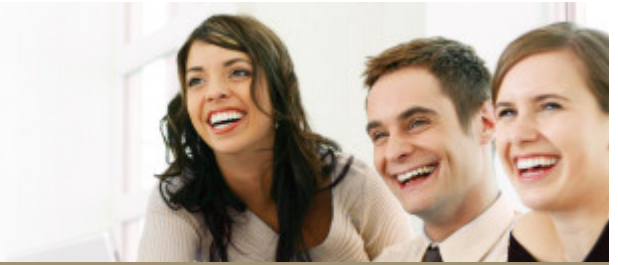




Sunburnt

Internet Business Platform

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More Flexible Billing

18 August 2008

Dear Customers,

In order to offer you more flexible billing options and ensure that you are only paying for the services you are using, we are moving to a monthly billing cycle with either prepaid or postpaid accounts. From September 1, you will be receiving monthly invoices from us based on each month's service usage.

Under a prepaid account, invoices will be charged to your account which may be topped up at any time. Under a postpaid account, invoices will be charged directly to your credit card. Your existing hosting credit has been converted to a prepaid account balance.

Additionally, we will now be charging for all phone and email support. In the past we had been lenient about charging for support and as a result it has only been provided somewhat reluctantly. By being stricter about charging for support, you will receive a better service. Support fees will appear on your monthly invoice.

Please note that we will never charge for defects in our software or systems, however if the problem does not originate from our systems, repairing it will incur a charge.

Our terms of service have been updated to reflect these changes, and can be found at <http://www.sunburnt.info/terms>.

Please do not hesitate to contact us if you have any questions or suggestions.

Roger

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