SuttonNet

ABN 68 252 718 370

Axmail Email Hosting Pricelist & Special Conditions of Service

Features:
Flexible email hosting plans on specialised mail servers right here in Australia.

- IMAP or POP plans

- fast secure hosting

- daily backups

- send up to 2000 emails/hour

- 500MB - 50GB storage per email address

- emails are securely encrypted while stored on the mail server AND in transit

- mix and match service plans on a single domain: eg select IMAP for a main email address which several staff access, and save $ on other email addresses with smaller POP plans.

See our website for help to decide whether you need IMAP or POP accounts.

Prices:
Prices are ex GST. Discounts apply to current SuttonNet clients; see details below.

Each 'plan' covers a single email account which can also have aliases.

POP Plans

500 MB POP	$55/yr/email account
1 GB POP	$60/yr/email account

IMAP Plans

1 GB IMAP	$65/yr/email account
5 GB IMAP	$75/yr/email account
10 GB IMAP	$85/yr/email account
30 GB IMAP	$100/yr/email account
40 GB IMAP	$110/yr/email account
50 GB IMAP	$125/yr/email account

Email Hosting Set Up Fee
One-off fee (pay once only, no matter how many email addresses on the same domain).

Set up best-practice hosting & DNS parameters (including DMARC email authentication) to suit your email use.

Domain already hosted by SuttonNet: set up Axmail hosting, edit DNS records	$50
Other domain (new hosting service): set up Axmail hosting & DNS hosting	$80
Other domain, DNS hosting managed *outside* SuttonNet: - set up Axmail hosting, advise host of DNS settings needed - (if required) additional setup support/liaison to complete DNS settings	$50 $100/hr

Client Service Fee
All plans, an annual fee per client (no matter how many domains or email addresses you have hosted with us).

Client service fee goes toward admin, research & general advice to all clients on email hosting best practice, security, spam alerts and relevant IT news.

We host your website	$0
Other clients	$50/yr

Additional Support Fees (optional services)
For one-to-one email support which we provide at your request.

Install &/or configure Thunderbird mail software on your device, train users (local clients only)	$100/hr
Assist you to set up email address on 1 or 2 devices (computer &/or phone), max 30 mins	$50
Other ad hoc support	$100/hr

Conditions of Service:
1. You must host all of a domain's email addresses on either our main web server or on Axmail mail servers. You can't have some thatdomain.com.au email addresses on one server, some on the other server. Email hosting does not allow that.
2. You can adjust your serverside storage to a higher or lower GB plan at any time. Just email us, & specify the email address and new plan that you want.
It is also possible (but more problematic) to change from IMAP to POP or vice versa.
3. Under a single email account, you can have several aliases. An alias has a different name before the @ sign but it shares the same server mailbox: eg diane@suttonnet.com.au also catches mis-spellings of my name via the alias dianne@suttonnet.com.au.
4. Client support is available from https://axigen.com and on the Axmail webmail interface (for both POP and IMAP addresses).

You have access your Axmail account via webmail to adjust spam filter strength & change your email password.

5. It is your responsibility to read & apply instructions for your email account settings carefully. Your email account cannot work unless the settings you have entered into your phone or computer mail software are exactly right.

6. This is an email hosting reseller service. We do not have backend access to the Axmail servers. We cannot view server logs, or unblock your IP address if it is banned for incorrect login attempts or other reasons.
   We will put in a support ticket at your request, liaise with the mail host specialists for you, and translate their technical advice for you. This is an 'additional support' service.

7. We are web programming & hosting specialists, not PC technicians. We may not be the best port of call for certain email problems. We cannot always defer other work for email support calls; they can be very time-consuming, depending on the hardware & software that you have chosen.
   a) IT troubleshooting is usually faster with direct access to the device and its error messages, than via phone or email. If on-site support from SuttonNet is not feasible, contact your local PC/mobile phone shop or your on-call IT support for help. Show them the email account specifications which we provided to you.
   b) If you request email-related support from us, we reserve the right:
      - to ask you first to check relevant general advice on our website(s) or other reliable online sources
      - to limit, delay or refuse to supply support
      - to choose your email software (usually Thunderbird), if you ask us to help set up your email accounts
      - to charge a travel fee, if we deem it best to investigate your email problem on-site.

Compare Axmail Hosting Plans with Email Hosting on our Web Server:
Axmail vs (server.suttonnetserver.com.au):
- based in Sydney *(vs US)*
- choose POP or IMAP for each email address *(vs only POP)*
- sending limit is 2000 emails/hour *(vs 600/hr)*
- 500MB - 50GB storage per email address *(vs 200MB - 1GB)*
- emails are encrypted while stored on the mail server *(vs not)*
- daily backups *(vs only websites & databases backed up daily)*
- specialist mail servers with high redundancy – if one server is busy or blocked, there are 3 others to take up the load *(vs 1 server and 1 IP address)*
- early feedback from clients migrating to Axmail suggests less spam.

Looking Ahead:
We will phase out email hosting on our US server by 31 August 2023. That server can then focus on its main purpose: fast secure webhosting for growing websites.

SuttonNet
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