cloudtelecom

critical information summary for your hosted exchange email plan

Information about the Service

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

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

What's Included and Excluded?

Your hosted exchange email plan includes 1 Microsoft Exchange email address per user. This exchange mailbox includes the following features:

- Use of your won domain name

- Virus and SPAM filtering

- Mobile device sync for mail, calendar & contacts

- Either a 2Gb, 10Gb or 25Gb mail box storage size.

- Push notification to your mobile devices

Information about pricing

The monthly minimum charge for your service is dependent on the mailbox size that you select. These charges are outlined below.

Mailbox Size	Monthly minimum charge
2Gb	$11.00
10Gb	$14.00
25Gb	$17.50

When you reach your mail box capacity you will not incur additional charges. Instead you will be notified and people trying to email you will be notified that your mailbox is full.

Connection Charge

There is a $50 one-off connection fee per user. This covers all configuration of the server.

Early Termination

There are no early termination fee's (EFT).

Other Information

Billing

We will bill you in advance for the minimum monthly charge and features and in arrears for data. 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 1800 358 339 so we can serve you better. Or you can visit us at www.cloudtelecom.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at www.cloudtelecom.com.au/terms and clicking on 'Customer Complaints Handling Policy'.

You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

Spend Management

A spend management tool is available to all Cloud Telecom customers free of charge via the member portal at: https://customerportal.utilibill.com.au/cloudtelecom/