



MICROSOFT® LYNC™ ONLINE APPLICATION

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

INFORMATION ABOUT THE SERVICE

Your plan is for a Microsoft® Lync™ Online application which is available through Telstra's T-Suite® web-based portal.

The Microsoft Lync Online application is a Microsoft hosted communications application that uses software, and delivers functionality, substantially similar to Microsoft Lync Server 2010. You need one of the following user licences for each user of the application:

- Lync Online (Plan 1) User SL;
- Lync Online (Plan 2) User SL ; or
- Lync Online (Plan 3) User SL.

T-SUITE

The T-Suite web-based portal 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 T-Suite portal. To start using the T-Suite portal, visit the T-Suite services website and create an account for your organisation.

You may need to meet minimum system requirements to use certain T-Suite software applications, which will be set out on telstra.com/t-suite 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 Lync Online application.

WHAT'S INCLUDED

The Microsoft Lync Online application comes with:

- instant messaging and presence (up to 250 presence subscribers per user)
- Lync-to-Lync audio/video calling (audio and video quality may vary depending on your network performance)
- Lync external connectivity
- Authenticated attendee in Lync meetings.

Depending on what User SL you choose, your Microsoft Lync Online application also includes the features listed in the table below.

APPLICATION FEATURE	(PLAN 1) PER USER SL	(PLAN 2) PER USER SL	(PLAN 3) PER USER SL
Initiate ad-hoc and scheduled online meetings	×	✓	✓
Initiate multi-party Lync-based audio/video	×	✓	×
Initiate interactive data sharing (screen/application/whiteboard)	×	✓	✓
Initiate integration with 3rd party dial in audio conferencing application	×	✓	✓
On premises rights	×	✓	✓
Cloud-based interop with partners who provide calling services (eg Jajah)	×	×	✓

WHAT'S NOT

You must provide all equipment (including appropriate web and video cameras attached to personal computers), download all plug-ins and other software necessary to access the Microsoft Lync Online application.

INFORMATION ABOUT PRICING

YOUR MINIMUM MONTHLY CHARGE

PLAN	CHARGE PER USER PER MONTH
Microsoft® Lync™ Online (Plan 1)	\$3
Microsoft® Lync™ Online (Plan 2)	\$8.10
Microsoft® Lync™ Online (Plan 3)	\$12

EARLY TERMINATION CHARGE

There's no early termination charge.

OTHER INFORMATION

MANAGE YOUR SERVICE ONLINE

You can manage your T-Suite applications online at telstra.com/t-suite

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 telstra.com/business.

If you have questions about your bill, technical support service or connection, please the T-Suite help desk on **1800 TSUITE** (1800 878483) or our Disability Enquiry Hotline on **1800 068 424** (voice) and **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/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 and Our Customer Terms, which is available at telstra.com.au/customer-terms/