



# Customer Service Policy

Version v3.1

Zuver Pty Ltd

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[www.zuver.net.au](http://www.zuver.net.au)

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## 1. Definitions

- 1.1. "Customer" means the person or entity who ordered services provided by Zuver.
- 1.2. "Customer Service" means the relationship between Zuver staff and the Customer, with the purpose of assisting the Customer with a question they have asked.
- 1.3. "myZuver" refers to Zuver's customer account, billing and management portal, available online at <https://my.zuver.net.au>
- 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 hosting and/or 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 Zuver has sent after the Customer requests the service. The specific details of the Services can be found by logging in to myZuver or on our website.
- 1.5. "Ticket" refers to a secure electronic message sent by the Customer to Zuver via myZuver for assistance or for any questions they may have with any Service(s).
- 1.6. "Zuver" means Zuver Pty Ltd.

## 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 Registrant Agreement, when they submitted their order to Zuver for Services, and that order was accepted.

## 3. Appropriate Channels for Receiving Customer Service

- 3.1. By submitting a ticket through myZuver to the appropriate department.
- 3.2. Sending an email to the appropriate department (if applicable) using the details made available on the Zuver website at <https://zuver.net.au/contact>
- 3.3. By utilising the Live Chat facility to communicate with Zuver staff members online at <https://zuver.net.au> and via myZuver online at <https://my.zuver.net.au>.
- 3.4. Liaising with Zuver social media team members through any of the official Zuver social media channels, including and not limited to Twitter, Facebook or Google+.

## 4. Customer Conduct

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

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Section 6) has been completed.

## **5. Appropriate Timeframes**

- 5.1. Tickets and emails sent to Zuver seeking Customer Service should be answered by Zuver staff within two (2) business days. Each time a response is made by the Customer this timeframe will be reset.
- 5.2. Tickets and emails sent to Zuver seeking an escalation to a Customer Service matter should be answered by the Customer Care team within five (5) business days. Each time a response is made by the Customer this timeframe will reset.

## **6. Escalation Process**

- 6.1. Customers who are not satisfied with the Customer Service they have received from Zuver should send an email to the Customer Care team at [customercare@zuver.net.au](mailto:customercare@zuver.net.au) with the following information:
  - a. A detailed explanation of the question or issue, with references to any prior tickets or emails;
  - b. A detailed explanation of the outcome that would resolve the issue;
  - c. Any other information or details that will help Zuver to resolve the issue.
- 6.2. If the Customer is still not satisfied with the outcome, or it has not been answered within the appropriate time frame (refer to Section 5), the Customer should seek advice from external sources such as the Department of Fair Trading or Consumer Affairs in their state or territory.

## **7. Customer Service Goodwill Credit**

- 7.1. Zuver Customer Care team members may make the decision to apply a Customer Service Goodwill credit to the Customer's account.
- 7.2. This credit is not redeemable for cash and can only be used to purchase additional Zuver services or as credit on system generated invoices for Service renewals.

## **8. Non-compliance**

- 8.1. In accordance with the Zuver Terms of Service, Zuver 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.
- 8.2. Any requests for Customer Service made outside of the guidelines set within this policy will not be covered by this policy.

## **9. Changes**

- 9.1. Zuver may amend our Customer Service Policy at any time. Changes to this agreement will become effective upon their publication to our website.
- 9.2. 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 Services in-line with our cancellation policy found within our Terms of Service.

**If you have any questions about this agreement please contact our Customer Care team via email at [customercare@zuver.net.au](mailto:customercare@zuver.net.au)**

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## DOCUMENT CHANGE HISTORY

Date	Description of Change	Version
15-01-2019	› Update of Zuver branding	3.1
04-08-2016	› Import of Customer Service Policy v1.1 › Implementation of new formatting guidelines	3.0