



CRITICAL INFORMATION SUMMARY

Information about the service.

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

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

MINIMUM TERM

There is no minimum term.

What's Included and Excluded?

Your Personal plan will provide you with the following features:

- **Storage capacity: 5GB [Where 1GB(Gigabyte)=1024MB (Megabytes)]**
- **Bandwidth: 15GB**
- **Mail: 100 Email accounts and 10 Email list**
- **Database: 5**
- **Sub Domains: 3**

Information about pricing.

The monthly charge for your service is **\$12.95 (when bundled)**.

The monthly charge for your service is **\$22.95 (when unbundled)**.

To qualify for **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.

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 **1800 436 659** so we can serve you better. Or you can visit us at **www.iftelecom.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.iftelecom.com.au/policies 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 IF Telecom customers free of charge via the member portal at <https://iftelecom.worldsecuresystems.com/member-portal>.

For instructions on how to access the member portal please check out the relevant article on our knowledgebase at <https://iftelecom.worldsecuresystems.com/knowledgebase/spend-management-tools>