

# Critical Information Summary

## - VStrata Virtual Private Servers



This summary provides important information regarding OntheNet's VStrata Virtual Private Servers (VPS) services. Full terms and conditions are available on our website [www.vstrata.com.au/policies](http://www.vstrata.com.au/policies)

### Information About the Service

OntheNet's VStrata VPS services comprise secure, dedicated virtual private servers and related services. A portion of physical server resources is allocated to the customer dependent on the plan selected. Each VStrata VPS has standard inclusions according to the plan selected and there are various additional optional services. This product is not required to be bundled with any other OntheNet product.

A VStrata VPS is initially configured by OntheNet with:

- RAM and SAN storage as per the plan selected.
- Offsite backup.
- High Availability (N+1 redundancy for the physical server environment).
- Default security measures.
- One usable public IP address, with additional addressing available on request if technically justified and approved by OntheNet.
- A clean install of the selected operating system.

The following optional extras are also available, some of which incur additional costs

- Internet data.
- Additional storage.
- Application licences.
- Private Links interface.
- VStrata Managed Firewall.
- Secure remote access to the customer's VStrata VPS (not if service includes Private Links interface).
- Consultancy Services (VConsult).

The VStrata VPS service includes:

- Reactive monitoring 24 hours a day, 7 days a week (excludes Private Links only VPS). In the event that system unavailability is detected an SMS alert will be sent to the customer's Technical Representative.
- Access to after hours Technical Support.
- Usage statistics and bandwidth utilisation graphs.
- A Service Level Agreement (SLA).

The customer is responsible for:

- Managing and ensuring the security and integrity of their VStrata VPS.
- Maintenance and management of any services, processes and/or applications.
- Implementing and managing any additional backup requirements.
- Adhering to any and all licensing requirements for any software installed.

A monthly access fee is charged for the virtual private server together with any applicable monthly fees for the operating system licence and/or optional extras. See overleaf for pricing information.

**Minimum Term** - The minimum contract term for each VPS is 12 months. The optional extras each have a minimum one month contract term. Plan changes or service modifications incur a new contract term. The new contract end date will be either 12 months from the date of the plan change, or the original contract end date, whichever is later. Plan changes or modifications may also incur a once off fee.

**Hardware** - No hardware is required in order to use the service.

## Information About Pricing

**Monthly Charges** - The monthly fee for a VStrata VPS service is determined by the plan selected for each VPS and any optional extras. The tables below show the options for each VPS and Internet data plan. To view pricing information for the optional extras visit the VStrata website [www.vstrata.com.au](http://www.vstrata.com.au). Please contact OntheNet for a quote if you have requirements for a higher spec server or larger Internet data allocation.

**Establishment Fee** - An establishment fee is applicable for VStrata VPS services as shown in the VStrata VPS Plans table below. An establishment fee is also applicable for some application licences and optional extras, as outlined on the order form.

VStrata VPS Plans					
Plan Code	RAM	SATA Storage	CPU	Monthly Fee	Establishment Fee
VPS2-B	2GB	50GB	Single	\$199	\$300
VPS3-A	3GB	50GB	Dual	\$289	\$500
VPS4-C	4GB	50GB	Dual	\$369	\$500
VPS6-A	6GB	50GB	Quad	\$469	\$500
VPS8-B	8GB	50GB	Quad	\$669	\$500
VPS12-A	12GB	50GB	Quad	\$869	\$500

VStrata Internet Data Plans			
Plan Code	Data Included (counting inbound to VPS only)	Monthly Fee	Included Data Unit Price
VPS-INT25	25GB	\$45	\$1.80/GB
VPS-INT50	50GB	\$80	\$1.60/GB
VPS-INT100A	100GB	\$150	\$1.50/GB
VPS-INT175	175GB	\$250	\$1.43/GB
VPS-INT300B	300GB	\$400	\$1.33/GB

If more than the included monthly data allocation is used an excess usage fee of \$2.00/GB will apply.

**Early Termination Fee** - The maximum early termination fee payable for a VStrata VPS service is equal to the total of the remaining monthly fees for the contract term. Cancellation of optional extras does not incur an early termination fee. The monthly fee for the month in which the cancellation occurs is not refundable.

**Billing** - All invoices will be emailed as a PDF. Mailing of paper invoices is available and if requested will attract a \$1.50 surcharge per invoice.

All prices include GST and are shown in AUD.

## Other Information

**Usage** - Customers can view details of their VStrata VPS service, including data usage, state and network interfaces online via the VStrata VPanel.

**Customer Service** - You can contact OntheNet for assistance by telephone 07 5553 9222 or via email. Refer to the OntheNet website for email address details and hours of operation [www.vstrata.com.au/contact](http://www.vstrata.com.au/contact)

**Complaints and Disputes** - If you are dissatisfied with the service you have received and wish to lodge a complaint please email [feedback@onthenet.com.au](mailto:feedback@onthenet.com.au) or contact us by telephone 07 5553 9222. Your complaint will be handled in accordance with our Complaint Handling Process which is available on our website [www.vstrata.com.au/policies](http://www.vstrata.com.au/policies)

**Telecommunications Industry Ombudsman (TIO)** - The TIO is an independent dispute resolution service for small business and residential customers who have a complaint about telecommunication services. The TIO can be contacted on 1800 062 058. More information regarding the TIO is available at [www.tio.com.au](http://www.tio.com.au)