



MICROSOFT DYNAMICS CRM ONLINE

INFORMATION ABOUT THE SERVICE

Your plan is for a Microsoft Dynamics CRM Online application which is available through the Telstra Apps Marketplace.

Microsoft Dynamics CRM Online is a Customer Relationship Management (CRM) application, which is hosted by Microsoft.

You need to take up a user license for each user of the application (User SL).

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 marketplace.telstra.com and 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 Dynamics CRM Online subscription.

What's included

Depending on which Plan you choose, your Microsoft Dynamics CRM Online licence Plan includes the features listed in the table below.

Plans	Microsoft Dynamics CRM Online Essentials	Microsoft Dynamics CRM Online Basic	Microsoft Dynamics CRM Online Professional Add-On to Office 365	Microsoft Dynamics CRM Online Professional
Minimum licences	1	1	5	5
View activity feeds	✓	✓	✓	✓
Manage activities	✓	✓	✓	✓
Read and write custom application data	✓	✓	✓	✓
Read and write contacts and accounts	✓	✓	✓	✓
Read and write leads and cases		✓	✓	✓
Create and manage personal dashboards and charts		✓	✓	✓
Microsoft Social Engagement			✓	✓
Unified Service Desk			✓	✓
Workflows and approvals			✓	✓
Customer service automation			✓	✓
Sales force automation			✓	✓
Administer and customise CRM			✓	✓

Product Add-Ons

Add-Ons require a Professional or Professional Add-On to Office 365 plan

Microsoft Dynamics CRM Online Additional Non-Production Instance – well suited for deployments such as test environments, training applications, and sandbox environments configured within an organisation

Microsoft Dynamics CRM Online Additional Production Instance – well suited for multi-instance deployments such as departmental applications configured within an organization.

Microsoft Dynamics CRM Online Additional Storage – provides 1 gigabyte of storage as Add-On to expand the storage capacity of Microsoft Dynamics CRM Online subscription. Can be purchased in 1 gigabyte increments to a total of 955 gigabytes.

Microsoft Social Engagement Additional 10K Posts – provide volume and sentiment analysis of social networking data.

Microsoft Social Engagement Additional 10K Posts (minimum 10 licenses) – provide volume and sentiment analysis of social networking data.

Microsoft Social Engagement Additional 10K Posts (minimum 100 licenses) – provide volume and sentiment analysis of social networking data.

INFORMATION ABOUT PRICING

Your Minimum monthly charge

Plan	Charge per user per month inc. GST
Microsoft Dynamics CRM Online Essentials	\$21
Microsoft Dynamics CRM Online Basic	\$42
Microsoft Dynamics CRM Online Professional Add-On to Office 365	\$70
Microsoft Dynamics CRM Online Professional	\$91
Product Add-Ons	Charge per month inc. GST
Microsoft Dynamics CRM Online Additional Non-Production Instance	\$210
Microsoft Dynamics CRM Online Additional Production Instance	\$769
Microsoft Dynamics CRM Online Additional Storage	\$14 (per GB)
Microsoft Social Engagement Additional 10K Posts	\$140
Microsoft Social Engagement Additional 10k Posts (minimum 10 licenses)	\$98
Microsoft Social Engagement Additional 10k Posts (minimum 100 licenses)	\$56

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.

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 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.au/customer-terms