES). Microsoft Sharepoint, Exit of BPOS services: Microsoft Exchange Online, Hosted Blackberry for Microsoft Exchange Online, Microsoft SharePoint Online, Microsoft SharePoint Online – additional storage, Microsoft Office Communications Online, Microsoft Live Meeting, Business Productivity Online Suite, Microsoft Online Service – terms of use. | Removal of terms and conditions for these services as they have been withdrawn. | Part C (T-Suite): 4 to 6 and 20 – 27 (all deleted) |
| 13 November 2012 | Office 365 Small Business Offer | Introduction of a new Office 365 Small Business Offer | Part C (T-Suite): 37 |
| 22 October 2012 | Nomination of Support Partner | Introduced the ability to nominate an authorised Telstra dealer to use the T-Suite service on your behalf | Part C (T-Suite): 2 and 3 |
| 18 October 2012 | Disengagement | Introduction of disengagement assistance. | Part A (General): 3.22 |
| Disaster Recovery | Clarification of Bronze level disaster recovery. | Part A (General): Table 2 and Table 6 |
| Service Availability | Clarification of how service availability is calculated. | Part A (General): Table 2 and 6.12 |
| Service Level exclusions | Clarification of service level exclusions | 6.15 (d) and (e) |
| 9 October 2012 | Website Services | Introduction of new services: Website Assistance, Website Transfer and Website Copy Writing. | Part C (T-Suite): 19 |
| 19 September 2012 | Skoot and WORKetc. | These services have been withdrawn from sale to new customers on and from 17 August 2012 | Part C (T-Suite): 7.1 and 13.1 |
| 28 August 2012 | Security Applications | MessageLabs Network Security services have been renamed to Symantec.cloud services. | Part C (T-Suite): 8 |
| McAfee Desktop Security has been renamed McAfee Endpoint Protection and introduction of new McAfee Endpoint Protection Advanced package | Part C (T-Suite): 9 |
| Business Applications | Introduction of new Symantec Enterprise Vault services | Part C (T-Suite): 16 |
| 31 May 2012 | T-Suite applications | Moving T-Suite within the Cloud Services portfolio | Part C (T-Suite): Entire section |
| 21 May 2012 | Website Services | Introduction of new Website Services offer | Part C (T-Suite): 2.9, 3.46 and 18 |
| 24 November 2011 | T-Suite applications | We will now provide a help desk to answer billing related calls between 7am and 7pm AEST, Monday to Friday. The help desk will also be available to answer sales and general product related calls between 9am and 5pm AEST, Monday to Friday. | Part C (T-Suite): 2.11 |
| 24 November 2011 | T-Suite applications | Operational and technical support for all T-Suite applications is now provided 24 hours a day, 7 days per week. | Part C (T-Suite): 2.12 |
| 24 November 2011 | T-Suite applications | Removal of reference to agreement term. | Part C (T-Suite): 3.47 |
| 24 November 2011 | T-Suite applications | Amendment to include consent allowing our suppliers to contact you and your users for any purpose that we reasonably consider is related to providing the T-suite service to you. | Part C (T-Suite): 3.48 |
| 24 November 2011 | T-Suite applications | Cross-references have been updated. | Part C (T-Suite): 3.61, 3.66(a) (formally 3.60, 3.65(a)) |
| 24 November 2011 | Microsoft Exchange Online | Amendment to specify the exit date of 31 October 2012 for the Microsoft Exchange Online service described in section 18 and to clarify that this service is not available to new customers on and from 29 June 2011. | Part C (T-Suite): 18.1, 18.2 |
| 24 November 2011 | Microsoft SharePoint Online | Amendment to specify the exit date of 31 October 2012 for the Microsoft SharePoint Online service described in section 20. | Part C (T-Suite): 20.2 |
| 24 November 2011 | Microsoft SharePoint Online – Additional Storage | Amendment to specify the exit date of 31 October 2012 for the Microsoft SharePoint Online – Additional Storage service described in section 21. | Part C (T-Suite): 21.2 |
| 24 November 2011 | Microsoft Office Communications Online | Amendment to specify the exit date of 31 October 2012 for the Microsoft Office Communications Online service described in section 22. | Part C (T-Suite): 22.2 |
| 24 November 2011 | Microsoft Office Live Meeting | Amendment to specify the exit date of 31 October 2012 for the Microsoft Office Live Meeting service described in section 23. | Part C (T-Suite): 23.2 |
| 24 November 2011 | Business Productivity Online Suites | Amendment to specify the exit date of 31 October 2012 for the Business Productivity Online Suites described in section 24. | Part C (T-Suite): 24.2 |
| 24 November 2011 | Microsoft Office Professional Plus | Clarification that a user licence allows the user to install and use the software on up to 5 devices at a time. | Part C (T-Suite): 32.2 |
| 24 November 2011 | Microsoft Office 365 Suites | An additional Microsoft Office 365 Suite User SL has been included (Microsoft Office 365 (Plan E4) User SL). | Part C (T-Suite): 34.4 and new clauses 34.10, 34.11, 34.12, 34.13 and 34.14 |
| 24 November 2011 | Microsoft Online Services | Clarification regarding the scope of On-premise Microsoft Software licences. | Part C (T-Suite): 35.39 |
| 24 November 2011 | Microsoft Online Services | URL reference has been updated. | Part C (T-Suite): 35.69, 35.70(c) |
| 24 November 2011 | Microsoft Online Services | Service levels have been updated to include reference to the Microsoft Office 365 (Plan E4) User SL. | Part C (T-Suite): 36.4 |
| 24 November 2011 | Microsoft Online Services | Clause numbering and wording has been updated for clarity. | Part C (T-Suite): 36.11 |
| 8 July 2011 | T-Suite applications | Clarification regarding representations made in these T-Suite Our Customer Terms. | Part C (T-Suite): 3.80(d) |
| 8 July 2011 | Service Levels for Microsoft Online Services | Clarification regarding service credits payable in connection with Microsoft Office 365 Suites | Part C (T-Suite): 36.4 |
| 8 July 2011 | Service Levels for Microsoft Online Services | Clarification regarding use of defined terms | Part C (T-Suite): 36.6, 36.7, 36.10 |
| 29 June 2011 | T-Suite applications | Clarification that communications sent using a T-Suite application are carried over the customer's Internet service. | Part C (T-Suite): 2.2 |
| 29 June 2011 | Microsoft Online Portal | Reference to Microsoft Online Portal has been included | Part C (T-Suite): 2.6 |
| 29 June 2011 | T-Suite applications | Application overview has been updated to include additional Microsoft Online Services | Part C (T-Suite): 2.9 |
| 29 June 2011 | Microsoft Online Services support | Operational and technical support for Microsoft Online Services is now provided 24 hours a day, 7 days per week. | Part C (T-Suite): 2.12 |
| 29 June 2011 | Transmission and storage of information | Clarification that information associated with the Microsoft Online Services described in sections 27 to 34 of these T-Suite Our Customer Terms may be transmitted and stored overseas. | Part C (T-Suite): 3.46(a) |
| 29 June 2011 | Microsoft Online Services | Cross-referencing has been updated | Part C (T-Suite): 3.70 |
| 29 June 2011 | Microsoft Exchange Online | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 18.1 |
| 29 June 2011 | Hosted BlackBerry for Microsoft Exchange Online | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 19.1 |
| 29 June 2011 | Microsoft SharePoint Online | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 20.1 |
| 29 June 2011 | Microsoft SharePoint Online – Additional Storage | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 21.1 |
| 29 June 2011 | Microsoft Office Communications Online | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 22.1 |
| 29 June 2011 | Microsoft Office Live Meeting | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 23.1 |
| 29 June 2011 | Business Productivity Online Suite | Cease sale to new customers.  The numbering of following section is amended accordingly. | Part C (T-Suite): 24.1 |
| 29 June 2011 | Microsoft Online Services Terms of Use | Clarification that the terms of use set out in this section apply only to the Microsoft Online Services described in sections 18 to 24 of these T-Suite Our Customer Terms.  The numbering of following section is amended accordingly. | Part C (T-Suite): 25.1 |
| 29 June 2011 | Service Levels for T-Suite | Clarification that the service levels for Microsoft Online Services described in this section apply only to the Microsoft Online Services described in sections 18, 20, 22 and 23 of these T-Suite Our Customer Terms. | Part C (T-Suite): 26.2, 26.3 |
| 29 June 2011 | New T-Suite application: Microsoft Exchange Online | A new version of Microsoft Exchange Online has been included. | Part C (T-Suite): 27 |
| 29 June 2011 | New T-Suite application: Microsoft Exchange Online Archiving | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 28 |
| 29 June 2011 | New T-Suite application: Microsoft SharePoint Online | A new version of Microsoft SharePoint Online has been included. | Part C (T-Suite): 29 |
| 29 June 2011 | New T-Suite application: Microsoft SharePoint Online Storage | An additional T-Suite application has been included. This application is an add-on feature to the Microsoft SharePoint Online application described in section 29 of these T-Suite Our Customer Terms. | Part C (T-Suite): 30 |
| 29 June 2011 | New T-Suite application: Microsoft Lync Online | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 31 |
| 29 June 2011 | New T-Suite application: Microsoft Office Professional Plus | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 32 |
| 29 June 2011 | New T-Suite application: Microsoft Office Web Apps | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 33 |
| 29 June 2011 | New T-Suite offers: Microsoft Office 365 Suites | Additional Microsoft Office 365 Suites have been included. | Part C (T-Suite): 34 |
| 29 June 2011 | Microsoft Online Services Terms of Use | New terms have been included which apply to the Microsoft Online Services described in sections 27 to 34 of these T-Suite Our Customer Terms. | Part C (T-Suite): 35 |
| 29 June 2011 | Service Levels for Microsoft Online Services | New service level provisions have been included which apply to the Microsoft Online Services described in sections 27, 28, 29, 31 and 33 of these T-Suite Our Customer Terms. | Part C (T-Suite): 36 |
| 31 May 2012 | Renaming Network Computing Services | References to Network Computing Services have been changed to Cloud Services. | Throughout Cloud Services section |
| Adds, Moves and Changes | Introducing new ways to request adds, moves and changes | Part A (General): 2.9 |
| Pricing | Clarification of when billing for your service will commence and usage based pricing. | Part A (General): 5.2 and 5.3 |
| Incident Response Time | Updating definition of Incident Response Time | Part A (General): Table 3 |
| Service Activation and Service Modification | Clarification of the definition of minor, standard and major. | Part A (General): Table 3 |
| Service Availability | Clarification of how Service Availability is calculated | Part A (General): Table 3 |
| Definitions | Explanation of how units are defined | Part A (General): 7.2 |
| Utility Hosting Backup | Updated service description | Part E (IaaS): 4.16 to 4.24 |
| Backup as a Service | Inclusion of terms for new Backup as a Service offer | Part E (IaaS): 10 |
| DR as a Service | Inclusion of terms for new Disaster Recovery as a Service offer | Part E (IaaS): 11 |
| Security as a Service | Inclusion of new Security as a Service offer | Part E (IaaS): 12 |
| Data Import | Inclusion of terms for new data import service | Part E (IaaS): 13 |
| Professional Services | Incorporating Professional Services as part of Cloud Services | Part I (Professional Services): 1 |
| 12 May 2011 | Service Levels | The Bronze Recovery Time Object has been reduced from 24 hours to 2 hours.  Clarification of the definition of Recovery Time Objective | Part A (General): Table 2 and Table 3 |
| Service Level Rebates | Definitions of Severity levels have been added. | Part A (General): Table 3 |
| Service description | Clarification and simplification of the service description.  A definition of business day has also been included. | Part A (General): 1 and 7 |
| Vendor Terms and Conditions | Additional software has been made available which is subject to third party terms and conditions. | Part B (Vendor Terms): 3 |
| Infrastructure as a Service | Clarification of licensing responsibilities | Part E (IaaS): 5(a)(iv) |
| 21 February 2011 | Domain name registration and hosting | Addition of terms for domain name transfer in and change of registrant | Part C (T-Suite): 17 |
| 11 October 2010 | Remote Back-up powered by MozyPro | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. The numbering of following sections is amended accordingly. | Part C (T-Suite): 2.9, 11 |
| 11 October 2010 | Remote Back-up powered by Iron Mountain | Cease sale to new customers. | Part C (T-Suite): 10.8 |
| 31 August 2010 | Professional Services | Inclusion of Network Computing Services as a new category | Part I (Professional Services): 2.1 |
| 30 August 2010 | Domain name registration and hosting | Launch of Domain name registration and hosting through the T-Suite portal. | Part C (T-Suite): 16 |
| 30 August 2010 | T-Suite monthly service charge | Removal of T-Suite monthly service charge. | Part C (T-Suite): 3.9 |
| 16 August 2010 | General | Inclusion of ACN as an additional eligibility option. | Part C (T-Suite): 3.10 |
| 2 July 2010 | New T-Suite application service: Hosted BlackBerry for Microsoft Exchange Online | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range.The numbering of following sections is amended accordingly. | Part C (T-Suite): 2.9(a)(iii),17,23.1(b), 23.17 and 24.3 |
| 2 July 2010 | Renewal for T-Suite application subscriptions | Automatic renewal for T-Suite application subscription of 12 months or greater has been included. | Part C (T-Suite): 3.11, 3.12. 15.8 |
| 2 July 2010 | Charges | Some charging provisions have been moved to the General Terms | Part C (T-Suite): 3.2 |
| 2 July 2010 | Microsoft Dynamics CRM | Right to renew for a further 12 months has been removed. | Part C (T-Suite): 11.4 |
| 2 July 2010 | Cease sale of Microsoft Exchange Mail | This application will no longer be available for new customers after 2 July 2010 | Part C (T-Suite): 4.3 |
| 2 July 2010 | Cease sale of Hosted BlackBerry (BlackBerry Enterprise Server) | This application will no longer be available for new customers after 2 July 2010 | Part C (T-Suite): 5.3 |
| 2 July 2010 | Term of Remote Backup service | Requirement for a minimum contract period of 12 months | Part C (T-Suite): 10.9 |
| 2 July 2010 | Renewal for Workforce Guardian | Automatic renewal for Workforce Guardian for a further 12 months has been included | Part C (T-Suite): 13.6 |
| 2 July 2010 | Availability of Maximizer CRM on Demand | The service is not currently available for purchase. Removal of terms for consistency with renewal changes. | Part C (T-Suite): 15.1 |
| 9 June 2010 | Security applications – McAfee Desktop Security | Allow users to be added from a subscription. Early termination charges for termination during initial contract term included. Applicable charges clause included. | Part C (T-Suite): 9.21-23 |
| 9 June 2010 | Security Applications - MessageLabs Network Security | Addition of new features and provision to allow users to be added and removed from a subscription. Early termination charges for termination during initial contract term included. Applicable charges clause included. | Part C (T-Suite): 8.1, 8.19-22 |
| 6 April 2010 | New T-Suite application service: Maximizer CRM on Demand | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range.The numbering of following sections is amended accordingly. | Part C (T-Suite): 18 |
| 6 April 2010 | Amended T-Suite application service: XERO large and XERO small | Two new XERO T-Suite application services have been included.Xero Standard service has been renamed Xero Medium | Part C (T-Suite): 14 |
| 6 April 2010 | 99.9% service available service level for Microsoft Online Services | A new service level has been included for Microsoft Online Services. Additional exclusions have been included. | Part C (T-Suite): 24 |
| 6 April 2010 | Increased functionality for Microsoft Exchange Online | Enhanced feature with the Microsoft Exchange Online | Part C (T-Suite): 16.4 |
| 6 April 2010 | Increased functionality for Microsoft SharePoint Online | Enhanced feature with the Microsoft Sharepoint Online | Part C (T-Suite): 19.2 |
| 22 March 2010 | Professional Services | Introduction of new Professional Services offering | Part I (Professional Services) |
| 5 February 2010 | Increased functionality for Microsoft SharePoint Online | Further features are available with the Microsoft SharePoint Online | Part C (T-Suite): 18.8 |
| 5 February 2010 | Increased functionality for Microsoft Exchange Online | Further features are available with the Microsoft Exchange Online | Part C (T-Suite): 16.4, 16.7, 16.18 |
| 5 February 2010 | New T-suite application service: Business Productivity Online Deskless Worker Suite – Trial provisions | A trial has been included for Business Productivity Online Deskless Worker Suite and corresponding changes | Part C (T-Suite): 22.8, 22.9, 22.10-22.12 |
| 5 February 2010 | New T-suite application service: Microsoft Sharepoint Online – Additional Storage | An additional T-Suite application service has been included. This application service delivers existing storage capability to Microsoft Sharepoint Online – Additional Storage | Part C (T-Suite): 19, 23 and 24 |
| 1 November 2009 | MessageLabs | Export control compliance and audit requirements for new services from 1 November 2009 | Part C (T-Suite): 8.15 and 8.16 |
| 1 September 2009 | New T-Suite Microsoft Online Services | Changes to reflect the launch of the Microsoft Online Services | Part C (T-Suite): 2.6,-2.12,3.8, 3.19,3.26,3.31,3.39,3.46,3.47,3.48,3.59,3.60,3.66.3.70,3.71 |
| 1 September 2009 | New T-Suite application: Microsoft Exchange Online | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 16, 23 and 24 |
| 1 September 2009 | New T-Suite application: Microsoft SharePoint Online | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 18, 23 and 24 |
| 1 September 2009 | New T-Suite application: Microsoft Office Communication Online | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 20, 23 and 24 |
| 1 September 2009 | New T-Suite application: Microsoft Office Live Meeting | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 20, 23 and 24 |
| 1 September 2009 | New T-Suite application suite: Business Productivity Online Suite | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 22, 23 and 24 |
| 1 September 2009 | Cease sale of Microsoft SharePoint, | This application will no longer be available for new customers after 1 September 2009 | Part C (T-Suite): 6.3 |
| 5 August 2009 | Microsoft Dynamics CRM | Clarification on seats requirement and ETC application. | Part C (T-Suite): 11.4 to 11.8. |
| 21 July 2009 | Service charging | A month service charge may apply | Part C (T-Suite): 3.8(b) |
| 21 July 2009 | T-Suite sub domain | T-Suite sub-domains are no longer available to customers | Part C (T-Suite): 3.51 |
| 21 July 2009 | Microsoft SharePoint & Microsoft Exchange Mail. | Eligibility criteria and casual contract terms clarified. | Part C (T-Suite): 4.2, 4.3 and 6.3 |
| 21 July 2009 | New Email application: Hosted BlackBerry BES service. | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 5 |
| 21 July 2009 | New T-Suite application: Xero Standard Accounting service. | An additional T-Suite application has been included. This application delivers a new business application to the T-Suite service range. | Part C (T-Suite): 14 |
| 1 April 2009 | Customer administrator and administrator functions | The distinction between the customer administrator and administrator functions have been clarified | Part C (T-Suite): 2.6 and 2.7. |
| 1 April 2009 | T-Suite Single Bill option | T-Suite Single Bill option is now available to eligible customers. | Part C (T-Suite): 3.2 to 3.6. |
| 1 April 2009 | Browser suitability and service upgradeability | Software requirements for operation and process resulting from service upgrade and changes. | Part C (T-Suite): 3.18 to 3.23 and 3.26 |
| 1 April 2009 | Your data, general privacy terms, security and third party terms | Various changes | Part C (T-Suite): 3.27, 3.34 to 3.50 and 3.59 to 3.63. |
| 1 April 2009 | Cancellation and suspension | Various changes | Part C (T-Suite): 3.65 to 3.70 |
| 1 April 2009 | Outlook Web Access | Removal of Outlook Web Access option from T-Suite Microsoft Exchange Mail | Part C (T-Suite): 4.1 |
| 1 April 2009 | End User Licence Conditions | Incorporation of End User Licence conditions | Part C (T-Suite): 4.9 to 4.19, 5.3 to 5.19, 8.4 to 8.20 and 10.5 to 10.16 |
| 1 April 2009 | New T-Suite applications: Skoot, WORKetc, Workforce Guardian | Additional T-Suite applications have been included. These applications deliver new collaboration and business applications to the T-Suite service range. | Part C (T-Suite): 6, 11, 12 and 13. |
| 1 April 2009 | Telstra Remote Backup | The reference to another OCT section which contains the terms for Telstra Remote Backup has been removed. The terms in this section apply to the T-Suite Telstra Remote Backup service. | Part C (T-Suite): 9 |
| 1 April 2009 | Microsoft Dynamics CRM | The ETC applicable to Microsoft Dynamics CRM has increased for new customers from 35% to 65% | Part C (T-Suite): 10.14. |