Critical Information Summary

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

Microsoft 365 Business

Information about the service

Your plan is for a Microsoft 365 Business application, which is available through the Telstra Apps Marketplace.

Microsoft 365 Business is a complete, intelligent solution, including Office 365 Business, Windows 10 Pro, and Enterprise Mobility + Security, that empowers creativity and secure collaboration.

Telstra Apps Marketplace

The Telstra Apps Marketplace is a web-based marketplace where you can purchase and manage various software applications that we make available from time to time. To start using the Telstra Apps Marketplace, create an account. You may need to meet minimum system requirements to use certain applications available on the marketplace, which are set out on the website and in Our Customer Terms. You're responsible for ensuring that you meet these requirements.

Minimum Term

Casual. There is no fixed or minimum term but you need to give us 30 days notice to cancel your Microsoft 365 Business plan.

What's included

Plans

Microsoft 365 – plans and applications	Enterprise E3	Enterprise E5	Business
Office applications (Word, Excel, PowerPoint)	✓	✓	✓
Outlook, Exchange	✓	✓	✓
Microsoft Teams	✓	✓	✓
Skype for Business	✓	✓	✓
PSTN Conferencing		✓	
Cloud PBX		✓	
SharePoint, Yammer, OneDrive	✓	✓	✓
Advanced Threat Protection		✓	
O365 Threat Intelligence		✓	
Azure Active Directory P1	✓	✓	
Azure Active Directory P2		✓	
Microsoft Intune	✓	✓	✓*
Azure Information Protection P1	✓	✓	
Azure Information Protection P2		✓	
Advanced Compliance		✓	
Delve	✓	✓	✓
Power BI Pro, My Analytics		✓	

* Only selected features: App protection for Office mobile apps, MDM for Windows 10 PCs, Selective wipe of company data, AAD Auto-Enroll)

Information about pricing

Your Minimum monthly charge

Plan	Charge per user per month (Incl. GST)
Microsoft 365 Enterprise E3	$48.29
Microsoft 365 Enterprise E5	$86.90
Microsoft 365 Business	$30.25

Early termination charge

There is no Early Termination Charge.

Other information

Manage your service online

You can manage your Telstra Apps Marketplace applications online at **marketplace.telstra.com**

Billing

The pricing 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 – refer to the 'Important information about your first bill' section below for more information.

Important information about your first bill

When you first start a plan or change your plan part way through a billing period, your first bill will include your minimum monthly charge in advance. It will also include a proportion of your minimum monthly charge based on the number of days left in the 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 **telstra.com/business**. If you have questions about your bill, technical support service or connection, please call us on 13 2000 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, including Our Customer Terms which is available at **telstra.com/customer-terms**

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