

# Critical Information Summary

## Microsoft 365 by Cadiz<sup>3</sup>



### Service Description

Microsoft 365 Email provides a secure, cloud-based platform for email, calendar, and contacts accessible from desktops, laptops, and mobile devices. It's designed for businesses up to 300 users, offering features such as large mailbox sizes (50GB), data loss prevention, and advanced security measures. The following Key Features are included:

- 50 GB of email storage per user
- Custom domain name for email addresses
- Built-in spam and malware protection
- Access to email, calendar, and contacts from anywhere, on any device

### Availability

The service is available to business customers with a current Australian Business Number (ABN) and a current registered domain name.

Businesses can access discounted rates through annual commitments.

### Plan Changes

You may change your plan at any time. New charges (if applicable) will be effective from the next billing cycle.

### Hardware and Software

Access to a compatible Windows, Mac, Android or IOS device is required to use the service. Business Basic customers are required to provide their own copy of Microsoft Outlook for desktop use.

Data is hosted in geographically dispersed data centres with continuous data backup and disaster

recovery capabilities.

### Changes to Service

Microsoft reserves the right to update or change the service's features or pricing. Customers will be notified of significant changes as per the terms of service.

### Minimum Term and Charges

Services are available on 1-month minimum contract terms. Each user incurs a minimum monthly charge equivalent to one full monthly fee. See plans and charges table for pricing.

### Cancellation / Early Termination Charges

No cancellation / early termination fees for monthly plans apply. For annual plans, you may not be entitled to a refund if you terminate a plan prior to the end of the contract term.

### Manage Your Account and Plan

You can manage your account, view your services, change your plan, pay your bill or log a support ticket using Cadiz<sup>3</sup>'s customer service portal <https://ember.cadiz3.com.au>.

### Billing

Services are billed in advance. Your first Invoice will include a pro-rata rental amount for the partial month of when the service activated until the end of that billing cycle, and the following month's rental amount. You will receive your monthly Invoice on or around the 20<sup>th</sup> of each calendar month.

Failing to pay your Invoice by the due date may result in your service being restricted.

### Microsoft 365 by Cadiz<sup>3</sup> – Plans and Charges

Item (Per User)	Microsoft 365 Business Basic	Microsoft 365 Business Standard	Microsoft 365 Business Premium	Microsoft 365 Apps for Business
Monthly Charge (12-Month Term - Billed Annually)	\$12.00 (\$144.00)	\$22.00 (\$264.00)	\$36.00 (\$432.00)	\$16.00 (\$192.00)
Monthly Charge (Billed Month-to-Month)	\$16.00	\$32.00	\$54.00	\$22.00

All prices listed exclude GST

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### Cadiz<sup>3</sup> – Installation and Management Charges

Initial Setup and Tenancy Creation	
One-off Charge	\$250.00 per tenancy
Included	<ul style="list-style-type: none"><li>- Configure tenant domain</li><li>- Setup DNS records for Microsoft 365 services and verify (<i>Cadiz<sup>3</sup> hosted DNS only</i>)</li><li>- Create user accounts</li><li>- Assign Microsoft 365 licence to users</li><li>- Enable Multi-Factor Authentication (MFA)</li><li>- Set up security and compliance policies</li></ul>
Not Included	<ul style="list-style-type: none"><li>- End-User Training and Adoption Programs</li><li>- Onsite installation</li><li>- Software updates on your device such as windows updates or iOS updates</li><li>- Data Governance and Compliance Strategy</li><li>- Custom Solution Development</li><li>- Ongoing Content Management</li><li>- Advanced Security Configuration</li><li>- Third-party Integrations</li><li>- Individual user preferences that go beyond basic configuration</li><li>- Anything else not explicitly described</li></ul>
Minimum Cost	\$250.00

User Setup	
One-off Charge	\$150.00 per user
Included	<ul style="list-style-type: none"><li>- Remote setup and configuration of Microsoft 365 on up to 3 devices</li><li>- Assisted setup of MFA (multi factor authentication) on user supplied device</li><li>- Migration of 1 email box up to 50GB</li></ul>
Minimum Cost	\$150.00

*All prices listed exclude GST*

#### Acceptable Use

The service is subject to our Acceptable Use Policy at <https://www.cadiz3.com.au/policy>. The service must not be used in a way that is unreasonable, in a fraudulent manner, or in a way that detrimentally interferes with the integrity of the network. If you breach the Acceptable Use Policy, we reserve the right to restrict, suspend or terminate your service without notice.

#### Customer Service

We are committed to providing exceptional customer service and we are here to assist you.

If you have any questions or comments, please contact us via the portal, by calling 1300 933 217, or by emailing [customerservice@cadiz3.com.au](mailto:customerservice@cadiz3.com.au).

#### Complaints

Our team is dedicated to helping you find solutions and addressing any issues you may have.

If you are not satisfied with the outcome, you may wish to contact the Telecommunications Industry Ombudsman on 1800 062 058 or <http://www.tio.com.au/making-a-complaint>.

*This CIS is a summary only. Please visit our website <https://www.cadiz3.com.au> for full Terms and Conditions*