



Customer Service Policy

Version 2.0

Day3 Hosting Services

Day 3 Pty Ltd
Blackburn North VIC 3130

customercare@day3.com.au
www.day3.com.au

This document was last updated on 01 April 2019

1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Day3 Hosting.
- 1.2. "Customer Service" means the relationship between Day3 Hosting staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "Ticket" refers to a secure electronic message sent by the Customer to Day3 Hosting via Hosting Console 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 Day3 Hosting has sent after the Customer requests the service. The specific details of the Services can be found by logging in to Hosting Console or on our website.
- 1.5. "Day3 Hosting" means Day3 Pty Ltd.
- 1.6. "Plesk" means server-side software that monitors resources to ensure operation within set limits.
- 1.7. "Hosting Console" refers to Day3 Hosting's customer management portal, available online at <https://day3.com.au/hosting>.

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 Day3 Hosting for Services, and that order was accepted.

3. Appropriate Channels for Receiving Customer Service

- 3.1. By submitting a Ticket through the Hosting Console to the appropriate department.
- 3.2. Sending an email to the appropriate department (if applicable) using the details made available on the Day3 Hosting website at <https://www.day3.com.au/contact>.
- 3.3. By phoning 1300 790 792
- 3.4. By utilising the Chat facility to communicate with Day3 Hosting staff members online at <https://day3.com.au/hosting> and via the Hosting Console.

4. Customer Conduct

- 4.1. The Customer agrees to conduct themselves in an appropriate and professional manner when seeking Customer Service from Day3 Hosting.
- 4.2. Day3 Hosting staff will not respond to requests for Customer Service if the Customer:
 - 4.2.1. Has used offensive or obscene language;
 - 4.2.2. HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;
 - 4.2.3. Has made threats of violence, legal action or referral to an external party (e.g. Department of Fair Trading);
 - 4.2.4. 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 Day3 Hosting staff within an appropriate timeframe (refer to section 5), or before the escalation process (refer to Section 6) has been completed.

5. Appropriate Timeframes

- 5.1. Tickets and emails sent to Day3 Hosting seeking Customer Service should be answered by Day3 Hosting staff within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.
- 5.2. Tickets and emails sent to Day3 Hosting 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 Day3 Hosting should send an email to the Customer Care team at customercare@day3.com.au with the following information:
 - 6.1.1. A detailed explanation of the question or issue, with references to any prior Tickets, emails or telephone calls;
 - 6.1.2. A detailed explanation of the outcome that would resolve the issue;
 - 6.1.3. Any other information or details that will help Day3 Hosting 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 timeframe (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. Non-compliance

- 7.1. In accordance with the Day3 Hosting Terms of Service, Day3 Hosting 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.
- 7.2. Any requests for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

8. Changes

- 8.1. Day3 Hosting may amend our Customer Service Policy at any time. Changes to this agreement will become effective upon their publication to our website.
- 8.2. 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 customercare@day3.com.au.

DOCUMENT HISTORY

Date of Change	Description of Change	Version
01-04-2019	<input type="checkbox"/> Import of Customer Service Policy v1.1 <input type="checkbox"/> Implementation of new formatting guidelines	2.0