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## Hosted Exchange

### Critical Information Summary

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#### *Information about the Service*

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Escape offers Hosted Exchange services for small to medium businesses who wish the functionality of a corporate exchange server without the hardware and software requirements. We also offer a bundled Outlook 2010 software package for those that wish it. Maximum storage size of our Hosted Exchange offering is 25GB and comes with full sync and collaboration services. All mailboxes also include filtering for spam and viruses as part of the service.

These services are offered on a month by month basis with no minimum or maximum term of service. No early termination fees apply if the service is cancelled but all data will be deleted at the time of cancelled. The service is independent of hardware requirements.

#### *Information about Pricing*

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Plan Name	Contract Term	Data	Price	Includes
Bronze	Monthly	25gb	\$12.95	Filtering
Silver	Monthly	25gb	\$16.95	Filtering and Outlook 2010
Early Termination Fee	n/a	n/a	n/a	n/a
Total Minimum Plan Cost	n/a	n/a	n/a	

- all prices are inclusive of GST.
- This service pricing is exclusive of any internet access or usage charges that are applied for the specific service.
- See information on our website at <http://www.escapeonline.com.au/email/ms-exchange.html> for more information.



## Other Information

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- Customers can access information about any of their services by logging onto our website at [www.escapeonline.com.au](http://www.escapeonline.com.au) and click on “Client Login/Manage Account”. If you have not previously logged in, please contact us so we may provide you with access details.
- In the event of a service difficulty, you can lodge a support ticket via our Helpdesk by calling 1300-131-003 during office hours, 9am-5pm Monday to Friday or sending an email to our support ticket system at [support@escapeonline.com.au](mailto:support@escapeonline.com.au)
- On weekends or Public Holidays it is still possible to lodge faults or service difficulty problems by sending an email to [support@escapeonline.com.au](mailto:support@escapeonline.com.au) or leaving a message on which will be attended to as soon as possible.
- Should you need to talk to the Telecommunications Industry Ombudsman you can find their website at: <http://www.tio.com.au>

## Information about Billing

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All recurring charges are calculated on a calendar month basis and charged in advance with the exception of the first invoice that includes pro-rata charges for the partial use of the service in the first month as well as the next full month's fees.

One off charges are billed on occurrence in arrears.

Any additional usage charges are billed monthly in arrears.

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