

## Critical information summary

### Eftel Mail 50 hosting plan

#### INFORMATION ABOUT THE SERVICE

Your plan is for a Mail hosting service. If you have a website or want e-mails for your domain name then Eftel mail hosting plans offer a range of plans for you.

#### Minimum Term

1 Month

#### What's Included

Your plan includes personalised email addresses for your business for example 'sales@yourdomainname.com'. The Mail 50 plan includes up to 50 mail boxes.

#### What's Not Included

You must pay an initial setup fee of \$49.95

#### INFORMATION ABOUT PRICING

**Your Minimum Monthly Charge - \$19.95**

**Your Minimum First Month Charge - \$69.90**

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](http://tio.com.au).

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