

Act! Essentials

Information on the Service

Act! Essentials is a customer relationship management tool available on Optus Smart Shop.

This service enables you to record and manage your customer details, activities, notes and send email campaigns to your customer base.

This service can be accessed through a web browser with your Optus Smart Shop login details.

What's Included

- Full Act! Essentials package for a single monthly charge for your entire company.
- Includes; contact management, note and activities organisation, marketing support tools for campaigns.

Other Important Information

- One account per company, can be reassigned across company users.
- Internet connection required to access online version of applications.

Minimum Monthly Charge

\$13 per month

Other Information

Service Management

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

Billing

Billed monthly, will renew if not cancelled by giving 32 days notice. You can cancel your billing through Optus Smart Shop or by calling us on **1300 620 646**

Help Details

www.smartshop.optus.com/en/help
<https://actcloud1.zendesk.com/hc/en-gb>

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**.

Pricing Information

Plan Pricing	\$13 per calendar month
Option Add Ons	N/A
Minimum Cost	\$13 per company per month
Early Termination Charge	If you give less than 32 days notice when cancelling your monthly contract you will be charged an additional months fee.