

Website & Email Hosting



CRITICAL INFORMATION SUMMARY

Information about the service.

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

It covers things like the length of your contract 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.

MINIMUM TERM

There is no minimum term.

What's Included and Excluded?

Your Small Biz 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 is **\$11.00**.

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 ROCTEL (762835)** so we can serve you better. Or you can visit us at www.roctel.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.roctel.com.au You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>

WWW@

All prices Inc GST

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 **customerservice@roctel.com.au**
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