

CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time. All prices contained in this document are inclusive of GST, unless otherwise stated.



Exchange Online and Business Standard

Hosted email for business that's easy to use and easy to manage. Microsoft's Exchange Online provides access to a business email address, calendar, and contacts on your PC, phone, and web browser. Microsoft 365 Business Standard provides you with all the great features of Exchange Online Plan 1 plus access to desktop, web and mobile apps and secure cloud services. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	Exchange Online Plan 1	Exchange Online Plan 2	Microsoft 365 Business Standard
Price per month. Annual Commitment [^]	\$6.60 per user/month	\$13.20 per user/month	\$20.57 per user/month
Price per month. Month-to-Month Commitment [^]	\$7.92 per user/month	\$14.65 per user/month	\$24.68 per user/month
Mailbox Size	50GB mailbox and messages up to 150MB	100GB mailbox and messages up to 150MB	50GB mailbox and messages up to 150MB
Uptime SLA	99.9%	99.9%	99.9%
Access to Microsoft IT Standard Support*	Available 24/7	Available 24/7	Available 24/7
Outlook desktop, Outlook on the web, and Outlook mobile app	✓	✓	✓
Anti-malware and anti-spam filtering	✓	✓	✓
Focused Inbox makes it easy to track email that matters most	✓	✓	✓
Automatically move old messages to an In-Place Archive	✓	✓	✓
Built-in data loss prevention (DLP)	✗	✓	✗
Cloud Voicemail services with call answering, dial-in UI, and automated attendant	✗	✓	✗
Desktop, web and mobile apps and secure cloud services	✗	✗	Word, Excel, PowerPoint, Outlook, Teams, OneDrive, SharePoint, Exchange, Clipchamp, Microsoft Loop

[^] Customers must accept the Microsoft Cloud Agreement (MCA) before services are ordered. [Microsoft Customer Agreement](#)

* Microsoft 'Standard Support' is included in the product. Customers can engage Microsoft for basic level 1 support, such as setting up Outlook.

Support

WE CAN:	WE CAN'T
Perform basic level 1 triage to identify issues to determine the best course of action to remediate ✓	Setup and configuration of Outlook/mailboxes ✗
Validate licences ✓	Adjustment of settings in Outlook ✗
Add DNS records (if Bendigo Telco manages the domain and DNS) ✓	Update DNS settings if Bendigo Telco does not manage them ✗
Reset passwords ✓	Provide onsite support ✗
Service moves, adds and changes ✓	
Check Service Status and Outages ✓	

This is a summary only. Details are correct as of **May 1, 2024**. The full legal terms for this plan are available at bendigotelco.com.au. All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy. Copies are available at bendigotelco.com.au. You must adhere to these terms when using this service. Bendigo Telco Ltd trading as Bendigo Telco ABN 88 089 782 203

INFORMATION ABOUT THE SERVICE

BUNDLING

This offer is not conditional on any bundling arrangements.

HARDWARE & EQUIPMENT

No hardware or equipment is supplied as part of this offer.

MINIMUM TERM

Exchange Online plans are available on a month-to-month basis or annually. All plans auto-renew at the end of their commitment period.

MONTHLY ACCESS FEE

The minimum monthly access fees for Exchange Online plans can be found in the plan table above.

EARLY TERMINATION CHARGE

Customers must provide at least 30-days notice of cancellation. There are no early termination charges applicable on the Exchange Online plans.

Month-to-month subscriptions

The service will be cancelled at the end of the commitment period.

Annual subscriptions

The service's auto-renew feature will be 'switched off' and will continue to operate and be billed every month up until the anniversary date.

Service Information

At the end of the commitment period, all Microsoft data is deleted upon cancellation.

MANAGE YOUR SERVICES ONLINE

Your Exchange Online service comes with access to our SmartCentre portal to view and manage your services.

OTHER INFORMATION

CUSTOMER EXPERIENCE

Support is available from Bendigo Telco and Microsoft for Exchange Online.

Bendigo Telco

Bendigo Telco has an all-Australian-based Customer Experience team that can help you with any technical support, account, or sale questions. Customers can call our Customer Experience team on **1300 228 123** or lodge a fault via our online application.

Microsoft

Technical support hours: 24/7

Phone: **1800 197 503**

Alternative Number: **02 8223 9959** (local call charges apply).

SUMMARY

This is a summary only – the full legal terms for this plan are contained in your agreement with Bendigo Telco Ltd, including Our Standard Form of Agreement, which is available at:

bendigotelco.com.au/legal/sfoa-compliance

BILLING

Services are billed monthly in arrears. When you first start a plan or change your plan part way through a billing period, your next bill will detail these changes.

PAPER INVOICE CHARGE

Paper invoices incur a fee of \$2.20. Receiving your invoice via email does not incur a charge.

FOR MORE INFORMATION

We are committed to creating a culture where your feedback is encouraged, recognised, and consistently captured. If you would like to provide us with feedback, ask for more information or make a complaint please call our Australian based Customer Experience team on **1300 228 123** or follow our dispute resolution process via <https://www.bendigotelco.com.au/legal/privacy-policy>

TIO

If after you have raised a complaint with us and you are unsatisfied with our decision or the outcome, you are entitled to contact the Telecommunications Industry Ombudsmen (TIO). The TIO can be contacted on 1800 062 058 or log onto the website: www.tio.com.au/making-a-complaint

Bendigo Telco Limited

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Bendigo Vic 3552

P: 1300 228 123

E: customerhelp@bendigotelco.com.au