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

Contents

Information about the Service

IS ACCESS DSL is a high performance, low contention, dedicated DSL connection between an end users premises and our network.

The service is offered in a Voice only or Internet configuration.

The service is provided subject to our Standard terms and Conditions and Fair Use Policy. This document forms part of our Standard terms and Conditions.

The service is available nationally and is subject to a service qualification.

The service is offered as both a bundled and unbundled offer and consists of the following;

- ADSL or ADSL2 service , provisioned as either;
    - A managed IP Voice service, or
    - A general internet access service.
- When provisioned as a Bundled service, with a PSTN service supplied by us;
- When provisioned as an Unbundled (BYO) service, with a PSTN service not supplied by us;
- Unmetered internet access, subject to our Fair Use Policy.
- Optional installation at an additional cost.
- 1 Static IP address.
- Optional Additional IP addresses at additional cost.
- SMTP relay is provided via relay.isphone.com.au.

All services required for the Bundled service are included in the bundle, and there are no mandatory services that must be purchased in addition to the bundle in order for the bundle to be supplied.

When provisioned as an Unbundled service, you must provide us with a PSTN service on which to establish the DSL service.

Any configuration changes made by you or any person not authorised by us invalidate any implied or express warranty.

The service is available on a 12 or 24 month term and is subject to an Early Termination Payment if the service is cancelled within the contract term.

When provisioned as a Bundled service, calls made by the PSTN service, and any features and functionality associated with the PSTN (such as optional features, voice mail box etc.) and not included in the service. The service does not include the provision, maintenance, redirection or reconfiguration of building cabling.

Our installation technicians are only able to install and test the bundle. Requests for any work over and above the install and testing of the bundle will not be accepted.

Any downstream and upstream speeds that we indicate are indicative maximums only. We will always provision a service at the highest available speed; we do not guarantee the speed at any location.

We will deliver the service to you via ADSL1 or ADSL2+, whichever will provide the best speed. The actual transmission rate experienced by the user is dependent on the cable distance to the exchange and the condition of the copper pair used to deliver the service. Internet access is provided by the ViaIP data network.

The technology provides the following maximum capabilities for some, but not all customers;

- ADSL1: up to 8,000 kbps downstream and 384 kbps upstream;
- ADSL2+: up to 20,000 kbps downstream and 1,000 kbps upstream.

The transmission method for the service is asynchronous transfer mode (ATM) with an unspecified bit rate.

Information about Provisioning

We aim to deliver the service within 5 working days where there is an existing PSTN service.

If no PSTN service is available, we will provision a new one. The cost of provisioning a new PSTN service is not included in the price for ISACCESS DSL. No further provisioning work can be undertaken by us until the PSTN service is established and working.

If an ADSL service is present on the PSTN service, we will transfer this ADSL service to us. If no ADSL service is present on the PSTN service, we will provision one. The cost of either a transfer or the provisioning of a new ADSL service is included in the bundled price.

If you order an unbundled service, and there is no PSTN service available, we will not be able to provision the service.

We will provide you with authentication details (IP addresses, and logon details prior to the installation of the service.

Information about Billing

Recurring charges are billed monthly in advance and prorated.
One off charges are billed on occurrence in arrears.
As the service includes unmetered usage, we do not provide any usage records.
Usage charges are billed monthly in arrears.
The monthly recurring charge for the service is attached to the PSTN service. This will include all monthly recurring charges and one off charges. Install charges and other one off charges will appear against the PSTN service.

Information about Support

Restoration for this service is on a 'best efforts' basis with no guaranteed SLAs. (If guaranteed SLAs are required, business grade services such as BDSL or IS Access DSL (shared spectrum) are recommended.)

In the event of a service difficulty, contact our support team on 1300 666 765. Due to the nature of the service, it is important that you perform some service checks prior to calling 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.

We are not responsible for the maintenance of any building cabling.

Term of the Contract

The service is provided on a   12/24 month term
The PSTN number on which this Voice Only/Data service is provisioned is to be advised.
This Voice Only/Data service is using an existing PSTN number of ?

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 Charges

Telstra Line Service Provisioning Fee	$271.82 (Estimated)
Initial DSL setup charge	$NIL/50.00
Telstra Service Porting Fee	$25.00
Monthly subscription with PSTN Bundle	$72.00

Customer Invoicing Details

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Site Location Details

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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.

Please provide the specified services.

Date:

PLEASE SIGN HERE

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