



SYMANTEC™ ENTERPRISE VAULT™.CLOUD SERVICE

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 Symantec™ Enterprise Vault™.Cloud service which is available through Telstra's T-Suite® web-based portal.

The Symantec Enterprise Vault service is a cloud based email archiving service that archives internal and external emails off-site, while providing on-demand access to emails after they've been archived. You need a licence for each user of the application (**User SL**) and you must select a minimum of 10 users.

Your email system or other relevant system must be permanently connected to the Internet with a fixed IP address (not through dial-up or IDSN) to use the Symantec Enterprise Vault service.

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

24 months.

You can add additional users at any time, and if you do, the term for each additional user will end at the same time as your initial application term.

WHAT'S INCLUDED

You can choose from two Symantec Enterprise Vault service packages, as described in the table below.

SERVICE COMPONENTS	SYMANTEC ENTERPRISE VAULT.CLOUD	SYMANTEC ENTERPRISE VAULT ENHANCED.CLOUD
Symantec Enterprise Vault Personal.cloud	✓	✓
Symantec Enterprise Vault Discovery.cloud	✓	✓
Symantec Enterprise Vault Mailbox Continuity.cloud.		✓

FEATURES

Automatic email archiving	Inbound and Outbound	Inbound and Outbound
Basic search	✓	✓
Advanced search	✓	✓
Restore deleted or lost emails	✓	✓
Access archived email via Microsoft Outlook	✓	✓
Support for Microsoft Exchange and Microsoft Office 365 servers	✓	✓
Legacy data import	✓	✓
Access mailbox during an outage	✗	✓
Continue to send and receive email during an outage	✗	✓
Continue to access historical emails during an outage	✗	✓

You'll also be provided with access to ClientNet via a secure password protected login, which is an internet-based configuration, management and reporting tool that allows you to view data and statistics on your use of the Symantec Enterprise Vault service.

IMPORTANT INFORMATION

- The maximum email size (including attachments) that can be ingested by the Symantec Enterprise Vault service is 50MB.
- The Symantec Enterprise Vault service doesn't replace your need to backup your mail server locally. In the event that you need to rebuild your mail server, you should rebuild it from locally managed data rather than from the Symantec Enterprise Vault service archive.
- We'll keep your data for 120 days after the expiry of your initial term or the date your service otherwise ends. You need to tell us in writing before that date if you want a copy of your data, in which case we'll supply one to you in PST format via hard disk media (up to 2TB per month) until all your data is returned to you. You'll need to pay us our (or our supplier's) current rates for this work. If you don't ask us to do this we will delete your data.

INFORMATION ABOUT PRICING

YOUR MINIMUM MONTHLY CHARGE

ENTERPRISE VAULT.CLOUD		
Number of users	Monthly charge (per user)	Min. cost over 24 months per user
10-49	\$7.16	\$171.84
50-99	\$6.09	\$146.16
100-249	\$5.73	\$137.52
250-499	\$5.37	\$128.88
500-999	\$5.01	\$120.24
ENTERPRISE VAULT ENHANCED.CLOUD		
Number of users	Monthly charge (per user)	Min. cost over 24 months per user
10-49	\$9.21	\$221.04
50-99	\$7.83	\$187.92
100-249	\$7.37	\$176.88
250-499	\$6.91	\$165.84
500-999	\$6.45	\$154.80
T-SUITE SYMANTEC ENTERPRISEVAULT – DATA		
Mailbox Import option per GB		\$15

EARLY TERMINATION CHARGE

If your plan or a user licence is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) calculated as 65% of the monthly charges payable by you multiplied by the number of remaining months in your plan term, plus the set up charge (if there is one).

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 use 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/