



Customer Relationship Agreement

Zone Networks is committed to providing its customers with high quality services and support. Nevertheless, with the growth of our customer base, it has become necessary to implement a policy that broadly encapsulates the support we offer our customers.

This Customer Relationship Agreement outlines what you can expect from us as a customer, as well as what we can expect of you when you contact us. The Agreement outlines our obligations to you, the scope of our support, our escalation procedures as well as acceptable timeframes for ticket enquiries.

The document also encompasses the conduct we expect of you; we appreciate your courtesy, patience and professionalism.

Should you have any questions regarding this Agreement, or any of our other policies, please contact us by emailing sales@zonenetworks.com.au.

This is a legal document that all customers of Zone Networks are required to accept.

Last updated 1 May 2016.

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ZONE NETWORKS CUSTOMER RELATIONSHIP AGREEMENT

1. Definitions

- 1.1 “Customer” refers to the person or organisation purchasing or receiving a product or service from Zone Networks.
- 1.2 “Service” or “Services” refers to the products or services ordered from Zone Networks including but not limited to web hosting, dedicated servers, cloud and virtual servers, managed services, colocation, IP transit and domain names. The nature of these Services is identified via the Customer’s Client Area.
- 1.3 The “Provider”, “Zone Networks” refers to Zone Networks Proprietary Limited, with ABN 83 136 050 578 and ACN 136 050 578.
- 1.4 The “Client Area” refers to the billing account supplied to the Customer upon registration, accessible at <https://myaccount.zonenetworks.com.au/clientarea.php>.

2. Acceptance

- 2.1 The Customer signifies and declares their acceptance to Zone Networks’s terms and policies, including but not limited to these Terms of Service and associated Acceptable Use Policy, upon placing an order for a Service, paid or otherwise.

3. Responsibilities of the Provider

- 3.1 Zone Networks accepts responsibility to provide support to the Customer for issues relating directly to their Service, including billing, accounts and hosting environment assistance, as limited by clause 5 and 6.
- 3.2 Zone Networks and its employees shall seek to assist the customer as expeditiously as possible, to the best of their ability and knowledge.

- 3.3 Zone Networks agrees to ensure ticket and email assistance is available at all times. The Customer accepts that phone and live chat support may not be available at all times, with availability at the sole discretion of the Provider.
- 3.4 The Customer accepts that all Services purchased from the Provider are self-managed unless otherwise contractually agreed upon.
- 3.5 The Customer accepts that Zone Networks cannot offer assistance, including but not limited to the uploading, installation, configuration and debugging, of third party software such as scripts, plugins and modules. Such requests are beyond the scope of Zone Networks support.
- 3.6 Zone Networks advises that for third party software, the Customer must contact the vendor, developer, distributor and/or publisher of the software for assistance.
- 3.7 Zone Networks shall render non-excludable support for the server hosting environment.

4. Responsibilities of the Customer

- 4.1 When contacting the Provider, the Customer must:
 - not employ offensive, obscene or otherwise inappropriate language;
 - not make threats, violent or legal, for any purpose;
 - allow appropriate and reasonable time for issues to be rectified;
 - not employ excessive punctuational capitalisation;
 - not make personal attacks towards staff, other customers or any individuals.
- 4.2 The Customer must not create multiple tickets for the same issue. Doing so will delay the resolution of the query.
- 4.3 The Customer must not “bump”, or repetitively request the status of an open ticket. Doing so will delay the resolution of the query.
- 4.4 The Customer agrees to utilise the self-service support channels provided by Zone Networks, including the knowledgebase, and conduct a general investigation prior to contacting the Provider.

4.5 The Customer agrees to provide any and all information available regarding an issue when contacting the Provider. Withholding information will delay the resolution of the query.

5. Appropriate Support Vectors

5.1 The Customer agrees to utilise appropriate support channels when contacting the Provider, and accepts that using other channels may delay, or otherwise effect the provision of support:

- tickets, via <https://myaccount.zonenetworks.com.au>;
- emails, via accounts@zonenetworks.com.au, or support@zonenetworks.com.au;
- phone support, where contractually available;
- live chat, when available.

5.2 Social media and public forums is not an appropriate support channel, and the Customer agrees that requests made using such means may not be answered.

6. Appropriate Timeframes

6.1 Zone Networks will endeavour to respond to, and assist customers with all enquiries as soon as possible.

6.2 Tickets and emails sent to Zone Networks by the Customer must be answered within one (1) business days. With each reply by the Provider, or by the Customer, this period shall reset.

6.3 Tickets and emails sent to Zone Networks by the Customer, requesting an escalation, must be answered within one (1) business days. With each reply by the Provider, or by the Customer, this period shall reset.

6.4 Requests submitted by other channels are not covered by these guarantees.

7. Resolution and remedies

7.1 Zone Networks shall endeavour to resolve any issues reported by the Customer within a reasonable timeframe.

7.2 On occasion Zone Networks may seek to provide a courtesy credit to the Customer. The value and issuance of such credit is at the sole discretion of Zone Networks and shall not be requested by the

Customer. Such credit is not transferrable and cannot be withdrawn for cash.

8. Escalations

- 8.1 The Customer may request for any enquiry to be internally escalated to senior team members.
- 8.2 Escalations may only be requested if:
 - a. The Customer has waited for internal investigations into their enquiry to be completed, and the Customer is unsatisfied with the outcome.
 - b. The Customer has repeated issues of the same nature that remain unresolved.
- 8.3 The Customer may not request escalation when first reporting an issue.
- 8.4 If, after escalation, the Customer is still unsatisfied with the outcome of their enquiry, the Customer should seek advice from third parties.

9. Compliance

- 9.1 Any Customer found to breach this Customer Relationship Agreement may be suspended immediately at the discretion of Zone Networks.
- 9.2 For non-critical breaches, Zone Networks will endeavour to provide the Customer with notice of suspension, and/or a grace period for a remedy to be applied.
- 9.3 For serious breaches, such as threats of violence or criminal acts, Zone Networks may, at its sole discretion, seek appropriate advice from third parties.

10. Changes & Alterations to Policy

- 10.1. Zone Networks may alter this Customer Relationship Agreement at any time. Changes will be made available via the Zone Networks website. Changes made shall become effective immediately once revised Terms are published.

10.2 Should the Customer decline to agree to the revised terms, a cancellation may be requested in accordance with the Provider's Terms of Service.

10.3 Zone Networks agrees that all policies, including this document, will be available for both existing and prospective customers via its website.

11. Aggregate Agreement

11.1 These terms and conditions represent a formal contractual agreement between Zone Networks and the Customer.

12. Governing Non-exclusionary Law

12.1 The Customer agrees to act within the bounds of all local, state and federal laws relevant to the Services delivered by Zone Networks.

12.2 The Customer acknowledges that this document, as well as other terms and policies published by Zone Networks, are governed by both federal laws and regulations of Australia, and the laws of New South Wales.