



MICROSOFT® EXCHANGE ONLINE ARCHIVING APPLICATION

INFORMATION ABOUT THE SERVICE

Your plan is for a Microsoft® Exchange Online Archiving Application, which is available through the Telstra Apps Marketplace.

The Microsoft Exchange Online Archiving application is a hosted archiving solution for organisations that have deployed Exchange Server 2010 on-premises.

You need to take up a user licence 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 Exchange Online Archiving application.

What's included

The Microsoft Exchange Online Archiving application includes the following features:

- unlimited storage in a cloud-based personal archive for each user for which you maintain a Microsoft Exchange Online Archiving User SL;
- access to retention policies that can be applied to specific folders in users' inboxes;
- multi-mailbox search functionality; and
- archive delegate access functionality.

It also includes:

Personal Archive – a specialised mailbox that appears alongside the user's primary mailbox folder in compatible versions of Microsoft Office Outlook and Microsoft Office Web App. A personal archive can only be used for the storage of messaging data.

Data protection and security features – deleted item recovery for up to 14 days from the time of deletion, deleted user mailbox recovery for up to 30 days from the time of deletion and continuous intrusion monitoring and detection to help notify you of connection attempts that are suspicious.

Users can connect their archive mailboxes from the following compatible platforms:

- Microsoft Outlook 2013
- Microsoft Outlook® 2010;
- Microsoft Office Outlook 2007; and
- Microsoft Office Outlook Web App (excluding Outlook Web App Light).

What's not

If you use Microsoft Office Outlook 2007 to access your Microsoft Exchange Online Archiving application, not all features of the Microsoft Exchange Online Archiving Application will be available to your users.

The following platforms and protocols are not supported by the Microsoft Exchange Online Archiving application):

- Outlook Web App Light;
- Microsoft Outlook for Mac 2011;
- Microsoft Entourage® 2008 Web Services Edition;
- access using Internet Message Access Protocol (IMAP) or Post Office Protocol (POP); and
- Microsoft Exchange ActiveSync® protocol.

INFORMATION ABOUT PRICING

Your minimum monthly charge

Plan	Charge per user per month
Microsoft® Exchange Online (Plan 1)	\$6.05
Microsoft® Exchange Online (Plan 2)	\$12.10
Microsoft® Exchange Online Archiving	\$4.50

Early Termination Charge

There's 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 figures 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 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 and Our Customer Terms, which is available at telstra.com.au/customer-terms/