

1Source Tech for Business Basic Plan

Critical Information Summary

This summary may not reflect any discounts or promotions which may apply from time to time

Plan

Monthly Subscription

\$200/month

As part of this subscription you will receive access to 1Source's Tech business support team over the telephone, Mon - Fri from 9am to 5pm. This service provides support and advice for the following:



FIXED INTERNET & NETWORKS

- Connection of internet enabled devices to the Wi-Fi
- Troubleshoot network connectivity
- Port forwarding
- Business Internet – Assistance with setup and configuration of business internet and connecting multiple users and peripherals onto the network
- Networked printers and other CPE support



EMAIL

- Email setup & troubleshooting, advice and clean up
- Corporate Email - Ability to setup group and shared email accounts as well as provide tutoring on how to setup administration capability



DEVICE, APPS & HARDWARE

- Software, Mobile, laptop, Tablet or peripheral setup/ troubleshooting
- Laptop health check and tuning

SECURITY & PROTECTION

- Laptop security advisory
- Anti-virus software setup
- Settings and privacy setup
- Microsoft Office recovery
- Malicious software removal
- Windows Servers - Ability to diagnose issues with servers and assist with remote configuration

What's Included

FIND US ON SOCIAL MEDIA

 <https://twitter.com/1sourceptyltd>

 <https://www.facebook.com/1sourceptyltd/>

 <https://www.linkedin.com/company/1source-pty-ltd/>

 Sydney CBD, Suite 2, Level 4, 309 George Street, Sydney, NSW 2000.

 1300 148 455  info@1source.global

 www.1source.global

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WEB SUPPORT

- Business Web support – support and tutorials for 1Source Online Essentials and other web services
- Domain and hosting

What's Not Included

- 1Source Tech services are not available for some devices and software. The cost of any software/hardware is not included in the price of the service and you are responsible for any data charges.
- In store support are not included as part of this service.

Minimum Cost includes set up costs




\$200

Casual month by month

Maximum Early Termination Charges (ETC)

You can cancel at anytime but will need to pay any charges you owe up to the point of cancellation which may include the full month charge of \$200 for the current billing cycle. (No credit issued)

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