

Cloud Flow Professional Services

Information on the Service

The services are available for purchase on the Optus Smart Shop. The services enable simple transition to the Smart Shop apps. The services include Setup, Migration, Training and Support.

You will need the required app licenses necessary for the services to be performed. The services require an internet connection.

Optus Smart Shop

The Optus Smart Shop is an internet based shop that enables purchasing of online applications through an aggregated shop. An internet connection is required for access to the Smart Shop and the Cloud Flow professional services.

Please check required minimum specifications to support the applications.

Important conditions

We'll activate a portal for all support customers which is accessible through the Optus Smart Shop. This portal contains access to ticket history, helpdesk tools and new ticket

functionality. If you are an Ultra or Admin customer you will have the ability to brand your portal.

If your service is cancelled (including in connection with changing your service), your portal will remain until the end of the billing period. If you have previously downloaded the helpdesk tool, this will become ineffective and remove itself from your device.

We provide support services 24 hours a day 7 days a week (excluding Australian national public holidays). Training services are provided during business hours 9:00am to 5:00pm across all time zones in Australia, Monday to Friday (excluding Australian national public holidays). Setup and Migration services are provided during business hours 9:00am to 5:00pm across all time zones in Australia, 7 days per week (excluding Australian national public holidays).

What's included

As part of the services we will provide the professional assistance, diagnostic tools and online training functionality. We'll also provide access to a support portal to enable access to the tools as noted.

The Support Portal is a web-based portal and requires an internet connection to access.

You can choose from the following Setup & Migration Services:

Service	Description	Term
Xpenditure	A service to set up and import your expense information into Xpenditure	Once off Service
PlanHQ	Service to migrate your business plan content into PlanHQ	Once off Service
Office 365	We will migrate from your existing platform and set up Office 365	Once off Service
Norton	Service to set up Norton Security on your device	Once off Service
SageOne	Monthly Contract, 30 days notice applies. Usually one more payment will be taken	Once off Service
Sharepoint	Set up of a single Sharepoint Site, including migration of up to 100GB of data	Once off Service
MozyPro	Set up and installation of MozyPro	Once off Service
Act! Essentials	We will set up and import your data to Act!Essentials	Once off Service

You can choose from the following Training Services:

Service	Description	Term
Xpenditure	Online Expenditure training including two 60-minute sessions	Once off Service
PlanHQ	Online PlanHQ training including two 60-minute sessions	Once off Service
Norton	Online Norton training including two 60-minute sessions	Once off Service
SageOne	Online SageOne training including two 60-minute sessions	Once off Service
Office 365	Online Office 365 training including two 60-minute sessions	Once off Service
Sharepoint	Online Sharepoint training including two 60-minute sessions	Once off Service
MozyPro	Online MozyPro training including two 60-minute sessions	Once off Service
Act! Essentials	Online Act!Essentials training including two 60-minute sessions	Once off Service

The following user application support services are available to you:

Service	Description	Term
Starter	Starter app support with 36 hour response and two tickets per month	12 Months
Standard	Standard app support with 12 hour response and five tickets per month	12 Months

The following admin application support services are available to you:

Admin	App support for administrators who require advanced level of support	12 Months
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Pricing information

Setup & Migration

Xpenditure	\$55 per user per service
PlanHQ	\$350 per service
Norton	\$55 per user per service
SageOne	\$900 per service
Office365	\$100 per user per service
Sharepoint	\$799 per service
MozyPro	\$65 per user per service
Act!Essentials	\$65 per user per service

App Support

Starter	\$39 per month (Minimum total cost \$468 over 12 months)
Standard	\$99 per month (Minimum total cost \$948 over 12 months)
Ultra	\$99 per month (Minimum total cost \$1,188 over 12 months)
Admin Support	\$799 per month (Minimum total cost \$9,588 ver 12 months)

Online Training

Xpenditure	\$1,500 per service
PlanHQ	\$1,500 per service
Norton	\$1,500 per service
SageOne	\$2,100 per service
Office365	\$2,100 per service
Sharepoint	\$2,100 per service
MozyPro	\$1,500 per service
Act!Essentials	\$1,500 per service

Early Termination Charge

If your User App Support or Administrator Application Support service is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) calculated as 100% of the remaining monthly charges.

Customer Service

You can call **1300 620 646** for assistance on your account balance, usage status, payment details, and other information at any time.

Customer 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**.