

Customer Service Policy

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1. Introduction

We here at 10TB Servers are committed to providing the highest level of customer service to both our customers and visitors.

This policy is to outline the expectations that a customer should receive from 10TB Servers and what we (10TB Servers) would expect in return from our customers.

For those that may experience poor customer service may follow the instructions within this document on how to escalate an incident to our Customer Care and Management team members to better resolve any issues that may arise.

2. Definitions

We/Our/Us

- This refers to the business 10TB Servers (ABN 90 623 955 395).

You/Your/Customer/Customers

- This refers to the person or entity who has ordered a service from us.

Parties

- This refers to both us (10TB Servers) and you (the customer/client).

Service/Services/Service(s)

- This refers to a product that has been advertised and provisioned by us. This may be hosted on any part of our infrastructure (such as our servers or network). Our service(s) are identified by a description on our website and also in the Cloud Portal customer portal area.

Customer Portal

- The customer portal refers to where our billing system is located for customers to access their private information.

3. Agreement

You will agree to accept our Customer Service Policy along with our Standard Terms & Conditions, Acceptable Usage Policy and also our Service Level Agreement. This policy will be agreed to when submitting an order to provision a service with 10TB Servers.

4. Receiving Customer Service

- a) You may receive customer service from us by simply submitting an eTicket. This can be done by e-mailing the appropriate department or raising the eTicket through the Cloud Portal area.
- b) Customer service can also be provided by telephone if this product add-on has been selected for your provisioned service. If eligible, you may call +61 (0)7 3018 7566.
- c) If avoiding methods 4.A & 4.B, the customer will not be covered by this policy.

5. Requirement for Customer Conduct

- a) It is required that the customer must conduct themselves in an appropriate & professional manor at all times.
- b) Your eTicket may not be responded to and may be closed if:
 - a. The ticket is found to contain any form of foul or offensive language
 - b. The ticket is found to contain any sort of abuse
 - c. The ticket is found to have continued CAPITAL letters so that can be used as a form of shouting
 - d. The ticket is found to have any sort of threats (including the threat of legal action or being referred onto an external party such as ACCC, Office of Fair Trading, etc).
- c) The customer may not raise an issue on a public website (such as a forum, blog or social media website) with the expectation that we would resolve the issue through those channels.
- d) The customer is to raise any issues through the channels that we have provided such as E-Mail, eTickets and Phone.

6. Process for an Escalation

- a) Escalating an issue to our Customer Care queue can be done by e-mailing customercare@10TB Servers.com.au.
 - a. Please provide as much information as possible for our Customer Care or Management team to review.
 - b. Please include or reference any other ticket #ID numbers, e-mail conversations with a timestamp and any telephone discussions with a timestamp.
- b) Our Customer Care team or Management team will review the escalation within 2 working days.
- c) Additional details may be requested so providing as much information as possible.
- d) A resolution will be provided with the information that is supplied by one of our Customer Care or Management team members.
- e) Should the resolution not be of customer's satisfaction, it is advised that they seek advice from an external source such as the Office of Fair Trading or Consumer Affairs within their state or territory.

7. Response Timeframes

- a) We will endeavour to provide the fastest time possible for responding to Customer Care eTickets. However, we may take up to no more than 2 working days to respond.
- b) Should Management need to respond, a response time may take up to 2 working days.

8. Conclusion

- a) In accordance with the Terms and Conditions, 10TB Servers reserves the right to suspend or terminate a service if the customer is found to have refused to follow the outline of this policy.
- b) All Customer Care issues will be resolved by the Customer Care or Management team.
- c) 10TB Servers Management team reserve the right to amend this policy at any given time and enforce any amendments immediately.