

Our Customer Relationship Agreement

TECHII® SERVICE DESCRIPTION

Internode Pty Ltd ABN 82 052 008 581

Phone: 13 66 33

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 our CRA or in the body of this Service Description.

1. ABOUT THE TECHII® 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.
- 1.2 Use of the techii® Service is subject to this Service Description and the General Terms of our CRA, including the other documents listed in clause 1.2 of the General Terms.

2. DEFINITIONS

Premises means the location where you request the Service technician to attend for the purpose of performing onsite Service work.

Service means a techii® service described in this Service Description.

3. OVERVIEW OF THE SERVICE

- 3.1 The Service is designed to assist residential customers to set up and/or configure the goods and services supplied by us. It is not intended to be used by business customers.
- 3.2 The Service allows you to arrange with us for a Service technician to attend your Premises for the purpose of performing onsite service work which may include:
 - (a) set up and/or configuration your broadband service, including connection and/or configuration of your router;
 - (b) set/up and or configuration of email clients or internet browsers;
 - (c) set up and/or configuration of your home wireless network including security settings;
 - (d) set up of your FetchTV service and associated hardware, e.g. wireless bridges;
 - (e) set up and/or configuration of devices on your home network, e.g. smart televisions, game consoles or computers (desktop/laptop/tablet);

IINET GROUP CRA – INTERNODE TECHII® SERVICE DESCRIPTION

- (f) set up and/or configuration of voice over internet protocol telephone services that are provided by us; or
- (g) answering your questions about the services you have purchased from us and other services we have on offer,

however we will provide the above only insofar as that onsite service work directly relates to goods or services supplied by us.

3.3 The Service does not include:

- (a) general computer, device or home network configuration not directly related to the goods or services supplied by us;
- (b) general computer or device troubleshooting, backup or restoration not directly related to the goods or services supplied by us;
- (c) virus or malware protection of your computer, device or home network;
- (d) any virus or malware removal services; or
- (e) any other technical assistance not directly related to the goods or services supplied by us.

3.4 You acknowledge that it is solely your responsibility to protect your computers, devices and home network against security threats including viruses and malware. You agree that we cannot be held responsible for the consequences of connecting your computers, devices or home network to the internet. You also agree that any problem that occurs after our Service visit may be unrelated to the work performed and we reserve the right to charge for any further Service visits as new and separate Services at our standard charging rates as published on our Website.

3.5 The Service does not include backup of your data and/or previous configurations. You acknowledge that it is solely your responsibility to backup up your data and/or previous configurations and you acknowledge that there is some risk that some or all of your data and or previous configurations may be lost during the provision of the Service. You acknowledge that we are not responsible for any such loss if it occurs.

3.6 A Service technician is not a licensed electrician, cabler or builder. A technician will not perform work that requires these qualifications, including work relating to:

- (a) installation of new electrical sockets;
- (b) modification of any existing electrical cables or systems at the Premises;
- (c) installation of any fixed cables, e.g. install cables in the walls;
- (d) modification of any already existing fixed cables;
- (e) building modifications, e.g. drilling holes through walls;
- (f) addition, modification or installation of a telephone socket; or

IINET GROUP CRA – INTERNODE TECHII® SERVICE DESCRIPTION

(g) installation of a central splitter.

- 3.7 The Service also allows you to purchase additional hardware from the Service technician. This hardware may be installed by the Service technician as part of the Service. The purchase price of this hardware is not included in the price of the Service and you will be charged for it separately on your next invoice.
- 3.8 A person over the age of 18 must be in attendance at the Premises for the entire duration of the onsite visit by the Service technician and must be authorised to sign on your behalf should you not be at home.

4. SERVICE AVAILABILITY, BOOKING AND PRICING STRUCTURE

- 4.1 The Service is only available in certain areas. Full details are published on our Website.
- 4.2 The minimum call out time allowed for the Service is one (1) hour. If you require the Service technician for more than one (1) hour we may charge you for each additional thirty (30) minutes of service or part thereof. We may charge you in advance the minimum charge for the Service once the booking has been confirmed with you. Current information about pricing is available on our Website.
- 4.3 Bookings may be made by telephone or via our Website. Full details are published on our Website.
- 4.4 Bookings are made for specific appointment times and we will use our best efforts to attend the Premises at the scheduled appointment time. Sometimes this may not be possible in which case we will attend the Premises at a time as close as possible to the scheduled appointment time. If we are unable to attend the Premises within a reasonable time of the scheduled appointment time we will contact you and reschedule for a new time.
- 4.5 You may cancel an appointment up to 24 hours prior to the scheduled appointment time. If you cancel an appointment with at least 24 hours notice we will attempt to reschedule with you for a new time at no extra charge.
- 4.6 If you:
- (a) cancel an appointment with less than 24 hours notice; or
 - (b) miss an appointment, including where there is nobody over the age of 18 in attendance at the Premises at the scheduled appointment time;
- we will attempt to reschedule with you for a new time. We reserve the right to retain the prepaid minimum charge for the missed appointment. You may also be required to pay a further charge in advance before we agree to reschedule a new appointment.
- 4.7 We reserve the right to refuse to provide the Service where you refuse to agree to our onsite “Your techii Installation” agreement which we will provide to you at the time of the onsite visit. In this circumstance you will not be charged for the Service.

IINET GROUP CRA – INTERNODE TECHII® SERVICE DESCRIPTION

5. ACCESS TO THE PREMISES AND YOUR OBLIGATIONS

- 5.1 You agree to provide the Service technician with full and safe access to the Premises for the purposes of providing you with the Service.
- 5.2 You agree to provide the Service technician with a safe and free parking space, suitable for a medium sized car, at or in close proximity to the Premises.
- 5.3 You agree to provide the Service technician with all relevant information in relation to the Premises and the onsite work you require to be provided by the Service. The information you must provide includes but is not limited to information about:
- (a) general hazards at the Premises;
 - (b) hazardous materials and substances stored/used at the Premises including asbestos; and
 - (c) relevant security systems in use at the Premises.
- 5.4 You agree that where you advise us of a hazardous condition. Where a hazardous condition is detected by the Service technician we may discontinue the supply of the Service.