

Phone 1300 130 428
 Fax 02 4340 8499
 PO Box 7220
 Kariong NSW 2250



ABN 31 054 975 058

Island Internet Small Business ADSL VPN – Service Application Form

Customer Details:

| | |
|--|--|
| Customer Name | |
| Customer ABN | |
| Contact Name | |
| Contact Telephone Number | |
| Contact Email | |
| Service Installation Address (N ^o , Street, City, Post Code) | |
| Telephone Number (Actual line number for the service) | |

Contact Details:

| | | |
|-------------------------|-----------|-------|
| Building Access Manager | Telephone | Email |
| | | |

Service Selection:

| | | | |
|--|--|--|---|
| Upstream provider AAPT, Unlimited VPN Data, Price \$/Month | | | |
| 256kbps/64kbps <input type="checkbox"/> | 512kbps/128kbps <input type="checkbox"/> | 512kbps/512kbps <input type="checkbox"/> | 1500kbps/256kbps <input type="checkbox"/> |
| \$68.20 | \$104.50 | \$291.50 | \$189.20 |
| Self-installation – note this does not include any hardware, site visit or wiring. | | | |
| \$132.00 | | | |

Customer Premises Equipment you require us to supply (if any):

| | | | |
|---------------------------------|-----------------------------------|---|--------------------------------------|
| Router <input type="checkbox"/> | Firewall <input type="checkbox"/> | Central Splitter <input type="checkbox"/> | Line Filter <input type="checkbox"/> |
|---------------------------------|-----------------------------------|---|--------------------------------------|

| | |
|---------------------|--|
| Signed by Customer: | |
| Also sign page two. | |

Island Internet Standard Terms and Conditions

Agreement

Island Internet Services (**we, us**) has agreed to provide you, and you agree to purchase, the service as requested in the Service Application Form (the **Service**) and in accordance with:

- (a) the Standard Terms and Conditions set out on this page (**Standard Terms**); and
- (b) any other service descriptions and conditions that we agree with you.

In the event of any inconsistency between the Standard Terms and any other provision of the Agreement, the Standard Terms will prevail to the extent of that inconsistency.

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1. Minimum Term

The minimum term of your agreement with us is 6 months from the date of your connection to the Service, cancellation within the initial term requires the payment of all connection charges for the un-expired portion of the initial term.

2. General Conditions of Service

By signing this agreement, you agree to and acknowledge the following:

- (i) We do not supply a standard telephone service with the ADSL access and as such the Service is not subject to the "Customer Service Guarantee" standard administered by the Australian Communications Authority and it may be necessary to terminate the Service if you request another carrier to provide a standard telephone service after the date of this Agreement;
- (ii) we may provide name, address, telephone number and other information provided by you (**Customer Information**) to our upstream provider, its suppliers and its nominees for the purpose of fulfilling such contracts.
- (iii) We may, at our discretion, provide the Service by using either :
 - a. an existing or new Unconditioned Local Loop Service (ULLS); or
 - b. an existing or new access line which supplies a standard telephone service;

provided by Telstra Corporation Limited (**Telstra**) or a reseller of Telstra, depending on the technical and operational requirements of the particular Service.

- (iv) in the case of clause 2(iii)(b) above :
 - a. that you are the customer of Telstra or a reseller of Telstra in respect of the standard telephone service;
 - b. that we can only provide the service whilst you remain a customer of Telstra;
 - c. that we will terminate the service if you cease to be a customer of Telstra;
 - d. that the installation of the service may cause temporary disruption to the standard telephone service; and
 - e. that certain incompatible products will not be supplied to you by Telstra or a reseller of Telstra.

3. Use of the Service

You agree to comply with our Acceptable User Policy as follows:

- i) not to send e-mail that may destroy or damage an e-mail recipient's computer;
- ii) not to knowingly accept email which is unlawful, and violates or infringes upon the rights of any person or corporation;
- iii) not to reveal confidential information about Island Internet and/or its suppliers which may result in unauthorised usage of the Services by a third party;
- iv) not to transmit information which contains viruses or other harmful components;
- v) not to interfere, damage or destroy computer systems operations of the Services including disobeying any requirements, procedures, policies or regulations of Island Internet, other users and/or third parties; and
- vi) not to store or transmit any unlawful, threatening, defamatory, offensive or pornographic material that constitutes a criminal or civic offence under State and Commonwealth laws.
- vii) In any billing period in which your download traffic exceeds 10GB we may shape your connection to a download speed of 64kbps.

We reserve the right to terminate or suspend the Service in the event of a breach of this agreement.

Customer Declaration:

| | |
|--|--|
| My signature indicates acceptance of Island Internet's Standard terms and conditions | |
| Signed by Customer: Also sign page one. | |
| Name: | |
| Date: | |