

To be read in conjunction with Talking Business's Standard Terms and Conditions  
<http://www.talkingbusiness.com.au/LiteratureRetrieve.aspx?ID=118808>

To be read in conjunction with Cirrus Service Level Agreement  
<http://www.talkingbusiness.com.au/LiteratureRetrieve.aspx?ID=116427>

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## Information about the Service

Wireless Ethernet is a dedicated symmetrical data service offering up to 100Mb/100Mb. Service is delivered at 1:1 contention at a committed information rate. Internet access is provided by the Cirrus Communications fixed-point wireless (FPW) network.

The service consists of the following;

- The End User Protocol is Point to Point Protocol over Ethernet (PPPoE)
- Network Terminating Unit (NTU) located at the End Users premises
- 1 Static IP address - Additional IP addresses are available
- Installation of the NTU at the end users premises, including serviceability checks
- Service is provided subject to our Standard Terms and Conditions
- Service is subject to our Fair Use Policy
- This document forms part of our Standard Terms and Conditions.
- The service is available in NSW, VIC, SA, QLD, WA and ACT
- The service does not include the provision, maintenance, redirection or reconfiguration of building cabling.

## Satisfaction Guarantee

New services are provided with a thirty (30) day satisfaction guarantee. If the service does not perform to the standard offered in this document, after Cirrus has been allowed every reasonable opportunity to correct the issue, the contract may, upon written request, be terminated without penalty to the Customer within the first thirty (30) days.

Initial setup charges are not part of this Satisfaction Guarantee and are non-refundable.

## Information about Provisioning

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Provisioning will be scheduled once all required approvals have been given. This includes but is not limited to: roof access and type, hazardous material notification, mast height, power requirements and NTU location.

We endeavour to provision the service in 10-15 working days where infrastructure is available.

We aim to deliver your service on or near your requested date weather permitting. In the event that emergency service work to our existing infrastructure is required on the day planned for your installation, you will be advised and a new installation date will be given.

Install occurs 2 days before commission to ensure quality prior to hand off.

## Information about Billing

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Recurring charges are billed monthly in advance and prorated.

One off charges are billed on occurrence in arrears.

## Information about Support

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In the event of a service difficulty, support tickets can be lodged via our website. It is important that you perform some service checks prior to lodging the ticket so that we may isolate the problem as soon as possible.

You will be charged for the rectification or any reconfiguration required as a consequence of any changes to hardware, hardware configuration or programming caused by an action by you or any other party that we have not authorised to perform such work. Service calls may be requested but if are deemed unnecessary by Cirrus, will be charged at \$150 per hour.

Service level credits will be provided where the service is not operational, and a service ticket has been created, for any uptime less than 99.7% of the monthly commitment. Varying levels of credits apply and are issued based on the severity of the issue.

Cirrus remains liable for management of hardware, where you are not deemed to be at fault and provide 24/7 technical support through the Network Operations Centre. We are not responsible for the maintenance of any building cabling.

### Term of the Contract

The service is provided on a ?? Month term

With the exception of the Satisfaction Guarantee, Early Termination Charge (ETC) applies where the service is cancelled within the contract term. The maximum ETC is calculated by multiplying the MRC by the number that is the contract term less the number of months that the MRC has been billed for.

### Service Options

Service Speed ?? Mbps // ?? Mbps  
Service Usage Plan Unmetered

### Service Charges

Initial setup charge \$ ??  
Monthly subscription \$ ??

All prices are excluding GST

### Customer Invoicing Details

?  
?  
?  
?

### Site Location Details

?  
?

By submitting to Us this PS4 you acknowledge and agree:

- You are authorised to order the service/s detailed in this PS4.
- This PS4 constitutes an irrevocable request by You to order the service/s detailed.
- You have read and agree to Talking Business's Standard Terms and Conditions as referenced above.
- You have read and agree to the Cirrus Service Level Agreement as referenced above.

Please provide the specified services.

Date:

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