

# CRITICAL INFORMATION SUMMARY

This summary does not reflect any discounts or promotions which may apply from time to time.

## Exchange Online

Application Features	Plan 1	Plan 2
Large mailboxes	50GB	100GB
Outlook support	✓	✓
Web-based access	✓	✓
Inbox management	✓	✓
Shared calendar and contacts	✓	✓
Security	✓	✓
In-Place Archive	✓	✓
In-Place Hold	✗	✓
Unlimited storage	✗	✓
Hosted voicemail	✗	✓
Data loss prevention (DLP)	✗	✓

### INFORMATION ABOUT THE SERVICE

Microsoft Exchange Online is Microsoft's subscription based email product.

#### More information about the service

This offer is unbundled.

#### Hardware & Equipment

No hardware is included with this product.

#### Minimum Term

These plans are available on a casual basis. A minimum term of one month applies.

#### What's Included

You can choose between two different plans with different features and service levels. The two plans can be used in conjunction with each other:

Support	
WE CAN:	WE CAN'T:
Create licences ✓	Setup mailboxes ✗
Update DNS records (when DNS is managed by us) ✓	Update DNS records (when DNS isn't managed by us) ✗
Verify service health status ✓	Provide on-site support ✗
Reset passwords ✓	Troubleshoot mail client issues (eg. outlook) ✗
Confirm licencing ✓	

## INFORMATION ABOUT PRICING

### Monthly Access Fee

The Monthly Access fees for the Exchange Online plans are as follows:

- Exchange Online Plan 1 – \$5.61 per user, per month.
- Exchange Online Plan 2 – \$11.22 per user, per month.

### Early Termination

No early termination charges apply.

## OTHER INFORMATION

### Billing

When you first start a plan or change your plan part way through a billing period, your first bill will have additional charges. It will include your minimum monthly charge in advance, plus a proportion of your minimum monthly charge based on the number of days left in the billing period. You'll still receive a full month's call and data allowance.

### Paper Invoice Charge

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

## WE'RE HERE TO HELP

### For More Information or Questions

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 phone our Customer Help Team on the relevant number listed at the bottom of this document or visit the privacy and policy page on the relevant website also listed at the bottom of this document.

### TIO

If 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](http://www.tio.com.au).