Support Policy

Here at Aussie Hosts were always available to assist you in any queries or problems you have. In order to provide you with the best service, we ask that you read our support policy and use the proper contact procedures to contact us to save you time and frustration.

TELEPHONE SUPPORT

Aussie Hosts can answer general queries over the phone, however it should be noted that it's our company policy that no account or server work is to be done over the phone without a support ticket, lodged via our client area. You will need to be able to verify billing details when our consultant takes your call. If you can't verify your details you will be required to send a contact to our accounts department requesting an update of details (this normally requires an offline method like sending us a fax or letter in the mail) so please make sure you keep your details up to date.

The types of simple tasks we can do over the phone for you are password resets, confirming if your website is online and answering general questions around service status. All other requests should be lodged via the Aussie Hosts Client Area.

Our phone support hours are 9am – 5pm Monday to Friday Australian Eastern Standard Time (AEST) which is UTC/GMT+10.

When daylight savings is observed in NSW/VIC/ACT our office hours are 8am - 5pm.

Only clients with a plan or add-on that has phone support can call Aussie Hosts for assistance.

EMAIL SUPPORT

Aussie Hosts main priority is to respond to all support tickets within 30-40 mins. Email support is put at the highest priority, and is put before phone support, twitter and facebook.

Email support is available 24/7/365, you can login to the Aussie Hosts Client Area to lodge your secure request.

INCLUDED TECHNICAL SUPPORT

Aussie Hosts provides free support directly relating to our servers and it's officially support features that are listed on the respected product pages.

Its generally outside our spoke of support to configure your iPhone or Outlook computer programs to connect to our service however we do provide guides and pointers to help you.

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FEE BASED SUPPORT

We're often asked to do extraordinary things, like update contact information on your website etc.

Extraordinary support is chargeable at $165/hour.

SUPPORT FOR RESELLERS END USERS

Aussie Hosts does not support end users clients so don't give your customers our phone number when you go on holidays!

Requests for support from end users may attract a $99 fee per incident (repeated referrals to Aussie Hosts for support for example), and Aussie Hosts may suggest that the end user signup directly with Aussie Hosts for assistance because we have no way to verify who they are etc. For all we know they could be a disgruntled business partner wanting to get around you, our reseller.