



Customer Service Policy

Version 4.0

ARC HOST PTY LTD

470 St Kilda road, Melbourne, VIC, 3004

customercare@archost.com

www.archost.com

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Customer Service Policy (ARC HOST)

1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by ARC HOST.
- 1.2. "Customer Service" means the relationship between ARC HOST staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "eTicket" refers to a secure electronic message sent by the Customer to ARC HOST via Client Area for assistance or for any questions they may have with any Service(s).
- 1.4. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, the provisioning of space on one of our servers and a connection to and from the internet for web, email hosting and/or FTP services to function at the level specified in the chosen service level, domain name registration or transfer or renewal, SSL, VPS and SMS services. These product(s) and service(s) are identified in full within the "sign up" and "service provision" emails ARC HOST has sent after the Customer requests the service. The specific details of the Services can be found by logging in to Client Area or on our website.
- 1.5. "ARC HOST", "ARC", "Company" or "Business" means ARC HOST PTY LTD .
- 1.6. "Client Area" refers to ARC HOST's customer account, billing and management portal, available online at <https://my.archost.com>.
- 1.7. "We", "our" or "us" refers to ARC HOST PTY LTD (ACN 664 411 689).
- 1.8. "You" or "your" refers to the person or entity who ordered services provided by ARC HOST.

2. Acceptance

- 2.1. The Customer signified acceptance of this Customer Service Policy, as well as our Terms of Service, Privacy Policy, Acceptable Use Policy and any applicable Registrant Agreement, when they submitted their order to ARC HOST for Services, and that order was accepted.

3. Appropriate Channels for Receiving Customer Service

- 3.1. By submitting an eTicket through Client Area to the appropriate department.
- 3.2. Sending an email to the appropriate department (if applicable) using the details made available on the ARC HOST website at <https://www.archost.com/contact-us/>
- 3.3. By phoning any of the numbers listed on the ARC HOST website at <https://www.archost.com/contact-us/>. Please note that our Customer Care department is not available via telephone.
- 3.4. By utilising the Live Chat facility to communicate with ARC HOST staff members online at <https://archost.com> and via Client Area online at <https://archost.com/portal>.

4. Customer Conduct

- 4.1. The Customer agrees to conduct themselves in an appropriate and professional manner when seeking Customer Service from ARC HOST.
- 4.2. ARC HOST staff will not respond to requests for Customer Service if the Customer:
 - a. Has used offensive or obscene language;

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- b. HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;
 - c. Has made threats of violence, legal action or referral to an external party (eg. Department of Fair Trading);
 - d. Has posted the issue or question on a public medium, such as social media, forums or blogs, before it has been either raised with or answered by ARC HOST staff within an appropriate time frame (refer to section 5), or before the escalation process (refer to Section 6) has been completed.

5. Appropriate Timeframes

- 5.1. eTickets and emails sent to ARC HOST seeking Technical Support should be answered by ARC HOST staff within 24 hours. Each time a response is made by the Customer this timeframe will be reset.
- 5.2. eTickets and emails sent to ARC HOST seeking Sales and Billing assistance should be answered by ARC HOST staff within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.
- 5.3. eTickets and emails sent to ARC HOST seeking an escalation to a Customer Service matter should be answered by the Customer Care team within three (3) business days. Each time a response is made by the Customer this timeframe will reset.

6. Escalation Process

- 6.1. Customers who are not satisfied with the Customer Service they have received from ARC HOST should send an email to the Customer Care team at customercare@archost.com with the following information:
 - a. A detailed explanation of the question or issue, with references to any prior eTickets, emails or telephone calls;
 - b. A detailed explanation of the outcome that would resolve the issue;
 - c. Any other information or details that will help ARC HOST to resolve the issue.
- 6.2. If the Customer is still not satisfied with the outcome, or it has not been answered within the appropriate time frame (refer to Section 5), the Customer should seek advice from external sources such as the Department of Fair Trading or Consumer Affairs in their state or territory.

7. Customer Service Goodwill Credit

- 7.1. ARC HOST Customer Care team members may make the decision to apply a Customer Service Goodwill credit to the Customer's account.
- 7.2. This credit is not redeemable for cash and can only be used to purchase additional ARC HOST services or as credit on system generated invoices for Service renewals.

8. Non-compliance

- 8.1. In accordance with the ARC HOST Terms of Service, ARC HOST may suspend or terminate the Service(s) of a Customer who has refused to follow this policy when seeking Customer Service or escalating an issue.
- 8.2. Any requests for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

9. Changes

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- 9.1. ARC HOST may amend our Customer Service Policy at any time. Changes to this agreement will become effective upon their publication to our website.
 - 9.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Services) in-line with our cancellation policy found within our Terms of Service.

If you have any questions about this agreement please contact our Customer Care team via email at customer care@archost.com

CHANGE HISTORY