

# RBE Hosting Critical Information Summary

## Current at July 2020

This summary gives you the important information you need to know about your plan. It covers things like the length of your contract, how much you need to pay each month, what's included and what's not.

## Setup and Equipment costs

No Mandatory Telecommunications Goods are required, however you will require a Domain Name registration. Our Team will check availability of your chosen domain name, register it on your behalf, and configure the domain name pointing to work on our server.

## Minimum term

Annual fees only for this option.

## Important conditions

While our staff can assist you with site building and security, you are responsible for your site in every respect. RBE maintains the server security and works to maintain permanent uptime. We do not control content, and you are required to maintain the security of the hosted content material.

## Obtaining Consent

RBE will require and retain on file consent to establish your connection in the form of:

An order form, either signed, or originating from a email account that we have on record as owned by the purchaser

Where possible, a copy of the most recent previous suppliers invoice

## Early termination charges

If you cancel your service prior to the end of your annual subscription there will be no refund.

## 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: 1 800 062 058

Fax: 1 800 630 614

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

## Customer Service

We are committed to providing you with excellent service. Please contact us by calling 08 8862 2134 or by sending an email to [admin@rbe.net.au](mailto:admin@rbe.net.au) if you have any questions, would like to give feedback or complaint.

## Minimum Charges

Service	Annual Fee	Whats included	Min. Cost per Year
Basic	\$66/Year	1 Domain, 1 Database, 3Gb Storage, 20Gb Data	\$66
Standard	\$165/Year	5 Domain, 5 Database, 10Gb Storage, 50Gb Data	\$165
Advanced	\$195/Year	10 Domain, 10 Database, 15Gb Storage, 100Gb Data	\$195

## Includes

- Fast, stable, secure Apache Linux servers
- cPanel Access
- Control of you own Email Accounts and Spam filtering
- Simple Softaculous Tool to install Website Software (WordPress, Drupal, etc)

## Additional / Setup Options

Service	Monthly Fee	Whats included
Content Management system Installation	\$99 / Once-Off	- WordPress installation and initial configuration (No content creation)
Standard	\$45 / half hour	Design, Construction, & Maintenance Work

## Maximum charge

The maximum charge depends on whether you have chosen to use additional services. This product is billed on Annual rates.

## Tracking your spend

At any time you can request an update on amount spent by sending an email to:

[admin@rbe.net.au](mailto:admin@rbe.net.au)

or by calling us on 08 8862 2134

This is a summary only. Please contact us for further information or visit our website

## Education Pages to Assist you understand Telecommunications Concepts

[The Communications Alliance Broadband Education Package](#)