

Additional Notes

When you apply for an Internode Fixed-Wireless Broadband 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, Fixed-Wireless Broadband Service Schedule and (if a Business Pack has been selected) the Business Pack Service Schedule (these documents are available at www.internode.on.net/sfoa). Please call us if you would like any help interpreting these documents.

Customer Details

- Please complete all information contained in Section 1. This information will be used for the purposes of supplying you with the service and to administer your account with us.
- For your security and privacy, it is important that you provide all the information we request. We will use it to verify your identity when dealing with you over the phone. The requested information for registered businesses includes your Australian Business Number (ABN), and for individuals includes your date of birth.
- Your mobile number will be used to alert you of your order status via SMS.

Fixed-Wireless Broadband Details

- The monthly quota on Fixed-Wireless Broadband services is counted as the sum of your downloads plus your uploads; unless you select a Power Pack or a Business Pack in which case it is counted as the download amount only. Excess traffic (beyond your monthly quota) is shaped to 128 kbps on Fixed-Wireless Broadband; unless you select a Power Pack (this increases the excess shaping to 256 kbps); or a Business Pack (no shaping is applied – instead excess traffic is charged as 0.5 cents per MB downloaded). Please refer to www.internode.on.net/fixedwireless for more detailed product information; as well as the additional features and benefits of the Power Pack and Business Pack options.
- 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.

Broadband Speeds

- Our fixed-wireless services 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), 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.

Hardware

- We recommend, provide and support the Billion 6404VGP VoIP Ethernet WiFi router, which allows you to make Voice over Internet telephone calls via our NodePhone service. You may be able to use a suitable existing router, but it may not enable access to all features and facilities and our Support staff will not necessarily have an in-depth knowledge of it.
- If one of these units has been left by the previous occupant, the Internode help desk can assist you with entering your new service details into this device. In this case a \$49 setup fee is all that applies to establish your new service.
- If the previous occupant has not left this router, Internode will send you a replacement unit. It will be setup with your username and password, and fully configured for the Fixed-Wireless Broadband network. A \$199 setup charge applies in this case.
- 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 a \$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.
- 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

- Due to technical constraints, Fixed-Wireless Broadband is not available in all areas. There is no charge if we cannot provision the Fixed-Wireless Broadband service.
- Information is current as of 02/08/2011 and is subject to change without notice. All prices quoted include GST.