



Web Hosting Services

Critical Information Summary

Information about the Service

Escape can provide web hosting services to suit your needs. Site sizes can vary from single page to 10gb or larger (\$POA) capacity where required. We offer the latest in cPanel hosting for both Unix and Windows based sites. All sites are hosted in Australia for speed and reliability.

There is no minimum Term of Service and therefore no Early Termination fees applicable if the service. Yearly fees have an additional discount factored into them so if early termination is required this discount will be added back before calculating any refunds due.

Escape will provide all hardware upon which this service runs.

This document forms part of our Standard Terms and Conditions.

Information about Pricing

	H1012	H10012	H100012	H500012
Website Storage	10mb	1GB	5gb	10gb
Monthly Bandwidth	100gb	200gb	500gb	1000gb
Yearly Fee	\$99	\$199	\$399	\$599
Monthly Fee	\$11	\$22	\$44	\$55
Min Contract Term	1 month	1 month	1 month	1 month
Early Term Fees	n/a	n/a	n/a	n/a
Total Min Plan Cost	\$11	\$22	\$44	\$55



- all prices are inclusive of GST.
- See our website at <http://www.escapeonline.com.au/hosting.html> for more information.

Other Information

- Customers can access information about any of their services by logging onto our website at 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
- 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 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

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.
