

# Support Policy

## 1. BACKGROUND

This Policy applies to Clients of the AroFlo System.

## 2. TRAINING AND SUPPORT SUMMARY

	<b>Training*</b>	<b>Support**</b>
<b>Free trial</b>	None	None
<b>AroFlo Go</b>	None	Up to 30 minutes per month
<b>Standard AroFlo</b>	Guided implementation***	Commercially reasonable usage, no monthly cap

\*See section 3 for further details

\*\*See section 4 for further details

\*\*\*As described at <https://aroflo.com/pricing>

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

## 3. TRAINING

### 3.1 How and what we train

- Training is restricted to AroFlo functions (AroFlo does not build a Client's workflow)
- 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

### 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, AroFlo may at its discretion, perform as 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 software platform 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

- Clients must provide at least 5 business days' notice to cancel or re-book Training, Consulting, or Integration sessions
- Clients must join the session within 15 minutes of the scheduled start time, otherwise the session will be run in the client's absence
- Session bookings are determined by a number of factors, including staff schedule and availability

## 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
  - an issue arising from the Client seeking to use AroFlo on non-supported browsers; and
  - the implementation, configuration, troubleshooting, or use of third-party artificial intelligence (AI) tools, integrations, automations, APIs, or connections with external systems or software, including reviewing or troubleshooting scripts, prompts, or workflows generated by such tools.
- 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
  - 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.
- AroFlo reserves the right to assign a license to a named user account
- 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. SITE OR SERVICES

- AroFlo provides provisioned services in shared computing environments to Clients on the basis that Client's use of the services shall not cause other Clients to suffer performance loss, through excessive consumption.

- AroFlo reserves the right to withdraw services, or reduce the rate of a Clients' consumption of services, or temporarily restrict user accounts, functions or services until usage affecting other Clients is understood and agreed.
- Services may include but are not limited to the AroFlo site(s), API, AI features, Email, SMS, and Document Storage.
- AroFlo reserves the right to levy fees upon Clients where usage exceeds reasonable commercial usage. Any fees would be communicated 30 days in advance to the client.
- Clients must not use AroFlo's services to send spam emails/SMS or intentionally distribute malicious links or software.
- Any customer load testing or security testing must be agreed in writing by AroFlo in advance of testing.

## **7. Client behaviour standards and expectations**

- Client's interactions with AroFlo employees must be conducted with courtesy, respect and integrity.
- No form of harassment, bullying, discrimination, victimisation, threatening or abusive language or conduct will be tolerated towards AroFlo employees.
- AroFlo employees will endeavour to resolve complaints and if necessary, Client will be referred to the appropriate manager.
- AroFlo reserves the right to suspend or terminate AroFlo training or support if behaviour standards and expectations have not been met.

## **8. DEFINITIONS**

- 8.1 AroFlo means AroFlo Innovations Pty Ltd (ABN 85 638 665 362) t/a AroFlo its successors and assignees.
- 8.2 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.
- 8.3 AroFlo Support Line means the support telephone number provided by AroFlo for submitting Support Requests.
- 8.4 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.
- 8.5 Client means an individual or entity that has entered into an agreement with AroFlo for the use of the AroFlo System, as well as that individual or entity's users of the AroFlo System.
- 8.6 Policy means this AroFlo Fair Use Policy.
- 8.7 Support Request means a request for support services from a Client to address an issue with the AroFlo Software.

## **9. AMENDMENT**

AroFlo may make any changes to this Policy at AroFlo's sole discretion by written notice. If it involves 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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