

2011



# Product Disclosure Terms and Conditions



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## SECTION 1 – INTRODUCTION AND DEFINITIONS

### INTRODUCTION

This document is the Product Disclosure and Terms and Conditions (“conditions”) made between Gold Coast Multimedia PTY LTD ABN: ACN: (“Gold Coast Multimedia”) and you the customer (“customer”). These Terms and Conditions supersede all previous arrangements written, verbal or implied.

The conditions, together with the purchase order (“purchase order”) form the entire agreement (“agreement”) made between the customer and Gold Coast Multimedia. The customer acknowledges that it has read and understands these conditions.

### DEFINITIONS

**Authorised Representative** means an individual authorised by the customer to fully act on their behalf in respect of the Service, including receiving service and billing information, making technical changes, signing forms and making changes that affect billing.

**Cancellation** means the termination of a Gold Coast Multimedia product or Service.

**Cancellation Fee** means the fee payable by the Customer as outlined in the Product Terms and Conditions, Order Form or Customised Agreement for early Cancellation of the Service.

**Conditions** means Product Disclosure and Terms and Conditions

**Contract** means the purchase order and the conditions

**Complete Provisioning** means the Service has been completed by Gold Coast Multimedia for use by Customer.

**Content Management System (CMS)** means a website that has the ability to be self maintained by the customer. A backend graphical user interface is provided for website updates.

**CPE** means Customer Premises Equipment, equipment required by the Customer to use the Service, i.e. Modem/routers, filters, computers and the like.

**Customer** means the individual, business or entity entering into the Agreement with Gold Coast Multimedia.

**Customer Website Services (CWS)** means products or services that Gold Coast Multimedia purchase on behalf of the client from a third party supplier for use on there website.

**Domain Name** means the allocated or chosen URL or website address for the service.

**Domain Name Server** means the server carrier who is providing the domain name service.

**Establishment Fee** means the initial fee payable to establish a Service.

**Fault** means in relation to Services, the failure or non-delivery of the relevant Services.

**Force Majeure** means acts of God; war (whether declared or not); act of terrorism, revolution or act of public enemy's; riot or civil commotion, strike, stoppage, ban, limitation on work or restraint of labour; fire, flood, storm, tempest, radioactive contamination or wash away or high sea inundation; acts, decisions and mandatory directives of any government body; or any other event or circumstance which is beyond the reasonable control of either party and, without limitation, in the case of Gold Coast Multimedia, includes any third party interference or damage to Gold Coast Multimedia's Services.

**FTP** means file transfer protocol, this is the protocol used to upload your website on the internet.

**GCM Member Services** means services provided to the customer who is on a current membership plan.

**Gold Coast Multimedia** means Gold Coast Multimedia PTY LTD

**Gold Coast Multimedia Membership** means service packages supplied by Gold Coast Multimedia as stated under these conditions.

**Gold Coast Multimedia's Services** means the infrastructure, business partnership and technologies used and maintained by Gold Coast Multimedia to provide the Service to the Customer.

**Internet** means the world wide connection of computer networks which provides a number of services to users including the transmission of electronic mail, provision of information on the world wide web and transfer of files.

**Non-excludable Terms** means any terms, conditions or warranties that are implied into this agreement by statute and that cannot be excluded or modified without contravening the statute or causing the excluding or modifying clause to be void.

**Managed Content Services** means updated content to the customers website performed by Gold Coast Multimedia as requested by the customer.

**Outage** means a period of time where a Service is unavailable or offline.

**Product Terms and Conditions** means the Terms and Conditions applicable to the relevant Services as outlined under the headings memberships, tutorials/courses, hosting and support in these conditions.

**Propagation** means the time in which it take to redirect a domain name server to a new service address.

**Reconnection** means restoring an existing Service.

**Relocation** means establishing a new Service hosting or email at a new IP address or on another service provider using an existing username, password, configuration and associated attributes.

**Service or Services** means the products and services supplied to the Customer by Gold Coast Multimedia as per the Purchase Order and these conditions.

**Service Details** means the information (such as username, password, technical support details) that Gold Coast Multimedia will provide to the Customer that allows the Customer to enable, use and/or monitor the Service/s.

**Site or Sites** mean the specific address to which a Service is being provided.

**Start Date** means the date an individual Service is provisioned and operating as advised in writing by Gold Coast Multimedia. The Start Date is also the date the Contract Term commences.

**Third Party Supplier** means another business or entity that supplies products, goods or services to Gold Coast Multimedia.

**Transfer** means the process of rapid transfer or churning an existing website service from one Web Development Provider to another or Domain name transfer.

**Website Development** means the construction or services provided by Gold Coast Multimedia to construct or create a website solution for a customer.

## **SECTION 2 – General Conditions**

### **1. Overview**

1.1. By submitting a purchase order the customer acknowledges that they are bound to the conditions outlined in this document and/or outlined in the Purchase Order.

1.2. The agreement shall be governed by the laws in force in the State of Queensland and each party must submit to the exclusive jurisdiction of the Courts of that State.

1.3. This document and the purchase order constitutes the full and entire contract between Gold Coast Multimedia and the customer.

1.4. The customer may only enter into a contract with Gold Coast Multimedia if they are at least 18 years of age as at the date of the purchase order.

1.5. The customer must be authorised to enter into the contract and although the customer may choose to appoint an Authorised Representative/s, the Customer acknowledges that the Contract is at all times between Gold Coast Multimedia and the customer.

### **2. Customer Obligations**

2.1. By entering into a Contract with Gold Coast Multimedia the Customer agrees:

- 2.1.1. That the plan/s and Service/s selected meet their requirements.
- 2.1.2. To pay charges as set out on the relevant Purchase Order.
- 2.1.3. To provide all personal computer and communications equipment necessary to effect the Service.
- 2.1.4. Not to assign or otherwise transfer this or the customer's rights under it, delegate customer's obligations or re-sell or sub-licence the Service.
- 2.1.5. To provide Gold Coast Multimedia with a current and active email address.
- 2.1.6. To promptly notify Gold Coast Multimedia of any changes to email address and/or other contact details.
- 2.1.7. To promptly notify Gold Coast Multimedia of any Fault in relation to the Service and to provide all necessary assistance to help Gold Coast Multimedia rectify or identify the Fault.
- 2.1.8. To advise Gold Coast Multimedia in writing by email to [info@goldcoastmultimedia.com.au](mailto:info@goldcoastmultimedia.com.au) in a timely manner of any changes, modifications, conversions, Relocations, Cancellations or Transfers to any Service supplied by Gold Coast Multimedia. Without written advice, Gold Coast Multimedia will continue to provide Services and billing of those Services.
- 2.1.9. To monitor bandwidth usage in alignment with the selected membership plan in order to avoid excess usage charges.
- 2.1.10. To review the Service and plan offerings available from time to time by contacting Gold Coast Multimedia.
- 2.1.11. To review the current version of the Gold Coast Multimedia Conditions from time to time located at [www.goldcoastmultimedia.com](http://www.goldcoastmultimedia.com)
- 2.2. The Customer shall be solely responsible for:
  - 2.2.1. All security measures, non-disclosure of log-in information and back up of any information including back up services relating to website theme structure database and data entry.
  - 2.2.2. All use of the Service.
  - 2.2.3. Disclosure or loss of login information that results in access misuse.

### **3. Changes to Terms and Conditions**

- 3.1. During the term of the Contract, Gold Coast Multimedia may need to change the Conditions, including fees and charges and plans, due to circumstances beyond its control, including changes in law, urgent changes required for security reasons, changes by a Third Party Supplier of the terms on which they supply services to Gold Coast Multimedia or to the

functionality or nature of a service or its underlying technology. Gold Coast Multimedia are therefore not always able to provide the Customer with ongoing supply of a Service on the same conditions that existed when Gold Coast Multimedia first commenced providing that Service to the Customer.

3.2. In addition to changes which Gold Coast Multimedia are required to make due to circumstances beyond its control, Gold Coast Multimedia may elect to make changes for its own purposes during the term of the Contract. Any changes Gold Coast Multimedia elect to make will take effect for the Customer's Service in accordance with clauses 3.4 and 3.5 below.

3.3. The Customer acknowledges and agrees that in accordance with clauses 3.1 and 3.2, from time to time the nature of the Services and the conditions on which Gold Coast Multimedia supply those Services may change and that if Gold Coast Multimedia elect to change those conditions notice will be given in accordance with clauses 3.4 and 3.5 below.

3.4. Customer Rights if Gold Coast Multimedia change the Contract:

3.4.1. Subject to the exceptions permitted by clause 3.5, Gold Coast Multimedia will give the Customer notice of any proposed changes to the conditions of the Contract, at least 30 days prior to the date on which those changes are to take effect.

3.4.2. Subject to the exceptions permitted by clause 3.5, if the proposed changes will cause material detriment to the Customer, for example, the changes will result in a material increase in the fees or unreasonably and materially change the characteristics or functionality of the Service Gold Coast Multimedia initially supplied to the Customer, then the Customer may immediately cancel the affected Service without incurring any early termination fee or penalty (provided that Gold Coast Multimedia can recover any outstanding fees incurred up to the date on which the Contract ends and any outstanding amounts that cover Establishment Fees or installation costs or equipment where such equipment can be used in connection with services provided by other suppliers), by giving Gold Coast Multimedia notice in writing to that effect within 42 days of the date of the notice referred to in clause 3.4.1 above.

3.4.3. The Customer acknowledges and agrees that if notice is not given to Gold Coast Multimedia within the 42 day period referred to in clause 3.4.2, the Customer is deemed to have accepted the changes from the date those changes are to take effect and that the Terms and Conditions of the Contract, as amended by those changes, will govern the relationship between the Customer and Gold Coast Multimedia from that date.

3.5. Exceptions:

3.5.1. The customer acknowledges and agrees that Gold Coast Multimedia's obligation to provide 30 days notice of the proposed changes and to afford the Customer a right to terminate the Contract in accordance with clause 3.4 will not apply in relation to:

3.5.1.1. Urgent changes Gold Coast Multimedia is required to make by law for security reasons or technical reasons necessary to protect the integrity of its services and business network partners;

3.5.1.2. The introduction of a new fee or an increase in an existing fee due to an additional tax or levy imposed by law; and

3.5.1.3. Increases in fees due to increases imposed on Gold Coast Multimedia by Third Party Suppliers.

3.5.2. Where practicable to do so, Gold Coast Multimedia will give the Customer reasonable notice of the changes referred to in this clause 3.5 in accordance with the notice provisions of clause 4.

## **4. Notices**

4.1. All notices to be served on either party by the other shall be in writing and shall be sent electronically to the parties at their respective email addresses as supplied and by read receipt only.

## **5. Fees and Charges**

5.1. The Customer is responsible for and agrees to pay for all Service fees and charges as outlined in the Product Terms and Conditions of these conditions and the purchase order.

5.2. Customer Website Services (CWS) requires pre-payment prior to collection.

5.3. All fees and charges are quoted including Goods and Services Tax (GST).

5.4. Service fees and charges commence from the Date of the purchase order

## **6. Billing**

6.1. Gold Coast Multimedia will provide an electronic Tax Invoice for the Service/s to the customers email address.

6.2. All invoices will be emailed as a PDF attachment to the Customer's nominated Authorised Representative (Billing). Mailing of paper invoices is available and if requested will attract a \$2.00 surcharge per invoice.

6.3. By providing credit card details, the Credit Cardholder and/or the Customer authorises Gold Coast Multimedia to process payments to that card for any and all charges associated with the Service/s as outlined on the relevant invoice/s and described in the Conditions.

6.4. Where a credit card has been nominated for account payment the Customer must advise Gold Coast Multimedia immediately of any changes to the credit card details. Should the credit card be declined and payment unable to be processed Gold Coast Multimedia will contact the Customer advising of same.

6.5. Where a customer account becomes overdue, Gold Coast Multimedia will notify the customer by email and/or SMS ("notice") that the overdue account must be paid within seven days.

6.6. Gold Coast Multimedia reserves the right to disable, interrupt, restrict or cancel any and all services under an account, without liability, in the event that:

6.6.1. The customer fails to pay the amount overdue within seven days of the notice

6.6.2. The Customer appoints a liquidator or administrator or becomes bankrupt, insolvent .

6.7. Services interrupted or disabled due to non-payment are subject to a re-enable fee for each Service billed on the account in addition to full payment of the balance due on the account.

6.8. Should Gold Coast Multimedia cancel the customer's service/s and/or remove the Service/s a re-enable fee and a new Service Establishment Fee shall apply at the discretion of Gold Coast Multimedia.

6.9. Gold Coast Multimedia reserves the right to insist on credit card payment only, for any Product or Service.

6.10. Gold Coast Multimedia reserves the right to refuse service based on credit history, or at its absolute discretion.

6.11. Credits applied to a Customer's account may remain on the existing account in order to offset future charges or may be refunded to a Credit Card (if held on file) or Bank Account as deemed appropriate by Gold Coast Multimedia.

## **7. Contract Term / Cancellation of the Service / Dispute Resolution**

7.1. The contract Term between Gold Coast Multimedia and the customer is set out in the agreement.

7.2. If neither the customer nor Gold Coast Multimedia cancels the Service at the end of the Contract Term, Gold Coast Multimedia will continue to provide the Service on a month-to-month basis in accordance with the conditions.

7.4. If the Customer does not wish to continue to use the Service on a month-to-month basis at the end of the Contract Term, the Customer must give Gold Coast Multimedia 7 days notice in writing before the cancellation will take effect.

7.5. The Cancellation Fee for early Cancellation of the Service/s is the balance of the contract term payments.

7.6. When the Customer notifies Gold Coast Multimedia that they wish to cancel the Service, the monthly access fee, for the month in which the Service is cancelled, is applicable.

7.8. Cancellation of any Service effectively cancels all/any email/mailboxes, hosting, online courses and support associated with that membership Service.

7.9 Any dispute, controversy or claim arising out of or relating to or in connection with this contract/agreement , including any question regarding its existence, validity or termination,

shall be resolved by arbitration in accordance with the Arbitration Act of Queensland, 1973 (as amended). It is agreed the Arbitrator shall be Michael Ohlson (“the Arbitrator”) who is a solicitor admitted to the high court of Australia and the Supreme Court of Queensland. The location of arbitration shall be nominated by the Arbitrator. The language of the arbitration shall be English. The Arbitrator’s fees shall be born equally between Gold Coast Multimedia.

## 8. Technical Support

8.1. Gold Coast Multimedia’s technical support is provided by telephone, website support pages and remotely.

8.2. Upon Complete Provisioning of all new Services, Gold Coast Multimedia shall provide the Customer with the Service Details, including the technical support level and relevant contact details. It is the Customer’s responsibility to store the Service Details in a secure manner for future reference.

8.3. All Gold Coast Multimedia products include varying levels of technical support from Level 1 to Level 3 as detailed below.

### 8.3.1. Level 1 Technical Support

Email: [support@goldcoastmultimedia.com](mailto:support@goldcoastmultimedia.com)

Phone: (07)55991133

Hours Available: Monday – Friday 9:00am – 5:00pm

### 8.7. Online Technical Support

8.7.1. From time to time a Gold Coast Multimedia representative may be required to access the Customer’s website admin panel. The Customer consents to such access and agrees to provide Gold Coast Multimedia and/or its representatives with access to the website user backend free from privacy legislation.

8.7.2. An incorrect service fee may apply if the Customer’s privately maintained content management system website is not maintained properly and/or the fault is shown to be the customers.

8.7.3. To the full extent permitted by law, under no circumstances will Gold Coast Multimedia, any related entities or any Third Party Supplier engaged by Gold Coast Multimedia be liable to the Customer or any other person for any direct, indirect, incidental, special or consequential damages, expenses, costs, profits, lost savings or earnings, lost or corrupted data, or other liability arising out of, or related to, the Technical Support provided by Gold Coast Multimedia or a Third Party Supplier engaged by Gold Coast Multimedia.

## 9. Virus and Spam Filtering

9.1. Virus and Spam Filtering Services apply to customers utilising:

- 9.1.1. Any gold coast multimedia services set out in these conditions.
- 9.2. These Spam reduction systems feature methods used by a third party supplier. Gold Coast Multimedia will not be responsible for controlling or reducing spam.
- 9.3. Gold Coast Multimedia uses automated processes to attempt to identify Spam via incoming mail and those identified as potential Spam are either rejected or tagged. This process involves software making a decision about whether or not an item of email is undesirable and as a consequence will occasionally result in:
- 9.4. Some emails being rejected / deleted
- 9.4.1. Some undesirable emails / viruses being permitted
  - 9.4.2. Emails that are not undesirable being filtered and stored separately (where Spam Filing applies)
- 9.5. The Spam that is tagged is either:
- 9.5.1. Delivered to the mailbox, and it is the mailbox owner's responsibility to manage the Spam including set up of automatic spam filing if desired, or;
  - 9.5.2. Where Spam Filing applies, the tagged spam is diverted so that it does not arrive in the user's mailbox. The diverted, tagged email is filed in a separate mailbox and deleted after 30 days and it is the customer's responsibility to manage these emails.
- 9.6. Gold Coast Multimedia does recommend that Customers take other security precautions, including the following:
- 9.6.1. Running up-to-date anti-virus software.
  - 9.6.2. Not opening email attachments from sources unless certain of the identity and reliability of the sender.
- 9.7. These Spam reductions systems are active by default for all applicable customers. Customers can opt out of Grey Listing only.
- 9.8. Details of Gold Coast Multimedia's Virus and Spam Filtering processes, how to access filtered emails if required, and how to opt out, are given on request via email.

## **10. Customer Website Services (CWS)**

- 10.1. CWS is not included as standard with Gold Coast Multimedia Services and the customer will pay for all CWS as directed by Gold Coast Multimedia any CWS not charged to the customer by Gold Coast Multimedia then the Customer may purchase CWS from Gold Coast Multimedia at the price paid for the CWS by Gold Coast Multimedia.

10.3. The Customer is responsible for ensuring CWS is appropriate and adequate for their intended purpose.

10.4. Ownership and subsequent risk for the CWS purchased from Gold Coast Multimedia's transfers to the Customer on receipt of the goods.

10.5. If the Customer requests to return CWS purchased from Gold Coast Multimedia it is at Gold Coast Multimedia's discretion to accept the return or exchange of the service. If Gold Coast Multimedia chooses to receive the service/software it is to be returned in an undamaged, complete condition within 10 days of original receipt by the Customer.

10.6. All CWS supplied with a Membership Service from Gold Coast Multimedia is pre-configured with a standard template and tested.

10.7. No CWS supplied by Gold Coast Multimedia includes ongoing Management of that hardware.

10.8. Managed Content Services is provided to the customer at additional rates upon agreement between Gold Coast Multimedia and the customer.

## **11. Privacy Policy**

11.1. The Customer acknowledges and accepts the Gold Coast Multimedia Privacy Policy available at [www.goldcoastmultimedia.com](http://www.goldcoastmultimedia.com)

## **12. Information about Customer Rights**

12.1. Information and advice about the Customer's rights can be obtained by contacting the Australian Communications and Media Authority, the Australian Competition and Consumer Commission or the relevant Department of Fair Trading or Department of Consumer Affairs in the relevant state or territory.

## **13. Complaint Handling**

13.1. Gold Coast Multimedia acknowledges the Customer's right to raise issues, concerns and complaints.

13.2. Due to technical and logistic reasons Gold Coast Multimedia requires Customers to contact Gold Coast Multimedia promptly should they have a complaint regarding a service from Gold Coast Multimedia.

13.3. In the first instance the complaint should be raised with the relevant department. For instance, billing complaints should be raised with Accounts and technical complaints should be raised with Technical support.

13.4. If the Gold Coast Multimedia staff member who receives the complaint is unable to resolve the issue they will escalate the complaint to a Team Leader.

13.5. In some cases Gold Coast Multimedia may request the Customer forward written details of the complaint and the Customer must provide these same details before the complaint can be addressed.

13.6. Gold Coast Multimedia will acknowledge the complaint within three business days. If the complaint cannot be resolved promptly Gold Coast Multimedia will advise the Customer.

13.8. If the Customer is unhappy with the progress or outcome of the complaint they should contact Gold Coast Multimedia and request that their complaint be escalated to a member of the Multimedia Management team.

13.9. In the unlikely event Gold Coast Multimedia are unable to resolve the complaint then the Customer's complaint shall be dealt with by the method set out in the dispute resolution clause of these conditions.

#### **14. Payment of Referral Fees**

14.1. Gold Coast Multimedia may pay a referral fee to any of its employees, resellers, contractors or other representatives of Gold Coast Multimedia in connection with the Contract.

#### **15. Use of Gold Coast Multimedia IP Addresses**

15.1. If the use of one or more Gold Coast Multimedia IP addresses is required as part of any Gold Coast Multimedia Service/s, then Gold Coast Multimedia grants the Customer a limited, revocable, non-transferable licence to use certain IP addresses allocated to Gold Coast Multimedia by a third party supplier, as determined by Gold Coast Multimedia from time to time, during the Term for the sole purpose of receiving the Service/s.

#### **16. Limitation of Liability**

16.1. The Customer acknowledges and agrees that, to the extent permitted by law, Gold Coast Multimedia will not be liable to the Customer for any loss of revenue, loss of profits, loss of data, loss of use, loss of contracts, loss of sales or damages from failure to supply Services, or for any indirect, economic, special or consequential loss or damages arising out of or in connection with use of the Services regardless of whether liability is based on any breach of contract, tort (including negligence) warranty, statute, or any other basis of liability.

16.2. The Customer acknowledges and agrees that all implied terms; conditions and warranties, not specified in these conditions are not part of the contract between Gold Coast Multimedia and the customer.

16.4. To the extent permitted by law, Gold Coast Multimedia and its agents, clients, resellers, officers and employees, shall not be liable for any loss incurred by the Customer, for any reason whatsoever whether direct or indirect and regardless of whether liability is based on any breach of contract, tort (including negligence) warranty, statute, or any other basis of liability.

16.5. Gold Coast Multimedia does not monitor or control the content and information accessed via the Services and shall not be held responsible in any way for any loss incurred by the Customer as a result of any content or any information accessed via the Service.

16.6. Certain Internet content via the Service may contain material, which the Customer may find inappropriate, offensive, inflammatory or adult in nature. Gold Coast Multimedia disclaims any and all liability for the contents of such material.

## **17. Service Suspension**

17.1. A Force Majeure Event occurs and affects Gold Coast Multimedia's ability to provide the Services for the period that the Force Majeure event continues, Gold Coast Multimedia is not responsible for third party suppliers that cause effect to services supplied by Gold Coast Multimedia.

## **SECTION 3 – PRODUCT TERMS AND CONDITIONS**

### **18. Hosting Services**

#### **18.1. The Service**

18.1.1. Gold Coast Multimedia is providing the Customer with shared Hosting services.

18.1.2 Should the customer cancel the contract or at anytime thereafter Gold Coast Multimedia will not be able to provide any hosting services to the customer.

18.1.3. There are three membership types that hosting applies to currently – Bronze, Silver, Gold membership plans.

18.1.4 The customer agrees to follow the third party hosting general terms and conditions to the extent permitted by law.

### **19. Web Development**

19.1. All Web development Services include set hours for development allocated in hours and outlined in the membership packages.

19.2.1. In the case where the allocated development hours of the package are exceeded the customer agrees to pay the extra hours of development at a rate of \$200 per hour or as directed by Gold Coast Multimedia.

19.2.1. The customer acknowledges that by using any of Gold Coast Multimedia web development services are subject to these conditions.

### **20. Website Support**

20.1. Website support will be governed by Technical Support as outlined in the General Conditions.

## 21. Online Courses & Tutorials

21.1 The customer will be provided by Gold Coast Multimedia with a login and username to access online tutorials in the member section of our website [www.goldcoastmultimedia.com](http://www.goldcoastmultimedia.com). There are no time limit or usage restrictions. Customers must not share login passwords with anyone. Gold Coast Multimedia has the right to cancel a customer's login without notice.

## 22. Membership Packages

### 22.1 Silver Package -The Customer acknowledges and accepts that Gold Coast Multimedia will provide the following services with this package:

- 22.1.1 Web Development Value 8hours - \$1600
- 22.1.2 Total Customer's Cost for length of contract term - \$15inc x 24months = \$1560
  
- 22.1.3 Custom Designed Layout
- 22.1.4 4 website pages
- 22.1.5 Content Management System
- 22.1.6 Setup of 3 Business Emails
- 22.1.7 Hosting
- 22.1.8 10% Discount to GCM Membership Services (Not Including CWS please refer 10.1)

### 22.2 Gold Package - The Customer acknowledges and accepts that Gold Coast Multimedia will provide the following services with this package:

- 22.2.1 Web Development Value 16hours - \$3200
- 22.2.2 Total Customer's Cost for length of contract term - \$30inc x 104months = \$3120
  
- 22.2.3 Custom Designed Layout
- 22.2.4 Up to 8 website pages
- 22.2.5 Content Management System
- 22.2.6 Up to Business Emails
- 22.2.7 Hosting
- 22.2.8 Online Tutorials
- 22.2.9 30min CMS training
- 22.2.10 Access a lawyer subscription (30min per month not accrued each month)
- 22.2.11 20% Discount to GCM Membership Services (Not Including CWS please refer 10.1)

### 22.3 Platinum Package - The Customer acknowledges and accepts that Gold Coast Multimedia will provide the following services with this package:

- 22.1.1 Web Development Value 24hours - \$4800
- 22.1.1 Total Customer's Cost for length of contract term - \$40inc x 104weeks = \$4160
  
- 22.1.1 Custom Designed Layout
- 22.1.1 Custom Graphic Art
- 22.1.1 Content Management System

- 22.1.1 Email Hosting
- 22.1.1 Up to 10 Business Emails
- 22.1.1 Up to 15 website pages
- 22.1.1 Website Hosting
- 22.1.1 1 hour CMS training
- 22.1.1 Online Tutorials
- 22.1.1 Access a lawyer subscription (1hour per month not accrued each month)
- 22.1.1 30% Discount to GCM Membership Services (Not Including CWS please refer 10.1)