

Additional Notes

When you apply for an Internode ADSL service, you should be aware of certain obligations and conditions once the order form is received by Internode. Firstly, please be aware that when you sign the application form you are signing to say that you accept and agree to be bound by the Internode Standard Form of Agreement, ADSL Service Specifications, and Business ADSL Service Schedule (these documents are available at www.internode.on.net/sfoa).

Please call us if you would like any help interpreting these documents.

ADSL Details

- Internode Business Plans include Priority Business Support and a defined Service Level Agreement (SLA).
- No shaping is applied to any Business ADSL plan, regardless of your download volumes:
 - there is no download quota at all on the 'Unlimited' plans – these are always fixed price regardless of your usage.
 - on the other Business plan types, if your monthly download quota is exceeded, then the excess downloads are charged at \$5 per Gbyte (calculated at 0.5 cents per Mbyte). Your total monthly charge (base rental plus excess charges) is limited to a Monthly Price Cap on Business ADSL Standard plans – refer to our website for further information.
- All Business ADSL plans except Unlimited support one standard login (with associated static IP) and up to 4 additional logins (with dynamic IP addresses). Please note that additional logins are not supported on the Business ADSL Unlimited plans.
- If you have an alarm system or PABX attached to your ADSL number, rewiring by your security/communications company will be required if ADSL is provisioned. Please check with Internode for more information prior to placing your order, as placed orders cannot be refunded.
- If you have an existing ADSL service on the same line you are applying for your Internode ADSL service, and your current provider's ADSL service is included in the Fast Transfer ('Churn') process, you may be eligible to have the Internode ADSL service enabled in less time and at lower cost than a standard new connection. Please read the transfer information available online at www.internode.on.net/adsl prior to filling out the form, and enter your current ADSL provider's name in the transfer box provided on the order form.
- **The holder of the phone account must have given their permission for ADSL to be provisioned on this line by Internode. Please ensure that this requirement has been met before submitting your order.**
- Your username must consist of lowercase letters, numbers, underscores (_) and periods (.) only. It must begin with a letter, and be between 3 and 16 characters in length.

Hardware and Additional IP Addresses

- An ADSL service requires an ADSL modem or router at your premises to function. You can purchase an ADSL router through us - please refer to www.internode.on.net/business/internet/hardware/ for details - or alternatively source your own hardware. Internode sell and support a range of Billion and Cisco ADSL firewall routers; and include one splitter/filter with each purchase.
- Additional IP addresses can be requested for a Business ADSL service. A monthly charge of \$20 applies for an additional 6 IP addresses (via a /29 framed route) on a Business ADSL service. If you require more than 6 IP addresses, please contact Internode Sales.
- If you have ordered hardware, please ensure that you have provided a suitable daytime delivery address, as the courier will require a signature upon delivery. If there is no-one available to sign for the delivery, a card will be left and the parcel redirected to the nearest collection depot; and an additional \$15 delivery charge will be applied. We therefore recommend delivery to a work address, if this is more convenient (please document below if required):

Business Hours Equipment Delivery Address (if different to address specified on page one of this form):

Attention: | _____ |
Address: | _____ |
Suburb: | _____ | State: | ____ | Postcode: | _____ |

Billing Information

- Tax invoices and other notifications are sent to your Internode email address, unless you have supplied an alternative email address. Please refer to the configuration sheet (supplied when your service is activated) for details of your Internode email address. Posting of paper invoices is available but discouraged for environmental reasons, and if requested will attract a \$1.50 surcharge per invoice.
- As per the Standard Form of Agreement, payment is required in advance. You will be required to pay the setup fee and any equipment costs (if applicable) and the first monthly fee upon provisioning of your service.
- Billing will begin within 7 days of the service being provisioned by our carrier, or earlier if you have registered a successful login.
- Broadband services are non-refundable, however no charges apply until the service is confirmed as deliverable by our carrier.
- Full details on our payment options are available at www.internode.on.net/payments.
- Credit card surcharge: Payments via Visa or Mastercard incur a \$0.99 surcharge per transaction; and payments using American Express or Diners Card incur a surcharge of 2.5% of the transaction value.
- There are no surcharges for BPay, Direct Debit, Direct Credit, Cheque, Money Order, Cash or EFTPOS.

Other Important Information

- ADSL services are normally provisioned within 7 to 10 days - you can check the status of your order online at www.internode.on.net.
- Customers who select the 24 Month Contract option, and cancel their ADSL service with Internode prior to the end of the first twenty four months from the activation date, are liable to pay an early cancellation charge. This early cancellation charge is \$120 during the first 12 months; and \$65 during the second twelve months. Please refer to www.internode.on.net/contract for complete details.
- Please be aware that your Internode ADSL service will be automatically cancelled by Telstra and a new ADSL service will need to be ordered by you (including a \$129 Activation fee) if your Telephone account is cancelled; or if you order an ADSL-incompatible product on the line ADSL is delivered on. You will need to contact Internode if you are intending to relocate your service.
- We strongly advise that you contact our Sales department to discuss any pending changes to your phone service prior to making those changes.
- Due to technical constraints, ADSL is not available in all areas. There is no charge if we cannot provision ADSL.
- Information is current as of 21/04/2009 and is subject to change without notice. All prices quoted include GST.