

CRITICAL INFORMATION SUMMARY

INFORMATION ABOUT THE SERVICE

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

Exchange Online

Microsoft

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:

| 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) | ✗ | ✓ |

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 ARE 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.

This is a summary only, details are correct at 1st August 2017. For full terms and conditions please refer to the product terms and conditions, copies are available at the relevant website listed at the bottom of this document.

All services are supplied in accordance with our Standard Form of Agreement and Acceptable Use Policy, copies are available at the relevant website listed at the bottom of this document. You must adhere to these terms when using this service.

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