

Our Customer Relationship Agreement

SERVICE DESCRIPTION FOR BUSINESS SUPPORT SERVICES

iiNet Limited ACN 068 628 937

Phone: 13 24 49

1/502 Hay Street, Subiaco WA 6008

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Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of this CRA.

1. ABOUT BUSINESS SUPPORT SERVICES

Our Customer Relationship Agreement

- 1.1 The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply.

Services

- 1.2 The business support services comprise of the following three services which are available individually or in combination:
- (a) On site DSL installation;
 - (b) On site IT support; and
 - (c) Managed services.

On site DSL installation

- 1.3 On site DSL installation is only available for business customers in connection with an ADSL or naked DSL service.
- 1.4 On site DSL installation is only available Monday to Friday (excluding public holidays) during the hours 9am to 5pm.
- 1.5 On site DSL installation is not available in all areas. You should call our business team on 13 24 49 to ascertain if available at your premises. Depending on location, additional charges for travelling time may apply. Any such charges will be notified to you prior to us accepting your request for the on site DSL installation.
- 1.6 On site DSL installation comprises of the following scope of work:
- (a) physical installation of DSL hardware delivered to the premises prior to the appointment or reconfiguration of existing iiNet supported hardware;
 - (b) configuration of DSL connection to iiNet;
 - (c) WAN connectivity test from 1 LAN device;

IINET CRA – SERVICE DESCRIPTION FOR BUSINESS SUPPORT SERVICES

- (d) setup and test 1 iiNet email address using customer's email client;
 - (e) configuration of Wi-Fi security and connection to one computer device (if device is supplied by iiNet, or built into the router only); and
 - (f) configuration of a single VOIP account on a VOIP enabled device (if device is supplied by iiNet, or built into the router only. excludes sip trunk configuration). confirm successful registration.
- 1.7 The applicable fee for an on site DSL installation is set out in the pricing schedule. Depending on location, additional charges for travelling time may apply. Any such charges will be notified to you prior to us accepting your request for the on site DSL installation.

On site IT support

- 1.8 On site IT support is an on demand service which provides a qualified IT technician to visit your premises and provide assistance and troubleshooting in relation to the operation of certain types of IT structures and equipment which are used in conjunction with your internet service, including:
- (a) networking;
 - (b) telephone systems;
 - (c) desktop and servers;
 - (d) backup/storage;
 - (e) video conferencing;
- 1.9 On site IT support excludes any work related to cabling or wiring at your premises.
- 1.10 You can make a request for on site IT support by calling our business team on 13 24 49 or you can register an interest by using the 'toolbox' feature on our website.
- 1.11 On site IT support is only available Monday to Friday (excluding public holidays) during the hours 9am to 5pm.
- 1.12 On site IT support is not available in all areas. You should call our business team on 13 24 49 to ascertain if available at your premises. Depending on location, additional charges for travelling time may apply. Any such charges will be notified to you prior to us accepting your request for on site IT support.
- 1.13 On site IT support is charged at an hourly rate (charged at 15 minute increments) specified in the pricing schedule.

Managed Services

- 1.14 The devices/assets for which managed services are available include:
- (a) PC/desktop/laptop;
 - (b) server classification A;

IINET CRA – SERVICE DESCRIPTION FOR BUSINESS SUPPORT SERVICES

- (c) server classification B;
- (d) thin client;
- (e) switch;
- (f) router;
- (g) Cisco CME;
- (h) Cisco UC500 SB series;
- (i) Cisco Call Manager;
- (j) Cisco IP Phone;
- (k) wireless LAN controller;
- (l) Cisco VG202/204;
- (m) Cisco VG224;
- (n) Video DVR/NVR;
- (o) IP CCTV camera;
- (p) wireless AP; and
- (q) terminal user.

1.15 If you obtain managed services from us, the particular managed services provided and the applicable charges will be set out in an additional managed services agreement.

2. ADDITIONAL TERMS AND CONDITIONS APPLICABLE TO BUSINESS SUPPORT SERVICES

2.1 You acknowledge and agree that Business Support Services are subject to availability and we are not obliged to accept a request to provide Business Support Services.

2.2 You acknowledge and agree that we may provide business support services through a contractor and any reference to “us” in this CRA and any Managed Services Agreement includes a reference to our Contractors. Where we provide the Business Support Service through a contractor, in order for us to monitor quality of service, you agree to provide us with such information and feedback as we may reasonably request from you regarding the performance of the contractor in providing the Business Support Services to you.

2.3 You will, where relevant, ensure that we have full and safe access to your premises (to the extent relevant to providing the Business Support Services) and any necessary equipment, materials and information and, where an onsite visit is required, a free parking space suitable for a van, at or in close proximity to, the premises where the work is to be undertaken by us. You will also ensure that we are provided with all facilities, services and accessories reasonably required to enable us to comply with our obligations under this Agreement.

IINET CRA – SERVICE DESCRIPTION FOR BUSINESS SUPPORT SERVICES

- 2.4 You will, where relevant, provide on request a suitably qualified or informed representative, agent or employee to advise us regarding access, security procedures and any other matter within your knowledge or control which will assist us in complying with our obligations under this Agreement.
- 2.5 You will take all reasonable measures to anticipate and avoid the creation of hazardous conditions which may jeopardise the safety of any personnel responsible for providing the business support services. In particular you must provide **us with:**
- (a) full and complete particulars of all hazardous materials and substances used or stored on the site;
 - (b) ensure that all hazardous materials and substances are stored in accordance with any manufacturer's and/or statutory requirements; and
 - (c) inform us of full and complete particulars of all asbestos or other toxic, hazardous or carcinogenic substances and the procedures in place for dealing with the storage or disposal of any of those substances that are in place.
- 2.6 In the event a hazardous condition is detected by us we may discontinue providing the business support services until such hazardous conditions has been removed.