

Our Customer Relationship Agreement

BUSINESS PACK SERVICE DESCRIPTION

Internode Pty Ltd ABN 82 052 008 581

Phone: 13 66 33

1/502 Hay Street, Subiaco WA 6008

9 November 2015

Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of our CRA or our Master Services Agreement (as applicable), or in the body of this Service Description.

1. ABOUT THE BUSINESS PACK SERVICE DESCRIPTION

- 1.1 The terms and conditions contained in this Service Description are additional to, and should be read in conjunction with, our CRA or Master Services Agreement (as applicable).
- 1.2 Use of the Internode Business Pack Service (“**Service**”) is subject to this Service Description and:
 - (a) the General Terms of our CRA, including the other documents listed in clause 1.2 of the General Terms; or
 - (b) our Master Services Agreement (as applicable).

2. BUSINESS PACK

- 2.1 The 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 our Website.
- 2.2 The Service may only be used in conjunction with one of our existing Services. Accordingly, this Service Description is additional to and should be read in conjunction with the corresponding product Service Description relevant to the Internode service to which the Service is applied.
- 2.3 Business Pack customers receive prioritised access to our help desk, 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.
- 2.4 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 our CRA or Master Services Agreement (as applicable).

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2.5 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 our CRA or Master Services Agreement (as applicable).

2.6 The rebates discussed in clauses 2.4 and 2.5 above are only applicable if you:

- (a) use access equipment that is sold and supported by us;
- (b) log the fault report with us; and
- (c) submit an SLA Rebate Form in accordance with our instructions.

Please refer to our Website for full details of the rebate process.

2.7 The Availability Guarantee (defined in the Business Further Terms and Conditions) and the corresponding rebates do not apply:

- (d) to faults that are not reported promptly and correctly to us; or
- (e) if the online SLA Rebate form has not been correctly completed and submitted.

3. INTERNODE HELP DESK

Contact Number: 13-NODE (13 66 33)

(Press 1 for technical support, then 2 for priority Business support)

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

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- 3.1 To be read in conjunction with our CRA or Master Services Agreement (as applicable), and the applicable corresponding product Service Description relevant to our Service to which this Service is applied.
- 3.2 All times quoted as CST.