

# Critical Information Summary

Web Hosting Information Summary – 1<sup>st</sup> November, 2018



## Information about the Service:

Here is a quick summary of all the important bits about your hosting plan. It covers things like the Plan features and your minimum monthly commitment value. 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.

Hardware/Equipment (any category) is not included when signed up with these plans. Subscribers need to arrange and connect their own equipment to utilize our services. Services are available as per the Terms & Conditions outlined in our SFOA (standard form of agreement).

There is **no Connection Fee** for any of our plans.

There are **no Early Termination Fees (ETF)**.

Services are Non-contracted i.e. there is **no Minimum Term**.

Please be advised that we can only offer our services at low prices if customers waive their rights under the Customer Service Guarantee (CSG). By signing up with us to any of our offers, you agree to waive your rights under the CSG. For more information about CSG, please go to [www.iftelecom.com.au/CSG.php](http://www.iftelecom.com.au/CSG.php)

## Minimum Monthly Plan Fee:

**Note:** See Plan Features & Inclusions below:

Plan Category	Personal Hosting	Small Business Hosting	Business Hosting	Extreme Business Hosting
Data Storage	3Gb	5Gb	10Gb	30Gb
Data Transfer – per month	8Gb	15Gb	80Gb	Unlimited
Email Accounts	10	10	100	Unlimited
Email Lists	1	1	10	30
Databases	1	1	10	10
E-Commerce Support	No	Yes	Yes	Yes
Sub-domains	1	1	10	15
Parked-Domains	1	1	10	15
PHP, Fantastico & More	Yes	Yes	Yes	Yes
Instant Activation	Yes	Yes	Yes	Yes
Free Set-up	Yes	Yes	Yes	Yes
Bundled Monthly Charges	\$7.95	\$12.95	\$19.95	\$24.95
Un-bundled Monthly Charges	\$17.95	\$22.95	\$29.95	\$34.95

**NOTE:** The monthly charge for your service **Bundled** and **Un-bundled** charges for Individual Hosting Plans are specified in the table above. To benefit from our bundled pricing you must accompany your hosting service with another eligible product from IF Telecom on the same monthly account. This can include any landline, mobile, internet or cloud product.

## Plan Features & Inclusions:

Individual plan features, inclusions, and pricing is clearly outlined in the table above. Our Web-Hosting plans allow seamless E-Commerce (Support & integration) except our personal plan, understood as non-commercial in nature. They also support a host of software including E-mail (IMAP) applications, extensive C-Panel (control panel) features Web-FTP Statistics & SSL (Secure Sockets layer) Support. A descriptive list is included for your reference just below the Web-page (not above) table.

All pricing is inclusive of GST.

Credit approved business owners only.

Applicants must be at least 21 years of age and Australian residents.

All terms and conditions detailed in the IF Telecom Standard Form of Agreement (SFOA) apply. The detailed SFOA can be found on the Policies page of this website.

## Fees & charges:

A comprehensive outline of additional fees and charges is located on our website: [www.iftelecom.com.au/fees-and-charges](http://www.iftelecom.com.au/fees-and-charges)

## Other Information:

For any additional information and details about Handsets, Call Plans & Summary of services call our trained consultants on 1800 436 659 or visit our website at: [www.iftelecom.com.au](http://www.iftelecom.com.au)

## Contact Us:

You can contact us and even get an update on your usage at [care@email.iftelecom.com.au](mailto:care@email.iftelecom.com.au) or phone us on 1800 436 659 between 8am to 7pm Monday to Friday and between 9am to 6pm on Saturdays and Public Holidays. You can leave messages on Sunday and we will contact you on the next business day.

If you have any concerns or complaints, you can access our complaints handling process by calling us or at [www.iftelecom.com.au/downloads/policies/Complaint\\_Handling\\_Process\\_Summary.pdf](http://www.iftelecom.com.au/downloads/policies/Complaint_Handling_Process_Summary.pdf)

You can also contact the Telecommunications Industry Ombudsman (T.I.O) at [www.tio.com.au](http://www.tio.com.au)