

Quatrotech Office 365 Migration

COUNSEL'S
CHAMBERS
LIMITED

24 September 2020

Dear: Clerks

Further to Debbie George's [previous circular](#) of 10 March 2020, all floors have now been migrated to the Quatrotech Office 365 email service.

I draw your attention to the terms outlined in the [previous circular](#), and in particular the following points:

- Floors must provide seven days notice prior to the end of the month for users who are leaving the network otherwise the full monthly charge is payable for the following month;
- Floors will not be charged pro-rata for members who join the floor mid-month, and will be charged in arrears the following month;
- All email-related support requests need to be logged online through the CCL Member Portal <https://ccl.com.au/portal> or via email support@ccl.com.au. Please do not contact Quatrotech directly in relation to the O365 service as CCL's contractual arrangements with Quatrotech require that all service requests be logged through either the tenant portal or via email. Logging service requests in this way will also ensure a faster response as follows:
 - CCL will respond to routine requests and escalate all other issues to Quatrotech.
 - Please note that Quatrotech may charge for some types of service requests.

CCL has added a new section on our website which contains the Quatrotech Office 365 support guides and can be found here: <https://www.ccl.com.au/services#office365>. Please also note that resetting user password on the CCL password portal (<https://password.ccl.com.au>) will now also reset the user's Quatrotech Office 365 email password.

Please do not hesitate to contact me if you have any questions in relation to the above.

Kind Regards,
Michael Wright
CIO

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