



OFFICE 365 BUNDLE

INFORMATION ABOUT THE SERVICE

Your plan is for an Office 365 Bundle which is available through the Telstra Apps Marketplace.

The Office 365 Bundle consists of:

- The choice to select or combine a Microsoft Office 365 Business plan and/or a Microsoft Office 365 Business Essentials plan, and/or a Microsoft Office 365 Business Premium plan.
- An optional Domain Name (either a .com.au or .net.au domain name) which we will configure to your Microsoft Office 365 account.
- Activation of your Microsoft Office 365 account and set-up of up to 5 users.

You need to take up a user licence for each user of the application (User SL). You may purchase up to 300 User SLs for each plan.

Eligibility

Eligible to make purchases on Telstra Apps Marketplace.

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

If you take up a bundle with a domain name – 24 months.

If you take up a bundle without a domain name – there's no minimum term.

What's included

	Microsoft Office 365 Business	Microsoft Office 365 Business Essentials	Microsoft Office 365 Business Premium
Microsoft Office application (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)	✓	✗	✓
Microsoft Exchange Online	✗	✓	✓
Microsoft SharePoint® Online	✗	✓	✓
Microsoft Skype™ for Business Online (formerly Lync™ Online)	✗	✓	✓
Microsoft Office Online	✓	✓	✓
Yammer	✗	✓	✓
OneDrive for Business with 1TB of personal storage	✓	✓	✓
Compatible with other Office 365 plans	✓	✓	✓

Domain name registration and setup

We'll register an optional new.com.au or .net.au domain name for you (or if you have an existing domain name, we'll provide you with instructions on how to configure your existing domain so that you can use Office 365 with the domain name of your preference) and host it for you as part of the Domain Name service. For as long as you keep your plan, your domain name will be automatically renewed to ensure you don't lose your domain name. We will notify you before the auto renewal occurs.

Office 365 as an add-on service to BizEssentials or Telstra Business Broadband

If you take up the Office 365 Bundle as an add-on to BizEssentials or Telstra Business Broadband and order an Australian domain at the same time, the domain will be registered and hosted for 24 months. We will automatically renew your domain name to ensure you don't lose your domain name. We will notify you before the auto renewal occurs. Renewal fees will apply after the initial 24 month registration and can be found on marketplace.telstra.com

INFORMATION ABOUT PRICING

Your minimum monthly charge and total minimum cost

Office 365 Business – \$11.85 per user per month.

If you take up a plan with a domain name, the minimum cost is **\$272.55** over 24 months.

Office 365 Business Essentials – \$6.34 per user per month.

If you take up a plan with a domain name, the minimum cost is **\$145.82** over 24 months.

Office 365 Business Premium – \$15.33 per user per month.

If you take up a plan with a domain name, the minimum cost is **\$352.59** over 24 months.

Early Termination Charge

If you purchase an Office 365 Bundle with a domain name, and your plan is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) of **\$4** multiplied by the number of remaining months in your minimum term.

There's no ETC if you don't take up a domain name with your plan.

OTHER INFORMATION

Manage your service online

You can manage your 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 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.au/customer-terms/