



Email – Filtering

Critical Information Summary

Information about the Service

Escape offers a state-of-the-art filtering service with full web based quarantine facilities. Trapped mail is stored in an offsite server for up to 1 month. This includes full white and black list facilities, search functions and more in an offsite facility so the spam and viruses never reach your server. Web access to the filters is available 24hrs/day

- 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.
- The service is supplied independent of hardware requirements on the customers end.

Information about Pricing

Filtering comes in two flavours, \$4/mth/mailbox (including GST) for individual managed mailbox filtering or an enterprise version @ \$6/mth/mailbox with full admin interface for managing large numbers of mailboxes.

- 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/popimap.html> for more information.
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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.
