

Our Customer Relationship Agreement

NODEPHONE BUSINESS TRUNK SERVICE DESCRIPTION

Internode Pty Ltd ABN 82 052 008 581

Phone: 13 66 33

1/502 Hay Street, Subiaco WA 6008

15 October 2013

Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of our CRA or our Master Services Agreement (as applicable), or in the body of this Service Description.

1. ABOUT THE NODEPHONE BUSINESS TRUNK 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 or Master Services Agreement (as applicable).
- 1.2 Use of the Internode NodePhone Business Trunk Service (**Service**) is subject to this Service Description and:
- (a) the General Terms of our CRA, including the other documents listed in clause 1.2 of the General Terms; or
 - (b) our Master Services Agreement (as applicable).

2. NODEPHONE BUSINESS TRUNK SERVICE

- 2.1 The Service is a 'SIP Trunking' solution for connecting IP PBXs, supporting direct extension dialling and multiple concurrent calls.
- 2.2 The conditions in this Service Description apply to the supply of the Service only.
- 2.3 The Service setup and monthly charges are for the provision and delivery of the Service only. All other charges are in addition to the service charge, including but not limited to:
- (a) call charges;
 - (b) number range charges; and
 - (c) data charges.
- 2.4 This Service Description applies to the core NodePhone Business Trunk infrastructure and excludes:
- (a) transmission services;
 - (b) customer equipment; and

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(c) upstream carrier faults.

3. INTERNODE HELP DESK

Contact Number: 13-NODE (13 66 33)

Hours of Coverage to Respond	24 x 7 (including Public Holidays)
Response Target:	30 minutes
Hours of Coverage to Restore	24 x 7 (including Public Holidays)
Customer Update Period	Every 2 Hours
Restore Target	2 Hours
Availability Target	99.9%
Availability Guarantee	YES

3.1 To be read in conjunction with our CRA or Master Services Agreement (as applicable).

3.2 All times quoted as CST.