



GPK Group Pty Ltd
 2/94 Abbott Road
 Hallam, Victoria 3803
 1300 000 475

Bill To:
Black Douglas Professional Education Services Attn: Douglas Williams 4/71 Greenhill Road Bayswater North, Victoria 3153 Australia

Date	Tax Invoice
20/04/2023	CW-263914

Terms	PO Number	Reference	ABN
14 Days			97 944 379 342

Ticket #	2198860
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Summary: Security Question
 Billing Method: Actual Rates
 Resolution: Thu 30/03/2023/1:36 PM UTC+10/ Callum Stevenson (time)-
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 Issue Reported:

 Certificate shown in FileZilla is the server certificate, so a trust error is shown as the certificate does not match the domain FileZilla is connecting to. Cannot click the trust certificate button.

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 Actioned:

 Trust certificate option appears to be an issue with FileZilla. A similar case reported (#12199 (Unable to trust server certificates) – FileZilla (filezilla-project.org)) is unresolved three years later. This will hopefully be patched by FileZilla.

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 Confirmed By:

 Doug confirmed this ticket can be completed.

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 Covered by Agreement:

 No - Not an issue with GPK hosting or our service
 Issue with FileZilla which is not a supported product from GPK
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Contact Name: Douglas Williams

Services	Work Type	Engineer	Hours	Rate	Amount
Billable Services					
A.HOST - Engineer	.Regular	Callum Stevenson	1.00	220.00	\$220.00
Non-Billable Services					
A.HOST - Engineer	.Regular	Callum Stevenson	0.25	220.00	\$0.00
Total Services:					\$220.00

ABN: 72 075 618 012

Payment Options: EFT Credit Card* Direct Debit GPK Group Pty Ltd BSB: 063 199 / ACC: 1017 0548. Please use our invoice # as the reference Email remittance to remit@gpkgroup.com.au *Surcharges may apply	Invoice Subtotal:	\$220.00
	GST:	\$22.00
	Invoice Total:	\$242.00
	Payments:	\$0.00

	Credits:	\$0.00
	Balance Due:	\$242.00

Thank you for your business. For all invoice enquiries please email billing@gpkgroup.com.au or call 1300 000 475.
GPK Customer Portal <https://gpk.link/portal>