



# IDL Internet

Dialup - ADSL - Wireless Broadband

*Your local choice!* :o)

1/4 Callistemon Close, Warabrook.

PO Box 279, IIRMC, NSW, 2310.

Phone: (02) 4940 6777

Fax: (02) 4940 6778

ARN: 53 076 582 280

## Critical Information Summary

### Cloud Services - Website & Domain Hosting

#### Information About The Service

We can host from the most basic website to sites using the latest content management systems like Joomla and Wordpress.

Why choose IDL: We give support. You can pick up your phone and call us for help. Our hosting services are managed, meaning you don't have to deal with some confusing control panel to make changes just give us a bell and we look after you. We are Local. Our call center is in Newcastle and you just can't beat local service and local support!

#### Bundling

No bundling required.

#### Mandatory Components

You will require a internet service. Please contact us for futher information.

#### Minimum Term

Service is provided on a monthly basis.

#### Important Conditions

This service may not be available at your location. Please go to our website [www.idl.net.au](http://www.idl.net.au) or call us to find out if you canbe connected to this service at your location.

#### Information About Pricing

Plan	Domain Registration *	POP3 / IMAP^	Site Space	PHP & Mysql	SSL Security	Hit Statistics	Monthly Fee	Minimum Charge for Entire Term (including \$49 connection fee)
E-Mail	1x .com.au Included	1x included	n/a	n/a	n/a	n/a	\$ 9.90	\$58.90
Bronze	1x .com.au Included	5x included	100Mb	No	No	Yes	\$ 19.90	\$68.90
Silver	1x .com.au Included	10x included	500Mb	Yes	Available	Yes	\$ 29.90	\$78.90
Gold	1x .com.au Included	10x included	1Gb	Yes	Available	Yes	\$ 39.90	\$88.90

#### Maximum Monthly Charge

The maximum monthly charges are as quoted. Excess data charges are not applicable.

#### Early Termination Charges.

There is no contractual term. Early Termination Charges do not apply.

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## Unit Pricing Information

Plan	Domain Registration *	POP3 / IMAP^	Site Space	PHP & Mysql	SSL Security	Hit Statistics	Monthly Fee	Charge/Mb
E-Mail	1x .com.au Included	1x included	n/a	n/a	n/a	n/a	\$ 9.90	N/a
Bronze	1x .com.au Included	5x included	100Mb	No	No	Yes	\$ 19.90	\$0.20
Silver	1x .com.au Included	10x included	500Mb	Yes	Available	Yes	\$ 29.90	\$0.06
Gold	1x .com.au Included	10x included	1Gb	Yes	Available	Yes	\$ 39.90	\$0.04

## Set Up Fee

Connection Fee	Connection Type	Contract Period
\$49.00	For customers who do not have their own .com.au domain	1 Month.

## Usage Information

You can monitor your usage at [www.idl.net.au](http://www.idl.net.au) or by calling us on 02 4940 6777

## Enquiries, feedback and complaints.

We are committed to providing you with excellent service. Please contact us by calling 902 0 4940 6777 or by sending an email to [helpdesk@idl.net.au](mailto:helpdesk@idl.net.au) if you have any questions, or would like to give feedback or complain.

## Telecommunications Industry Ombudsman

We encourage you to always contact us first if you experience any problem or are unhappy. We will do our best to solve your problem during our first contact.

You can contact the TIO as follows:

Phone : 1800 062 058

Fax: 1 800 630 614

Online: <http://www.tio.com.au/making-a-complaint>.

This is a summary only. Please contact us for further information or visit our website for full Terms and Conditions. Summary valid as of February 2014