



## Service Schedule - Internode NBN Stage 1

### Use of Internode NBN Stage 1 Services

Use of Internode NBN Stage 1 services is subject to Internode's Standard Form of Agreement, and this Service Schedule. The terms and conditions in this Service Schedule are additional to Internode's Standard Form of Agreement. This Service Schedule takes precedence over the Standard Form of Agreement to the extent of any inconsistency between the two documents.

### Definitions

**"Build Drop"** means a fibre lead-in cable is installed from a connection point in the street (aerial or underground) to the nearest practical and safe installation point on the Premises, during the initial construction phase.

**"Demand Install"** means the installation activity that occurs when you order a service from Internode, including the supply and installation of the Optical Network Termination and Power Supply Units. If a Build Drop was not performed during the initial construction phase, then the fibre lead-in cable will also be installed.

**"Premises"** means the location where you intend to use the Service. We can only deliver the Service to homes that are within the specified NBN Stage 1 areas of Midway Point, Smithton and Scottsdale in Tasmania. We will deliver your Service to the Network Boundary Point of that Premises, which is defined as the Ethernet port on the Optical Network Termination unit. Cabling from the Network Boundary Point to the location where you intend to use the Service is your responsibility and you may incur charges for any installation, repair or any other work required in relation to any such cabling.

**"Service"** means an Internode NBN Stage 1 service.

**"Web Site"** means Internode's web site, <http://www.internode.on.net>.

**"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 NBN Stage 1 services provide broadband Internet delivered over an optical fibre access network to your home. This Service is only available in the specified NBN Stage 1 areas of Midway Point, Smithton and Scottsdale in Tasmania.

### 1.1 Limited Duration Pricing

The underlying cost of the access from the wholesale network operator is expected to change from 30<sup>th</sup> June 2011. If this occurs we reserve the right to change the retail price of the Service. You will be informed of any price changes and if these are not acceptable to you, you may cancel your Service without penalty.

### 1.2 Property Owner Consent

The installation involves physical work at your Premises. Consequently, it is a condition that you are the owner of Premises, or that you have obtained the written consent of the owner of the Premises to have the Service installed. This written consent must be signed and dated, and provided to Internode on request.



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### 1.3 Customer Equipment Requirements

You need to provide equipment to access the Service, and Internode recommend, sell and support both the NetComm NP803n Ethernet Router and the Apple AirPort Extreme Ethernet Router. We do not offer technical support for any other type of Ethernet Router; and please note that ADSL Routers are unsuitable for this purpose.

This customer equipment must be purchased, maintained and operated by you, and remains your property beyond the termination of any Service agreement with Internode. All customer equipment must be approved for connection to Australian telecommunications networks.

## 2. The Installation Process

### 2.1. Standard Installation

Please refer to our 'NBN Key Terms' document if you require further information on terms such as NAP, NTU and PSU. The 'Standard Installation' includes:

- Determine closest practical and safe point on the Premises from the Network Access Point (NAP) in the street to connect the Optical Network Termination Unit (NTU).
- Install the NTU and complete the earthing as required. Usually the NTU will be installed close to the Premises power meter box. However, the NTU cannot be installed within 1 metre from where the Premises' electrical power supply cable is connected to the Premises.
- Select shortest length from range of drop cable sizes to reach the NTU, and connect drop cable to correct port on NAP.
- Fit NTU to Premises inside its protective housing.
- Affix the other end of the drop cable to the correct port on NTU, including securing surplus drop cable inside NTU's protective housing if required.
- The Power Supply Unit (PSU) is connected to an internal 240V standard power point closest to NTU (this must be within 10 metres). The PSU must always be installed inside the Premises for environmental and end user battery backup monitoring reasons.
- For an external NTU, a hole is drilled through an external wall, and the 12V power lead is guided through this hole and connected to the NTU. The 12V power lead is fixed to the external wall - for example within brick or timber 'grooves' - and any spare 12V power cable in surplus cable area within NTU housing.
- For an internal NTU, the PSU is connected into the nearest standard 240V power point to where NTU is located. The 12V power supply cable is then connected to the NTU, and any spare cabling is safely secured.
- The NTU is turned on and tested.

**If you have any special or non-standard requirements, please ensure that you discuss them clearly with the installation technician. You must pay for any additional charges due to a non-standard installation. A quote will be prepared, and once you have considered and agreed to this quotation, the installation will proceed. You agree to pay Internode for any additional charges due to a non-standard installation. Internode will send you an invoice for these charges.**

### 2.2 Access to Premises During Installation

After we have received your order, an appointment will be made with you by NBN Tas for the installation activity, and this appointment will be conducted during standard business hours. **You will need to be at your Premises to provide access as required for the installation technicians.**



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### 2.3 Installation of the Lead In Cable

Where an aerial fibre drop cable, irrespective of whether it is for a Build Drop or part of a Demand Install, will cross a neighbour's property to reach your Premises, consent needs to be obtained from the owner of the neighbour's property for this to happen.

NBN Tas will organise through its contractors to obtain the consent needed when this situation occurs and in the event the neighbour's consent cannot be obtained, then NBN Tas will attempt to find alternative means of connecting your Premises, whenever possible.

The process of identifying the owner of the neighbour's property and obtaining their consent to cross may take time and delay the final activation of your Service.

### 2.4 Installation of the Power Supply Unit

You will need to provide an internal domestic AC 240V socket-outlet for the Power Supply Unit.

A 12V power cable will be connected from the Power Supply Unit (which is always located indoors) to the Optical Network Termination unit (either on the inside or the outside of the Premises).

**If you require a non-standard installation, this can be discussed with the installation technician. If necessary the installer will provide a quote to you for any additional charges involved - these charges are your responsibility. Any 'in roof' work will automatically trigger the need for a quote due to the inherent safety risks involved and NBN Tas will not guarantee that 'in roof' work will be undertaken.**

### 2.5 Battery Backup

The Power Supply Unit has the capability of a back-up battery; however the battery itself is not included.

Unless a back-up battery is installed and maintained in the Power Supply Unit, services from the Optical Network Termination unit will not be available in the event of a mains power outage.

Whether you decide to install a back-up battery is entirely your choice. If you do, then you are solely responsible for installing and maintaining any back-up battery in the Power Supply Unit. Further information is available from Internode upon request.

**Please note that the battery backup provides up to four hours of power to the Optical Network Termination Unit, and this may be useful in future if your standard telephone service is provided through this infrastructure. However, presently Internode are only providing broadband services across the fibre infrastructure - and hence, the backup battery is not relevant to telephone service availability. Your Router and PC will stop working during a power outage too.**

### 2.6 Network Boundary Point

The Network Boundary Point is defined as the Ethernet port on the Optical Network Termination Unit. New cabling must be installed to connect this port(s) to the location(s) in your house where you intend to use the Service (or other services connected to the NTU). This cabling is subject to the requirements of the ACMA wiring rules (AS/ACIF S009:2006).

**You are responsible for paying for this new cabling. You can ask the installation technician to perform this activity (this will be billed to you directly), and this is Internode's recommended approach.**

Alternatively you can arrange and pay for the services of an ACMA licensed cabler for all Premises cabling, such as that used to connect new or existing telephone or data sockets in your Premises to the Optical Network Termination unit. Failure to use a registered telecommunications cabler can be dangerous and may result in large fines.

You may wish to consider all your future cabling needs (e.g. for a telephone service), as well as the immediate requirement for an Ethernet connection point at a suitable place inside your home.



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### 3. Broadband Services

#### 3.1 Churn

Please note that at this stage, the 'broadband churn' process is not available. This means that if you wish to change to another broadband services provider, you will need to cancel the Service and order a new connection with another service provider. This will result in an outage of your broadband service.

#### 3.2 Plan Changes

You can request a change to your broadband plan (in terms of speed and/or quota) at any time; these will be actioned on your monthly service rollover date.

#### 3.3 Broadband Speeds

**Internode provide no guarantees as to the speed of the Service.**

Any transmission speeds referred to by Internode for the Service refer to the maximum theoretical throughput speed achievable with the Service under ideal conditions. You acknowledge that the actual achieved speeds may be substantially lower than the theoretical speeds for a variety of reasons. These reasons include, but are not limited to:

- The configuration and type of the copper wiring within your Premises (it is recommended that Cat5e/Cat6 structured cabling is used throughout).
- The TCP/IP protocol stack and application software configuration on your computer (including but not limited to TCP Window Size configuration).
- Your broadband equipment, including the capacity of its CPU to keep up with the peak data flow rates offered by the Service.
- The capacity of, load on, and available throughput rate of the remote host the customer is accessing.
- The presence of service faults or network link congestion at any point in the end-to-end path between a remote host and your system.

### 4. General Conditions

You agree to report to Internode - and specifically NOT to NBN Tas - any faults with the Service that you are obtaining from Internode. You may be asked to assist in the resolution of the fault, for example by providing information on the status lights of your Optical Network Termination Unit, or facilitating access to your property by a technician.

**No service level agreement applies to the Service**, and while Internode will use its best endeavours to provide a timely response, no guarantee is offered in respect of the time to provision the Service, detect faults, or to repair or restore the Service if it develops a fault.

One of the most important aspects of this new network deployment is your feedback. You agree to complete a questionnaire regarding your experiences, as required by Internode or the wholesale network operator.

#### 4.1 Service Cancellations & Contracts

You are not under a term contract with Internode for the Service. No cancellation fees apply if you decide to cancel the Service.

However, we would appreciate your feedback on why you have cancelled the Service, as this forms an important part of our learning from the initial phases of the NBN.



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### 4.2 Customer Obligations

You agree that you will:

- Not interfere with the normal operation of the Service or any facility, or make either unsafe.
- Not access or attempt to access the Optical Network Termination Unit (or any other equipment used to provide the Service) located on your Premises.
- Allow Internode or any other relevant third-parties (as applicable) safe access to the Premises as required in order to (a) inspect or test a facility which may be causing interference or danger; and (b) in connection with the provision, maintenance and repair of the Service or any related facility.