



Email – POP/IMAP

Critical Information Summary

Information about the Service

Email is a core essentials of the internet. Escape offers a virtual mail server for companies to use to host their email. Available protocols for this service are POP or IMAP. All servers are in secured data centres for reliability and availability. Mailboxes has a fixed limit up to 10gb. Backups are performed daily for additional security.

- These services are offered on a monthly basis with no minimum term of service.
- No Early Termination fees apply if the service is cancelled but data stored on our servers will be deleted at the time of cancellation.
- The service requires no additional hardware for the customer.

Information about Pricing

POP3/IMAP Mail

Storage	Price	Included features
Bronze/1gb	\$7.95/mth/mailbox	Full spam and virus filtering on all mailboxes. Web based mail access. File drop box access for onsite storage. Sync facilities plus mobile compatibility.
Silver/5gb	\$9.95/mth/mailbox	
Gold/10gb	\$16.95/mth/mailbox	

- 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.



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.
