

Service Agreements and Policies | blueAPACHE

Canonical: <https://www.blueapache.com/legal/service-agreement>

Details:

Service Agreements and Policies | blueAPACHE Services Services Integrated services to keep your technology secure, reliable and ready to scale. View All Services Managed Services Proactive IT support and monitoring Managed Service Bundles Advanced Infrastructure Managed Services Field Services & Staff Augmentation Managed Services Security Integrated security and response emPOWER Security Exposure Management Governance, Risk & Compliance Human Risk Management Managed Detection & Response Security Cloud Cloud, backup and recovery emPOWER Cloud Public Cloud - Microsoft Azure Azure Local Disaster Recovery as a Service Offsite Backup as a Service Private and Public SaaS Backup Storage as a Service (Private S3) Cloud Connectivity Secure business connectivity emPOWER SASE emPOWER Core Network & Data Centre Interconnect Connectivity Collaboration Voice, meetings and collaboration Microsoft Teams Zoom RingCentral Collaboration Procurement Simplified technology procurement blueapache.store Procurement Microsoft Practice Microsoft cloud, security and AI Microsoft Practice Consulting & Advisory Tech strategy and specialist advice Consulting & Advisory Industries Industries Technology services shaped around the needs of your industry. View All Industries Healthcare & Aged Care Secure IT for healthcare providers Not for Profit Practical IT for not-for-profits Financial Services Secure IT for financial services Professional Services Reliable IT for professional teams Transport & Logistics Always-on IT for transport operations Retail & Consumer Services Connected IT for retail businesses Utilities Resilient IT for essential services Government & Public Sector Secure IT for public services Resources Resources Explore insights, stories and events shaping the future of technology. Research Insights and research for IT leaders Case Studies Real outcomes from partnerships Blog News, ideas and practical advice Events Upcoming and past events About About Learn more about blueAPACHE, our people, story and partnerships. About Us Who we are and how we work Our Story Our journey since 1998 Careers Build your career with blueAPACHE Leadership Team Meet the people leading blueAPACHE Our Partners The partners behind our solutions Awards Most awarded mid-market IT provider Contact us Contact Us Legal Service Agreement Contents blueAPACHE's Service Agreements (SA) sets out our standard terms which apply to the supply of our services and the use of those services by you. This comprises: General Terms and Conditions; Relevant Service Descriptions; Relevant Policies; and Any special terms we agree with you. Under the Telecommunications Act 1997 (Cth), we and you are required to comply with the terms of the SA unless we agree otherwise. Agreements General Terms and Conditions The Service Agreement contains General Terms and Conditions that form the basis of the supply and use of our services. These apply to all service descriptions, terms and conditions of sale and policies. General Terms and Conditions Service Descriptions The schedules below outline our service descriptions. Schedule 1 – Professional Services Schedule 2 – emPOWER Managed Services Schedule 3 – emPOWER Cloud Services (IaaS) Schedule 4 – emPOWER IT Continuity Services (DRaaS) Schedule 5 – emPOWER Network Services Schedule 6 – emPOWER Voice Carriage Services Schedule 7 – emPOWER Unified Communications Schedule 9 – emPOWER Co-location Services Schedule 10 – Software Licensing and Subscriptions Schedule 11 – Hardware and Ancillary Service Terms and Conditions of Sale All sales orders placed with blueAPACHE are subject to the following Terms and Conditions of Sale. Terms and Conditions of Sale Policies Policies that are referred to in the Standard Form of Agreement including our Acceptable Use and Credit Management Policies. Internet Acceptable Usage Policy Updates These Service Agreements were last updated on 16th June 2025 (Version 3.6). All contracts signed on and after this

date are bound by these agreements. For previous versions of our standard forms of agreements, please contact your Account Manager . Ready to Outpace Change? Partner with blueAPACHE to improve performance, strengthen security and simplify complexity through IT Operations Excellence as a Service. Speak to our team Get Support Need expert support? How can we help? Support Remote Access Client Portal 1300 135 548 (Australia) +61 3 8696 9369 (International) Email Support Speak to our team Sitemap Home Services Industries About Our Story Leadership Team Careers Partners Research Case Studies Blog Events Support Contact We acknowledge the traditional owners of the lands where we work and live, and the people of those lands. We pay our respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander people. © 2026 Copyright blueAPACHE Pty Ltd. All rights reserved. Powered by M2 Studio . Terms of Use Privacy Policy Service Agreement