

# Website & Email Hosting



## CRITICAL INFORMATION SUMMARY

### Information about the service.

Here's a quick summary of all the important bits about your **Lite** hosting plan.

It covers things like the features and how much you need to pay each month.

Your plan is for a post-paid Web Hosting service. It gives you access to our network and allows you to use our web hosting and email platforms. This service is carried on a network provided to us by Hosting Australia.

### MINIMUM TERM

There is no minimum term.

### What's Included and Excluded?

Your Personal plan will provide you with the following features:

- **Storage capacity: 3GB**
- **Bandwidth: 8GB**
- **Mail: 10 Email accounts and 1 Email list**
- **Database: 1**
- **Sub Domains: 1**

### Information about pricing.

The monthly charge for your service is **\$20**.

### CONNECTION CHARGE

There is no connection fee.

### EARLY TERMINATION

There are no early termination fees (ETF).

### Other Information

#### BILLING

We will bill you in advance for the minimum monthly charge and features and in arrears for your services. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

#### WE'RE HERE TO HELP

If you have any questions, just call us on **1300 783 527** so we can serve you better. Or you can visit us at [www.telaustralia.com.au](http://www.telaustralia.com.au) for additional information, including to access information about your usage of the service.

#### COMPLAINTS

While your services are provided to us by Hosting Australia your customer contract is with Telaarustralia. If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at [www.telaustralia.com.au](http://www.telaustralia.com.au)

You can also contact the Telecommunications Industry Ombudsman at <http://www.tio.com.au/>



All Prices Inc GST

 **1300 783 527**

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