

# **Web Hosting Customer Service Policy (CSP)**

Version 1.2

*Updated 1 November 2021*

## HATCHET

This service level agreement applies only to 'web and email hosting services' as provided by Hatchet Pty Ltd.

### 1. Definitions

- 1.1. "Customer" means the person(s) to whom the client has authorised access to the web hosting for the purposes of configuration, testing or development or those persons authorised/requested to act on behalf of the client.
- 1.2. "Customer Service" means the relationship between Hatchet staff and the Customer, with the purpose of assisting the Customer with a question they have asked
- 1.3. "Service", "Service(s)" or "Services" means any product(s) or service(s) the Customer has signed up to use. This can include, but is not limited to, any Legacy Services, the provisioning of space on one of our servers and a connection to and from the internet for web, email hosting and/or FTP services to function at the level specified in the chosen service level, domain name registration or transfer or renewal, SSL and VPS Services. These product(s) and service(s) are identified in full within the Hatchet WHMCS Management System. Additionally, the specific details of the Services can be found within the Hatchet WHMCS management system.
- 1.4. "Hatchet" or "Company" means Hatchet Pty Ltd of Western Australia, Australia.
- 1.5. "Hatchet WHMCS Management System" and "Management System" refers to Hatchet's customer account, billing and management portal, available online at <https://hosting.hatchet.com.au>.
- 1.6. "Support Ticket" refers to an electronic message sent by the Customer to Hatchet via email to support@hatchet.com.au for assistance or for any questions they may have with any Service(s).

## **2. Acceptance**

- 2.1. The Customer signified acceptance of this Customer Service Policy, as well as our Acceptable Use Policy and any applicable Service Level Agreement they submitted their order to Hatchet for Services, and that order was accepted.

## **3. Appropriate Channels for Receiving Customer Service**

- 3.1. Sending an email to the appropriate department (if applicable) using our support email address, [support@hatchet.com.au](mailto:support@hatchet.com.au).
- 3.2. By phoning +61 8 9468 7310 during business hours, Monday to Friday, excluding public holidays in Western Australia.
- 3.3. Customers who do not use the methods 3.1 through 3.2 to contact Customer Service are not covered by this policy and do so at their own risk.

## **4. Customer Conduct**

- 4.1. The Customer agrees to conduct themselves in an appropriate and professional manner when seeking Customer Service from Hatchet.
- 4.2. Hatchet staff will not respond to requests for Customer Service if the Customer:
  - 4.2.1. Has used offensive or obscene language;
  - 4.2.2. HAS USED EXCESSIVE CAPITALISATION FOR THE PURPOSE OF SHOUTING;
  - 4.2.3. Has made threats of violence, legal action or referral to an external party (eg. Department of Fair Trading);
  - 4.2.4. Has posted the issue or question on a public medium, such as forums or blogs, before it has been either raised with or answered by Hatchet staff within an appropriate time frame (refer to Section 6), or before the escalation process (refer to Section 5) has been completed.

## 5. Escalation Process

- 5.1. Customers who are not satisfied with the Customer Service they have received from Hatchet should ask for their support request, email or telephone call to be reviewed by the Customer Service Manager.
- 5.2. If after this review the Customer is not satisfied with the outcome, the Customer should submit a new support request to the Management queue or send an email to [customerservice@hatchet.com.au](mailto:customerservice@hatchet.com.au) with the following information:
  - 5.2.1. A detailed explanation of the question or issue, with references to any prior support requests, emails or telephone calls;
  - 5.2.2. A detailed explanation of the outcome that would resolve the issue;
  - 5.2.3. Any other information or details that will help Hatchet to resolve the issue.
- 5.3. If the Customer is still not satisfied with the outcome, or it has not been answered within the appropriate time frame (refer to Section 6), the Customer should seek advice from external sources such as the Department of Fair Trading or Consumer Affairs in their state or territory, or if the complaint relates to a .au domain name, the Registrant has the right to complain to the .au Domain Administration (auDA). Information on auDA can be obtained online <https://auda.zendesk.com>.

## 6. Appropriate Timeframes

- 6.1. Support requests and emails sent to Hatchet seeking Customer Service should be answered by Hatchet staff within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.
- 6.2. Support requests and emails sent to Hatchet seeking an escalation to a Customer Service matter should be answered by Hatchet management within three (3) business days. Each time a response is made by the Customer this timeframe will reset.
- 6.3. Notwithstanding anything else in this agreement, the maximum aggregate liability of Hatchet, any of its employees, agents or affiliates, under any theory of law shall not exceed a payment in excess of the amount paid by the Customer for the Service in question for the six months prior to the occurrence of the event(s) giving rise to the claim.

**7. Non-compliance**

- 7.1. Hatchet may suspend or terminate the Service(s) of a Customer who has refused to follow this policy when seeking Customer Service or escalating an issue.
- 7.2. Any requests for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

**8. Changes**

- 8.1. Hatchet may amend our Customer Service Policy at any time. Changes to this policy will become effective upon their publication to our website.
- 8.2. Continued use of the Service(s) constitutes acceptance of the amended terms. If you do not wish to accept the amended terms, you may request cancellation of your Hatchet account.

If you have any questions about this agreement please contact our Customer Care team via email at [customerservice@hatchet.com.au](mailto:customerservice@hatchet.com.au)