



## **Customer Service Policy Version 1.0**

Cloud Domain is committed to providing the highest levels of customer service in the industry.

It is an unfortunate fact that any business, anywhere in the world, with a rapidly expanding customer base will at some point deal with a customer (or two) who feel they are not getting a satisfactory response to a question they have asked, or believe they are not getting what they paid for.

In order to assist our customers, and to ensure that our customers always receive the highest level of customer service, we have created this policy which outlines what a customer should expect from Cloud Domain, and what Cloud Domain expects from its customers.

### **1. Definitions**

- 1.1. "Cloud Domain" and "Company" means Millennium Reign Pty Ltd (T/A Cloud Domain).
- 1.2. "Customer" or "Client" means the person or entity who ordered our services.
- 1.3. "Customer Service" means the relationship between Cloud Domain staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.4. "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, the provisioning of space on one of our servers and a connection to and from the internet for web, email and FTP services to function at the level specified in the chosen service level, domain name registration or transfer or renewal, SSL, VPS and SMS services. These product(s) and service(s) are identified in full within the "sign up" and "service provision" emails Cloud Domain has sent after you request for service. The specific details of the Services can be found by logging in to Cloud Domain's Client Area or on our website.
- 1.5. "Cloud Domain's Client Area" refers to Cloud Domain's customer account, billing and management portal, available online at <https://www.cloudomain.com.au/clientarea.php>

### **2. Acceptance**

- 2.1. The Customer signified acceptance of this Customer Service Policy, as well as our Terms of Service, Privacy Policy, Acceptable Use Policy and any applicable Client Agreement, when they submitted their order to Cloud Domain for Services, and that order was accepted.

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

- 3.1. By submitting a support request through Cloud Domain's Client Area.
- 3.2. Sending an email to the appropriate department (if applicable) using the details made available on the Cloud Domain website at <https://www.cloudomain.com.au/contact.php>
- 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 Cloud Domain.
- 4.2. Cloud Domain 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 Cloud Domain staff within an appropriate timeframe (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 Cloud Domain should ask for their support request, email 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 an email to [wecare@cloudomain.com.au](mailto:wecare@cloudomain.com.au) with the following information:
  - 5.2.1. A detailed explanation of the question or issue, with references to any prior support requests or emails.
  - 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 Cloud Domain to resolve the issue.
  - 5.2.4. 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 Cloud Domain seeking Customer Service should be answered by Cloud Domain 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 Cloud Domain seeking an escalation to a Customer Service matter should be answered by Cloud Domain 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 Cloud Domain, 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. In accordance with Section 12.1.1 of the Cloud Domain Terms of Service, Cloud Domain 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. Cloud Domain may amend our Customer Service Policy at any time. At all times Cloud Domain will make available the current terms for client review and download via our website. Changes to this agreement other than price changes will become effective upon their publication to our website, and furthermore, 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 Service(s) in-line with our documented Terms of Service.

If you have any questions about this agreement, please contact our Customer Care team at [wecare@cloudomain.com.au](mailto:wecare@cloudomain.com.au)

**Document Change History**

Date	Description of Change	Version
13/02/2017	Document Creation	1.0