



CLOUD COLLABORATION – MICROSOFT EXCHANGE SHARED

INFORMATION ABOUT THE SERVICE

Your plan is for Cloud Collaboration – Microsoft® Exchange shared. Cloud Collaboration – Microsoft Exchange shared is a locally-hosted email and archive solution based on Microsoft reference architecture to provide a secure, reliable and pay-for-use service.

You need to:

- take up a user licence for each user of the application; and
- maintain a Telstra internet access service or Telstra Next IP private network.

Minimum term

Casual – there's no minimum term.

What's included

The Cloud Collaboration – Microsoft Exchange shared application includes following features:

- Microsoft Exchange 2013, hosted in Telstra's Australian data centres and designed to deliver email, calendar functions with optional compliance archiving over a Telstra Internet Direct connection. You can manage your users via Cloud Collaboration management console
- Compliance Archiving provides capabilities that preserve a users' deleted and edited mailbox items (including email messages, appointments and tasks) from their primary mailboxes for legal or regulatory purposes. The data cannot be amended and can be searched and retrieved by service request
- 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.

Telstra manages:

- data centre environment
- network infrastructure
- storage infrastructure
- computer infrastructure (ie physical servers)
- email, management console and database servers
- security infrastructure including firewalls and anti-virus and anti-spam
- software patches.

What's not

- Desktop client software (such as Microsoft Outlook).

INFORMATION ABOUT PRICING

Your minimum monthly charge

Microsoft Exchange shared (price per user per month incl. GST)

Mailbox size	M (5GB)	L (10GB)	XL (25GB)
Price with BYO license	\$5.45	\$6.55	\$8.75
With Exchange Standard licence	\$7.84	\$8.94	\$11.14
With Exchange Enterprise licence	\$11.84	\$12.94	\$15.14
Microsoft Exchange Shared Compliance Archiving	61¢/GB (incl. GST)		

- Pricing is per month and inclusive of GST.
- Enterprise licensing is required for the compliance archiving service. Archiving is enabled per user, so you can have some users on your Enterprise licence and some users with Standard licences.
- You may purchase additional seats or reduce seats through the self-service Cloud Collaboration management console or via API (Application Programming Interface).
- Pricing does not include network and internet access services.

Early Termination Charge

There is no Early Termination Charge.

OTHER INFORMATION

Manage your service online

You can manage your Cloud Collaboration – Microsoft Exchange shared applications online through the Cloud Collaboration management console.

Billing

The pricing in this Critical Information Summary is 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

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.au/business-enterprise/help-support/contact-us/make-a-complaint

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