

critical information summary for your \$15 website hosting 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.

Minimum Term

The minimum term is 24 months.

What's Included and Excluded?

Your \$15 website hosting plan provides you with the following features:

- Storage capacity: 5Gb [where 1Gb (Gigabyte) = 1024MB (Megabytes)]
- Bandwidth: 15Gb
- Mail: 10 email accounts and 1 email list
- Databases: 5
- Sub domains: 3

Information about pricing.

The monthly charge for your service is \$15.00.

Connection Charge

There is no connection fee for this product.

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. 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/>

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