



## Service Schedule - Internode Fixed-Wireless Broadband

### Use of Internode Fixed-Wireless Broadband Services

Use of Internode's Fixed-Wireless Broadband services is subject to Internode's Standard Form of Agreement or Master Services Agreement (as applicable), and this Service Schedule. The terms and conditions in this Service Schedule are additional to Internode's Standard Form of Agreement or Master Services Agreement (as applicable). This Service Schedule takes precedence over the Standard Form of Agreement or Master Services Agreement (as applicable) to the extent of any inconsistency between the two documents.

### Definitions

"**Network Boundary Point**" means the Subscriber Data Adapter (SDA), which supplies power to the Internode-supplied radio equipment and an Ethernet connection to your router.

"**Premises**" means the location where you intend to use the Service.

"**Service**" means an Internode Fixed-Wireless Broadband service.

"**Website**" means Internode's website, <http://www.internode.on.net>.

"**Warranty**" means the Internode Fixed-Wireless Broadband Warranty available on our Website

"**We**", "**Our**", "**Us**" or "**Internode**" means Internode Pty Ltd ABN 82 052 008 581 trading as Internode of 150 Grenfell Street, Adelaide, South Australia 5000.

### 1. Overview of the Service

Internode Fixed-Wireless Broadband is a broadband internet service available in certain regional South Australian locations. Customers require the professional installation of a fixed directional antenna and specific radio equipment to access the Service.

The Service offers end to end connectivity from the Network Boundary Point of the Premises to Internode and through Internode to either the global internet or Internode Business Connect.

We will supply the Service to the Network Boundary Point. You will need to provide an internal domestic AC 240V socket-outlet for the Subscriber Data Adapter. Any equipment or cabling connected to the Network Boundary Point is your responsibility and subject to the requirements of the ACMA wiring rules (AS/ACIF S009:2006). You agree to arrange and pay for the services of an ACMA licensed cabler for all premises cabling that you require that is not included in a standard installation, such as that used to connect new or existing data sockets in your premises to the Network Boundary Point.

Customer end equipment is maintained and operated by the customer and remains the property of the customer beyond the termination of any service agreement with Internode. Equipment supplied by Internode as part of the installation of the Service has a 2 year Warranty. All other customer equipment must be maintained by the customer and is solely the customer's responsibility.



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### 2. Service Establishment

#### 2.1 Property Owner Consent

The installation involves physical work at your premises. It is a condition that the customer is the owner of the Premises, or has obtained the consent of the Premises owner.

#### 2.2 Site Survey

Before the Service can be installed a site survey must be undertaken at your Premises to determine if Internode is able to provision the Service. If the site survey is successful, installation of the service will proceed, subject to clauses 2.4 and 3 below.

#### 2.3 Standard Installation

At the completion of the site survey the technician will advise you whether the Service may be provisioned with a standard installation. A standard installation includes:

- a) required hardware including radio equipment, up to a 6 metre mast, antenna, 20 metres of cabling and up to 2 hours of labour for the installation;
- b) a fully-configured VoIP Ethernet router;
- c) establishment of your broadband account; and
- d) a two year Warranty on all components of the standard installation.

#### 2.4 Non-Standard Installation

At the completion of the site survey the technician will advise if your Premises requires a non-standard installation, requiring additional materials or labour, to provision the Service. Additional requirements for a non-standard installation may include a higher mast, additional cabling or customer requirements. The survey technician will provide a quote for non-standard installations. If you do not want to accept any additional costs you may decide not proceed at that time.

### 3. Speed Information

The Service can deliver peak download/upload speeds up to 12,000 kbps / 1,000 kbps (12M/1M). However, depending on the technology used to provide your Service and a number of other factors (including distance, terrain, atmospheric conditions and the number of users connected at the time), at any specific time your actual speed is likely to be less than the theoretical maximum for the technology available for your connection. You should normally be able to get speeds of at least 1,000 kbps / 256 kbps. Further information is available on our Website.

**Actual expected speeds for your Service will be estimated and communicated to you during the site survey process prior to installation. You may elect to proceed or not once you have that information.**



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### **4. No Service Level Guarantees**

No service-level commitment is generally available with the Service, and while Internode will use its best endeavours to provide a timely response to customer fault reports, no guarantee is offered in respect of the time to:

- a) provision the Service;
- b) detect faults with the Service; or
- c) repair or restore the Service if it has developed a fault.

If a Business Pack is purchased by the customer in conjunction with the Service then the service levels contained in the Business Pack Service Schedule will apply to the Service.

The service is provided “as is” and the customer agrees that Internode’s liability in relation to the Service is limited under Internode’s Standard Form of Agreement or Master Services Agreement (as applicable). In addition the customer releases and indemnifies Internode from all liability (including third party claims) arising from:

- a) cancellation of the Service for any reason; and
- b) suspension of the Service to particular Internet Protocol (IP) addresses;

A Service that has permanently ceased to work (or is no longer able to be offered) will result in the cessation of all forward service charges to the customer.

### **5. General Conditions**

#### **5.1 Service Queries and Fault Reports**

The customer must direct all fault reports, service queries and performance queries regarding the Service to Internode and not to our wholesale provider or any other third party.

#### **5.2 Customer Obligations**

The customer agrees that they will not tamper with or attempt to repair any of the hardware used to provide the Service that is included in the installation at the Premises.