

Critical information summary

Eftel Web Premium Plan

INFORMATION ABOUT THE SERVICE

Your plan is a Web Hosting service. This service gives you fast, secure and reliable domain hosting.

Minimum Term

1 Month

What's Included

Your **Web Premium plan** includes domain hosting, free setup, 24/7 FTP access. As part of your plan you will receive 25GB of web space, 25 sub domains, 80 mail boxes and 50GB of bandwidth.

INFORMATION ABOUT PRICING

Your Minimum Monthly Charge - \$39.95 - Your monthly charges are billed according to your billing cycle.

OTHER INFORMATION

Billing

The figures in this critical information summary are for a full billing cycle but your first bill. On the same day each month you will be billed in for minimum monthly charge as well as any additional usage during this billing period.

CUSTOMER SERVICE:

If you have any questions regarding your plan, technical support or service please call us on 1300 550 550.

Complaints or Disputes Process

If you have a problem or complaint about your service please contact us on 1300 550 550 or visit <http://www.eftelretail.com/data/367/Eftel-Complaints-Handling-Policy.pdf> for more information on our complaints handling procedure and relevant contact information.

Further Assistance

If you are unable to resolve your complaint to your satisfaction you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. Additional information can also be found at tio.com.au.

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