

Service Description

Internode Easy Broadband Biz & Easy Reach Biz

Internode Pty Ltd ABN 82 052 008 581

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Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of our CRA or our Master Services Agreement (as applicable), or in the body of this Service Description.

1. ABOUT THE EASY BROADBAND BIZ & EASY REACH BIZ SERVICE DESCRIPTION

- 1.1 Use of Internode's Easy Broadband Biz or Easy Reach Biz Services (**Service**) is subject to our CRA or Master Services Agreement (as applicable) and this Service Description. Use of the Service is also subject to the Internode ADSL Service Specifications and this document is incorporated into this Service Description and you agree to be bound by its terms.
- 1.2 This Service Description overrides our CRA or Master Services Agreement (as applicable) to the extent of any inconsistency.

2. THE EASY BROADBAND BIZ AND EASY REACH BIZ SERVICE

- 2.1 These Clauses only apply to the supply of the Service.
- 2.2 The Service is only available to customers with a valid ABN or ACN.
- 2.3 The Service is not available in all areas and cannot be obtained as a "Naked" service.
- 2.4 The Service is available on a:
 - (a) monthly contract with a standard setup fee; or
 - (b) 24 month contract with a discounted set up fee (Break Fees apply – see the Website for details).
- 2.5 The Service is available on a selection of different plans which attract different Charges, which depend on:
 - (a) your location and availability of infrastructure; and
 - (b) your download quota requirements.

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- 2.6 The Service is eligible for a bundling discount when bundled with a Nodeline Biz service. If you cease to receive the Nodeline Biz service the bundling discount will no longer apply.
- 2.7 The Service requires:
- (a) a suitable ADSL router in accordance with requirements specified on our Website; and
 - (b) an underlying PSTN telephone service (such as Nodeline Biz) in order to operate.
- 2.8 The Service will automatically be cancelled if:
- (a) the underlying PSTN service is cancelled; or
 - (b) an ADSL-incompatible product is ordered on the applicable PSTN telephone.
- 2.9 Either of the above events may result in Break Fees and reconnection fees.
- 2.10 The Service includes added benefits detailed on the Website, including:
- (a) quota shaping instead of excess fees for exceeding the monthly download quota;
 - (b) uploads not counted towards monthly quota;
 - (c) top up data blocks can be purchased if you reach your quota early in any given month;
 - (d) a static IP address; and
 - (e) additional email mailboxes.
- 2.11 The Service does not include:
- (a) specified service level targets and rebates; or
 - (b) access to “Power Packs” or “Business Packs”.

If you require a service with the above features you will need to choose a standard (non-Biz Bundle) Easy Broadband or Easy Reach Service. For point 2.11(a) you also need to then choose the associated Business Pack.