

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 the applicable Critical Information Summary - NBN Sky Muster

<http://www.talkingbusiness.com.au/LiteratureRetrieve.aspx?ID=218620>

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Information about the Service

NBN Sky Muster is an asymmetric service that utilises the National Broadband Network (NBN) satellite service and can be provided in all parts of Australia where the NBN satellite service is available. Internet access is provided by the Harbour ISP network.

Any downstream and upstream speeds that we offer are indicative maximums only. Actual speeds may be lower due to a number of factors including hardware and software configuration, source and type of content downloaded, the number of users and performance of the NBN infrastructure.

The service consists of the following;

- A modem, satellite dish and cabling will be provided by nbn™, ownership of the nbn™ satellite equipment remains with nbn™. The equipment will be serviced and maintained by nbn™
- Metered internet access, subject to our Fair Use Policy
- 1 Static IP address
- SMTP relay is provided via smtp.harbourisp.net.au
- 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 does not include the provision, maintenance, redirection or reconfiguration of building cabling.

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

Information about Provisioning

We endeavour to provision the service in 6-8 weeks from receipt of this document.

We will provide you with authentication 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.

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 Midband Ethernet or fibre optic 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 twenty four (24) Month Term

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

All prices are excluding GST.

Monthly subscription - LTS240 - 25Mbps x 5Mbps \$86.00

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.
- You have read and agree to the applicable Critical Information Summary as referenced above.

Please provide the specified services.

Date:
