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## Offsite Backup

### Critical Information Summary

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#### *Information about the Service*

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Backups are an important form of insurance for your computer systems and we take great pride in offering the best in industry standard backup systems with variable data storage capacity available.

The service consists entirely of software provided by us installed on your computer, and offsite backup facilities in a secured location.

- The Term of Service is monthly based
- No Early Termination fees apply to these services.
- There is only a single month minimum term and price is in advance only.
- This service does not include any hardware.

This document forms part of our Standard Terms and Conditions.

#### *Information about Pricing*

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	<b>Backup10</b>	<b>Backup25</b>	<b>Backup100</b>	<b>Backup250</b>
Data Storage	10gb	25gb	100gb	250gb
Monthly Fee	\$19.95/month	\$39.95/month	\$99.95/month	\$199.95/month
Setup Fee	\$25	\$25	\$25	\$25
Min Contract Term	Per month only	Per month only	Per month only	Per month only
Early Termination Fees	n/a	n/a	n/a	n/a
Total Min Plan Cost	\$44.95	\$64.95	\$124.95	\$224.95



- 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 for pricing on individual service types at <http://www.escapeonline.com.au/backup.html>

## 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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