



# Customer Service Policy

Version 1.0

Tyree Domains is dedicated to providing You a great customer service experience. In order to assist You to the best of our ability, and to ensure that You always receive our best level of Customer Service, we have created this policy which outlines what You should expect from Tyree Domains, and what Tyree Domains expects from You.

You acknowledge that Tyree Domains may amend the Customer Service Policy at any time. Changes to this Agreement will be published on our website ([www.tyree.domains](http://www.tyree.domains)). 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) with regard to our Refunds and Cancellations Policy.

## 1. Definitions

- 1.1. **"Agreement"** means this agreement, (including the recitals, schedules, appendices and exhibits to it), as it may later be amended or supplemented by the parties in writing.
- 1.2. **"Customer", "You", or "Your"** means the person, corporation or entity who is entering into this Contract with Us and who will use our Client Area and associated products and services.
- 1.3. **"Contact", "Contact(s)", or "Authorised Contact"** means any person, corporation or entity who the Customer has provided permission or assigned through the Dashboard to act as, or on behalf of, the Customer through the Dashboard, any Services, or any Tyree Domains systems.
- 1.4. **"Account Holder"** means the primary person whose name and email address are assigned to the account.
- 1.5. **"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 or our Partner 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, Website Builder, Home Security, Business Security, SEO and Marketing services. These product(s) and service(s) are identified in full within the "order confirmation" and "service provision" emails Tyree Domains has sent after the Customer requests the service. The specific details of the Services can be found by logging to the the Dashboard or on our website.
- 1.6. **"Dashboard", or "Client Area"** refers to Tyree Domains' customer account, billing and management portal available online at <https://secure.tyree.domains>.
- 1.7. **"Tyree Domains", "we", "us", or "our"** means Tyree Domains Pty Ltd (ACN 615 241 702).

## 2. Acceptance

- 2.1. You signify acceptance of this Customer Service Policy, as well as our Terms and Conditions, Privacy Policy, Acceptable Use Policy, Refunds and Cancellations Policy and any applicable Service Terms, when You submitted your order to Tyree Domains for Services, and that order was accepted.
- 3. Appropriate Channels for Receiving Customer Service**
  - 3.1. By submitting a Support Request through the Dashboard to the appropriate department.
  - 3.2. Sending an email to the appropriate department (if applicable) using the details made available on the Tyree Domains website at <https://www.tyree.domains/contact>
  - 3.3. By utilising the Live Chat functionality to communicate with our support staff on our website.
  - 3.4. Communicating with Tyree Domains through any of the official Tyree Domains social media channels, including but not limited to Facebook or Twitter.
- 4. Customer Conduct**
  - 4.1. You agree to conduct yourself in an appropriate and professional manner when seeking Customer Service from Us.
  - 4.2. We will not respond to requests for Customer Service if You:
    - a. Have used offensive or obscene language;
    - b. Have used EXCESSIVE CAPITALISATION for the purpose of shouting;
    - c. Have made threats of violence, legal action or referral to an external party (e.g. Department of Fair Trading);
    - d. Have posted the issue or question on a public medium, such as forums or blogs, before it has been either raised with or answered by Tyree Domains 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. If You are not satisfied with the Customer Service you have received from Tyree Domains, You should send an email to our Management team at [management@tyreedomains.com.au](mailto:management@tyreedomains.com.au) with the following information:
    - a. A detailed explanation of the question or issue, with references to any prior Support Requests, emails or telephone calls;
    - b. A detailed explanation of the outcome that would resolve the issue;
    - c. Any other information or details that will help Management to resolve the issue.
  - 5.2. If You are still not satisfied with the outcome, or it has not been answered within the appropriate timeframe (refer to Section 6), You should seek advice from external sources such as the Department of Fair Trading or Consumer Affairs in your state or territory.
- 6. Appropriate Timeframes**
  - 6.1. Support Requests and emails sent to Tyree Domains seeking Customer Service should be answered by Tyree Domains within two (2) business days. Each time a response is made by You, this timeframe will be reset.
  - 6.2. Support Requests and emails sent to Tyree Domains seeking an escalation to a Customer Service matter should be answered by Management within three (3) business days. Each time a response is made by You, this timeframe will reset.
- 7. Goodwill Credit**

- 7.1. Tyree Domains may make the decision to apply Goodwill Credit to Your account. This credit is not redeemable for cash and can only be used to purchase additional Tyree Domains services or as credit on system generated invoices for Service purchases, or renewals.

**8. Non-compliance**

- 8.1. In accordance with the Terms and Conditions, Tyree Domains 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.