

WEBSITE SERVICES

INFORMATION ABOUT THE SERVICE

Your plan is for Website Services which are available on the Telstra App Marketplace.

The Website Services are a suite of customisable, easily deployed website services which enable you to create and/or host your website.

You need a registered domain name to take up Website Services. There are a number of website services you can choose from, but you can only have one type of Website Service at any time.

Telstra App Marketplace

The Telstra App Marketplace is a web-based marketplace that enables you to purchase and manage various software applications that we make available from time to time.

You need an internet connection to access the Telstra App Marketplace. To start using the Telstra App Marketplace, visit marketplace.telstra.com and create an account.

You may need to meet minimum system requirements to use certain applications available on the marketplace, which will be set out on marketplace.telstra.com and Our Customer Terms.

You're responsible for ensuring that you meet these requirements.

Important conditions

We'll activate a default 'holding page' which may appear when an internet user requests your registered domain name or website before you've published your website content via the Website Control Panel. This hosting page welcomes the user to your temporary home page and may display content determined by us.

You may only use a domain name once for any Website Services plan you apply for.

If your service is cancelled (including in connection with changing your service), you must save any files, images, content and data you have on your website otherwise this data will be lost when the service is cancelled. The SEO tools set up as part of your service will also be cancelled and the Website Control Panel application and any other tools will be deactivated. You must ensure that you have backed up or migrated your completed website to an alternative host before your Website Services are cancelled.

We provide services in connection with your Website Professional service during business hours of 8:30am to 6:00pm across all time zones in Australia, Monday to Friday, and excluding any Australian national public holidays.

What's included

As part of the Website Services, we provide servers, the associated operating system (if applicable), other applicable software, equipment used for internet connectivity and required space in our or third party supplier's data centre (collectively the "Equipment").

We'll also provide you with access to the Website Control Panel in connection with your Website Services. The Website Control Panel is a web-based portal to manage certain aspects of your Website Services.

You can choose from the following Website Services:

Website Service	Description	Minimum term
Premium Website service	Enables you to create, build and modify your website, with customisable templates. Includes 1GB hosting disk space	1 month
Website Professional	Includes custom design, 5GB hosting space and 30 minutes maintenance services per month provided by us	12 months
Website Assistance	Includes template based design, 5GB hosting space and 30 minutes maintenance services per month provided by us	12 months
Midi and Maxi Website Hosting	We'll host your website	1 month
Search Engine Optimisation (SEO) tool	The basic SEO tool features are included with the above Website Services	Casual. There is no fixed or minimum term
Website Transfer service	For new or existing customers with Midi or Maxi hosting plans who want to keep existing website and want help to move data and files to a Telstra website hosting plan. Enables you to move your existing website to one of our Website Hosting services	Casual. There is no fixed or minimum term
Website Copy Writing service	Includes the services of content writers to create or update content on your website. Initial design consult 2 hours. Personal phone consult 2 hours	Casual. There is no fixed or minimum term

INFORMATION ABOUT PRICING

Your Minimum monthly charge

Premium website service	
Premium Website	\$15.40 per month
Website Professional Service	
Website Professional 5 pages	\$99 per month (\$1,188 over 12 months) incl. 30 min initial consult
Website Professional 10 pages	\$143 per month (\$1,716 over 12 months) incl. 45 min initial consult
Website Professional 15 pages	\$187 per month (\$2,244 over 12 months) incl. 60 min initial consult
Additional services (for website professional customers)	\$125 per hour incl. GST
Website Assistance Service	
3 pages	\$49.50 per month (\$594 over 12 months) incl. 30 min initial consult
5 pages	\$66 per month (\$792 over 12 months) incl. 60 min initial consult
7 pages	\$82.50 per month (\$990 over 12 months) incl. 60 min initial consult
Website Hosting	
Midi Hosting plan (Linux 15GB)	\$16.50 per month
Maxi Hosting Plan (Linux 25GB)	\$22 per month
Midi Hosting Plan (Windows 15GB)	\$16.50 per month
Maxi Hosting Plan (Windows 25GB)	\$22 per month
Custom design services (for website Hosting)	\$165 per hour incl. GST
Website Transfer	
Basic website transfer	\$165 per service. Transfer up to 3 static pages. Up to 500MB per service. Max 4 hours of work.
Enhanced website transfer	\$275 per service. Transfer up to 5 static pages. Up to 750MB per service. Max 6 hours of work. Up to 2 transfers of database, dynamic scripts and applications (subject to complexity).
Premium website transfer	\$550 per service. Transfer up to 10 static pages. Up to 1,500MB per service. Max 11 hours of work. Up to 3 transfers of database, dynamic scripts and applications (subject to complexity).
Additional services (for website transfer customers)	\$125 per hour incl. GST

Website Copy Writing

1 page	\$770 per service incl. 2 rounds of revisions
3 page	\$1,540 per service incl. 3 rounds of revisions
5 page	\$2,310 per service incl. 3 rounds of revisions
Add 1 page (requires 1, 5, 7 pages)	\$495 per service
Words per page	600 words
Custom design services (for website copy writing customers)	\$165 per hour incl. GST

Early Termination Charge

If your Website Professional or Website Assistance service is cancelled before your minimum term has ended, you'll need to pay us an Early Termination Charge (ETC) calculated as 65% of the remaining monthly charges multiplied by the number of months remaining in your plan term.

OTHER INFORMATION

Manage your service online

You can manage your Telstra App Marketplace applications online at marketplace.telstra.com

Billing

The figures in this Critical Information Summary are for a full billing cycle but your first bill may include pro rata charges for part of the month if you started or changed your plan part way through a billing period.

To opt into receiving paperless billing, visit telstra.com/emailbill to request an email bill and/or set up direct debit. For more information on other bill payment options, go to telstra.com/billpay

We're here to help

You'll find more information at marketplace.telstra.com

If you have questions about your bill, need technical or account support, please call the Marketplace team on 1800 878 483 or 1800 808 981 (TTY).

Complaints or disputes

If you need to make a complaint you can:

- call 13 2000 and say "complaint"
- call your Account Representative if you have one
- visit telstra.com/business/complaints

Further investigation

If we can't resolve your complaint to your satisfaction, you can contact the Telecommunications Industry Ombudsman by phone on 1800 062 058. For full contact information go online at tio.com.au/about-us/contact-us

This is a summary only – the full legal terms for this plan are contained in your agreement with Telstra and Our Customer Terms,