

Fair Use Policy

Fair Use Policy

1. BACKGROUND

This Policy applies to Clients of the AroFlo System. The purposes of this Policy are to: (i) advise Clients about AroFlo's training and support; and (ii) ensure that the AroFlo System, including its training or support services, are not used in an unreasonable manner.

Consultants and Partners are not covered by this Policy, see relevant partner agreements.

2. SUMMARY

	Training*	Support**
Free trial	None	None
AroFlo Go	None	Up to 30 minutes per month
Standard Aro Flo	Guided Implementation which includes: * 10 Training sessions * Assisted setup * Accounting Integration setup	Uncapped

*See section 3 for further details

**See section 4 for further details

From time-to-time AroFlo may offer additional or different training and support packages.

3. TRAINING

3.1 How and what we train

- AroFlo Training will be provided
 - On a Train the Trainer basis
 - Online platform via screen sharing software (No on-site or in-person training)
 - In discreet 1-hour sessions
- Training is restricted to AroFlo functions (AroFlo does not build a Client's workflow)
- Training sessions cover discrete subjects with each subject being trained once only
 - AroFlo may charge for additional training of previously provided subjects
- Training is provided to the Client's designated representative
 - It is strongly recommended that this person is employed within the business with a good knowledge of the processes and workflows
 - If the Client appoints an external representative or consultant, any repeated training sessions for internal staff will be a chargeable service

3.2 Assisted Setup

- Assisted Setup includes assistance with the following:
 - AroFlo will assist the Client to import their Data into the system
 - If Data is imported directly by AroFlo, only the first import of that type is free, additional imports of the same type are a chargeable service
 - Setting up Purchase Bill Imports
 - Suppliers must be on the AroFlo Supported Supplier list
 - Setting up Work Order Imports
 - AroFlo will setup the first four(4) free of charge, additional Work Order Imports may be a chargeable service

3.3 Accounting Integration

- AroFlo will assist the Client to setup the Accounting Integration link, but will not provide financial or accounting advice
- Client's AroFlo system must be setup and ready for Integration including relevant information: eg Clients and Suppliers, Task types etc
- Clients will need to provide Tax Codes, Account Codes and how they relate to the relevant features in AroFlo
- Client must have appropriate Administrative login details to their Accounting Package
- Limited to Accounting Integrations that are supported by AroFlo
- Guided Implementation includes setup of the Client's first Integration Entity
 - Setup and configuration of additional Accounting Integration Entities is a chargeable service

3.4 General

- Additional Training or Consulting sessions outside the Guided Implementation are a chargeable service
 - Clients can purchase additional Training or Consulting services
 - For additional Training outside the Guided Implementation the Client must provide relevant workflow, internal processes and/or document examples in advance of the training session
- Clients must provide 24 business hours' notice to cancel or re-book Training, Consulting, or Integration sessions
 - Billed at 50% of the Training and Consulting fees if cancellation occurs with less than 24 business hours notice
- Staff schedule and availability will determine session bookings available for Training, Consulting or Integration sessions, typically:
 - Sessions booked within specified time slots
 - 1 session per day
 - No more than 3 sessions per week

4. SUPPORT

4.1 AroFlo Support Line and Live Chat

- Support Requests via the AroFlo Support Line will be limited to a maximum of 15 minutes per call. Calls longer than 15 minutes must be scheduled as a Training or Consulting session.
- Live chat is limited in duration to conversations under 15 minutes. Live chat longer than 15 minutes must be scheduled as a Training or Consulting session.

4.2 Support Requests

- Support Requests are limited to assistance in relation to:
 - using AroFlo; and
 - technical issues with AroFlo.
- AroFlo is not obliged to provide assistance in relation to:
 - information technology queries that do not relate directly to AroFlo;
 - developing business processes and procedures;
 - training for new users; and
 - an issue arising from the Client seeking to use AroFlo on non-supported browsers
- AroFlo may elect, at its absolute discretion, to provide assistance of a kind described in clause 5.2, subject to such terms and conditions (including payment terms and additional costs) as notified by AroFlo to the Client.
- When reporting an issue, the Client will, to the best of their ability, provide AroFlo with information setting out in sufficient detail the issue they are experiencing or the support

required, their operating system and browser used and where possible, specific example of the AroFlo services required.

- Upon receiving a Support Request, AroFlo will:
 - log the issue and allocate an issue number to it;
 - set a priority for the issue and treat the problem within the expected resolution time; and
 - notify the client when the issue has been resolved.
- The Client will assist AroFlo:
 - to replicate the circumstances in which the issue arose and seek to replicate the occurrence of the issue;
 - by providing all necessary information relevant to the fault.
- In order for AroFlo to provide the requested Support Services, the Client will provide AroFlo with:
 - reasonable access to the Client's AroFlo System by enabling External Access
 - remote access to the Client's computer system
- AroFlo will use reasonable efforts to provide the support in a timely manner, to correct any faults or to provide workarounds.
- AroFlo may utilise such employees and contractors as it deems appropriate in its absolute discretion in providing the support services.
- The Client may request that AroFlo cease providing support services for a Support Request at any time.

5. CONCURRENT USERS:

- Fees are payable to AroFlo per number of users.
- A user may only be assigned to an individual and cannot be assigned to a role or location.
- As per the AroFlo Terms of Service, a user should not:
 - use another person's (including another user's) login;
 - share access details with another person; or
 - allow any device to remain logged in to the AroFlo System for the purpose of being used by a person who has not been allocated that login or password.
- If multiple people are detected using a shared login, in addition to this constituting a breach of the Terms of Service and this Policy, the user may be logged out automatically. Or, if a user has concurrent sessions running, across multiple IP addresses, devices or browsers, the user may be logged out on one, or all sessions.

6. DEFINITIONS

6.1 AroFlo means AroFlo Innovations Pty Ltd (ABN 85 638 665 362) t/a AroFlo its successors and assignees.

6.2 AroFlo System means the "AroFlo Job Management Software" as well as the "AroFlo Help Centre" located on the AroFlo Website. The "AroFlo Job Management Software" is a web-based service management tool designed to automate and integrate core processes related to the delivery and administration of services.

6.3 AroFlo Support Line means the support telephone number provided by AroFlo for submitting Support Requests.

6.4 AroFlo Website means the website at <http://www.aroflo.com>, <https://office.aroflo.com/>, <https://field.aroflo.com> and any other website or method of access to the AroFlo System as we may determine from time to time.

6.5 Client means an individual entity that has entered into an agreement with AroFlo for the use of the AroFlo System.

6.6 Policy means this AroFlo Fair Use Policy.

6.7 Support Request means a request for support services from a Client to address an issue with the AroFlo Software.

7. AMENDMENT

AroFlo may make any changes to this Policy at AroFlo's sole discretion by written notice. If it involves a change in price and/or a material change to Clients' rights or responsibilities, AroFlo will give you thirty (30) days' notice in writing of the change.

For any questions or notice, please contact AroFlo at:
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