

Bizazz Pty Ltd

ABN 26 663 037 554

Email Hosting Pricelist & Special Conditions of Service

Features:

Flexible email hosting plans on specialised mail servers right here in Australia.

- mix & match services on your domain: select IMAP for an email address that several staff use, and save on other email addresses with POP plans
- minimise email bounces: DMARC security protocol ensures your emails are trusted by mail servers worldwide
- fast secure hosting, daily backups
- send up to 2000 emails/hour
- emails safely encrypted on the mail server and in transit.
- **discounts** for >3 email accounts.

[See our website](#) for help on IMAP vs POP accounts.

Prices:

Service	1-3 accounts /yr/email account ex GST	Discount rates (>3 accounts total or other discount plans) /yr/email account ex GST
500 MB POP	\$55	\$27.50
1 GB POP	\$60	\$30
1 GB IMAP	\$65	\$36
5 GB IMAP	\$75	\$42
10 GB IMAP	\$85	\$52
30 GB IMAP	\$100	\$67
40 GB IMAP	\$110	\$75
50 GB IMAP	\$120	\$85

Email Hosting Set Up Fee

One-off fee (pay once only, no matter how many email addresses on the same domain) to set up best-practice hosting & DNS parameters and to manage the changeover from your current email hosting.

We'll change email accounts over to their new mail server at a time (day, night, early morning, weekend) that reduces any possible disruption.

Domain hosted by us	\$50
Domain with DNS hosting managed elsewhere: - set up email hosting, advise host of correct DNS settings - additional support/liason with DNS host, as required	\$50 \$100/hr

Email Support Fees (optional services)

For one-to-one email support at your request.

Assist you to set up email address on 1 or 2 devices (computer &/or phone), up to 30 mins	\$50
Other email support	\$90/hr

Conditions of Service:

Our general hosting Terms apply.

Email Hosting Terms & Conditions:

1. Discount prices apply as long as you remain eligible for our discount plan (currently includes ecommerce hosting clients, clients with >3 email accounts).
2. It is your responsibility:
 - a) to keep copies of your email passwords somewhere safe
 - b) to update passwords via webmail from time to time for security, and
 - c) to read & apply our instructions for your email account settings carefully. Your account cannot work unless the settings you have entered into your phone or computer mail software are exactly right.
3. You can ask us to add any number of aliases under an email account, at no charge. Eg an email account diane@suttonnet.com.au would catch mis-spellings via the alias dianne@suttonnet.com.au.
4. You can change to a higher or lower GB plan any time. Email us with details of the email address and new plan that you want. We will adjust pricing and change the mailbox size.
5. You can change from IMAP to POP service or vice versa. Extra work by you &/or some support from us may be required.
6. Forwarding email addresses, like aliases, are free. But they are only available if :
 - a) forwarding domain and target domain are hosted on the same mail server, and
 - b) there is at least one email account with a mailbox, on the same domain as the forwarding address.
EG email account myrtle@suttonnet.com.au has its own mailbox; and an email address fred@suttonnet.com.au forwards to admin@bizazz.com.au at no cost.
7. Access your account via webmail to adjust spam filter strength & change your email password.

8. If your domain's DNS hosting is outside Bizazz Pty Ltd, you accept that:
 - a) either you or your DNS host (depending on your provider's hosting Terms) are responsible to set up & maintain essential DNS settings, in order for our email services to work
 - b) failure of email services or loss of emails may result if this work is not done on time, accurately and in full, and
 - c) you are liable for extra work by us or extra costs incurred by us due to delays or mistakes in editing your domain's DNS settings.
9. Client support is available from <https://axigen.com> and on the Axmail webmail interface.
10. If you ask us for email support, and we deem it necessary to contact our mail server support team, we will:
 - o put in a support ticket on your behalf
 - o liaise with the support team
 - o take any resultant action required from us, and
 - o translate technical advice for you.You agree to pay any fees for this work.
11. You accept that we might not be the best port of call for email problems. We are web programming & webhosting specialists: not PC, phone or Mac technicians.
 - a) IT troubleshooting is faster & surer with direct access to the device and its error messages, than via phone or email. If on-site support by Bizazz Pty Ltd is not feasible, we recommend that you first contact your local PC/mobile phone shop or your on-call IT support for help. Be ready to show them the email account specifications and current passwords.
 - b) We do not guarantee that we will defer our other work for an email support call. Considerations may include the hardware & software that you use and your level of expertise.
 - c) If you request email-related support from us, we reserve the right:
 - to limit, delay or refuse to provide support
 - to ask you first to check relevant advice on our website(s) or other reliable online sources
 - to require screenshots of settings or other data, or (if we have set this facility up with you) ask you to enable remote desktop access by us
 - to choose our preferred email software (usually Thunderbird) in case of setup support, and
 - to charge a travel fee, if we deem it best to investigate your email problem on-site.

12th June 2023