

# MICROSOFT® OFFICE 365 SUITE

## INFORMATION ABOUT THE SERVICE

Your plan is for a Microsoft Office 365 Suite which is available through the Telstra Apps Marketplace.

Microsoft Office 365 Suite is a bundled offer that consists of multiple eligible Microsoft Online services. You need a user licence for each user of the application.

### 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](http://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](http://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 Office 365 Suite.

### What's included

You can choose from different Microsoft Office 365 Suite categories, which each have their own different types of User SLs. These plans can be used in conjunction with each other:

Category	User SLs	Included user licences for Microsoft applications
Microsoft Office 365 Business	Business	<ul style="list-style-type: none"> <li>Microsoft Office applications (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)</li> <li>Office Online</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul> You may purchase a maximum of 300 Office 365 Business User SLs
	Business Essentials	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint® Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Yammer</li> <li>Office Online</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul> You may purchase a maximum of 300 Business Essentials User SLs

Category	User SLs	Included user licences for Microsoft applications
Microsoft Office 365 Business	Business Premium	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Yammer</li> <li>Microsoft Office applications (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)</li> <li>Office Online</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul> You may purchase a maximum of 300 Business Premium User SLs
Microsoft Office 365 Enterprise	Plan E1	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Microsoft Office Online</li> <li>Yammer</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul>
	Plan E2	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Microsoft Office Online</li> <li>Yammer</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul>
	Plan E3	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Microsoft Office ProPlus</li> <li>Microsoft Office Online</li> <li>Yammer</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul>
	Plan E4	<ul style="list-style-type: none"> <li>Microsoft Exchange Online</li> <li>Microsoft SharePoint Online</li> <li>Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>Skype™ for Business Plus* functionality when Skype™ for Business Server is deployed on-premise and integrated with PSTN telephony services</li> <li>Microsoft Office ProPlus</li> <li>Microsoft Web Apps</li> <li>Yammer</li> <li>OneDrive for Business (with 1 TB personal storage)</li> </ul>

Category	User SLs	Included user licences for Microsoft applications
Microsoft Office 365 Enterprise (continued)	Plan E5	<ul style="list-style-type: none"> <li>• Microsoft Exchange Online</li> <li>• Microsoft SharePoint Online</li> <li>• Microsoft Skype™ for Business Online (formerly Lync™ Online)</li> <li>• Skype™ for Business Plus* functionality when Skype™ for Business Server is deployed on-premise and integrated with PSTN telephony services</li> <li>• Microsoft Office ProPlus</li> <li>• Microsoft Web Apps</li> <li>• Yammer</li> <li>• OneDrive for Business (with 1 TB personal storage)</li> <li>• Cloud PBX</li> <li>• Power BI Pro</li> </ul>
Microsoft Office 365 Enterprise	Plan F1	<ul style="list-style-type: none"> <li>• Microsoft Exchange Online</li> <li>• Microsoft SharePoint Online</li> <li>• Microsoft Office Online</li> </ul>
	Plan K2	<ul style="list-style-type: none"> <li>• Microsoft Exchange Online</li> <li>• Microsoft SharePoint Online</li> <li>• Microsoft Office Online</li> </ul>

\* Skype™ for Business Plus gives you eligible client access licences for Lync Server 2010 and voice-related functionality when Lync Server 2010 is deployed on-premise and integrated with PSTN telephony services. You are responsible for arranging for the necessary hardware and system configuration to enable voice-related functionality.

We have separate summaries for each of the Microsoft applications described above, other than Skype™ for Business Plus, that is described in this summary. You can ask your sales representative for a copy or obtain them from [telstra.com](http://telstra.com)

## INFORMATION ABOUT PRICING

### Your minimum monthly charge

Plan	Charge per user per month
<b>Microsoft® Office 365 Business</b>	
Microsoft Office 365 Business	\$13.20
Microsoft Office 365 Business Essentials	\$7.59
Microsoft Office 365 Business Premium	\$18.92
<b>Microsoft Office 365 Enterprise</b>	
Microsoft Office 365 (Plan E1)	\$12.10
Microsoft Office 365 (Plan E2)	\$11.20
Microsoft Office 365 (Plan E3)	\$30.25
Microsoft Office 365 (Plan E4)	\$32.50
Microsoft Office 365 (Plan E5)	\$52.90
Microsoft Office 365 (Plan F1)	\$6.05
Microsoft Office 365 (Plan K2)	\$5.60

### Early Termination Charge

There's no Early Termination Charge.

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## OTHER INFORMATION

### Manage your service online

You can manage your Telstra Apps Marketplace applications online at [marketplace.telstra.com](http://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](http://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](http://telstra.com/billpay)

### We're here to help

You'll find more information at [marketplace.telstra.com](http://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](http://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](http://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](http://telstra.com.au/customer-terms)