

# Hosting Order



Please fill in this form and either email back to [papa@papawheelie.com.au](mailto:papa@papawheelie.com.au) or fax to 03 9717 1737.

## Contact

First Name	Last Name	
Company	Email	
Contact Phone	Fax	
Address		
PO Box <i>(Optional)</i>	Suburb	
State	Postcode	Country

## Domain Name

Domain Name you wish to use
Does this need to be reigistered <input type="checkbox"/> Yes <input type="checkbox"/> No
<small>Please Note: You will be contacted directly if your Domain name needs to be registered, costs will be advised then.</small>

## Hosting

Please choose which plan you would like to start with;
<input type="checkbox"/> <b>Basic Website Hosting</b> , \$12.00 per month, \$144.00 per year. (inc GST)
<input type="checkbox"/> <b>Advanced Website Hosting</b> , \$19.00 per month, \$228.00 per year. (inc GST)
<input type="checkbox"/> <b>Advanced Plus Website Hosting</b> , \$29.00 per month, \$348.00 per year. (inc GST)
<input type="checkbox"/> <b>Premium Website Hosting</b> , \$59.00 per month, \$708.00 per year. (inc GST)
<small>Please Note: All accounts are invoiced on an annual basis. Please contact Papa Wheelie should you require any extra services above the Advanced Website Hosting package.</small>

## Declaration and Signature

I confirm I have read and understood Papa Wheelie's Terms & Conditions.	
Signature	Date

## Payment Options

Please Note: Your account will only be available once payment has been made.	
<b>Electronic Funds Transfer</b> Bank: NAB BSB 083 784 Account Number: 83 222 9860 Account Name: Papa Wheelie Pty Ltd	<b>Snail Mail</b> Send a cheque along with this order to; Papa Wheelie PO Box 323 Kangaroo Ground, Victoria, Australia, 3097

# Terms & Conditions



## Web Hosting

Cancellations for web site and email hosting orders will only be accepted within 7 days of the product/s being ordered.

Cancellations requests must be submitted to Papa Wheelie in writing. Written requests must be emailed to [papa@papawheelie.com.au](mailto:papa@papawheelie.com.au) from the customer email address, or faxed on the customer's company letterhead to 03 9712 0299.

A refund will be provided, less a 10% administration charge.

Cancellations will not be accepted after the 7 day grace period; no refund will be provided for any remaining product term.

Your Web Hosting account will not be available until full payment has been made.

Customers that choose to purchase a Web Hosting product are contracted for the period of 12 months from the initial payment date and will be invoiced annually 1 month before it is due to expire. If renewal payment is not made before the renewal date the Web Hosting product will be removed automatically.

Customers will be notified by Papa Wheelie Internet when bandwidth usage is approaching a products' limit. At this time, the customer will have the opportunity to upgrade to a product with more bandwidth (if applicable), alternatively, a charge of 10c per MB of excess data traffic will be invoiced. Failure to pay within 7 days for excess data transfer may result in account suspension which will cause disruptions to services.

Papa Wheelie Web Hosting customers accept responsibility for any information and materials issued over the service and indemnify Papa Wheelie harmless against any liability in relation to such information and material.

Papa Wheelie does not allow use of our network to send or originate SPAM / Unsolicited Email messages. We reserve the right to determine what violates this policy and violation may result in cancellation of services without refund.

Pornography and sex-related material and merchandising are expressly prohibited on our network. This is also true for sites that promote illegal activity of any type or content that may be damaging to our network, servers. Links to such materials are also prohibited.

You acknowledge that if we are made aware of content that is determined to be, at our discretion, unacceptable, undesirable, offensive, indecent, obscene, excessively violent or otherwise objectionable, we reserve the right to cancel a service that breaks this content policy without refund.

Papa Wheelie reserves the right to schedule server maintenance at any time, which may or may not affect services on the platform. Papa Wheelie will endeavour to perform maintenance during a time that will be least disruptive to the majority involved.

Papa Wheelie routinely backs up data stored on the Papa Wheelie servers; however, such data is not guaranteed to be stored for extended periods.

## Service Level Agreement

Papa Wheelie is a reliable web and email hosting provider with servers based in Australia. We take every precaution to ensure that we achieve 100% web site availability for all our customers. We guarantee at least 99.9% network & hardware availability every month. In the unlikely event we are unable to meet this guarantee, a partial or full credit will be issued as follows:

Availability (monthly) Credit Percentage

- 99.9% to 100% > 0%
- 98% to 99.9% > 10%
- 95% to 97.9% > 20%
- 90% to 94.9% > 30%
- 89.9% to 85% > 50%
- 84.9% or below > 100%

Credits are applied to your web hosting account, and are not refundable or redeemable for cash.

Availability is measured per calendar month, and is reset each calendar month. Credits are based on the payment for the month. For quarterly or annual paying customers the credit is applied against the calculated monthly fee for customer's payment. All credits are subject to the below exceptions and conditions of notification.

Exceptions:

- Circumstances beyond Papa Wheelie's reasonable control, including, without limitation, acts of any governmental body, war, insurrection, sabotage, armed conflict, embargo, fire, flood, strike or other labour disturbance, interruption of or delay in transportation, unavailability of or interruption or delay in telecommunications or third party services, virus attacks or hackers, failure of third party software (including, without limitation, ecommerce software, payment gateways, chat, statistics or free scripts) or inability to obtain raw materials, supplies, or power used in or equipment needed for provision of this uptime guarantee.
- Scheduled maintenance and emergency maintenance and upgrades.

- DNS issues outside the control of Papa Wheelie.
- Issues with FTP, POP, IMAP, or SMTP customer access.
- Issues with the Online Management System access.
- Customer's acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (e.g., PHP, Coldfusion, .NET, HTML, etc), any negligence, wilful misconduct, or use of the Services in breach of Papa Wheelie's Terms and Conditions.
- Email delivery and transmission.
- DNS (Domain Name Server) Propagation.
- Outages elsewhere on the Internet that hinder access to your account.

Papa Wheelie is not responsible for browser or DNS caching that may make your site appear inaccessible when others can still access it. Papa Wheelie will guarantee only those areas considered under the control of Papa Wheelie.

## Conditions of Notification:

To receive a credit you must send an email to [papa@papawheelie.com.au](mailto:papa@papawheelie.com.au), including the dates and times of the unavailability, along with your domain name. This must be received by Papa Wheelie within three (3) business days after the network outage.

## Domain Name Registration Applications

Papa Wheelie will:

- process all new domain name applications in a timely manner
- communicate directly with the applicant or their agent in the event that there is an issue preventing the domain name application being completed
- provide all applicants with an email confirming our systems have received their application, along with an order number for tracking purposes
- process domain name applications within 24 hours of receipt during normal business hours. This may not be possible from time to time as a result of work load or registry systems availability issues.

## Domain Name Renewals

Domain Name renewals will be notified 1 month before they are due to expire. Payment must be made within 14 days of the invoice otherwise your domain name may not be renewed.

We pride ourselves on the range of communication methods, and frequency of communication we employ, including email, post and phone calls, to inform you of pending renewals. If your contact details are not kept up to date, we may be unable to deliver your renewal notice to you. If you wish to update your contact details, or check your domain expiry date, you can do so at any time using your Online Management System.

We recommend that all registrants keep track of the expiry dates for their domain names, and renew their domain names 30 days prior to expiry.

## Domain Name Assistance

For those not experienced in domain name registrations, registering a domain name can be a little complex and daunting. Our team is available via phone and email during business hours to provide advice and suggestions for clients that may have questions regarding their applications.

Applicants can expect to be contacted by telephone by one of our provisioning team should there ever be an issue with their application.

## Customer Service & Support

Papa Wheelie maintains an extensive online knowledgebase to assist clients with the questions they may have. If, once you have consulted this valuable resource and still need assistance, Papa Wheelie provides telephone and email customer support Monday to Friday, 8.30am to 6pm. Simply call 03 9010 5580 or email [papa@papawheelie.com.au](mailto:papa@papawheelie.com.au).

## Privacy Policy

Papa Wheelie respects and is committed to protecting your privacy. Our Privacy Policy details why and when we collect your personal information and how we use it. It also explains under what circumstances we disclose your information to third parties and the security measures we take to protect your privacy.

## Collection of Personal Details

Papa Wheelie collects your details when you submit those details to us either online (via our websites, or agent websites), or by fax, post or email.

These details are stored within our secure database system and submitted to the relevant registry when you register or transfer a domain name to Papa Wheelie. The details collected include your full name, address, phone and fax numbers and email address.

## Use of Personal Details

ICANN (Internet Corporation for Assigned Names and Numbers) is the organization that develops and governs domain name policy. As part of the domain name policy, ICANN requires that accredited domain name Registrars (of which Papa Wheelie is one) must make personal information relating to a domain name available via the publicly accessible WHOIS

database. Consequently Papa Wheelie is not able to control how members of the public may use this information.

Papa Wheelie will use your personal details to enable us to perform our role as an accredited domain name Registrar. This includes contacting you when you apply for a domain name, or at any time during the license period of your domain name, to obtain relevant information in regards to your application, or to advise you of relevant information regarding your license (including renewal dates and system changes that may affect your communications with us).

We may also use your personal details to contact you to discuss additional products and services that Papa Wheelie offers. Your details could be used to measure and assess our customer service, and analyse customer purchasing preferences.

## Accuracy

You may access and update the personal information we provide to the registries in respect of your domain name licence at any time. Simply use your email address and password to login to our Online Management System. If you believe that Papa Wheelie may hold other personal information about you which is inaccurate, please contact us via email to [papa@papawheelie.com.au](mailto:papa@papawheelie.com.au) and we will take reasonable steps to ensure that it is corrected.

## Security

Helping you to keep your information secure is important to us. In order to protect the security of personal information transmitted to us over the internet, our web servers support the use of the Secure Socket Layer (SSL) Protocol where appropriate. Using this protocol, information transferred between our systems is encrypted. You can also take simple precautions to help protect your security, such as protecting against the unauthorised use of your username or password or other authentication id.

## Changes

Papa Wheelie may make changes to its privacy policy. You should check our privacy policy from time to time to see if we have made any changes to it.

## WHOIS

When a domain name is registered, certain information is collected for use on the WHOIS service. The WHOIS service allows internet users to query a domain name to find out the identity and contact details of the registrant. The public WHOIS service is a standard feature of domain name systems around the world. Please see auDA's WHOIS policy at <http://www.ada.org.au/whois-policy> which sets out auDA's guidelines on the collection, disclosure and use of WHOIS data.

## Systems Access

Our domain name registration order flow and Online Management System are generally accessible 24 hours a day and achieve a high level of system availability. Scheduled maintenance times are generally at the same time every fortnight, during timeframes intended to cause minimal disruption to customers.

## Security

Papa Wheelie is serious about protecting your private data and domain names. We employ a system of authentication by:

- providing clients with a user name and password pair to access Papa Wheelie's Online Management System, and
- generating a separate Domain Name Password (AuthInfo), which is recognised by the registry, and is used to authenticate a request to change the 'Registrar of Record' from Papa Wheelie to another .au accredited registrar.