



Atlassian Cloud Support Plans



Unlock the full potential of your Atlassian Cloud investment with ongoing expert support tailored to your business.

Choose from our flexible Bronze, Silver, and Gold packages to put locally based Atlassian-certified specialists on your team, ready to optimise your setup, resolve issues fast, and keep you ahead of every new feature or update.

Whether you need troubleshooting, proactive regular platform health checks, or help with complex technical challenges, we make sure your Atlassian tools work seamlessly for you.

Why Choose Togetha Support?

Expert Access

Your IT staff get direct access to our experts to help solve day-to-day Atlassian issues quickly and efficiently.

Vendor Relationships

We leverage our relationships with Atlassian and Marketplace Vendors to resolve deeper technical issues that might otherwise remain unresolved.

Proactive Management

On advanced plans, our technicians take proactive steps to ensure your Atlassian product suite is always optimally configured with behind-the-scenes operational hygiene.



Our Support Plans

Explore the table below to find the Support Plan that best fits your needs.

Feature	Bronze Plan	Silver Plan	Gold Plan
Monthly Support Hours	10	30	60
Monthly Cost (AUD, ex-GST)	2,625	7,500	14,250
Reporting	Monthly (basic)	Monthly	Monthly
Support Hours	9 hrs x 5 days	9 hrs x 5 days	12 hrs x 5 days
Support Channels	Portal, Email	Portal, Email & Phone	Portal, Email, Phone & Integrated Help Desk
Account Management Meetings	Quarterly	Quarterly	Monthly
Service Levels	Response within 16 business hours	Critical Incidents response within 2 business hours	Critical Incidents response within 1 business hour
Jira Admin Support	✓	✓	✓
Training Support	✓ Limited	✓	✓
Proactive Advice	✓ Annual	✓ Quarterly	✓ Monthly
Audit Log Review	✓ On request	✓	✓
Marketplace App Support		✓ Limited	✓ Limited
Backup & Restore Testing		✓ Annual	✓ Bi annual
Onsite Support		✓ By arrangement	✓ By arrangement
Project work		✓	✓
Release Track Management		✓	✓

*Ask your Togetha representative about our **Altassian Platform Health Check** service, which may be required prior to commencing a Support Plan.

You may use our Support Hours for



Technical Support

Our team can provide their deep technical expertise to your Atlassian system administrators. We can assist your staff with any challenges they may face in configuring and managing any aspect of your Cloud platform implementation.



Training Support

You may choose to use your support hours budget to run individual or group training sessions for your staff.



Marketplace App Support

We will assist you to triage and resolve incidents and problems with Marketplace Vendors Apps, leveraging our vendor relationships.



Project Work

You may choose to utilise your support hours to either specify any project or run small customisation/integration projects.



Release Track Management

We manage your Atlassian ecosystem updates in coordination with your staff. Atlassian Premium or Enterprise subscriptions are required to enable release management.



Backup & Restore Testing

Our team checks that your third-party backup app and backup services are working perfectly - by testing.



Terms and Conditions

Feature	
Monthly Support Hours	Support provided by our team of professionals to your specified staff, with 'hours burned' tracked and reported monthly in 15 minute increments. Any support hours unused against the budgeted support hours can be rolled over for up to three months. We recommend that unused hours are used for training or project work. Any shortfall in hours for a given month or for the overall contract can be augmented by buying blocks of time, 10 hours per block.
Monthly Cost	Invoice issued as start of the month for that months' support (i.e. for February support, invoice issued on or around 1 February). 10% discount applies where annual support fees are paid in full upfront.
Reporting	Standard monthly reporting to your key representative, including key support agreement metrics tracking such as hours burndown, activity lists, and SLA compliance. Report sophistication and utility increases as your monthly spend increases.
Support Hours	Support hours time zone is Sydney Time. 9x5 support is 9am to 6pm Mon-Fri, and 12x5 support is 8am to 8pm Mon-Fri.
Support Channels	We offer a combination of dedicated 'phone line, Help Centre or Email channels for support. With our Gold plan we also offer direct B2B integration with your service desk for seamless escalation and ticket management.
Account Management	Our Account Manager is your constant point of contact and has your business interests at heart. Account Mangers bring to the table a significant depth of Atlassian product knowledge that is available to help guide and optimise your Atlassian platform usage.
Proactive Advice	Where appropriate, we will include proactive recommendations to enhance the value you gain from your Atlassian platform.
Audit Log Review	Our staff regularly inspect your audit logs and raise any identified concerns with your designated contact.
Onsite Support	Onsite support may be available, please check with your Togetha representative and additional travel costs may apply.

If you want to know more about how we help organisations work better together, please contact us.

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