

# MozyPro

## Information on the Service

MozyPro is a critical business file back up service available on Optus Smart Shop.

This service enables you to automatically back up files and other data on your computer or laptop.

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

### What's Included

You will need to select an appropriate rate plan for the volume of files and data to back up in your business as the volume of data backed up is limited by the rate plan selected.

For example, if you have selected the 10GB plan for your company, the service will only back up to a maximum of 10GB.

### Other Important Information

- Client is installed onto the customers PC or Mac.
- Internet connection required to access online versions and to download desktop applications.

### Minimum Monthly Charge

\$10 per month per account

## Other Information

### Service Management

Manage your application using the Optus Smart Shop Dashboard at [www.smartshop.optus.com.au/login](http://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](http://www.smartshop.optus.com/en/help)

<http://support.mozy.co.uk/>

## 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](http://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

10GB	50GB	100GB	250GB	500GB	1TB
\$10	\$28 per month	\$55 per month	\$140 per month	\$280 per month	\$500 per month
All pricing per calendar month					
Option Add Ons	10GB add on for \$10 per month				
Minimum Cost	\$10 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.				