

PRODUCT INFORMATION SUMMARY

Managed Website

A clear summary of what is included in the Astra IT Managed Website plan, how billing works, what ongoing care covers, and the key transfer and payment conditions.

FOUNDATION ACTIVE

Managed Website

Design, hosting, standard domain, 1 business email, SEO foundations, analytics and ongoing care.

\$59
/month

Billing choices

MONTHLY

\$59/month

Month-to-month billing, subject to the transfer and minimum-payment conditions below.

ANNUAL BILLING

\$990/year

Equivalent to \$82.50/month when paid annually. Billed once for the annual term.

At a glance



Professional website design

Built around the customer's business, branding, services and supplied content.



Managed technical foundation

Hosting, SSL, supported domain and deployment are managed by Astra IT.



SEO + analytics foundations

Search setup, indexing basics, analytics and ongoing basic SEO health care.



Ongoing website care

Unlimited minor content or presentation change requests each month.

IMPORTANT

This is a product information summary, not the complete Terms & Conditions. It should be read with the full service terms. Nothing here limits rights or remedies that cannot lawfully be excluded under the Australian Consumer Law.

WHAT'S INCLUDED

Everything in the base plan

The base plan covers the technical foundation of a small-business website without requiring the customer to manage hosting, DNS, SSL or routine website maintenance.

**CORE INCLUSION****Website design & build**

A professionally designed website based on the business information, branding and content supplied during onboarding. Extra pages or specialist functionality can be added as a VAS.

**MANAGED INFRASTRUCTURE****Managed hosting & SSL**

Astra IT manages production hosting, SSL and standard deployment configuration while the plan is active. The customer does not need to maintain a separate hosting account for the managed site.

**DOMAIN****Standard domain**

One supported standard domain registration or renewal is included while the plan is active, subject to availability. Premium, aftermarket, unusually priced or unsupported domains require a separate quote.

**EMAIL****1 business email**

One business email account using the customer's domain is included. Additional mailboxes are available as a VAS. Storage and provider limits remain subject to the underlying email service.

**SEO****SEO foundations & ongoing care**

Initial technical SEO setup, search-engine enrolment where applicable, sensible titles and metadata, sitemap/indexing configuration and basic ongoing SEO health checks. Rankings, traffic and sales are not guaranteed.

**MEASUREMENT****Analytics**

Basic analytics are connected so traffic and visitor activity can be measured. Data can be affected by privacy settings, consent choices, browser controls and third-party platform changes.

ONGOING WEBSITE CARE**Routine changes are included - major rebuilds are not.**

Includes unlimited minor content or presentation change requests per month, such as supplied text updates, contact detail changes, image swaps or small layout refinements. New pages, major redesigns, integrations, custom applications or substantial content production can be quoted separately.

TRANSFER, CANCELLATION & PAYMENT

The important commercial terms

These rules keep the low-entry-price managed model sustainable while giving customers a clear path to take control of their domain and eligible website files.

TRANSFER ELIGIBILITY

6 months of plan payments

The managed domain and available website project files are not eligible to be transferred out of Astra IT's managed environment until at least 6 months of base-plan payments have been received.

Customer-supplied logos, images, copy and other customer-owned materials remain the customer's materials. Third-party software, services and licensed components remain subject to their own licence terms.

WANT TO LEAVE EARLIER?

Early transfer is available by paying out to month 6.

A customer who wants the domain and eligible website files transferred before 6 months can pay the remaining base-plan amount required to bring total plan payments up to 6 months. Once that amount and other outstanding invoices are paid, the transfer request can be processed.

EXAMPLE

After 3 paid months, pay the remaining 3 months to reach the 6-month minimum.

PAYMENT OVERDUE

7-day overdue suspension policy

If a payment remains unpaid 7 days after its due date, Astra IT may suspend the managed website and related managed services until the overdue amount is paid.

A suspended website can be restored after the account is brought back up to date. Suspension does not remove amounts already due.

RESPONSIBILITIES & SERVICE BOUNDARIES

Who manages what

Clear responsibilities make onboarding, updates, payment management and future transfers much easier.

ASTRA IT MANAGES

- ✓ Website design and managed deployment.
- ✓ Managed hosting and SSL while the plan is active.
- ✓ Supported standard domain setup and DNS configuration.
- ✓ One included business email account.
- ✓ SEO foundations and basic ongoing SEO health care.
- ✓ Analytics connection and routine technical upkeep.
- ✓ Unlimited minor content or presentation change requests per month.

CUSTOMER SUPPLIES / REMAINS RESPONSIBLE FOR

- ✓ Accurate business information, contact details, prices and service details.
- ✓ Logos, photos and other content they want used, unless separately purchased.
- ✓ Permission and rights to use supplied text, images, trademarks or media.
- ✓ Timely approval and feedback during onboarding.
- ✓ Payment of invoices by the due date.
- ✓ Third-party subscriptions not expressly included in the base plan.
- ✓ Business-specific legal or regulated-industry content where required.

Not automatically included

Unless shown in the order or selected as a Value-Added Service (VAS), the base plan does not automatically include:

- Additional website pages
- Extra business email accounts
- E-commerce / Shopify build or store management
- Custom booking systems, custom software or API integrations
- Paid advertising spend or guaranteed SEO results
- Large-scale copywriting, photography, branding or product-entry work

PLAIN-ENGLISH SUMMARY**\$59/month covers the managed website foundation.**

Astra IT builds and manages the website, hosting, standard domain, one email account, SEO foundations, analytics and routine care. Transfer becomes available after 6 months of base-plan payments, or earlier if the remaining amount to reach 6 months is paid. Accounts 7 days overdue may be suspended until brought up to date.