

Microsoft Office 365

Information on the Service

Microsoft Office 365 is a cloud based office suite available on Optus Smart Shop.

This service enables you to access a range of application packages from Microsoft.

This service requires a client, available through Optus Smart Shop, to be downloaded onto your device, or through a web browser.

What's Included

Office 365 Business Essentials	Office 365 Business	Office 365 Business Premium
Exchange Online with 50GB mailbox	Outlook	Exchange Online with 50GB mailbox
One Drive with 1TB of file storage	Excel, Word, PowerPoint	Outlook
Skype for Business	One Note	Excel, Word, PowerPoint
Online versions of Office	Publisher	One Note
	One Drive with 1TB of file storage	Publisher
		One Drive with 1TB of file storage
		Skype for Business

What's Not

O365 Business Essentials is online only and does not include the desktop apps.

Other Important Information

Internet connection required to access online versions and to download desktop applications

Pricing Information

Plan Pricing	O365 Business Essentials	\$84.00	
	O365 Business	\$158.40	Per user per year
	O365 Business Premium	\$210.00	
Option Add Ons		N/A	
Minimum Cost		\$84.00 per user per year	
Early Termination Charge		Annual Contract, 32 days notice applies. You will incur an additional annual charge if you give less than 32 days notice.	

Other Information

Service Management

Manage your application using the Optus Smart Shop Dashboard at www.smartshop.optus.com.au/login

Billing

Billed per user per year. Contract with renew if not cancelled. You need to give 32 days notice to avoid a further annual charge.

Help Details

www.smartshop.optus.com/en/help
<https://support.office.com/>

Customer Service

Phone

You can call **1300 620 646** for assistance with your Optus Smart Shop subscription, website or platform issues or application issues.

Website

For other assistance and account information, see www.smartshop.optus.com/en/help

Complaints

You can contact our complaint resolution area by calling us on **1300 620 646**. We encourage you to contact us first so that we can try to resolve your complaint straight away. If you're not happy with the outcome, you may also contact the Telecommunications Industry Ombudsman on **1800 062 058**.