

Host Geek Free Support Policy

Introduction

Host Geek prides itself on providing world class, Geektastic support to all of our customers. Ensuring that your Host Geek services are in tip-top shape is our passion, and our team is always around to help. To ensure we provide the best class of service to our customers, it is important to clarify that while offering free support for the services we provide, there are cases where additional charges may apply.

We ask that our clients read our support policy below and use the appropriate procedures to contact us when requesting support to ensure that any requests are dealt with as quickly as possible.

Purpose

The purpose of this document is to outline and clarify what is considered 'Free Support' and provide example of support which may incur additional charges.

The specific items described in this document serve as examples and a guide only and do not constitute a complete list of either Free Support or Paid Support items.

Self Help Material

Host Geek provides an online knowledgebase and FAQs to assist you in the first instance. Please refer to the Knowledgebase and FAQs (<https://clients.hostgeek.com.au/knowledgebase.php>) before submitting a support enquiry, as many common issues have detailed guides and explanations.

Methods of Support

Support Tickets / Email Support

Support tickets can be submitted at any time. Our support team is online from 9am - 9pm, Monday - Friday and 10am - 5pm Saturday and Sunday. Urgent support tickets will be attended to outside of these hours.

This is our preferred method because of the ability to track issues to resolution and give us time to properly review and research problems.

Please do not submit multiple tickets about the same problem as that simply creates confusion. If you need to add information to an existing ticket, please do so in the existing ticket by logging into the support system or by replying to the ticket email.

You can lodge a ticket via our Client Portal (<https://clients.hostgeek.com.au/submitticket.php>) at any time or by emailing support@hostgeek.com.au. Please do not email individual team members as it may cause a delay in response.

Telephone Support

Telephone support is available from 9am - 9pm, Monday – Friday and 10am - 5pm Saturday and Sunday. You may leave a message outside of these hours and your call will be returned the next morning. Please call 1300 722 504 or +61 3 5223 6782 for telephone support.

LiveChat

LiveChat is available by clicking the Live Help button on our website. This gives you the ability to immediately contact one of our representatives. This should only be used for quick questions and often you may be asked to submit a support ticket if your issue requires more than a very short amount of time to complete.

Support Response Times

Ensuring that your questions are answered quickly and accurately is one of our highest priorities. As such, we expect that all support requests will be responded to within 4 support hours of being lodged. If you have an urgent request, we recommend you lodge a support ticket, and then follow up with a phone call, referencing your support ticket number.

Account/Billing Support

Any issues or queries related to account services, invoices, payments or the Host Geek Client Area are all covered under our Free Support policy.

Shared Web Hosting Services

Included Free Support

Support that Host Geek will provide to customers with Shared Hosting services include:

- Assistance with logging into cPanel include password resets
- Assistance creating and modifying email accounts and forwarders
- Assistance with connecting via FTP and uploading files
- Connectivity issues to website, email services, and cPanel
- Adding additional subdomains/parked domains
- Editing DNS records
- Creation of MySQL Database and user permissions
- Installing Applications via Installatron
- Removing website virus/malware (1st time only and at Host Geek support manager's discretion)
- Restore site from backup (1st time only)
- Website migrations (new services only)

Paid Support

Support provided for the following items may attract additional support charges:

- Debugging scripts
- Installation of 3rd party scripts
- Code changes to websites
- Removing website virus/malware (after 1st incident)

Backups

Daily backups are taken of all Shared Hosting servers on a nightly basis. You can access these backups by clicking the 'R1soft Restore Backups' button at any times.

If you require assistance with restoring backups, the first time assisting you will be free. Any additional data restores will be considered chargeable.

Reseller Shared Web Hosting Services

Customers with Reseller Shared Hosting Services are provided with the same support as Shared Hosting Customers, as well as support for accessing and using the WHM Interface.

It is expected that the reseller is the first point of contact for their customers, and issues may be escalated to Host Geek support by the reseller.

Please note that Host Geek is unable to provide support directly to customers of Resellers without prior agreement. Support provided directly to a reseller's clients without the reseller being the first point of contact may be chargeable at standard hourly rates towards to reseller

Specialised Hosting

Customers with Specialised Hosting service (e.g. Specialised Magento, Joomla or WordPress) are entitled to the same support as Shared Web Hosting Customers, with the following additions included free:

- Free applications backups
- Free application update installation
- Free application plugin update installation
- Assistance with how to use their application

Email Hosting

Standard Email

Customers with standard email hosting will receive the following free support:

- Assistance with logging into cPanel include password resets
- Assistance creating and modifying email accounts and forwarders
- Assistance with connectivity issues to email services
- Troubleshooting email flow
- Adding additional subdomains/parked domains
- Editing DNS records
- Restore account from backup (1st time only)

Hosted Exchange

Customers with standard email hosting will receive the following free support:

- Assistance creating and modifying email accounts and forwarders
- Assistance with connectivity issues to email services
- Troubleshooting email flow
- Adding additional domains
- Editing DNS records

VPS Services

VPS Customers are provided all the same benefits as Reseller Hosting customers, plus:

- Support accessing the VPS server
- Assistance creating and modifying email accounts and forwarders
- Updating WHM/cPanel Components
- Installing cPanel supported extensions

Virtual Dedicated & Physical Dedicated Servers

Included Free Support

Host Geek will provide the following support services at no cost:

- Access to the server via RDP/SSH etc.
- Administrator/root user account login troubleshooting and password resets
- Installation of supported operating system

Paid Support

Support provided for the following items may attract additional support charges:

- Installation of non-standard operating system
- Installing cPanel supported extensions

- Re-installation of operating system
- Installation of 3rd party software
- Debugging scripts
- Installation of 3rd party scripts
- Code changes to websites
- Removing website virus/malware (after 1st incident)

Server Management Add-On

All customers with a Virtual Dedicated or Physical Dedicated server have the option to purchase Server Management as a monthly service. This service provides management of the server to ensure that it is in optimal configuration for security and performance, as well as manage the application and operating system patches and updates.

For example, if WHM/cPanel is installed, the Server Management service would entitle you to support on this software in the same way as a VPS service, or a Shared Hosting/Reseller service at no additional cost. If you do not add the Server Management to your Virtual Dedicated or Physical Dedicated service, and you install WHM/cPanel, then we are not able to provide free support for this software (any support would be billable at per-hour rates).

SHOUTcast Radio Streaming Services

Support provided to SHOUTcast radio streaming customers is limited to:

- Ensuring the correct functioning of the streaming service
- Assisting with logging into the server control panel
- Providing advice regarding streaming client software

Emergency Support

Our servers are constantly monitored to ensure that they are running properly and that connections to the Internet are maintained. Should a server go down or lose connectivity we will be alerted immediately.

Should you have an emergency request, we ask that you lodge a support ticket (<https://clients.hostgeek.com.au/submitticket.php>) and note the ticket number, and then call our support team on 1300 722 504 or +61 3 5223 6782 and quote your ticket number. Please note that emergency support provided out of hours may incur a service charge.

Reseller Customers Support

Customers that are reselling our services (e.g. Reseller Web Hosting or VPS services) are expected to be the first point of contact for support for their customers. Due to privacy constraints, we are unable to assist reseller's customers as they are not authorised on the account. Resellers may forward support requests to the Host Geek support team on their clients' behalf.

Support provided directly to a reseller's clients without the reseller being the first point of contact may be chargeable at standard hourly rates towards to reseller.

Privacy

Due to privacy constraints, our support team is only able to speak to listed account representatives. You may add additional account representatives to your account at any time by logging into the client area.

Additional Information

Excessive use of our support resources (as determined by Host Geek's support manager) may attract additional charges.

All support charges are provided at the rate of \$110.00 incl GST per hour billed in 30 minute increments. Minimum Charges for Paid support will be 30 minutes.

If you require any additional information or clarification regarding this policy, please don't hesitate to contact our team on 1300 722 504 or +61 3 5223 6782.

Customer Relationships

We strive to provide you with courteous, professional, and technically accurate support. Although we understand how frustrating technical problems can be, we ask that you treat us with respect, and we will do the same in return. Our ultimate goals are the same, providing you with accurate support in a timely manner.

If you feel you have been treated unfairly or have any other complaints, you may call us on 1300 722 504 or +61 3 5223 6782 and ask for a supervisor directly, or email feedback@hostgeek.com.au.

Changes to This Policy

Host Geek reserves the right to make changes to this policy at any time, as deemed necessary by us. Changes will be effective immediately once updated on the Host Geek websites. It is up to the customer to check upon these whenever necessary. We will send out a notification should there be changes of a material nature. A current version is always available via our website <https://www.hostgeek.com.au/terms-and-policies>.

If you have any questions about this policy, please email support@hostgeek.com.au, call 1300 722 504 or +61 3 7018 7500, or raise a ticket in the Host Geek Client Area.