
Service Schedule - Business ADSL

Service Description and Specifications

The terms and conditions contained in this Service Schedule are additional to, and should be read in conjunction with, Internode's Standard Form of Agreement.

Use of Internode's DSL Services ("Service") is subject to Internode's Standard Form of Agreement and this Service Schedule.

This Service Schedule overrides Internode's Standard Form of Agreement to the extent of any inconsistency.

ADSL Service-Specific Clauses

1. These Clauses only apply to the supply of the ADSL Service.
2. The Service setup and monthly Charges are for the provision of the data transport service only. They do not include hardware, or costs for hardware, related to the purchase, maintenance, repair, or insurance of ADSL termination Equipment on the Site. Such Equipment is purchased, maintained and operated by you, and remains your property beyond the termination of the Service.
3. You may only connect Non Internode Equipment to the ADSL Service under the following conditions:
 - 3.1 the Equipment to be connected is approved by us, and specifically is listed in Internode's table of supported ADSL devices, as updated from time to time on the Internode web site; and
 - 3.2 all telephony Equipment on your line at the same time as the ADSL device will be isolated from Service interference by installation of an ADSL line filter.
4. You will direct all Service and performance queries related to the Service to us, and not to Telstra. Calls regarding the Service made to Telstra will incur a \$50 penalty charge from Telstra to us which we shall pass on to you and which you agree to pay in this circumstance.
5. We can only supply the Service over what Telstra define as a "Qualified Pair", where Telstra supplies operational standard telephone services over the same Qualified Pair (see Telstra's Flexstream Service Conditions for more information), and accordingly:
 - 5.1 you warrant to us that the end user receiving the Service over a Qualified Pair is the same end user to whom Telstra supplies a standard telephone service using that Qualified Pair;
 - 5.2 we will only provide the Service to you for so long as the end user referred to in Clause 1.5.1 continues to acquire that standard telephone service from Telstra using that Qualified Pair; and
 - 5.3 where the end user ceases to acquire a standard telephone service from Telstra using that Qualified Pair, we have the right to terminate the provision of the Service over that Qualified Pair.
6. You acknowledge that the installation of the ADSL Service may cause temporary disruption in the standard telephone services received by you.



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Internode Help Desk

Contact Number: (08) 8228 2933 or 13-NODE (13 66 33)

<u>Hours of Coverage to Respond</u>	07.30 to 24.00 7 Days (including Public Holidays)
<u>Response Target:</u>	2 Hours
<u>Hours of Coverage to Restore</u>	08.00 to 18.00 7 Days
<u>Customer Update Period</u>	4 Hours then every 4 Hours
<u>Restore Target</u>	10 Hours
<u>Availability Target</u>	99.2%
<u>Availability Guarantee</u>	YES

1. To be read in conjunction with Internode's Standard Form of Agreement
2. All times quoted as CST

SIGNED ON BEHALF OF
THE CUSTOMER

Signature

Print Name of Person Signing

(this should be the Customer unless the Customer is a company or business, in which case it will be a person authorised to sign on behalf of the Customer)

Name of Business/Company
(if applicable)