



## Critical Information Summary

### Web Hosting

#### Information About The Service

The product is hosting for domain websites and email addresses.

#### Requirements and Availability

The service is available with minimum terms of 1 month and 12 months, dependent on the plan selected.

#### Installation

The user manages their own installation.

#### Residential Grade Service

DCSI Web Hosting is a residential grade service with no guarantee of availability.

If you are seeking a Business Grade Service, please visit <http://business.dcsi.net.au> or call 03 5624 1199.

#### Excess Storage Usage

If you exceed your disk storage allowance, your service may be suspended temporarily until you're back within your plan limitations, or you increase your plan.

#### Security

If your website becomes compromised, DCSI will suspend the service.

The website will be restored on the advice of a customer if a web developer has cleaned the site, or if the customer has restored the site to a backup dated before the compromise.

Subsequent compromise or indication of ongoing compromise will result in the re-suspension of the website until the customer can provide material evidence that the website is clean.

#### Usage Information

To obtain information on your disk storage usage, you can log into your web hosting control panel or contact us using the details below.

#### Setup Fee

New customers are required to pay the first monthly or yearly charge up-front.

#### Customer Service Contact Details

You can contact DCSI's Customer Service team by:

- Calling 1300 66 55 75
- Emailing [support@dcsi.net.au](mailto:support@dcsi.net.au)
- Submitting a support ticket via the customer portal at <http://simple.dcsi.net.au>
- Submitting a web form – <https://dcsi.net.au/contact>

#### Dispute Resolution Process

If you are not satisfied with our customer service, please refer to our [Complaint Handling Policy](#) for more information on how to escalate your complaint.

#### Telecommunications Industry Ombudsman (TIO)

If, after following the above process, you are still not satisfied with the outcome, then you can contact the Telecommunications Industry Ombudsman (TIO) for independent mediation. The TIO can be contacted by phone on 1800 062 058 or online at <http://www.tio.com.au/making-a-complaint>

#### Telecommunications Consumer Protections (TCP) Code

Our services are provided with our commitment to compliance with the Telecommunications Consumer Protections (TCP) Code, which is a comprehensive code of practice for the Telecommunications Industry. Consumers rights are protected by a set of rules that cover the obligations of retail telecommunications service providers in relation to billing, contracts, advertisements complaint resolution, and more. Further information can be found at the following links:

[https://www.commsalliance.com.au/\\_data/asset/s/pdf/file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf](https://www.commsalliance.com.au/_data/asset/s/pdf/file/0005/38363/Protecting-Our-Customers-TCP-Code-29Oct2012.pdf)

Plan	Storage Allowance	Traffic Allowance	Emails Included	Max. Emails Per Hour	Total Min. Price	Payment Term
Webmail <sup>1</sup>	100 MB	Unlimited	5	20	60.00	12 months
Entry	250 MB	Unlimited	5	25	12.00	1 month
Basic	1000 MB	Unlimited	10	50	25.00	1 month
Standard	3000 MB	Unlimited	20	100	35.00	1 month
Advanced	10000 MB	Unlimited	30	150	50.00	1 month

<sup>1</sup> Webmail plan is for email only. It is not suitable for a customer wishing to host a website.