

## EXCHANGE ONLINE

Microsoft Exchange Online is Microsoft's subscription based email product. Please refer to **WHAT'S INCLUDED** below for plan inclusions.

PLAN	PLAN 1	PLAN 2
Minimum Monthly Charge	\$6.05 /month, per user	\$12.10 /month, per user
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)	✗	✓
Maximum Early Termination Charge	N/A	N/A
Minimum Term	1 month	1 month

### BUNDLING

This offer is not conditional on any bundling arrangement.

### 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.

### MONTHLY ACCESS FEE

The monthly access fees for these plans can be found in the table above.

### 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.

Plans include monthly access fee and features for one user.

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 ✓	

### EARLY TERMINATION CHARGE

There are no early termination charges applicable on these plans.

### 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.

### PAPER INVOICE CHARGE

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

## WE'RE HERE TO HELP

### 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 Customer Help on **1300 228 123**.

### 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).