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## Domain Name Services

### Critical Information Summary

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#### *Information about the Service*

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Domain names are the method by which companies and individuals can make their presence known on the internet. It allows them to create websites, host email services and take part in all sorts of other activities on the 'net. Escape can register, host and maintain a domain for you in one of many different forms.

- Domain hosting is a fixed fee per year for making the domain available on the internet.
- Domain names are normally registered for 2 years (regional variances apply). Domain hosting is based on a per year cost only.
- For any other information please see our website at:  
<http://www.escapeonline.com.au/domains.html>.

This document forms part of our Standard Terms and Conditions.

#### *Information about Pricing*

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Domain Registration	From \$29.95 depending on country/extension
Domain Hosting	\$125/yr
Setup Fee	n/a
Min Contract Term	12 Months for domain hosting, otherwise various
Early Termination	n/a
Total Min Plan Cost	n/a

- all prices are inclusive of GST.



## 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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