



## Service Schedule – Business Pack

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### Service Description

The Internode Business Pack service ("**Service**") is a value adding feature pack that may be added to existing Internode services. Full details of the available features of the Service are accessible on Internode's website (<http://www.internode.on.net>).

### Business Pack Conditions

- 1) 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 or Master Services Agreement (as applicable). This Service Schedule overrides Internode's Standard Form of Agreement or Master Services Agreement (as applicable) to the extent of any inconsistency.
- 2) The Service may only be used in conjunction with the existing Internode service. Accordingly, this Service Schedule is additional to and should be read in conjunction with the corresponding product Service Schedule relevant to the Internode service to which this Service is applied.
- 3) Business Pack customers receive prioritised access to the Internode Helpdesk, which can be contacted by calling 13 66 33. This prioritised access is available through the initial support greeting menu by pressing 3 for technical support followed by pressing 2 for business support. Your priority access ensures your service issue is reported and resolved as quickly as possible.
- 4) If we do not achieve the specified service Availability Target of 99.2% within any calendar month, you may be eligible for a credit on your account in accordance with Internode's Standard Form of Agreement or Master Services Agreement (as applicable).
- 5) If we do not achieve the specified Restore Target of 10 hours, you may be eligible for a credit on your account in accordance with Internode's Standard Form of Agreement or Master Services Agreement (as applicable).
- 6) The rebates discussed in clauses 3) and 4) above are only applicable if you:
  - a) use access equipment that is sold and supported by Internode;
  - b) log the fault report with Internode; and
  - c) submit an SLA Rebate Form in accordance with our instructions.Please refer to Internode's website for full details of the rebate process.
- 7) The Availability Guarantee and the corresponding rebates do not apply:
  - a) to faults that are not reported promptly and correctly to Internode.
  - b) if the online SLA Rebate form has not been correctly completed and submitted.

## Internode Help Desk

Contact Number: 13-NODE (13 6633)  
(Press 3 for technical support then 2 for Business support)

<b><u>Hours of Coverage to Respond</u></b>	<b>07.00 to 24.00 7 Days (including Public Holidays)</b>
<b><u>Response Target:</u></b>	<b>2 Hours</b>
<b><u>Hours of Coverage to Restore</u></b>	<b>08.00 to 18.00 7 Days (including Public Holidays)</b>
<b><u>Customer Update Period</u></b>	<b>Every 4 Hours</b>
<b><u>Restore Target</u></b>	<b>10 Hours</b>
<b><u>Availability Target</u></b>	<b>99.2%</b>
<b><u>Availability Guarantee</u></b>	<b>YES</b>

1. To be read in conjunction with Internode's Standard Form of Agreement or Master Services Agreement (as applicable); and the applicable corresponding product Service Schedule relevant to the Internode service to which this Service is applied.
2. All times quoted as CST