



## Service Schedule - Internode Naked ADSL Services

This Service Schedule applies to all Internode Naked ADSL2+ and NakedExtreme ADSL2+ services.

### Use of Naked ADSL2+ and NakedExtreme ADSL2+

Use of Internode Naked ADSL2+ and NakedExtreme ADSL2+ services is subject to Internode's Standard Form of Agreement, the Internode ADSL Service Specifications and this Service Schedule. The terms and conditions in this Service Schedule are additional to Internode's Standard Form of Agreement and the Internode ADSL Service Specifications. This Service Schedule takes precedence over both of the former to the extent of any inconsistency between these three documents.

### Definitions

"VoIP" means a "Voice over Internet Protocol" application, more specifically a software application (and associated hardware to enable use of the software application) which allows a user to make voice telephone calls through an underlying broadband service.

"Web Site" means Internode's web site, <http://www.internode.on.net>.

"We", "Our", "Us" or "Internode" means Internode Systems Pty Ltd ABN 82 052 008 581 trading as Internode of 150 Grenfell Street, Adelaide, South Australia 5000.

### Additional Conditions

Internode Naked ADSL2+ and NakedExtreme ADSL2+ can only be delivered:

- when your local exchange has already been equipped with an appropriate DSLAM; and
- free ports are available on that DSLAM; and
- a suitable continuous copper pair is available between your premises and the local exchange; and
- in the case of Naked ADSL2+ only, where the copper pair is within specific transmission loss limits.

Internode will check all these items as part of provisioning your service. If at any point we find you cannot obtain an Internode Naked ADSL2+ or NakedExtreme ADSL2+ service at your premises, you can cancel the order with no penalty - no success, no fee

### Naked ADSL2+ and NakedExtreme ADSL2+ - Convert an Active Telephone Service

A **Convert Service** order will convert an existing telephone service into an Internode Naked ADSL2+ or NakedExtreme ADSL2+ service. The telephone service must be **active** (able to make and receive ordinary telephone calls), and connected to the Telstra voice network (either via Telstra or a Telstra Wholesale service). This order type does not involve a site visit.

If you elect to have an existing telephone service converted to a Naked ADSL2+ or NakedExtreme ADSL2+ service, then:

- You will permanently lose your current phone number as part of the conversion of the phone service to Naked ADSL2+ or NakedExtreme ADSL2+.
- When a telephone service is changed to Naked ADSL2+ or NakedExtreme ADSL2+, it will no longer support any 'traditional' analog / voice services, including analog telephones and any service that requires an analog modem connection such as monitored alarms, eftpos machines, faxes, dialup modems, pay TV modems, etc.
- Please check carefully with your current service provider regarding contractual commitments and break / disconnection fees associated with the telephone service, and any additional services (such as ADSL) associated with the telephone service. Internode is not responsible for these charges.
- The holder of the pre-existing telephone account must have given their permission for the telephone service to be converted to Naked ADSL2+ and NakedExtreme ADSL2+ by Internode. By submitting your order you warrant to us that this requirement has been met.



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- The conversion process will not proceed if you have an ADSL service on your phone service that is delivered via Spectrum Sharing Service (SSS) - this includes Internode Extreme ADSL2+ services. You can however convert a phone service that has no ADSL; and you can convert a phone service that has ADSL derived from a Telstra DSLAM.

### **Naked ADSL2+ Only - Convert a 'Soft Dial Tone' Telephone Service**

In the case of Naked ADSL2+ services in residential Multiple Dwelling Units that have a Main Distribution Frame; the telephone service to be converted can be in the pre-provisioned 'soft dial tone' state. In this situation the telephone service does not need to be made fully active first.

This is not available for Naked ADSL2+ services in Multiple Dwelling Units that do not have a Main Distribution Frame; nor is it available for Naked ADSL2+ services in free standing premises.

This connection method is not applicable to NakedExtreme ADSL2+ services, which require a fully active telephone service for the conversion.

### **Naked ADSL2+ Only - Churn an Existing Naked ADSL2+ Service**

Naked ADSL2+ services can be established via a 'churn' process. This is only available if:

- You currently have a Naked ADSL2+ service with another service provider; and
- Your current Naked ADSL2+ service is delivered over an Optus DSLAM.

This process does not involve a change to your physical infrastructure - no site visit is required - your broadband connection is simply moved from your current provider to Internode.

Please note that at this stage your current service must be Naked ADSL2+ only - not bundled with analog telephony - and delivered via an Optus DSLAM.

Please check carefully with your current provider regarding your contractual commitments and break / disconnection fees. Internode is not responsible for these charges.

This connection method is not applicable to NakedExtreme ADSL2+.

### **Naked ADSL2+ Only - New Service Connections on Vacant Copper**

In order to complete a 'New Service' connection for Naked ADSL2+, you must have a spare ('vacant') copper pair into your premises. If you are unsure, you can order a service and we perform the detailed service qualification as part of the provisioning process.

You will be required to provide technicians with access to your premises, for the purposes of installing a new Naked ADSL2+ service.

- if it is a residential premises, the Naked ADSL2+ service will be installed on to a new, upgraded or spare phone socket. This 'first socket' may be your existing phone socket upgraded from a single point to a double point; or it may be an existing phone socket that is not currently being used; or it may be an entirely new socket. It will depend on what is available at your specific premises, and the type and location of the socket is entirely at the discretion of the installation technician.
- if it is a business premises, the Naked ADSL2+ service will generally be installed to the building's Main Distribution Frame (MDF). You will then need to arrange for it to be cabled to a phone point where you require the service. As with most physical telecommunications services, such building cabling activity is entirely your responsibility and your expense.

New Service Connections are not available to residential Multiple Dwelling Units that have a Main Distribution Frame; unless the customer agrees in writing that they are responsible for arranging and paying for the in-building cabling from the MDF to their premises.

If during the provisioning process we find that you do not have a spare copper pair into your premises, you will be advised and you can elect to cancel the order without penalty. This connection method is not presently available for NakedExtreme ADSL2+ services.



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### **Naked ADSL2+ and NakedExtreme ADSL2+ - NodePhone Services**

- Internode Naked ADSL2+ and NakedExtreme ADSL2+ customers also have the option of using a NodePhone2 service (additional charges apply). This is a fully featured VoIP telephony service that can both make calls to, and receive calls from, the public switched telephone network.
- However it is not a 'Standard Telephone Service' and while it is of a high availability design, it should not be relied upon for emergency communications (for example if you or any other resident have a serious medical condition). Note that NodePhone® requires AC electrical power at your premises to operate and consequently will not operate in the event of a power failure.
- Porting of existing telephone numbers into NodePhone, and porting of NodePhone numbers out to other carriers, is not presently available. If you cancel your NodePhone service, any numbers that were allocated to that service are retained by Internode.
- If you choose to purchase a NodePhone service, then that particular service will be governed by the Internode NodePhone® Service Schedule (available on our web site). Please consult this document for further information.

### **Cancelling Naked ADSL2+ and NakedExtreme ADSL2+ orders**

You can cancel an order for Internode Naked ADSL2+ or NakedExtreme ADSL2+ service up to a week before the scheduled cutover date, without penalty. After this point we incur considerable third party costs and commitments, and these are passed on to you.

Specifically, if you cancel your order for an Internode Naked ADSL2+ or NakedExtreme ADSL2+ service within five working days of the scheduled cutover date, then the installation charge plus one months rental (as per the specific Naked ADSL2+ or NakedExtreme ADSL2+ plan) plus the early cancellation charge will apply.

Cancellation of a Naked ADSL2+ or NakedExtreme ADSL2+ service within twelve months of service activation will attract an early cancellation charge of \$65.

### **Incorrect Naked ADSL2+ and NakedExtreme ADSL2+ Order Information**

Please ensure the accuracy of the information that you provide us for your Naked ADSL2+ or NakedExtreme ADSL2+ order. We will install the service exactly according to the instructions that you have given us.

If you provide incorrect information on your order - such as the wrong address for installation of the Naked ADSL2+ service; or the wrong phone number to be converted to NakedExtreme ADSL2+, then your service will be installed at the wrong location or on the wrong copper pair.

Because of costs that we incur in all completed installations and conversions, you will be charged for corrections to the Naked ADSL2+ or NakedExtreme ADSL2+ service that you have incorrectly specified. This will consist of either:

- a \$99 relocation charge if the service can be relocated to the correct premises or copper pair; or
- an establishment charge (\$149 or \$129) plus one months rental (as per the specific Naked ADSL2+ or NakedExtreme ADSL2+ plan) plus the early cancellation charge (\$65) for the incorrect service; if it cannot be relocated.