
Netspace Standard Form of Agreement

10th February 2006

1.	WHAT IS THIS DOCUMENT ?	1
2.	UNDERSTANDING THIS DOCUMENT	1
3.	WHERE ELSE CAN YOU GET A COPY OF THESE TERMS ?	1
4.	WHAT TRANSACTIONS DO THESE TERMS APPLY TO ?	1
5.	WHAT IF YOU ARE A CUSTOMER UNDER AN EARLIER FIXED TERM CONTRACT ?	1
6.	HOW DO THESE TERMS APPLY ?	2
7.	FOR HOW LONG DO THESE TERMS REMAIN IN FORCE ?	2
8.	HOW CAN WE VARY THESE TERMS ?	2
9.	CAN WE INSIST ON WRITTEN CONFIRMATION ?	3
10.	WHAT ABOUT CREDIT CARDS ?	3
11.	WHAT ABOUT DIRECT DEBIT FACILITIES ?	4
12.	WHAT IS THE SIGNIFICANCE OF A PLAN PERIOD ?	4
13.	WHAT IS THE SIGNIFICANCE OF A MINIMUM TERM FOR A PLAN ?	4
14.	CAN YOU CHANGE YOUR PLAN DURING A PLAN PERIOD OR MINIMUM TERM ?	4
15.	ARE THERE OTHER CONSEQUENCES OF CHANGING PLANS ?	5
16.	NO REBATE OR CARRY FORWARD FOR UNUSED DATA TRANSFER OR TIME ONLINE ENTITLEMENTS .	
5 17.	SERVICE LEVEL REBATES	5
18.	WHAT IF OTHER CIRCUMSTANCES HINDER YOU FROM USING AN INTERNET PRODUCT ?	5
19.	DATA VOLUME DISCOUNTS MAY BE CONDITIONAL ON SPECIFIED TRANSFER	5
20.	WHAT IS THE DIFFERENCE BETWEEN A COMMERCIAL PLAN AND A NON-COMMERCIAL PLAN ?	6
21.	WHAT IS A BONUS ?	6
22.	WHAT IF YOU DO NOT USE UP YOUR WHOLE ALLOCATION OF TIME OR DATA VOLUME ?	6
23.	WHAT IF YOUR PLAN IS A BLOCK PLAN ?.	6
24.	WHAT ABOUT DESIGNATED HOURS ACCOUNTS ?	7
25.	WHAT SPECIAL TERMS APPLY TO DOMAIN NAME HOSTING ?	7
26.	WHAT IF YOU WANT A PARTICULAR DOMAIN NAME OR EMAIL ADDRESS ?	7
27.	WHAT IF YOUR PLAN ENTITLEMENTS HAVE EXPIRED ?	7
28.	WHAT IF YOU WANT US TO ALTER YOUR INTERNET PRODUCT IN SOME TECHNICAL WAY ?	8
29.	WHAT SOFTWARE DO WE SUPPORT ?	8
30.	HOW CAN WE GIVE YOU A NOTICE ?	8
31.	HOW CAN YOU GIVE US A NOTICE ?	9
32.	WHEN DOES A NOTICE TAKE EFFECT ?	9
33.	WHAT ABOUT CACHED COPIES OF DOCUMENTS ?	9
34.	CAN WE REORGANISE OUR WEB SITE ?	9
35.	WHAT IS INCLUDED IN A PLAN ?	10
36.	HOW DO ADDITIONAL TERMS FOR PLANS OPERATE ?	10
37.	IN WHAT CIRCUMSTANCES WILL WE SUPPLY INTERNET PRODUCTS ?	10
38.	WILL WE ALWAYS REQUIRE AN APPLICATION FORM ?	10
39.	WHAT IS THE SIGNIFICANCE OF A PRODUCT CODE ?	10
40.	WHAT QUALITY OF SERVICE WILL WE PROVIDE ?	11
41.	HOW DO YOU REPORT FAULTS AND REQUEST SUPPORT ?	11

42.	WHAT ARE OUR COMPLAINTS PROCEDURES ?	11
43.	HOW WILL WE PROVIDE INTERNET PRODUCTS ?	12
44.	WHAT IF WE SUPPLY YOU WITH EQUIPMENT ?	12
45.	WHAT MUST YOU PAY US ?.	13
46.	HOW CAN YOU PAY US ?	13
47.	HOW CAN WE CHANGE OUR CHARGES ?	13
48.	WHEN ARE CHARGES PAYABLE ?	14
49.	WHEN CAN WE BILL YOU ?	14
50.	WHAT ABOUT LATE BILLING ?	15
51.	WHAT IF YOU TAKE UP A MONTHLY PLAN MID-MONTH ?	15
52.	WHO PAYS TELEPHONE CHARGES ?	15
53.	WHO PAYS OTHER CHARGES ?	15
54.	WHAT ABOUT GST ?	15
55.	WHAT IF WE INCUR OTHER EXPENSES ?	16
56.	WHAT IF YOU USE INTERNET PRODUCTS BY MEANS OF SOMEONE ELSE'S ACCOUNT ?	16
57.	CAN WE ASK FOR GUARANTEES AND SECURITY ?	16
58.	ARE WE OBLIGED TO MAKE REFUNDS ?	16
59.	WHAT TERMS APPLY TO ANY SOFTWARE WE MAKE AVAILABLE ?	16
60.	WHO OWNS IP ADDRESSES ?	17
61.	HOW MANY IP ADDRESSES WILL WE MAKE AVAILABLE TO YOU ?	17
62.	WILL YOU RECEIVE A STATIC IP ADDRESS ?	17
63.	WHAT IF WE CHANGE OUR SYSTEM SET UP ?	17
64.	WHAT IF WE PERCEIVE A SECURITY RISK TO OUR NETWORK ?	17
65.	WHAT ARE OUR RIGHTS OVER MATERIAL YOU STORE ON OUR NETWORK ?	17
66.	WHAT ABOUT CONFIDENTIAL INFORMATION ?	18
67.	CAN WE OBTAIN A CREDIT REPORT ABOUT YOU ?	18
68.	WHAT COOPERATION MUST YOU GIVE US ?	18
69.	WHAT ACCEPTABLE USE POLICIES APPLY TO YOU ?	19
70.	WHAT IS OUR GENERAL ACCEPTABLE USE POLICY ?	19
71.	WHAT IS OUR ADSL ACCEPTABLE USE POLICY ?	20
72.	WHAT OTHER SPECIAL TERMS APPLY TO INTERNET ACCESS ?	20
73.	WHAT OTHER SPECIAL TERMS APPLY TO ADSL INTERNET ACCESS ?	21
74.	WHAT SPECIAL TERMS APPLY TO MANAGED FILTERING ?	25
75.	WHEN MAY WE TERMINATE AN INDIVIDUAL CONTRACT, OR SUSPEND OR RATION SUPPLY OF INTERNET PRODUCTS ?	25
76.	WHAT ARE OUR RIGHTS AFTER WE HAVE SUSPENDED SUPPLY TO YOU OF AN INTERNET PRODUCT ?	25
77.	WHAT ARE OUR EARLY TERMINATION RIGHTS AND WHEN DO THEY APPLY ?	26
78.	WHAT IF AN INTERNET PRODUCT HAS SERVICE REQUIREMENTS ?	26
79.	WHAT IF WE SPECIFY SUPPORTED EQUIPMENT OR SUPPORTED SOFTWARE?	26
80.	WHAT HAPPENS IF AN INDIVIDUAL CONTRACT ENDS OR IS TERMINATED ?	27
81.	WHAT IF SOMETHING HAPPENS BEYOND OUR CONTROL ?	27
82.	HOW IS OUR LIABILITY TO YOU LIMITED ?	27
83.	WHAT OTHER INDEMNITIES DO YOU GIVE US ?	28

84.	WHAT IF YOUR DATA IS LOST OR DAMAGED ?	29
85.	WHAT IF YOU SUFFER A COMPUTER VIRUS OR TROJAN OR AN ATTACK THROUGH THE INTERNET ?	
29 86.	CAN YOU TRANSFER YOUR INTEREST IN YOUR CONTRACTS WITH US ?	29
87.	CAN WE TRANSFER OUR INTEREST IN YOUR CONTRACTS WITH US ?	29
88.	DICTIONARY	29
89.	WHAT OTHER RULES OF INTERPRETATION APPLY TO THESE TERMS ?	32
90.	WHAT LAW APPLIES TO THESE TERMS ?.	33
91.	HOW ARE LEGAL DISPUTES BE HANDLED ?	33
92.	WHAT IS OUR PRIVACY POLICY ?	33
	PLAN SCHEDULES	34
	Business ADSL 256	34
	Business ADSL 512	35
	Business SYM 512	36
	Business ADSL 1500	37
	Health SYM 512	38
	Health ADSL 1500	39
	Corporate ADSL 2000	40
	Corporate ADSL 4000	41
	Corporate ADSL 6000	42
	Corporate SYM 1000	43
	Corporate SYM 1500	44
	Corporate SYM 2000	45
	Corporate SYM 1000- 4 Wire	46
	Corporate SYM 2000 - 4 Wire	47
	Corporate SYM 4000 - 4 Wire	48
	Point2Point Wireless 256	49
	Point2Point Wireless 512	50
	Point2Point Wireless 1000	51
	Point2Point Wireless 2000	52
	Point2Point Wireless 4000	53
	Point2Point Wireless 6000	54
	Point2Point Wireless 8000	55
	Casual Dial (formerly Home Casual)	56
	Home Block.	57
	Permanent Modem & ISDN	58
	VicOne/Smart School	59
	Web Hosting - Lite	60
	Web Server - Premium 100.	61
	Web Server - Premium 25	62
	Web Server - Premium 250.	63
	Web Server - Premium 500.	64
	Domain Name Hosting	65
	Single Mailbox	66
	Mailbox Block	67
	Alias	68
	eXtreme Promo	69
	Dial 200	70
	Supersaver	71
	Home Starter	72
	Home Lite	73
	Home Active	74
	Home Extreme	75
	Home 512 Sym	76
	SOHO	77
	Business 256	78
	Business 512	79
	Business 512	80
	Business 1500	81

Corporate Deluxe 1000	82
Corporate 2000	83
Corporate Deluxe 1500	84
Home 1500 Plus (Previously Home 1500)	85
Home 256 Plus - (previously Home 256)	86
Home Mega	87
Home Mini	88
Home UltraLite	89
Home Maximiser	90
Home PowerPlus	91
Home (M)	92
Home (L)	93
Home (XL).	94
FG Special	95
Saver 200	96
SOHO 1500	97
SOHO 256	98
SOHO 256	99
SOHO 256 Lite	100
SOHO 512	101
SOHO 512	102
SOHO 1500	103
SOHO 256	104
SOHO 512	105
SOHO SYM 512	106
SOHO 1500	107
Mailbox	108
Wireless 256	109
Business ADSL 256	110
Business ADSL 512	111
Business SYM 512	112
Business ADSL 1500	113
Corporate ADSL 2000	114
Corporate ADSL 4000	115
Corporate ADSL 6000	116
Corporate SYM 512	117
Corporate SYM 1000	118
Corporate SYM 1500	119
Corporate SYM 2000	120
Corporate SYM 4000	121
eXtreme 1	122
eXtreme 2 (Previously eXtreme)	123
Business Dialup Casual	124
Business Dialup	125
Business Weekday Flat Rate	126
POP3 Dialup	127
Permanent ISDN	128
Home Dialup	129
Home (M) Plus	130
Home (L) Plus	131
Home (XL) Plus	132
Home (XXL) Plus	133
SOHO (M)	134
SOHO (XL).	135
Home Starter 512	136
Schedule 1 – Annex A	137

1. What is this document ?

This is a standard form of agreement for the purposes of section 479 of the Telecommunications Act 1997.

2. Understanding this document

In this document:

- 2.1. “these terms” means this document plus the plan schedule plus our current price lists (which are connected with hyperlinks in the official copy) but if these terms are varied under clause 8, it means these terms as varied;
- 2.2. “we” means Netspace Online Systems Pty Ltd ACN 067 116 269 of 683 Burke Road, Camberwell 3124, and “us”, “our” and “ours” have corresponding meanings;
- 2.3. “you” means anyone we supply with Internet products, and “your” and “yours” have corresponding meanings;
- 2.4. other expressions have the meaning given to them by the dictionary in clause 88; and
- 2.5. whenever any example is given, or a list of examples, they may only be a selection of relevant examples, not an exhaustive list.

3. Where else can you get a copy of these terms ?

- 3.1. The official copy of this standard form of agreement is the one currently published on our web site at any given time.
- 3.2. Copies of this standard form of agreement are also available for inspection and purchase at our head office. We will give you a copy of the whole, or a specified part, of it on request. If it is relevant to ascertaining the commercial relationship between you and us, there will be no charge. Otherwise, a reasonable charge may apply.

4. What transactions do these terms apply to ?

- 4.1. These terms apply by virtue of section 479 of the Telecommunications Act whenever we supply Internet products to you, except:
 - 4.1.1. if you are a carrier or carriage service provider; or
 - 4.1.2. if we have agreed to other terms and conditions.
- 4.2. If you are a carrier or carriage service provider, these terms apply by virtue of being our standard terms of supply of Internet products except if we have agreed to other terms and conditions.
- 4.3. Even if we have agreed to other terms and conditions, these terms continue to apply to the extent that they do not conflict with the other terms and conditions.

5. What if you are a customer under an earlier fixed term contract ?

If we supply you with Internet products under a contract for a fixed term that started before 26 August 2002:

- 5.1. the terms and conditions of the fixed term contract override these terms to the extent of any inconsistency;

-
- 5.2. when the fixed term ends, the fixed term contract ceases to apply unless you and we agree otherwise in writing; and
 - 5.3. when the fixed term contract ceases to apply, these terms apply instead.

6. How do these terms apply ?

- 6.1. When we supply Internet products to you, there is a contract for the supply of those products on the terms of:
 - 6.1.1. these terms;
as varied by
 - 6.1.2. any particular terms or conditions stated in a plan;
as varied by
 - 6.1.3. any further terms or conditions that are notified to you (for instance, terms or conditions set out on or attached to an application form for a particular Internet product, or otherwise notified to you) at or before the time you order the Internet product;

as varied by us from time to time in accordance with clause 8. Each such contract is called an “individual contract”.
- 6.2. The terms and conditions indicated by clause 6.1 are the entire contract between us. No other promise, representation, condition, term or provision forms part of it, except for any that are implied by law and cannot lawfully be excluded.

7. For how long do these terms remain in force ?

- 7.1. These terms come into force at midnight on Friday 10th February 2006.
- 7.2. They remain in force until we vary them. After that, the terms as varied are in force.
- 7.3. Even after these terms have been varied, the following things continue as if they had not been varied:
 - 7.3.1. our rights and your rights that arose from any earlier breach of these terms;
 - 7.3.2. our right to be paid for any Internet products already supplied; and
 - 7.3.3. our rights under any indemnity we are entitled to under these terms.

8. How can we vary these terms ?

- 8.1. We can vary these terms by varying the official copy.
- 8.2. Variations take effect 7 days after the official copy is varied.
- 8.3. We will not make a significant variation without –
either:
 - 8.3.1. before it takes effect, publishing a summary of its effect in at least one daily newspaper circulating generally in the region where you live, and in the capital city of your state or territory; and
 - 8.3.2. within the period of 6 months after it takes effect, including a notice on, or with, your bill stating that a variation has been made and giving details about how to obtain a copy, or summary, of the variation;

or

8.3.3. before it takes effect, including a notice on, or with, your next bill, or sending a separate notice to you, giving details of the effect of the variation.

8.4. Clause 8.3 does not apply if you are a casual customer.

8.5. We will not make a significant variation that is detrimental to any right that you may have to terminate your agreement with us without, before it takes effect, including a notice on, or with, your next bill, or sending a separate notice to you, giving details of the effect of the variation.

8.6. If we make a significant variation we will, on request, give you a summary of its effect.

8.7. If we vary these terms, each individual contract is varied likewise. But if we have agreed in writing not to vary a term or condition for some period, then that term or condition is not affected by the variation until the end of that period.

8.8. We notify you that wholesalers sometimes retain unilateral powers to vary the terms of their supply of wholesale Internet products to us and / or require us to ensure that you do or do not do some thing. If we notify you of some requirement that arises from our obligation to a wholesaler, you must comply with that requirement.

9. Can we insist on written confirmation ?

9.1. In the course of dealing with us, there are many things that you might do by telephone or other oral instruction, request or notification, or by email or through a web site, or through an employee or other representative.

9.2. We are never liable to you for anything we do on the basis of such an instruction, request or notification if we act on it in good faith. We are never obliged to verify the actual authority of a person who purports to act on your behalf.

9.3. If we choose to ask for your written confirmation of or further details about any instruction, request or notification, or any complaint, dispute or service fault, you must provide it promptly, and any obligation we may have to act on it or respond to it is suspended until you have done so.

10. What about credit cards ?

10.1. Recourse to a credit card is required:

10.1.1. if a plan says so; or

10.1.2. if a plan is for "casual" use (i.e. incurs no charges except set up fees if the account is not used) or requires payment of monthly fees.

10.2. If recourse to a credit card is required:

10.2.1. we may choose not to provide you with that plan unless you provide us with recourse to a satisfactory valid credit card issued by an issuer we accept;

10.2.2. we may suspend service under that plan if you cease to provide us with recourse to a satisfactory valid credit card issued by an issuer we accept;

10.2.3. we may charge to that credit card any amount that you owe us;

10.2.4. for any plan that automatically renews for a period at the end of a plan period, we may charge the next period's fixed fees in accordance with

these terms, unless you notify us in accordance with these terms that you do not wish to renew the plan.

- 10.3. You must not cause to be reversed any credit card transaction made in our favour, unless you give us notice in advance and obtain our written approval. Otherwise, you must pay our reasonable costs (including legal fees if necessary) of reinstating the transaction.

11. What about direct debit facilities ?

If a plan indicates that recourse to a direct debit facility is required:

- 11.1. we may not provide you with that plan unless you provide us with recourse to a satisfactory direct debit facility;
- 11.2. we may suspend service under that plan if you cease to provide us with recourse to a satisfactory direct debit facility;
- 11.3. we may charge to that direct debit facility any amount that you owe us;
- 11.4. for any plan that automatically renews for a period at the end of a plan period, we may charge the next period's fixed fees in accordance with these terms, unless you notify us in accordance with these terms that you do not wish to renew the plan.

12. What is the significance of a plan period ?

For any plan with a plan period, then (subject to these terms):

- 12.1. you must pay for the relevant Internet product under an individual contract for that period;
- 12.2. unless you notify us at least 15 days before the end of a plan period that you do not wish to renew your plan, it renews automatically for the same plan period on expiry, but subject to these terms and our charges in force at that time;
- 12.3. you may cancel the individual contract at any time, but our early termination rights under clause 77 then apply.

13. What is the significance of a minimum term for a plan ?

For any plan with a minimum term, then (subject to these terms):

- 13.1. you must pay for the relevant Internet product under an individual contract for at least that term;
- 13.2. the individual contract continues automatically from month to month after the minimum term, but you may cancel it:
- 13.2.1. on 30 days' notice to us, given after the minimum term has expired; or
- 13.2.2. during the minimum term, but our early termination rights under clause 77 then apply.

14. Can you change your plan during a plan period or minimum term ?

- 14.1. You may change to a higher value plan, or an equal value plan, on request, but you must pay:
- 14.1.1. any costs we must throw away as a result of the change; and
- 14.1.2. our standard administrative fee for the change.

14.2. We do not have to allow you to change to a lower value plan but if we do, you must pay:

14.2.1. any costs we must throw away as a result of the change; and

14.2.2. a plan change charge equal to our reasonable estimate of the revenue we will forego as a result of the change; and

14.2.3. our standard administrative fee for the change.

14.3. To change to a lower value plan, you must give use at least 14 days signed, written notice before the billing period in which the change is to take effect.

15. Are there other consequences of changing plans ?

We notify you that if you change plans, it may not be possible for you to retain the same user name and / or email address. (This is a consequence of billing and other technical reasons.)

16. No rebate or carry forward for unused data transfer or time online entitlements

If a plan bundles the right to transfer a certain volume of data in a certain period, or to remain online for a certain time:

16.1. there is no rebate if you transfer a lesser volume or are online for less time;

16.2. unused entitlements do not carry forward; they are extinguished at the end of the period; and

16.3. excess use charges for any additional volume or time will be charged in accordance with the excess use charges most recently notified to you.

17. Service level rebates

17.1. If a plan allows for, or we otherwise agree to give, a rebate to allow for service interruptions, you must still pay in full for all data transfers that you actually complete and time online that you actually spend (as applicable).

17.2. Unless a plan allows for a rebate, we are not obliged to give any.

18. What if other circumstances hinder you from using an Internet product ?

18.1. We notify you that a range of circumstances that are beyond our reasonable control may hinder you from using an Internet product as you intend. For instance, water affecting your telephone line may prevent you from connecting to us by modem, or may result in slow or unreliable data transfer, or frequent disconnection.

18.2. We are not responsible for those kinds of things, and charges apply as normal despite them.

19. Data volume discounts may be conditional on specified transfer

A plan may specify that a discounted data transfer charge only applies if you transfer a specified minimum volume of data in a period, or that different rates apply given different volume ranges. If the specified volume is not transferred, we may charge at our option:

19.1. the data transfer charges which would have been payable if the specified minimum volume had been transferred; or

19.2. the data transfer charges that would have been payable disregarding the discount;

and to do so, we may recalculate earlier invoices if required.

20. What is the difference between a commercial plan and a non-commercial plan ?
- 20.1. A plan is a commercial plan if the plan schedule describes it as such, or as a “business” plan or account. Otherwise, it is a non-commercial plan, which we also refer to as a “home” or “hobbyist” plan or account.
 - 20.2. A commercial plan may be used for commercial purposes. A non-commercial plan may not.
 - 20.3. If you use a non-commercial plan for commercial purposes, we may charge you, at our option, in accordance with our charges for our most similar commercial plan, even if that involves back-billing up to 3 months.
21. What is a bonus ?
- 21.1. From time to time, we may notify you that a bonus allowance, feature or discount is available to you. For instance, we might say that downloads are free on Grand Prix day, as a bonus.
 - 21.2. We do not promise, and we are not obliged, to offer any new bonus or continue any current bonus. We can grant and terminate bonuses in our absolute discretion, on 24 hours notice.
 - 21.3. For the purposes of clause 21.2, you are deemed to have notice of termination of a bonus 24 hours after we publish notice of its termination on our web site. Before using an Internet product assuming that a bonus still applies, it is your sole responsibility to check to see that it does.
 - 21.4. A bonus is a gratuitous, free extra. It never forms part of your entitlements under a plan, and the termination of a bonus is not a derogation from a plan or an increase in charges.
 - 21.5. You must assess a plan and its value to you on the basis that any past, current or possible future bonus is to be disregarded.
22. What if you do not use up your whole allocation of time or data volume ?
- If a plan includes a volume or time allowance per period as part of its fixed charges, and you do not use the whole of the allowance in the period, the unused part does not carry forward.
23. What if your plan is a block plan ?
- If your plan is a block plan:
- 23.1. any pre-paid access time that is not used within one year of the date of pre-payment is forfeit without refund;
 - 23.2. pre-paid access time is not transferable between plans. If you change plans, there is no credit for pre-paid access time that has not been used; and
 - 23.3. when your pre-paid time is used up we may disconnect your Internet access at any time, and without warning. We are not responsible for the consequences of disconnection.

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24. What about designated hours accounts ?
- 24.1. A “designated hours account” is a plan that provides Internet access during hours and on days that we designate (e.g. our Business Hours Account).
 - 24.2. If you connect to, or remain connected to, the Internet outside the designated hours, we may charge you as a casual user for the extra usage.
25. What special terms apply to domain name hosting ?
- 25.1. We will only provide you with domain name hosting if:
 - 25.1.1. a plan expressly provides for that; and
 - 25.1.2. you provide us with all information and authorities necessary to allow us to host the domain name; and
 - 25.1.3. you do everything required of you by the domain name’s registration authority to keep it registered; and
 - 25.1.4. you satisfy any other conditions in the plan.
 - 25.2. We are not responsible for renewing your domain name unless a plan expressly says so, or we otherwise agree in writing.
 - 25.3. Unless we agree otherwise in writing, we are not obliged to provide or arrange secondary domain name hosting services.
26. What if you want a particular domain name or email address ?
- 26.1. You acknowledge that a domain name, or email address, that you apply for may not be available.
 - 26.2. You must not assume that your preferred domain name or email address will be available, and must not spend any money or take any other step on the assumption that they will be.
 - 26.3. If you order Internet products from us, your order is taken never to be conditional on your obtaining your preferred domain name or email address. If you would not want the Internet product unless you obtain your preferred domain name or email address, you are responsible for not ordering until you have it.
27. What if your plan entitlements have expired ?
- 27.1. Your plan entitlements expire if your individual contract ends or we become entitled to cancel it, or your pre-paid time under a block plan is used up.
 - 27.2. When your entitlements expire, we are not obliged to continue any service to you. For example, we are not obliged:
 - 27.2.1. to continue to send email for you;
 - 27.2.2. to continue to receive or store email sent to you, or to forward it to you;
 - 27.2.3. to keep your web site online;
 - 27.2.4. to retain your material on our web servers – we may delete it.
 - 27.3. It is solely your responsibility to back up any of your material stored on our web servers, and download all your email, and make alternative service arrangements, before your plan entitlements expire.

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28. What if you want us to alter your Internet product in some technical way ?
- 28.1. If you want any change made to the technical or other set up of an Internet product that we supply to you, we are not obliged to agree in any circumstances, but if we agree to consider doing so:
- 28.1.1. you must ask us in writing, signed by someone with authority to request the change;
- 28.1.2. you must give us ample notice;
- 28.1.3. we are not obliged to comply if it is not technically feasible for us to do so, or might cause harm or inconvenience to anyone, or is contrary to our operational preferences;
- 28.1.4. we may charge a reasonable fee for doing so; and
- 28.1.5. you release us from any liability for any direct or indirect consequence of the change.
- 28.2. If we do not respond to a request for such a change, our answer is taken to be "No".
- 28.3. Only one of our directors is authorised to approve such a change, and nothing said or done by anyone else constitutes approval.
- 28.4. If we make the change, but at any time afterwards consider its consequences to be detrimental or inconvenient to us, we may vary or reverse the change without liability to you.
29. What software do we support ?
- 29.1. We are not obliged to support or to continue to support any particular software or version of software.
- 29.2. You are responsible for obtaining and using software that is compatible with our services and systems.
- 29.3. If we choose, we may specify on our web site software that we do, or do not, support from time to time.
30. How can we give you a notice ?
- 30.1. We can give you a notice:
- 30.1.1. by emailing the notice (or a hyperlink to a web page that contains the notice) to the most recent email address you supply to us;
- 30.1.2. by emailing the notice (or a hyperlink to a web page that contains the notice) to any .netspace.net.au email address you may have;
- 30.1.3. by fax to the most recent fax number you supply to us;
- 30.1.4. by ordinary mail or hand delivery to the most recent postal address you supply to us, or (if you are a company) to your registered office;
- 30.1.5. by hand delivery to you;
- 30.1.6. in any other way permitted by law.
- 30.2. Any notice that we send you is deemed to have been received by you as follows:
- 30.2.1. if it (or a hyperlink to it) is emailed: one hour after it leaves our mail server;

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- 30.2.2. if it (or a hyperlink to it) is emailed to a .netspace.net.au email address that you may have: one hour after the sender sends it;
 - 30.2.3. if it is faxed: when our fax machine issues a successful delivery record;
 - 30.2.4. if it is mailed: at 10 a.m. on the second business day after posting;
 - 30.2.5. if it is hand delivered to you or your postal address or (if you are a company) your registered office: at the time of delivery;
 - 30.2.6. if it is delivered in another way permitted by law: at the time when it would have been delivered in the normal course of that way of delivery.

30.3. A notice from us need not be signed.

31. How can you give us a notice ?

31.1. You can give us a notice:

- 31.1.1. by fax to the current fax number indicated by our web site contact details page at www.netspace.net.au/contact/;
- 31.1.2. by ordinary mail or hand delivery to the current postal address indicated by our web site contact details page –

and in no other way.

31.2. Any notice that you send us has no effect until we actually receive it. Even then, it has no effect:

- 31.2.1. if it is mailed: before noon on the second business day after posting;
- 31.2.2. if it is received outside business hours: before noon on the next business day;
- 31.2.3. if it is received after 3.00 p.m. on any day: before noon on the next business day.

31.3. A notice from you must be signed. We are never obliged to verify any mark that purports to be your signature.

32. When does a notice take effect ?

Subject to clause 31:

- 32.1. if a notice states that it takes effect at a specified time in the future, it takes effect at that time; and
- 32.2. otherwise, it takes effect when it is received or deemed to have been received.

33. What about cached copies of documents ?

When you view or rely on a document or information that is published on our web site, you are responsible for ensuring that you download the current version, and not an out-of-date or cached version.

34. Can we reorganise our web site ?

- 34.1. We may reorganise or redesign our web site as we see fit from time to time.
- 34.2. If that involves relocating any web page referred to in these terms, then these terms are taken to refer to the relocated page.

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- 34.3. If you are unable to find the relocated page, you should call our help desk, and our staff will assist you.
35. What is included in a plan ?
- 35.1. A plan only includes the features, services and goods set out for it in the plan schedule.
- 35.2. Unless the plan schedule states otherwise, a plan does not include supply, set up or maintenance of or usage charges in respect of the customer's equipment, software or telephone line, or technical support.
- 35.3. A plan does not include any feature, allowance or discount that is described as a bonus, even if the bonus is described in the same place as a plan.
36. How do additional terms for plans operate ?
- 36.1. If a plan sets out any additional terms or conditions, then they apply to that plan as if they were set out in the body of these terms.
- 36.2. If they are inconsistent with anything else in these terms, the additional terms or conditions prevail.
37. In what circumstances will we supply Internet products ?
- We will supply you with Internet products if:
- 37.1. you apply on our current application form (if any) for the relevant Internet product;
- 37.2. you complete the application form (if any) properly;
- 37.3. you supply all the information we need to provide the Internet products;
- 37.4. you, your location and equipment satisfy any service requirements for the Internet product;
- 37.5. we are otherwise reasonably able to provide the Internet products as applied for;
- 37.6. you satisfy our credit policy; and
- 37.7. you comply with these terms and the requirements of any applicable plan
- but we can waive any of those requirements at any time, in our absolute discretion.
38. Will we always require an application form ?
- 38.1. We may not necessarily require you to apply for an Internet product using an application form.
- 38.2. If we choose, we may receive your application orally, electronically, or by other means.
39. What is the significance of a product code ?
- 39.1. We may allot to any Internet product or plan an arbitrary identifier that we call a "product code".
- 39.2. If an Internet product has a product code, you must quote it when ordering that Internet product, and when communicating with us about it.

39.3. We are not responsible for the consequences if you quote an incorrect product code.

40. What quality of service will we provide ?

We do not guarantee that Internet products:

40.1. will operate continuously;

40.2. be fault free; or

40.3. will operate at their theoretical maximum speed or capacity;

but we will use reasonable endeavours to supply them to a fair and reasonable standard.

41. How do you report faults and request support ?

41.1. You are responsible for making a note of our help desk phone number in case you cannot access it online.

41.2. If there is a fault with an Internet product, you may report it to our help desk during our help desk hours of operation on the phone number published for it on our web site, or by email in accordance with any instructions on our web site.

41.3. If you need support for an Internet product, you may request it from our help desk on the phone number published for it on our web site during our help desk hours of operation, or by email in accordance with any instructions on our web site.

41.4. If we make a certain help desk number available or email address only for particular plans or particular customers, you must only use the number or email address applicable to you.

41.5. You must wait a reasonable period before calling our help desk, to ensure that a fault is not transient or self-correcting.

41.6. You must make reasonable efforts to solve your own support problems before calling our help desk.

41.7. You must not use our help desk as a general computer support service.

41.8. You must treat our help desk staff courteously.

42. What are our complaints procedures ?

42.1. If you wish to make a complaint, you should report it to our help desk in the same manner as a fault.

42.2. If your complaint is not resolved within 7 days, you should ask our help desk to refer it to their supervisor.

42.3. If we request written details of your complaint, you must provide them.

42.4. Our help desk supervisor will address the complaint, or pass it on to an officer of the company if appropriate.

42.5. We will inform you about the progress of your complaint by email if possible.

42.6. You are also entitled to make a complaint to the Telecommunications Industry Ombudsman, and possibly to the Consumer Affairs office (however described) in your state. You must notify us in writing before you do so, so that we have the opportunity to try to resolve your complaint at that stage.

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43. How will we provide Internet products ?
- 43.1. The technical means by which we provide Internet products are entirely up to us.
 - 43.2. We can change them if we think it desirable.
 - 43.3. We are not obliged to provide Internet products by technical means that suit any particular kind of consumer or their needs, and they are not taken to be defective because we do so. For instance, there is no defect in an Internet product just because:
 - 43.3.1. we use transparent proxies;
 - 43.3.2. we present web pages using proprietary extensions; or
 - 43.3.3. we only offer set up disks, or instructions, advice or support for the most popular operating systems;and that does not suit you.
44. What if we supply you with equipment ?
- 44.1. If we supply you with equipment:
 - 44.1.1. it is at your risk from the time it is delivered to you;
 - 44.1.2. if we supply it by way of invoiced sale, it belongs to you when you have paid for it in full;
 - 44.1.3. if we supply it on terms that you own it after remaining on a plan for a certain time, it belongs to you when you have completed that time and paid all charges due to us in respect of it;and otherwise, all equipment that we supply belongs solely to us.
 - 44.2. If you have not paid in full for any sale equipment and then fail to pay any other monies due for payment to us, we may debit the balance owed, including the balance of price of the equipment, against any of your funds or any credit card to which we have recourse.
 - 44.3. For the purposes of clause 44.2, the balance owed in respect of any sale equipment is our current undiscounted list price of that equipment as at the date of supply less any payments already specifically made on account of the purchase of that equipment.
 - 44.4. If equipment is delivered to your premises to a person apparently 16 years or older or apparently employed or living there, it is deemed to have been delivered to you.
 - 44.5. If we supply you with equipment, then until either:
 - 44.5.1. it belongs to you; or
 - 44.5.2. you have returned it to us in the same order and condition (fair wear and tear excepted) as when it was supplied to you, together with all its cables, adapters, power supplies and other accessories –you must:
 - 44.5.3. keep it safe;
 - 44.5.4. insure it for its full replacement value, and provide us with evidence of insurance on request;
 - 44.5.5. keep it properly maintained (unless we undertake in writing to maintain it);

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- 44.5.6. except for a purpose permitted by these terms, not allow it to be removed from your premises;
 - 44.5.7. not do or permit anything that would void any applicable warranty;
 - 44.5.8. notify us promptly of any damage to or loss of it;
 - 44.5.9. tell us on request where it is;
 - 44.5.10. permit us to inspect it at your premises on reasonable notice;
 - 44.5.11. produce it for inspection at our head office on reasonable notice; and
 - 44.5.12. indemnify us against any breach of those obligations.

45. What must you pay us ?

- 45.1. You must pay us the charges indicated by any plan we supply to you, and any other amounts these terms require.
- 45.2. If we sell you goods, you must pay us their price. Unless we agree otherwise, the price will be our advertised price at the time you order the goods.
- 45.3. Our records of what you owe us are taken to be right unless you show them to be wrong.
- 45.4. If you genuinely dispute our charges, you do not have to pay any disputed portion while we are investigating the dispute, but:
 - 45.4.1. you must still pay any undisputed portion; and
 - 45.4.2. if it is determined that some or all of the disputed portion is payable, you must pay that amount within 5 days.

46. How can you pay us ?

You can pay us in any of the following ways:

- 46.1. by a satisfactory valid credit card issued by an issuer we accept;
- 46.2. by cheque;
- 46.3. by cash, as long as it reaches our head office safely; or
- 46.4. by EFT if a plan permits that.

47. How can we change our charges ?

- 47.1. If you are a casual customer, we can change our charges by publishing the new charges on our web site, and they apply immediately.
- 47.2. If you are a plan with a plan period:
 - 47.2.1. we can change our excess use charges during the current plan period on 10 days notice to you;
 - 47.2.2. we can change any other charges during the current plan period on 10 days notice to you, but you can cancel the individual contract without penalty within 5 days of service of that notice; and
 - 47.2.3. we can change any charges, effective as of the next renewal of the plan period.
- 47.3. If you are on a plan with a minimum term:

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- 47.3.1. we can change our excess use charges during the minimum term on 10 days notice to you;
 - 47.3.2. we can change any other charges during the minimum term on 10 days notice to you, but you can cancel the individual contract without penalty within 5 days of service of that notice; and
 - 47.3.3. we can change any charges, effective as of the end of the minimum term.
 - 47.4. Subject to the earlier parts of this clause, we can change any charge on 10 days notice to you.
 - 47.5. "Changing charges" includes adding new charges or changing the basis on which charges are imposed or calculated.
 - 47.6. A change in charges has no retrospective effect.
 - 47.7. A certificate by us as to the charges that applied in any period is prima facie evidence that those charges did apply.
48. When are charges payable ?
- 48.1. Unless your plan states otherwise or we agree in writing otherwise:
 - 48.1.1. if a charge is described as a set up fee, or something similar, it is payable immediately;
 - 48.1.2. if we otherwise specify that a charge is payable in advance, it is payable immediately;
 - 48.1.3. if a charge in a plan represents an amount we must pay to a third party on your behalf, it is payable immediately;
 - 48.1.4. if we specify that a charge is payable in installments that relate to periods, each installment is due 10 days before the period it relates to;
 - 48.1.5. if the charge is for the sale of goods, it is payable at or before the time you take delivery of the goods; and
 - 48.1.6. in any other case, a charge is payable within 10 days after we bill you for it, unless any other money you owe us is overdue. In that case, a charge is payable as soon as we bill you for it.
 - 48.2. If a charge has been billed, and we have recourse to your credit card or direct debit facility, we may cause it to be paid immediately even if it is not yet overdue. Alternatively, we may cause it to be paid and then promptly send you a statement and payment receipt together.
 - 48.3. If a charge is not paid on time:
 - 48.3.1. it carries interest at 16.5% a year with monthly rests from the time it became payable until it is paid in full; and
 - 48.3.2. we may charge an administration fee and any collection fees and expenses that we incur.
 - 48.4. A bill can be given in the same way as any other notice under these terms.
49. When can we bill you ?
- 49.1. We can bill you whenever we have given you an Internet product.
 - 49.2. We normally bill monthly, but reserve the right to do otherwise.

49.3. Your “billing date” is the date on which our bill to you is normally generated. If you do not know your billing date, we will tell you on request.

50. What about late billing ?

50.1. We may late bill.

50.2. Our policy about late billing is that we shall only do so up to 190 days in arrears.

51. What if you take up a monthly plan mid-month ?

If you start on or change to a plan mid-month, and it involves a monthly fee, we may charge you a *pro rata* amount for the balance of the first month to bring you into line with our normal billing cycle.

52. Who pays telephone charges ?

You are solely responsible for:

52.1. any telephone charges that you incur while using an Internet product or contacting us (e.g. to get support);

52.2. understanding what those charges will be;

52.3. ensuring that you do not inadvertently incur charges (for instance, by having equipment set up to automatically redial after idle time disconnection, unless you intend that);

52.4. ensuring that you dial the most appropriate exchange; and

52.5. paying any call out or maintenance charges imposed by your telephone company as a result of a call that you make to it (unless we request you in writing to make the call, and agree in writing to pay the charges).

53. Who pays other charges ?

53.1. If you use any Internet or related service that attracts other charges (such as a web site that charges an access fee), you are solely responsible for payment of those charges.

53.2. You are also solely responsible for payment for any other goods or services you acquire from third parties (e.g. fees paid to your computer consultant).

54. What about GST ?

54.1. In this clause, an expression contained with a pair of asterisks means the same thing as in the GST Act.

54.2. Where any amount relevant to these terms is expressed to be “GST inclusive”, that fee is the gross amount, inclusive of any GST payable in respect of any *taxable supply* for which that amount is paid. Otherwise:

54.2.1. the *consideration* payable by you represents the *value* of any *taxable supply* for which payment is to be made;

54.2.2. if we make a *taxable supply* in connection with these terms for a *consideration*, which represents its *value*, then you must pay without delay the amount of any GST payable in respect of the *taxable supply*. If these terms require you to pay, reimburse or contribute to an amount paid

or payable by us in respect of an *acquisition* of a *taxable supply* from a third party, the amount you must pay, reimburse or contribute will be the value of the *acquisition* by us less any *input tax credit* to which we are entitled plus, if our recovery from you is a *taxable supply*, any GST payable under this clause;

54.2.3. we may recover any GST payable under this clause in the same manner as our charges.

55. What if we incur other expenses ?

55.1. We may notify you that, in order to supply an Internet product, we need to incur some out-of pocket expense that is not included in our other charges. In that case we will not supply that Internet product unless you make satisfactory arrangements to pay or reimburse that expense.

55.2. We notify you that a wholesaler may charge us if you report a fault and there was no such fault, or the fault lies with equipment for which the wholesaler is not responsible, or if you contact the wholesaler directly. You must pay or reimburse all such charges.

55.3. In the case of any expense or charge that this clause applies to, we may charge you a margin or administration fee.

56. What if you use Internet products by means of someone else's account ?

If you use Internet products by means of someone else's account without their permission, then you are an unauthorised user, and apart from any other rights we or they may have:

56.1. you must pay us for the usage an amount equal to twenty times the higher of:

56.1.1. our current charge to a casual user for that usage; and

56.1.2. the charges that would have applied had you been an authorised user of the account; and

56.2. you must pay us any costs or expenses that we incur identifying and billing and collecting payment from you.

57. Can we ask for guarantees and security ?

57.1. We can make supply of Internet products conditional on you giving us, and maintaining, third party guarantees and/or security to our reasonable satisfaction.

57.2. If we become entitled to suspend or terminate the supply of an Internet product to you, we may make the resumption of supply conditional on you giving us, and maintaining, third party guarantees and/or security to our reasonable satisfaction.

58. Are we obliged to make refunds ?

The only time we are obliged to make a refund of any monies already paid to us is when these terms expressly provide for a refund, using that word.

59. What terms apply to any software we make available ?

If we or a wholesaler provide you with any software, you may only use it in accordance with its licence terms as notified to you from time to time.

60. Who owns IP addresses ?

Any I.P. address we allocate to you, whether as a static or dynamically allocated address:

- 60.1. remains our sole property that we may change or revoke at our discretion at any time; and
- 60.2. is not transferable.

61. How many IP addresses will we make available to you ?

- 61.1. We are only obliged to make a single IP address available to you at one premises at any one time.
- 61.2. If we make multiple IP addresses available, we may withdraw all but one without liability to you, as we see fit.

62. Will you receive a static IP address ?

- 62.1. You will be allocated a static IP address if your plan indicates that.
- 62.2. We can change that address on an occasional basis on reasonable notice to you. If we do, you are responsible for any set up changes to your own equipment, at your cost.
- 62.3. Otherwise, the IP address allocated to you may change from time to time, and as frequently as several times each time you connect to our network, without further notice to you.
- 62.4. We notify you that some Internet services will not work reliably, or at all, from IP addresses that are not static.

63. What if we change our system set up ?

- 63.1. We are entitled to reconfigure our network and system set up as we see fit. For instance, we may change the IP addresses of our computers.
- 63.2. We shall inform you of any relevant changes, and what typically needs to be done to accommodate them.
- 63.3. It is solely your responsibility, at your cost, to accommodate the changes.

64. What if we perceive a security risk to our network ?

- 64.1. We are not providing you with security services or advice. You are solely responsible for all aspects of your own security.
- 64.2. If we consider that there is any unacceptable threat to the security or reliability of our network, we may take any step we reasonably consider desirable to minimise it, without notice or liability to you.

65. What are our rights over material you store on our network ?

We may delete without notice to you any material found on our network that is unauthorised, unlawful, obscene, excessive in volume, uncollected for an excessive period, in an unauthorised place, or dangerous, and we may delete from our network any computer file we see fit without giving notice or any reason, and without liability to you.

66. What about confidential information ?

You must treat any of our confidential information as confidential and commercially valuable.

67. Can we obtain a credit report about you ?

67.1. If you are:

67.1.1. an individual who applies to us for credit (within the meaning of the Privacy Act 1988); or

67.1.2. an entity other than an individual that applies for credit or commercial credit (within the meaning of the Privacy Act 1988) –

then:

67.1.3. we may obtain a credit report about you from a credit reporting agency for the purpose of assessing your application or for any other purpose permitted by law;

67.1.4. if we request you to provide any further form of agreement to us doing so, you will provide it within 5 days of our request; and

67.1.5. you must give us any further information we reasonably require to assess your creditworthiness.

67.2. If you are an individual who applies to us for commercial credit (within the meaning of the Privacy Act 1988):

67.2.1. you agree to us obtaining a credit report about you from a credit reporting agency for the purpose of assessing your application, or for the purpose of collecting overdue payments or for any other purpose permitted by law;

67.2.2. if we request you to provide any further form of agreement to us doing so, you will provide it within 5 days of our request; and

67.2.3. you must give us any further information we reasonably require to assess your creditworthiness.

67.3. If you have not complied with our request to provide any further form of agreement to us obtaining a credit report, or any further information we reasonably require to assess your creditworthiness:

67.3.1. you are in breach of these terms; and

67.3.2. without limiting any other right we may have, or obliging us to continue providing Internet products to you, we may make the continued supply of Internet products conditional on your providing security for our charges in an amount and form satisfactory to us.

67.4. We may provide information about you to a credit reporting agency as permitted by the Privacy Act 1988.

68. What cooperation must you give us ?

You must give us all reasonable cooperation that we require in order to provide Internet products to you, and fixing any problems that arise, and resolving any disputes that may arise or complaints that you may have.

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69. What acceptable use policies apply to you ?
- 69.1. The general acceptable use policy in clause 70 applies in every case where we supply you with Internet products.
 - 69.2. The ADSL acceptable use policy in clause 71 also applies in addition if we supply you with ADSL Internet access.
 - 69.3. If we have reason to believe that you are breaching, or have recently breached, an acceptable use policy, we may suspend the supply of Internet access to you while we investigate the matter.
70. What is our general acceptable use policy ?
- Our “general acceptable use policy” is as follows:
- 70.1. You must not deliberately or carelessly do anything which damages our equipment, software, setup or services, or compromises their security.
 - 70.2. You must not use an Internet product:
 - 70.2.1. to annoy, harass or harm any person;
 - 70.2.2. in any way that exposes us or you to civil liability;
 - 70.2.3. for any unlawful purpose or in any unlawful manner.
 - 70.3. As part of your obligations under clause 70.2, you must not, without lawful basis and right to do so:
 - 70.3.1. send spam or unsolicited email;
 - 70.3.2. use an Internet product for direct marketing, except in accordance with the Privacy Act 1988 and all other applicable laws;
 - 70.3.3. send bulk posts, off-topic posts or inappropriate cross-group posts to newsgroups;
 - 70.3.4. engage in denial-of-service attacks, or allow your computer to be used as part of one;
 - 70.3.5. obtain or attempt to obtain access to or control of any other computer or network;
 - 70.3.6. scan ports on other computers or otherwise probe them for means of access or vulnerabilities;
 - 70.3.7. use Internet Relay Chat, or any other communications program, to harass other people or harm their computers;
 - 70.3.8. spread any virus, trojan or other malicious code;
 - 70.3.9. publish any defamatory or obscene material;
 - 70.3.10. breach anyone’s copyright or other intellectual property rights;
 - 70.3.11. allow any mail server under your authority to “open relay”;
 - 70.3.12. breach any law regulating content that is permissible on the Internet, or interactive gambling;
 - 70.3.13. commit any fraud or other crime.
 - 70.4. You must keep safe and confidential any access numbers, codes or passwords we allot to you and notify us without delay of any disclosure of those things.

71. What is our ADSL acceptable use policy ?

Our “ADSL acceptable use policy” is as follows:

- 71.1. You must not deliberately or carelessly do anything which damages the wholesaler’s equipment, software, setup or services, or compromises their security.
- 71.2. You must not use Internet access in any way that exposes the wholesaler to civil liability.

72. What other special terms apply to Internet access ?

The terms in this clause apply whenever we supply you with Internet access.

72.1. You are solely responsible for:

- 72.1.1. selecting and supplying (at your expense) any modem (unless your plan bundles a modem);
- 72.1.2. maintaining your modem (unless your modem is bundled equipment);
- 72.1.3. making any claims on the manufacturer’s or distributor’s warranty that applies to any sale equipment;
- 72.1.4. selecting, supplying and maintaining (at your expense) any computer or other equipment to be used at your premises in connection with Internet access;
- 72.1.5. the results and consequences of your use of Internet access; and
- 72.1.6. the content of any data or information which you send or receive using Internet access.

72.2. Your Internet access is not taken to be defective simply because of modem malfunction (whether or not we supplied the modem).

72.3. You must provide any access to your premises and reasonable assistance that we or the wholesaler may require for the purpose of providing Internet access, and ensure that your premises are safe.

72.4. You are solely responsible for providing a computer that is capable of connecting to the Internet.

72.5. Unless we supply any hardware for use in connecting to the Internet or an ADSL service, you are solely responsible for selecting and providing hardware that is suitable for the purpose.

72.6. If we specify minimum standards for your hardware and / or software, your Internet access may not work properly or at all if you do not meet them. In that event, we are not responsible and you are not entitled to any refund.

72.7. We are not responsible for providing you with training in the use of your computer or the Internet.

72.8. You must pay for all usage on your account, whether by you or anyone who accesses your account directly or indirectly by means of your password, network or other equipment or by access sharing with you. “Usage on your account” includes usage by any computer or Internet-capable device located on or through an IP address currently allocated to you.

72.9. If your plan specifies a maximum session time, we may disconnect your Internet access at any time, and without warning, after you have been continuously

connected for that period. We are not responsible for the consequences of disconnection.

72.10. We may impose or vary an idle time and we may disconnect your Internet access at any time, and without warning, if there is no significant activity on your connection for that period. We are not responsible for the consequences of disconnection or the costs of reconnection.

72.11. We may specify, and change from time to time, the maximum volume of data that you may transfer in a given period, and what happens if that volume is exceeded. For instance:

72.11.1. excess use charges may apply to the excess; or

72.11.2. your transfer speed may be restricted for the balance of that period. We will not reduce a maximum volume without giving notice to you.

72.12. When you commence a dial up connection before midnight, and end it after midnight, the entire time online is treated as having been on the second day.

72.13. A plan for Internet access entitles you to a single connection to our network at a time. To the extent that we may tolerate multiple simultaneous connections:

72.13.1. we do not waive the single connection rule for the future;

72.13.2. we do not represent that we shall continue to do so;

72.13.3. the ability to do so is to be taken as a bonus; and

72.13.4. we may charge you on an aggregated usage basis (e.g. for a time based plan, if you maintain two simultaneous connections for three hours, we can treat the connection as a single six hour one).

72.14. We notify you that:

72.14.1. we have no control over the accuracy or appropriateness of any information on the Internet;

72.14.2. we are not responsible for any software or data available on the Internet;

72.14.3. your Internet access may be interrupted by emergency circumstances, equipment failure, the need for routine maintenance, peak demand and so on;

72.14.4. you are solely responsible for arranging, paying for and maintaining a standard telephone service to your premises;

72.14.5. Internet access connection speeds at maximum theoretical speed may not be achievable in practice;

72.14.6. you are solely responsible for the security of your own computer/s and/or network.

We are not responsible for any loss or inconvenience that you may suffer as a result of any of those things.

73. What other special terms apply to ADSL Internet access ?

If we supply you with ADSL Internet access, these terms also apply unless your plan states otherwise:

73.1. We notify you that:

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- 73.1.1. initial and continued availability of ADSL Internet access depend on the local loop and your exchange being and remaining technically suitable, which are matters beyond our control;
 - 73.1.2. it may not be possible for us to finally determine whether or not it is possible to provide ADSL Internet access to your premises until the wholesaler confirms that ADSL Internet access is operating successfully;
 - 73.1.3. continuity and speed of ADSL Internet access depend on a wide range of factors, many of which are beyond our control;
 - 73.1.4. the installation of ADSL Internet access may cause temporary disruption to your standard telephone service;
 - 73.1.5. ADSL Internet access may be disrupted if you change any details of your standard telephone service;
 - 73.1.6. the installation of ADSL Internet access may mean that incompatible services will not be supplied to you by means of the same telephone line as is used for your ADSL Internet access;
 - 73.1.7. some services ("incompatible services") that are supplied by means of the same telephone line as is used for ADSL Internet access may:
 - 73.1.7.1. be incompatible with or prevent ADSL Internet access by means of that telephone line;
 - 73.1.7.2. not function properly or at all over that telephone line; or
 - 73.1.7.3. may only function if certain equipment ("compatibility equipment") is installed in relation to that telephone line.
 - 73.1.8. the wholesaler may be entitled to cease or suspend the provision of ADSL services if there is a change in the law or regulation relating to them; such an event is an instance of force majeure.

We are not responsible for any loss or inconvenience that you may suffer as a result of any of those things.

- 73.2. Where compatibility equipment is or becomes required for the proper delivery of ADSL Internet access, our obligation to supply ADSL Internet access is conditional on you agreeing to install it at your cost.
- 73.3. Where compatibility equipment is required but not installed:
 - 73.3.1. ADSL Internet access may be terminated without notice; and;
 - 73.3.2. you indemnify us for any harm or expense suffered as a result.
- 73.4. If you want any other service that is or is to be supplied by means of the same telephone line as is used for ADSL Internet access you must:
 - 73.4.1. ascertain from the supplier of that service whether it is an incompatible service; and
 - 73.4.2. not allow an incompatible service to be supplied.
- 73.5. You release and indemnify us and the wholesaler from all liability (including third party claims) arising from the following (to the extent that the liability is caused by the provision of or cancellation of ADSL Internet access):
 - 73.5.1. disruption to standard telephone service;

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- 73.5.2. disruption to any service supplied by means of the same telephone line as is used for ADSL Internet access;
 - 73.5.3. cancellation of ADSL Internet access;
 - 73.5.4. suspension of the provision of ADSL Internet access to particular IP addresses;
 - 73.5.5. cancellation of, or refusals to provide or continue providing, incompatible services;
 - 73.5.6. discontinuance of ADSL Internet access if you use incompatible services;
 - 73.5.7. malfunction of incompatible services; and
 - 73.5.8. breaches of the Telecommunications (Customer Service Guarantee) Standard in respect of you.
- 73.6. You must not use Telstra's Securitel service on a line used for ADSL Internet access, since they are incompatible.
- 73.7. If you have not already given us your written acknowledgments that the installation of ADSL Internet access may:
- 73.7.1. cause temporary disruption in your standard telephone services; and
 - 73.7.2. mean that incompatible products will not be supplied to you using the same telephone line as is used for ADSL Internet access –
- then we do not have to supply ADSL Internet access until you give us those acknowledgments in writing.
- 73.8. We notify you that compatibility equipment may include an appropriate filter, not only for the telephone point through which your modem connects, but also for each other telephone point connected to the same outgoing line. If required, you must provide all these at your expense.
- 73.9. We may supply your ADSL Internet access through a different wholesale supplier from time to time.
- 73.10. If we change wholesale suppliers:
- 73.10.1. we will try to minimise disruption to you;
 - 73.10.2. you must provide us with reasonable assistance to effect the change;
 - 73.10.3. when we have given notice to you that there is a new wholesale supplier, that is the wholesaler for the time being; and
 - 73.10.4. if it eventuates that the new wholesaler cannot provide ADSL Internet access to your premises, we or you may cancel the individual contract for ADSL Internet access.
- 73.11. You must comply with all reasonable directions and instructions of us and/or the wholesaler in relation to your use of ADSL Internet access.
- 73.12. If we or the wholesaler are likely to need to attend your premises in connection with your ADSL Internet access, you must provide us with the name and details of your nominated customer representative for the premises and promptly notify us in writing of any changes to that information.
- 73.13. The wholesaler is responsible for connecting your ADSL Internet access. We will request it to effect connection, and you must cooperate to facilitate it.

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- 73.14. Neither we nor the wholesaler are liable for any harm you suffer from delay in connection. If we notify you in writing that connection is not likely to be possible within a period we regard as reasonable:
- 73.14.1. we may cancel the order for ADSL Internet access; and
- 73.14.2. you may cancel it if you did not significantly cause the problem with connection –
- at any time before we notify you in writing that connection has become possible.
- 73.15. Except when the wholesaler is not Telstra Corporation Ltd ABN 33 051 775 556, you must obtain, for as long as we supply you with ADSL Internet access, exclusively in your own name a standard telephone service from Telstra Corporation Ltd or one of its resellers by means of the same telephone line as is used for your ADSL Internet access. We are not obliged to supply or to continue to supply you with ADSL Internet access if you do not satisfy this requirement.
- 73.16. You must not do anything that interferes with the normal operation of the wholesaler's ADSL services or any equipment of the wholesaler or makes them unsafe.
- 73.17. If we or the wholesaler require access to your premises to install, test, repair or maintain ADSL Internet access you must provide safe, sufficient and timely access for the purpose.
- 73.18. You must only use approved equipment. If you use equipment that is not approved equipment:
- 73.18.1. ADSL Internet access may be discontinued without notice; and
- 73.18.2. you indemnify us and the wholesaler against any harm or cost (including loss of fees otherwise payable by you) suffered or incurred as a result.
- 73.19. We are not responsible for any cabling or equipment on your side of the network boundary except (if your plan bundles a modem) the modem.
- 73.20. If we or the wholesaler request you to modify any equipment under your control to avoid any danger, you must do so as soon as possible, and must cease using the equipment in the meantime.
- 73.21. If we are able to deliver Internet traffic to the network boundary (or, if we supply you with a modem, to the port on that modem closest to the network boundary) your ADSL Internet access is deemed to be working properly. If your ADSL Internet access is faulty and the fault:
- 73.21.1. is on your side of the network boundary – you are responsible for fixing it;
- 73.21.2. relates to any thing under the control of the wholesaler – you must give us all reasonable information about the fault, and we must request the wholesaler to fix the fault as soon as practicable.
- 73.22. You must not contact a wholesaler directly unless we request you in writing to do so.
- 73.23. We may suspend or limit your ADSL Internet access whenever the wholesaler does so, or requires us to do so.
- 73.24. We notify you that ADSL Internet access is not transferable between different places. If you move properties:
- 73.24.1. you must still pay for your old plan as if you had not moved; and

73.24.2. ADSL Internet access can only be provided at the new property under a second plan.

74. What special terms apply to managed filtering ?

If we supply you with managed filtering:

74.1. we are only obliged to do so on a “reasonable endeavours” basis; and

74.2. you acknowledge that in certain circumstances, managed filtering can be circumvented, and you have no claim against us if that happens.

75. When may we terminate an individual contract, or suspend or ration supply of Internet products ?

We may terminate an individual contract, or suspend or ration supply to you of an Internet product in our sole discretion if, in relation to that Internet product, or any other Internet product we supply you with:

75.1. you fail to pay us any money that is due;

75.2. you threaten not to pay us money that you owe us, or will owe us in the future;

75.3. you cause to be reversed any credit card transaction previously made in our favour (except with our prior written agreement);

75.4. you are in breach of these terms;

75.5. you become insolvent;

75.6. we reasonably believe that you have vacated your premises without notice to us;

75.7. we reasonably consider that it is desirable to do so to facilitate network maintenance or to protect our network from harm;

75.8. it becomes technically infeasible for us to continue to supply;

75.9. you use the Internet product in a way that places unreasonable demands on our network;

75.10. we are unable to obtain access to your premises as required under these terms;

75.11. there is an emergency;

75.12. you have told us that you no longer require the Internet product;

75.13. we become entitled to suspend supply, and the suspension continues for more than a month; or

75.14. in any other circumstances stated elsewhere in these terms.

76. What are our rights after we have suspended supply to you of an Internet product ?

If we suspend supply to you of an Internet product because of your failure to comply with these terms:

76.1. you are still liable to pay us all amounts that would have been payable if service had continued; and

76.2. time under an individual contract continues to run (e.g. if your Internet access contract is for a year, and service is suspended for a month, that month is used up under the contract).

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77. What are our early termination rights and when do they apply ?
- 77.1. Early termination rights, as described in this clause, apply:
- 77.1.1. if we terminate an individual contract because you breached these terms;
or
- 77.1.2. in any other case where these terms say so.
- 77.2. Our early termination rights are as follows. We may at our option:
- 77.2.1. calculate and charge you immediately for an amount equal to our costs of providing the Internet product to you from the time of termination until the time when the contract would have ended in the normal course, together with the profit that we estimate we would have made under the contract in that period; or
- 77.2.2. charge you as if the contract had not been cancelled (but without any obligation to supply an Internet product) through to the time when the contract would have ended in the normal course; and
- 77.2.3. in any case where we have supplied you with hardware for which you have not paid in full, we may immediately charge you for our current list price of that hardware, less any payments you have already made towards its purchase.
- 77.3. Our early termination rights are in addition to, and not instead of, any other rights we may have arising out of your breach of an individual contract or our termination of an individual contract following your breach.
78. What if an Internet product has service requirements ?
- 78.1. A “service requirement” is some precondition that must be satisfied, failing which we cannot necessarily provide, or continue to provide, an Internet product.
- 78.2. A service requirement applies if:
- 78.2.1. it is specified in these terms;
- 78.2.2. it is specified in, or in conjunction with, a plan;
- 78.2.3. it is otherwise made known to you when or before you order an Internet product; or
- 78.2.4. it is not feasible to provide, or continue to provide, an Internet product unless the service requirement is satisfied.
- 78.3. Where a service requirement applies to an Internet product, we are not obliged to provide, or continue to provide, that Internet product if it is not satisfied.
- 78.4. You must use reasonable endeavors to satisfy any service requirement. If you do not, you are in breach of these terms.
79. What if we specify supported equipment or supported software?
- 79.1. “Supported equipment” or “supported software” is particular equipment or software, or a selection from a list of particular equipment or software, that we specify as such for use in connection with an Internet product.
- 79.2. You are free to use equipment or software that is not supported equipment or supported software, except if:

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- 79.2.1. there is some legal reason why you should not do so; or
 - 79.2.2. doing so would breach some other provision in these terms;
- but if you do so, we notify you that:
- 79.2.3. we cannot comment on the suitability or performance of that equipment or software; and
 - 79.2.4. our support staff may not be able to assist you in relation to any problems you may have that involve that equipment or software.

80. What happens if an individual contract ends or is terminated ?

If an individual contract ends, or we terminate it:

- 80.1. our obligations to you under that individual contract are at an end;
- 80.2. we may invoice you for any goods or services we have not yet invoiced;
- 80.3. all our invoices are payable immediately;
- 80.4. you must return to us, without delay, any of our equipment under your control;
- 80.5. any cause of action that either of us had against the other predating the termination is not affected;
- 80.6. the limitations of our liability, and our rights of indemnity, under these terms continue;
- 80.7. no other individual contract is affected unless we also terminate it;
- 80.8. for as long as you fail to return to us in good working order any property of ours that you hold (e.g. a modem that we supply as part of a plan, or equipment that you are buying from us but have not fully paid for), we may continue to charge you all fixed charges that would have accrued under the individual contract, or at our option, we may invoice you for the current list price of the property;
- 80.9. if web traffic or email is directed to any web site that we host for you or any email account we make available to you under that individual contract, we are under no obligation to hold them or forward them to you;

but otherwise, that individual contract is at an end for all purposes.

81. What if something happens beyond our control ?

We are not responsible for any delay in performing or failure to perform an obligation to you as a result of force majeure.

82. How is our liability to you limited ?

- 82.1. Some laws – particularly the Trade Practices Act 1974 – may give you rights and remedies that cannot be changed or excluded by these terms. These terms are subject to those laws, and must be read and understood subject to them.
- 82.2. Nothing in these terms excludes, restricts or modifies any condition, warranty, right or remedy implied or imposed by any law if it cannot lawfully be excluded, restricted or modified.
- 82.3. If we supply you with Internet products that are of a kind ordinarily acquired for domestic, personal or household use, you have certain rights under the Trade Practices Act 1974 that these terms cannot change or exclude. But in any case

where we are allowed to limit it, our liability for such breaches is limited, at our choice to:

82.3.1. in the case of goods:

82.3.1.1. replacing the goods or supplying equivalent goods;

82.3.1.2. repairing the goods;

82.3.1.3. paying for the cost of replacing the goods or buying equivalent goods; or

82.3.1.4. paying for the cost of repairing the goods, and

82.3.2. in the case of services:

82.3.2.1. supplying the services again, or

82.3.2.2. paying for the cost of supplying the services again.

82.4. Subject to clauses 82.1, 82.2 and 82.3 and to the extent permitted by law:

82.4.1. all express or implied representations, conditions, warranties and remedies relating to Internet products that we supply are excluded;

82.4.2. we are not liable for any indirect, special, economic or consequential loss or damage or loss of revenue, profits, goodwill, bargain or opportunities or loss or corruption of data or loss of anticipated savings that you incur or suffer in any way, whether:

82.4.2.1. we caused it by our negligence; or

82.4.2.2. we knew or should have known of the possibility of such loss or damage; and

82.4.3. our maximum aggregate liability, whether for breach of these terms or in negligence or in any other tort or for any other common law or statutory cause of action or otherwise is the amount you paid to us for Internet products during the three month period immediately before the time you cause of action arose (but this does not apply in the case of a claim that we have caused injury to or the death of any person).

83. What other indemnities do you give us ?

You must indemnify us and any wholesaler against any loss, liability or expense arising out of:

83.1. a breach by you of these terms or an individual contract or any warranty they require you to give;

83.2. your use of Internet products;

83.3. any alleged breach of a person's rights or defamation of a person involving use of your Internet access;

83.4. the reproduction, broadcast, use, transmission, communication or making available of any material (including data and information of any sort) by you using Internet access; or

83.5. the entry by any representative of us or a wholesaler on your premises in connection with these terms.

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84. What if your data is lost or damaged ?
- 84.1. As part of your indemnity under clause 83.2, you indemnify us against any loss, liability or expense arising out of loss of or damage to your data.
- 84.2. You are solely responsible for keeping safe and secure back ups of any of your data stored on your own computer or network, or on our computers or network. We are entitled to act at all times on the assumption that you have fully complied with this requirement.
85. What if you suffer a computer virus or trojan or an attack through the Internet ?
- 85.1. As part of your indemnity under clause 83.2, you indemnify us against any loss, liability or expense arising out of any virus, trojan or other malicious code, or any denial of service or other attack, or any security compromise ("Internet hazards") that may affect your computer or your network.
- 85.2. You are solely responsible for keeping your computer and network safe from and protected against Internet hazards. We are entitled to act at all times on the assumption that you have fully complied with this requirement.
86. Can you transfer your interest in your contracts with us ?
- 86.1. Your account with us and all your entitlements are for your personal use only. You may not transfer your interest in any contract with us unless we consent.
- 86.2. Whether we consent is entirely up to us.
- 86.3. If we consent to a transfer and the transferee does not fulfill all the obligations that you would have had except for the transfer, you remain liable to us as if the transfer had not taken place. This liability continues even after the end of your contract with us.
87. Can we transfer our interest in your contracts with us ?
- 87.1. We can transfer our interest in any of our contracts with you.
- 87.2. We will notify you if we do that.
88. Dictionary
- 88.1. "access speed" means the maximum theoretical speed or capacity of an Internet access or data transfer service. If a plan is available in various access speeds, it is the one that you apply for;
- 88.2. "ADSL Internet access" means an Internet product that provides Internet access using the technology known as ADSL;
- 88.3. "approved equipment" means equipment on your side of the network boundary that complies with any applicable requirements of the Australian Communications Authority and bears the symbol:



and is approved by Telstra Corporation Limited for connection to the telephone line, and, where applicable, complies with (a) DC.030 Telstra Service Interface Specification for ADSL Access, End User Interface, and (b) IP 1149 The Telstra

ADSL Network – Listing requirements for CPE, and is set up and operated in accordance with any recommendations we make;

- 88.4. “billing date” has the meaning given by clause 49.3;
- 88.5. “billing period” means the period starting on a billing date and ending immediately before the next billing date;
- 88.6. “block plan” means a plan under which you pre-pay for a certain number of hours or minutes of Internet access, and use them as and when you wish, subject to these terms;
- 88.7. “bonus” has the meaning given by clause 21;
- 88.8. “bundle” means to include as part of a plan, with no separate fee; for instance, if a time-based plan “bundles” 100 MB of downloads, you are entitled to download 100 MB of data as part of the plan’s fixed charge;
- 88.9. “bundled equipment” means equipment that we supply to you as part of a plan, but which remains our property even when the individual contract ends;
- 88.10. “business day” means any day except a Saturday, Sunday or public holiday;
- 88.11. “business hours” means 9 a.m. to 4 p.m. on a business day;
- 88.12. “casual customer” means the same thing as in the Telecommunications (Standard Form of Agreement Information) Determination 1999;
- 88.13. “commercial plan” has the meaning given by clause 20.1;
- 88.14. “compatibility equipment” has the meaning given by clause 73.1.7;
- 88.15. “dictionary” means this list of defined terms;
- 88.16. “excess data charge” means a charge for use of a volume-charged Internet product in excess of the volume allowance (if any) bundled as part of the fixed charges by its plan;
- 88.17. “excess hours charge” means a charge for use of a timed Internet product in excess of the time allowance (if any) bundled as part of the fixed charges by its plan;
- 88.18. “excess use charge” means an excess data charge or an excess hours charge;
- 88.19. “fixed charge” means a charge other than a variable charge, whether it is payable as a one off payment or a series of part payments – for instance, an annual in-advance charge for a dial up account, or the total monthly charges for an account that has a minimum term;
- 88.20. “force majeure” means an event or circumstance beyond the reasonable control of a person, excluding an inability to pay money when due;
- 88.21. “GST” means GST within the meaning of the GST Act;
- 88.22. “GST Act” means A New Tax System (Goods and Services Tax) Act 1999 (as amended);
- 88.23. “head office” means Level 1, 683 Burke Road, Camberwell 3124 Victoria, or any alternative office that we specify from time to time;
- 88.24. “higher value plan” means a plan that costs more than another plan to which it is being compared, taking into account our estimate of all fees likely to be payable over any plan period or minimum term of the plans;

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- 88.25. "hosted material" means any data of any kind that you upload to one of our computers, whether for display on the world wide web or otherwise;
- 88.26. "idle time" means a period as determined by us after which we may disconnect you if there has been no significant activity on your Internet connection;
- 88.27. "incompatible services" has the meaning given by clause 73.1.7;
- 88.28. "individual contract" has the meaning given by clause 6.1;
- 88.29. "Internet access" means an Internet product that provides access to the international network of computers known as the Internet;
- 88.30. "Internet products" means all Internet access, data carriage and related goods or services that we agree to supply to you, including the goods and services indicated by our plans from time to time;
- 88.31. "Internet hazard" has the meaning given by clause 85.1;
- 88.32. "late billing" means the same thing as in the Telecommunications (Standard Form of Agreement Information) Determination 1999;
- 88.33. "lower value plan" means a plan that costs less than another plan to which it is being compared, taking into account our estimate of all fees likely to be payable over any plan period or minimum term of the plans;
- 88.34. "managed filtering" means an Internet product that blocks particular domains, sites or content from being accessed from within your network;
- 88.35. "megabyte" means a million bytes;
- 88.36. "minimum term" means the term for an Internet product specified as such in its plan. If a plan is available in various minimum terms, it is the one that you apply for;
- 88.37. "Netspace" means Netspace Online Systems Pty Ltd ACN 067 116 269, but if we transfer our interest in our contracts with you, it means the transferee;
- 88.38. "network boundary" means in relation to a telephone line that enters a building on your premises: (a) if there is a main distribution frame in the building and the telephone line is connected to the frame - a two wire point on the side of the frame nearest to your exchange; or (b) if paragraph (a) does not apply but the telephone line is connected to a network termination device located in, on or within close proximity to, the building – the side of the device nearest to you; or (c) if neither paragraph (a) nor (b) applies – the point ascertained in accordance with section 22 of the Telecommunications Act 1997;
- 88.39. "non-commercial plan" has the meaning given by clause 20.1;
- 88.40. "official copy" means the edition of these terms published on our web site at a given time;
- 88.41. "off-peak period" in relation to a plan means any period/s specified as such in the plan;
- 88.42. "ordinary customer" means the same thing as in the Telecommunications (Standard Form of Agreement Information) Determination 1999;
- 88.43. "our web site" means the web site at sfoa.netspace.net.au;
- 88.44. "peak period" in relation to a plan means any period/s specified as such in the plan;
- 88.45. "plan" means one of the goods and/or services offerings detailed in the plan schedule;

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- 88.46. “plan period” means the term for an Internet product specified as such in its plan. If a plan is available in various plan periods, it is the one that you apply for;
- 88.47. “plan schedule” means the list with that title at [xxURL] and any current and accurate reproduction of it;
- 88.48. “product code” has the meaning given by clause 39;
- 88.49. “rebate” includes a discount, credit, refund, repayment or reimbursement;
- 88.50. “sale equipment” means equipment that we supply to you, either on the basis of an invoiced sale, or on the basis that you will own it after completing a certain time on a plan;
- 88.51. “service requirement” has the meaning given by clause 78;
- 88.52. “set up fee” means an up front fee payable at or before the start of a plan;
- 88.53. “significant variation” means a variation of these terms that would cause detriment to you;
- 88.54. “someone else’s account” means access to any Internet product that is initiated or facilitated by means of a password, network or other equipment that is not yours, or by access sharing with another person;
- 88.55. “supported equipment” has the meaning given by clause 79;
- 88.56. “supported software” has the meaning given by clause 79;
- 88.57. “unauthorised user” has the meaning given by clause 56;
- 88.58. “variable charge” means a charge that is calculated after you have used an Internet product, and is based on the amount of it you have used (whether measured by time, data transfer volume or otherwise) – such as an excess hours charge;
- 88.59. “wholesaler” means Telstra Corporation Limited, subject to clause 73.10, and / or any other wholesale supplier whose network services we use to deliver Internet products;
- 88.60. “your account” means access to any Internet product that is initiated or facilitated by means of your password, network or other equipment, or by access sharing with you;
- 88.61. “your exchange” means the first telephone exchange that services your premises;
- 88.62. “your plan” means a plan that you are currently subscribed to;
- 88.63. “your premises” means:
- 88.63.1. in the case of an Internet product that is supplied to specific premises (e.g. ADSL Internet access) – those premises; and otherwise
 - 88.63.2. any premises at which you access or make use of an Internet product.

89. What other rules of interpretation apply to these terms ?

- 89.1. If an expression is defined in the dictionary in clause 88, that is what it means.
- 89.2. If an expression is defined in the dictionary, grammatical derivatives of that expression have a corresponding meaning. (For instance, if “to colour” means “to paint red”, then “coloured” means “painted red”).
- 89.3. Headings are only for convenience. They are to be ignored when interpreting these terms, except insofar as they indicate the number of a clause.

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- 89.4. A schedule to a document is part of that document.
 - 89.5. A reference to the singular includes the plural and vice versa.
 - 89.6. Where one thing is said to include one or more other things, it is not limited to those other things.
 - 89.7. There is no significance in the use of gender-specific language.
 - 89.8. A “person” includes any entity which can sue and be sued.
 - 89.9. A “person” includes any legal successor to or representative of that person.
 - 89.10. A reference to a law includes any amendment or replacement of that law.
 - 89.11. Anything that is unenforceable must be read down, to the point of severance if necessary.
 - 89.12. Anything a we can do, we may do through an appropriately authorised representative.
 - 89.13. Any matter in our discretion is in our absolute and unfettered discretion.

90. What law applies to these terms ?

These terms are subject to the law of Victoria, Australia.

91. How are legal disputes be handled ?

- 91.1. In case of a dispute in the nature of a complaint, clause 42 applies.
- 91.2. Any claim that we make against you for payment of money can be made in the courts of Victoria (even if you raise some defence, cross action, right of set off or counterclaim that, if made in isolation would fall under clause 91.3).
- 91.3. Otherwise, any dispute or difference whatsoever arising in connection with these terms shall be submitted to arbitration in accordance with and subject to the Institute of Mediators and Arbitrators Australia Expedited Commercial Arbitration Rules.
- 91.4. Subject to that, any court proceedings relating to these terms must be taken in the courts of Victoria and their appeal courts.

92. What is our privacy policy ?

- 92.1. Our privacy policy as in force from time to time is at sfoa.netSPACE.net.au/privacy/.
- 92.2. We will deal with personal information about you in accordance with our privacy policy, including making use of it to identify further products and services that we supply and consider may be of interest to you, and promoting them to you.

Plan schedules

Plan Name:	Business ADSL 256
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$49.95 per month	1000Mb	Up to 256kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business ADSL 512
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$69.95 per month	1000Mb	Up to 512kbs/128kbs (Receive/Send)
Plan B	\$99.95 per month	5000Mb	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business SYM 512
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$99.95 per month	1000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan B	\$129.95 per month	5000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan C	\$149.95 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan D	\$229.95 per month	25000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan E	\$309.95 per month	50000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business ADSL 1500
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$99.95 per month	1000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan B	\$129.95 per month	5000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan C	\$149.95 per month	10000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan D	\$229.95 per month	25000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan E	\$309.95 per month	50000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan F	\$529.95 per month	100000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Health SYM 512
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (0505)

Account Type:	Business
Connection/Setup Fee:	\$275
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$100 per month	3000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 2	\$108.85 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	Available only to customers who are eligible to obtain the Federal Governments Broadband for Health Subsidy Scheme. Connection Fee includes a Netcomm NB5 Wireless Modem In the event of a customer defaulting on payment of their account Netspace will attempt to recover the amount owed in accordance with the procedures provided in the Deed with the Federal Government rather than our normal processes.

Plan Name:	Health ADSL 1500
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (0505)

Account Type:	Business
Connection/Setup Fee:	\$275
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$100 per month	3000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 2	\$108.85 per month	10000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	Available only to customers who are able to obtain the Federal Governments Broadband for Health Subsidy Scheme. Connection Fee includes a Netcomm NB5 Wireless Modem In the event of a customer defaulting on payment of their account Netspace will attempt to recover the amount owed in accordance with the procedures provided in the Deed rather than our normal processes.

Plan Name:	Corporate ADSL 2000
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$219.95 per month	5000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan B	239.95	10000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan C	319.95	25000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan D	399.95	50000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan E	619.95	100000Mb	Up to 2000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate ADSL 4000
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$439.95 per month	5000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan B	\$459.95 per month	10000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan C	\$539.95 per month	25000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan D	\$619.95 per month	50000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan E	\$839.95 per month	100000Mb	Up to 4000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate ADSL 6000
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$479.95 per month	5000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan B	\$499.95 per month	10000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan C	\$579.95 per month	25000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan D	\$659.95 per month	50000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan E	\$879.95 per month	100000Mb	Up to 6000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 1000
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$309.95 per month	5000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan B	\$329.95 per month	10000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan C	\$409.95 per month	25000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan D	\$489.95 per month	50000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan E	\$709.95 per month	100000Mb	Up to 1000kbs/1000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 1500
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$359.95 per month	5000Mb	Up to 1500kbs/1500kbs (Receive/Send)
Plan B	\$379.95 per month	10000Mb	Up to 1500kbs/1500kbs (Receive/Send)
Plan C	\$459.95 per month	25000Mb	Up to 1500kbs/1500kbs (Receive/Send)
Plan D	\$539.95 per month	50000Mb	Up to 1500kbs/1500kbs (Receive/Send)
Plan E	\$759.95 per month	100000Mb	Up to 1500kbs/1500kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 2000
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$419.95 per month	5000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan B	\$439.95 per month	10000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan C	\$519.95 per month	25000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan D	\$599.95 per month	50000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan E	\$819.95 per month	100000Mb	Up to 2000kbs/2000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 1000- 4 Wire
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$729.95 per month	5000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan B	\$749.95 per month	10000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan C	\$829.95 per month	25000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan D	\$909.95 per month	50000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan E	\$1129.95 per month	100000Mb	Up to 1000kbs/1000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 2000 - 4 Wire
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$769.95 per month	5000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan B	\$789.95 per month	10000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan C	\$869.95 per month	25000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan D	\$949.95 per month	50000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan E	\$1169.95 per month	100000Mb	Up to 2000kbs/2000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 4000 - 4 Wire
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$399
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$969.95 per month	5000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan B	\$989.95 per month	10000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan C	\$1069.95 per month	25000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan D	\$1149.95 per month	50000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan E	\$1369.95 per month	100000Mb	Up to 4000kbs/4000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 256
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$1395
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$619.95 per month	5000Mb	Up to 256kbs/256kbs (Receive/Send)
Plan B	\$639.95 per month	10000Mb	Up to 256kbs/256kbs (Receive/Send)
Plan C	\$709.95 per month	25000Mb	Up to 256kbs/256kbs (Receive/Send)
Plan D	\$789.95 per month	50000Mb	Up to 256kbs/256kbs (Receive/Send)
Plan E	\$1009.95 per month	100000Mb	Up to 256kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 512
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$1395
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$809.95 per month	5000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan B	\$829.95 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan C	\$899.95 per month	25000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan D	\$979.95 per month	50000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan E	\$1199.95 per month	100000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 1000
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$1575
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$999.95 per month	5000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan B	\$1019.95 per month	10000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan C	\$1089.95 per month	25000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan D	\$1169.95 per month	50000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan E	\$1389.95 per month	100000Mb	Up to 1000kbs/1000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 2000
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$1895
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$1439.95 per month	5000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan B	\$1459.95 per month	10000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan C	\$1529.95 per month	25000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan D	\$1609.95 per month	50000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan E	\$1829.95 per month	100000Mb	Up to 2000kbs/2000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 4000
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$2195
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$1879.95 per month	5000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan B	\$1899.95 per month	10000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan C	\$1969.95 per month	25000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan D	\$2049.95 per month	50000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan E	\$2269.95 per month	100000Mb	Up to 4000kbs/4000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 6000
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$2750
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$2639.95 per month	5000Mb	Up to 6000kbs/6000kbs (Receive/Send)
Plan B	\$2659.95 per month	10000Mb	Up to 6000kbs/6000kbs (Receive/Send)
Plan C	\$2729.95 per month	25000Mb	Up to 6000kbs/6000kbs (Receive/Send)
Plan D	\$2809.95 per month	50000Mb	Up to 6000kbs/6000kbs (Receive/Send)
Plan E	\$3029.95 per month	100000Mb	Up to 6000kbs/6000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Point2Point Wireless 8000
Type Of Plan:	Wireless Internet access
Product Status:	Orderable (1204)

Account Type:	Business
Connection/Setup Fee:	\$2995
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan A	\$3119.95 per month	5000Mb	Up to 8000kbs/8000kbs (Receive/Send)
Plan B	\$3139.95 per month	10000Mb	Up to 8000kbs/8000kbs (Receive/Send)
Plan C	\$3209.95 per month	25000Mb	Up to 8000kbs/8000kbs (Receive/Send)
Plan D	\$3289.95 per month	50000Mb	Up to 8000kbs/8000kbs (Receive/Send)
Plan E	\$3509.95 per month	100000Mb	Up to 8000kbs/8000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Casual Dial (formerly Home Casual)
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Orderable

Account Type:	Hobbyist
Connection/Setup Fee:	\$27
Excess Use Charge:	2.20 per hour

Plan Period:	Plan period of 1 year
Minimum term:	12 Months
Special Payment Terms:	Standing Credit Card only

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$27 per annum	0 hours	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	7 - Accounting Period - Calender Month. 13 - Homepages 31 - 0 Additional Mailbox Conditions. 44 - Multiple Dial Logins. 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Home Block
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Orderable

Account Type:	Hobbyist
Connection/Setup Fee:	\$0
Excess Use Charge:	

Plan Period:	Prepaid access time must be used within one year of the date of pre-purchase.
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$27 per 20 hr block	Not Applicable	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	31 - 0 Additional Mailbox Conditions. 67 - Virus Checking Service.
Special Terms and Requirements:	Customer must pre-purchase time in blocks from Netspace or a Retailer. Netspace offer Blocks of time in a number of different prepaid blocks of time. The prices of the blocks may vary from time to time. The minimum Block that the customer can purchase Customers cannot transfer to this Service from any other Service, However a customer may transfer to the Home 0, 7, 20, 50, 100 or Extreme and retain the same login username (and thus email address). To retain the same username a customer must purchase additional Block time at least every 12 months. Any unused hours for a 12-month block are carried over to the following period if the customer renews their account by purchasing another 12-month block. If the amount of time on the customers account reaches zero then Netspace may suspend the sending and pickup of email and data until a new block is purchased and additional time is added.

Plan Name:	Permanent Modem & ISDN
Type Of Plan:	Dialup Modem & ISDN Internet Access
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$149
Excess Use Charge:	15 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$55 per month	0Mb	Up to 56kbs Modem or 64k ISDN (per connection)
Plan 2	\$160 per month	No limit	Up to 56kbs Modem or 64k ISDN (per connection)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 9 - Single Static Included- Additional Extra.
Special Terms and Requirements:	Available to new Permanent Connections Only.

Plan Name:	VicOne/Smart School
Type Of Plan:	VicOne/Smart
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	4.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$Nil	0Mb	Not Applicable
Plan 2	\$99 per month	5500Mb	Not Applicable
Plan 3	\$299 per month	22000Mb	Not Applicable
Plan 4	\$599 per month	44000Mb	Not Applicable
Plan 5	\$1199 per month	88000Mb	Not Applicable
Small Schools Plan	\$Nil	110	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	7 - Accounting Period - Calendar Month. 60 - VicOne/VicSmart Plans.
Special Terms and Requirements:	Annual Fee is also payable based on the number of enrolled students at the school: 0–150: \$95; 101–350: \$295; 351–550: \$395; 551+: \$595. The fee is invoiced in advance once per year. Small Schools Plan is only available to Schools with less than 100 stu Only available to Schools connected to the VicOne/VicSmart network 2 static IP Addressess are included.

Plan Name:	Web Hosting - Lite
Type Of Plan:	WebServer
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$55
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$213 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	64 - Requires Bus Account.
Special Terms and Requirements:	Domain Name Required (Domain Service provided by Netspace or hosting by third party with cname directed to IP Address that Netspace specify) Webserver hosting space provided as http://www.company.com.au or domain and subdomain customer requests) Lite server provides basic web hosting. No CGI, Terminal access is provided. A "Form to Email" script is provided for emailed responses to the Web. Access to upload and maintain sites may be limited to a Netspace IP address for security reasons. From time to time we may allow customers to maintain the site through the use of a single foreign IP address - this address may be changed free of charge tw SSL Server Option (https://www.yourdomain.com.au) - \$165 per Period. SSL certificate Authority registration fee is additional and is paid directly to issuing authority.

Plan Name:	Web Server - Premium 100
Type Of Plan:	WebServer
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$55
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$1050 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 100 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	63 - Premium VWS Conditions. 64 - Requires Bus Account.
Special Terms and Requirements:	A single Fixed IP Address is provided for name for Domain Name to be directed to. Webserver hosting space provided as http://www.company.com.au or domain and subdomain customer requests)

Plan Name:	Web Server - Premium 25
Type Of Plan:	WebServer
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$55
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$525 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 25 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	63 - Premium VWS Conditions. 64 - Requires Bus Account.
Special Terms and Requirements:	A single Fixed IP Address is provided for cname for Domain Name to be directed to. Webserver hosting space provided as http://www.company.com.au or domain and subdomain customer requests)

Plan Name:	Web Server - Premium 250
Type Of Plan:	WebServer
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$55
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$1575 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 250 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	63 - Premium VWS Conditions. 64 - Requires Bus Account.
Special Terms and Requirements:	A single Fixed IP Address is provided for cname for Domain Name to be directed to. Webserver hosting space provided as http://www.company.com.au or domain and subdomain customer requests)

Plan Name:	Web Server - Premium 500
Type Of Plan:	WebServer
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$55
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$2400 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 500 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	63 - Premium VWS Conditions. 64 - Requires Bus Account.
Special Terms and Requirements:	A single Fixed IP Address is provided for cname for Domain Name to be directed to. Webserver hosting space provided as http://www.company.com.au or domain and subdomain customer requests)

Plan Name:	Domain Name Hosting
Type Of Plan:	DomainHost
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$220 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	
Special Terms and Requirements:	Discounted annual fee of \$110 if ordered in conjunction with a Business webserver product. A Netspace Business Account (ADSL Internet access or Dial-Up Modem is required) Includes Secondary Domain Name Hosting, MX Records (including Mail relay) and up to 10 changes to DNS records per period To cancel the automatic renewal of a Single Mailbox, the customer must first hold at least the number of inactive mailboxes (whether never activated or de-activated) as the Single Mailbox contains. This is because Netspace would otherwise have to choose w Domain Name Hosting is a requirement for Netspace to relay or accept email on behalf of a particular domain name. Does not include any registration (or renewal) fees applicable from domain registration authorities or their agents

Plan Name:	Single Mailbox
Type Of Plan:	POP Mailbox
Product Status:	Orderable (Home Block, Home Casual, and Business Casual customers only)

Account Type:	Mailbox
Connection/Setup Fee:	\$0
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$10 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	1 & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	67 - Virus Checking Service.
Special Terms and Requirements:	Customer must have an active Hobbyist Service (Home Block or 0 Hours Home Casual) to purchase or use this service. Single Mailbox is added to the free allocation of available mailboxes connected to the customer account. Single Mailbox will automatically renew each year for a further 12 months unless cancelled by the customer.

Plan Name:	Mailbox Block
Type Of Plan:	POP Mailbox Block
Product Status:	Orderable (Home, SOHO and Business Customers Only, excluding Home Block and 0 Hours Home Casual customers)

Account Type:	Mailbox Block
Connection/Setup Fee:	\$0
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$49.95 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	5 & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	67 - Virus Checking Service.
Special Terms and Requirements:	Customer may purchase a block or blocks of mailboxes via the My Mailbox utility on the Netspace website. Mailbox Blocks are added to the free allocation of available mailboxes connected to the customer account. To cancel the automatic renewal of a Mailbox Block, the customer must first hold at least the number of inactive mailboxes (whether never activated or de-activated) as the Mailbox Block contains. This is because Netspace would otherwise have to choose whi Mailbox Blocks will automatically renew each year for a further 12 months unless cancelled by the customer.

Plan Name:	Alias
Type Of Plan:	Alias
Product Status:	Orderable

Account Type:	Alias
Connection/Setup Fee:	\$0
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$5.5 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	7 - Accounting Period - Calender Month.
Special Terms and Requirements:	The customer must nominate a Netspace email address for all email that is received by this email address to be forwarded to. Two changes to the forwarding email address is allowed in each Plan period. Customer must have an active Business or POP3 Service to purchase or use this service

Plan Name:	eXtreme Promo
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Orderable

Account Type:	Hobbyist
Connection/Setup Fee:	\$4.95
Excess Use Charge:	Not Applicable

Plan Period:	Not Applicable
Minimum term:	3 Months
Special Payment Terms:	Credit card - monthly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$19.95 per month or \$229.95 per annum	No Limit - Subject to Special Terms and Requirements	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	13 - Homepages 32 - 4 Additional Mailbox Conditions. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Available for new customers only from 24 February 2005. 6-hour session limit with 15 minutes idle time before automatic disconnection

Plan Name:	Dial 200
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Orderable

Account Type:	Business
Connection/Setup Fee:	\$4.95
Excess Use Charge:	\$2.20

Plan Period:	Not Applicable
Minimum term:	3 Months
Special Payment Terms:	Credit card - monthly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$79.95 per month or \$895.00 per annum	200 hours	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 7 - Accounting Period - Calender Month. 13 - Homepages 32 - 4 Additional Mailbox Conditions. 44 - Multiple Dial Logins. 55 - Business Dial Static Ip. 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Supersaver
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Orderable

Account Type:	Hobbyist
Connection/Setup Fee:	\$4.95
Excess Use Charge:	\$0.15 per MB

Plan Period:	Not Applicable
Minimum term:	3 Months
Special Payment Terms:	Credit card - monthly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$23.85 per quarter	250MB	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	7 - Accounting Period - Calender Month. 13 - Homepages 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Available for new customers only from 24 February 2005. 4-hour session limit with 15 minutes idle time before automatic drop-out

Plan Name:	Home Starter
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	15 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Lite 256	\$19.95 per month	Nil	Up to 256kbs/64kbs (Receive/Send)
256	\$29.95 per month	300MB	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 11 - Infrastructure – Telstra. 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 36 - Churn Home & SOHO. 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Customers cannot downgrade or upgrade to one of these plans (even if a customer was previously on this plan). Data blocks are not available with this plan. The Flat Rate option is not available with this plan. Once the customer has exceeded their allowed usage per month, they will be billed for excess usage to a maximum monthly charge of \$49.95 per month, then the customer's access speed will be limited to Only Available to be Ordered at the time of a new connection to a non existing customer A customer may not order more than one of these plans, even under different account names. If a customer does order more than these accounts, Netspace may upgrade all of these accounts to the highest non Starter 256k Speed Plan being sold at the time, a

Plan Name:	Home Lite
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$39.95 per month	1000MB peak traffic, 1000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$59.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home Active
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$49.95 per month	15000MB peak traffic, 15000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$79.95 per month	20000MB peak traffic, 20000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home Extreme
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$39.95 per month	10000MB peak traffic, 10000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$59.95 per month	25000MB peak traffic, 25000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$99.95 per month	30000MB peak traffic, 30000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home 512 Sym
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$69.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	SOHO
Type Of Plan:	ADSL Internet access
Product Status:	Orderable (02/06)

Account Type:	Business
Connection/Setup Fee:	\$179
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$49.95 per month	10000Mb	Up to 256kbs/64kbs (Receive/Send)
512	\$59.95 per month	15000Mb	Up to 512kbs/128kbs (Receive/Send)
Lite 1500	\$79.95 per month	5000Mb	Up to 1500kbs/256kbs (Receive/Send)
Active 1500	\$99.95 per month	20000Mb	Up to 1500kbs/256kbs (Receive/Send)
Extreme 1500	\$119.95 per month	30000Mb	Up to 1500kbs/256kbs (Receive/Send)
512 Sym	\$89.95 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Business 256
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$39.95 per month	100Mb	Up to 256kbs/64kbs (Receive/Send)
Plan 2	\$89.95 per month	750Mb	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 4 - Business Rental - Modem. 5 - Business Rental - Cisco Router. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 11 - Infrastructure – Telstra. 54 - Business DSL Relocate. 23 - Business ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Business 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 2	\$123.95 per month	750Mb	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 4 - Business Rental - Modem. 5 - Business Rental - Cisco Router. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 11 - Infrastructure – Telstra. 54 - Business DSL Relocate. 23 - Business ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Business 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$146.95 per month	100Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 2	\$196.95 per month	750Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 4 - Business Rental - Modem. 5 - Business Rental - Cisco Router. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 11 - Infrastructure – Telstra. 54 - Business DSL Relocate. 23 - Business ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Business 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$106.95 per month	100Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 4 - Business Rental - Modem. 5 - Business Rental - Cisco Router. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 11 - Infrastructure – Telstra. 54 - Business DSL Relocate. 23 - Business ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Corporate Deluxe 1000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$415 per month	3200Mb	Up to 1000kbs/1000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 10 - SHDSL Modem Required. 53 - Corporate DSL Relocate. 55 - Business Dial Static Ip. 24 - Corporate ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Corporate 2000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$277 per month	750Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan 2	\$329 per month	1800Mb	Up to 2000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 10 - SHDSL Modem Required. 53 - Corporate DSL Relocate. 55 - Business Dial Static Ip. 24 - Corporate ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Corporate Deluxe 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$472 per month	3200Mb	Up to 1500kbs/1500kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 10 - SHDSL Modem Required. 53 - Corporate DSL Relocate. 55 - Business Dial Static Ip. 24 - Corporate ADSL Upgrade.
Special Terms and Requirements:	

Plan Name:	Home 1500 Plus (Previously Home 1500)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Hobbyist
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$199.95 per month	70000Mb peak traffic, 90000Mb off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home 256 Plus - (previously Home 256)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Hobbyist
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$69.95 per month	20000Mb peak traffic, 30000Mb off-peak traffic	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home Mega
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$59.95 per month	15000MB peak traffic, 25000MB off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$99.95 per month	35000MB peak traffic, 35000MB off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$149.95 per month	50000MB peak traffic, 70000MB off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home Mini
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$59.95 per month	10000MB peak traffic, 10000MB off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$89.95 per month	12000MB peak traffic, 12000MB off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home UltraLite
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512Sym	\$89.95 per month	3000MB peak traffic, 3000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home Maximiser
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
1500	\$99.95 per month	30000MB peak traffic, 30000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
512Sym	\$109.95 per month	25000MB peak traffic, 25000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home PowerPlus
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$89.95 per month	35000MB peak traffic, 35000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$119.95 per month	35000MB peak traffic, 35000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
512Sym	\$129.95 per month	40000MB peak traffic, 40000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (M)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (0305)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$39.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$49.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
Gamespace (512 Sym)	\$74.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (L)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (0305)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$49.95 per month	12000MB peak traffic, 12000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
1500	\$89.95 per month	25000MB peak traffic, 25000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
Gamespace (512 Sym)	\$84.95 per month	20000MB peak traffic, 20000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (XL)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (0305)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$69.95 per month	20000MB peak traffic, 20000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$109.95 per month	35000MB peak traffic, 35000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
Gamespace (512 Sym)	\$99.95 per month	30000MB peak traffic, 30000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	FG Special
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (10/05)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$49.95 per month	15000MB peak traffic, 25000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$59.95 per month	20000MB peak traffic, 30000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
Gamespace (512 Sym)	\$79.95 per month	25000MB peak traffic, 35000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)
1500	\$79.95 per month	25000MB peak traffic, 35000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Saver 200
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Hobbyist
Connection/Setup Fee:	\$27
Excess Use Charge:	\$2.20 per hour

Plan Period:	Plan period of 1 month
Minimum term:	
Special Payment Terms:	Standing credit card required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$41.5 per month	200 hours	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	7 - Accounting Period - Calender Month. 13 - Homepages 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$259
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$139.95 per month	7000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 256
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$259
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$59.95 per month	750Mb	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 256
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$269
Excess Use Charge:	16.9 cents peak, 9.9 cents off-peak per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$74.95 per month	1000Mb peak traffic, 1000Mb off-peak traffic	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 256 Lite
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$269
Excess Use Charge:	16.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$59.95 per month	500Mb	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$259
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$79.95 per month	3200Mb	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$269
Excess Use Charge:	16.9 cents peak, 9.9 cents off-peak per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$99.95 per month	2000Mb peak traffic, 2500Mb off-peak traffic	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Business
Connection/Setup Fee:	\$269
Excess Use Charge:	16.9 cents peak, 9.9 cents off-peak per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$199.95 per month	4000Mb peak traffic, 2500Mb off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 12 - Peak & Off Peak Time - Old Plans. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 256
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Business
Connection/Setup Fee:	\$199
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$59.95 per month	5000Mb	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Business
Connection/Setup Fee:	\$199
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$79.95 per month	10000Mb	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO SYM 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Business
Connection/Setup Fee:	\$199
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$129.95 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 2	\$179.95 per month	30000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 3	\$239.95 per month	60000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1104)

Account Type:	Business
Connection/Setup Fee:	\$199
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$99.95 per month	5000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 2	\$139.95 per month	30000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 3	\$279.95 per month	100000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Mailbox
Type Of Plan:	POP Mailbox
Product Status:	Discontinued - Renewals only accepted

Account Type:	Mailbox
Connection/Setup Fee:	\$0
Excess Use Charge:	Not Applicable

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$27 per annum	Not Applicable	Not Applicable

Pop Mailboxes & Web Disk Allow.	1 & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	67 - Virus Checking Service.
Special Terms and Requirements:	Paper invoices are provided for this service for the fixed charge only if the Customer has a Business or Permanent Connection Service.

Plan Name:	Wireless 256
Type Of Plan:	Wireless Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$1320
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	24 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$515 per month	1800Mb	Up to 256kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 61 - Access Providers Owns Equipment. 62 - Access Providers Wholesaler & Relocations.
Special Terms and Requirements:	

Plan Name:	Business ADSL 256
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$49.95 per month	500Mb	Up to 256kbs/64kbs (Receive/Send)
Plan 2	\$99.95 per month	5000Mb	Up to 256kbs/64kbs (Receive/Send)
Plan 3	\$199.95 per month	20000Mb	Up to 256kbs/64kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business ADSL 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$69.95 per month	500Mb	Up to 512kbs/128kbs (Receive/Send)
Plan 2	\$139.95 per month	5000Mb	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business SYM 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$159.95 per month	500Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 2	\$239.95 per month	5000Mb	Up to 512kbs/512kbs (Receive/Send)
Plan 3	\$339.95 per month	20000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Business ADSL 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$129
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$119.95 per month	500Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 2	\$199.95 per month	5000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 3	\$299.95 per month	20000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 4	\$599.95 per month	50000Mb	Up to 1500kbs/256kbs (Receive/Send)
Plan 5	\$1099.95 per month	100000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included-Additional Extra. 11 - Infrastructure – Telstra. 23 - Business ADSL Upgrade. 50 - Business DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate ADSL 2000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$450 per month	10000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan 2	\$650 per month	20000Mb	Up to 2000kbs/640kbs (Receive/Send)
Plan 3	\$1150 per month	50000Mb	Up to 2000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate ADSL 4000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$580 per month	10000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan 2	\$780 per month	20000Mb	Up to 4000kbs/640kbs (Receive/Send)
Plan 3	\$1280 per month	50000Mb	Up to 4000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate ADSL 6000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$645 per month	10000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan 2	\$845 per month	20000Mb	Up to 6000kbs/640kbs (Receive/Send)
Plan 3	\$1345 per month	50000Mb	Up to 6000kbs/640kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$425 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 1000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$468 per month	10000Mb	Up to 1000kbs/1000kbs (Receive/Send)
Plan 2	\$668 per month	20000Mb	Up to 1000kbs/1000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 1500
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$525 per month	10000Mb	Up to 1500kbs/1500kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 2000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$568 per month	10000Mb	Up to 2000kbs/2000kbs (Receive/Send)
Plan 2	\$768 per month	20000Mb	Up to 2000kbs/2000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	Corporate SYM 4000
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (1204)

Account Type:	Business
Connection/Setup Fee:	\$450
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan 1	\$920 per month	10000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan 2	\$1120 per month	20000Mb	Up to 4000kbs/4000kbs (Receive/Send)
Plan 3	\$1620 per month	50000Mb	Up to 4000kbs/4000kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 2 - Infrastructure - Nextep. 3 - Paper Invoices. 6 - Bonus - Free Sites. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 9 - Single Static Included- Additional Extra. 24 - Corporate ADSL Upgrade. 49 - Corporate DSL Relocate.
Special Terms and Requirements:	

Plan Name:	eXtreme 1
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Hobbyist
Connection/Setup Fee:	\$25
Excess Use Charge:	Not Applicable

Plan Period:	
Minimum term:	3 Months
Special Payment Terms:	Credit Card – for quarterly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$65.85 per quarter or \$240 per annum	No Limit subject to Special Terms & Requirements	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	13 - Homepages 32 - 4 Additional Mailbox Conditions. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Customer can transfer from a Home Dialup Modem Plan (7, 20, 50 and 100) that has had an Annual discount applied. If the customers account expires some time in the future then a credit will be applied for the unused annual subscription, and then will be Maximum mailbox size of 15 Megabytes. Only one active log-ins at any one time. Optional discounted annual payment of \$240 available with minimum term of 1 year. 4 hour maximum session times, 15 minutes idle time.

Plan Name:	eXtreme 2 (Previously eXtreme)
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Hobbyist
Connection/Setup Fee:	\$25
Excess Use Charge:	Not Applicable

Plan Period:	
Minimum term:	1 Month
Special Payment Terms:	Credit Card – for monthly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$24.95 per month or \$260 per annum	No Limit subject to Special Terms & Requirements	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	13 - Homepages 32 - 4 Additional Mailbox Conditions. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Optional discounted annual payment of \$260 available with minimum term of 1 year. 6 hour maximum session times, 15 minutes idle time. Only one active log-ins at any one time. Maximum mailbox size of 30 Megabytes.

Plan Name:	Business Dialup Casual
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	3.30 per hour

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Casual	\$27 per annum	0 hours	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 7 - Accounting Period - Calender Month. 13 - Homepages 31 - 0 Additional Mailbox Conditions. 44 - Multiple Dial Logins. 55 - Business Dial Static Ip. 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Business Dialup
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	3.30 per hour

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
25	\$305 per annum	25 hours/month	Up to 56kbs Modem
45	\$525 per annum	45 hours/month	Up to 56kbs Modem
75	\$870 per annum	75 hours/month	Up to 56kbs Modem
150	\$1695 per annum	150 hours/month	Up to 56kbs Modem
300	\$3390 per annum	300 hours/month	Up to 56kbs Modem
450	\$5085 per annum	450 hours/month	Up to 56kbs Modem
600	\$6780 per annum	600 hours/month	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 7 - Accounting Period - Calender Month. 13 - Homepages 32 - 4 Additional Mailbox Conditions. 44 - Multiple Dial Logins. 55 - Business Dial Static Ip. 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Business Weekday Flat Rate
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	3.30 per hour

Plan Period:	Plan period of 3 months
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$320 per annum	No Limit	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 7 - Accounting Period - Calender Month. 8 - Business Casual Dialup Service Provided. 13 - Homepages 67 - Virus Checking Service.
Special Terms and Requirements:	Access to modems will only be allowed between 6am and 6pm Monday to Friday.

Plan Name:	POP3 Dialup
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Business
Connection/Setup Fee:	\$0
Excess Use Charge:	3.30 per hour

Plan Period:	Plan period of 1 year
Minimum term:	
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Casual	\$220 per annum	0 hours	Up to 56kbs Modem
25	\$525 per annum	25 hours/month	Up to 56kbs Modem
45	\$745 per annum	45 hours/month	Up to 56kbs Modem
75	\$1090 per annum	75 hours/month	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	1 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 13 - Homepages 44 - Multiple Dial Logins. 55 - Business Dial Static Ip. 65 - Business Prepaid Excess. 66 - Dial Upgrades. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	This Service may be used in conjunction with a Domain Name Hosting service where we will direct all email for a single domain name or subdomain eg (netspace.net.au) to the POP mailbox attached to this service. If multiple subdomains are required then a

Plan Name:	Permanent ISDN
Type Of Plan:	Dialup ISDN Internet Access
Product Status:	Discontinued - Renewals only accepted (02/05)

Account Type:	Business
Connection/Setup Fee:	\$149
Excess Use Charge:	15 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
64k Plan 1	\$55 per month	0Mb	64k ISDN
64k Plan 2	\$249 per month	0Mb	64k ISDN
128k Plan 1	\$110 per month	0Mb	128k ISDN
128k Plan 1	\$1000 per month	No limit	128k ISDN

Pop Mailboxes & Web Disk Allow.	0 - Not Applicable & 0 - Not Applicable
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	3 - Paper Invoices. 9 - Single Static Included- Additional Extra.
Special Terms and Requirements:	Available to new Permanent Connections Only

Plan Name:	Home Dialup
Type Of Plan:	Dialup Modem Internet Access
Product Status:	Discontinued - Renewals only accepted

Account Type:	Hobbyist
Connection/Setup Fee:	\$25
Excess Use Charge:	\$2.20 per hour

Plan Period:	Plan Period of 12 months
Minimum term:	12 Months
Special Payment Terms:	Credit Card – for monthly payments required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
7	\$10.50 per month or \$105 per annum	7 hours	Up to 56kbs Modem
20	\$21.90 per month or \$186 per annum	20 hours	Up to 56kbs Modem
50	\$38.25 per month or \$328 per annum	50 hours	Up to 56kbs Modem
100	\$459 per annum	100 hours	Up to 56kbs Modem

Pop Mailboxes & Web Disk Allow.	5 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	Discontinued - Renewals only accepted
Special Terms and Requirements:	

Plan Name:	Home (M) Plus
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$39.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$49.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$59.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
Gamespace (512 Sym)	\$59.95 per month	5000MB peak traffic, 5000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (L) Plus
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$49.95 per month	15000MB peak traffic, 15000 off-peak traffic	Up to 256kbs/64kbs (Receive/Send)
512	\$59.95 per month	15000MB peak traffic, 15000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
Gamespace (512 Sym)	\$69.95 per month	10000MB peak traffic, 10000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (XL) Plus
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
512	\$69.95 per month	25000MB peak traffic, 25000 off-peak traffic	Up to 512kbs/128kbs (Receive/Send)
1500	\$79.95 per month	20000MB peak traffic, 20000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)
Gamespace (512 Sym)	\$79.95 per month	20000MB peak traffic, 20000 off-peak traffic	Up to 512kbs/512kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	Home (XXL) Plus
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
1500	\$99.95 per month	30000MB peak traffic, 30000 off-peak traffic	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 20 - Peak & Off Peak Time. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 57- Roaming. 40 - Data Blocks. 41 - Flat Rate by Default. 42 - Multiple ADSL Logins. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service.
Special Terms and Requirements:	

Plan Name:	SOHO (M)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Business
Connection/Setup Fee:	\$179
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$49.95 per month	5000Mb	Up to 256kbs/64kbs (Receive/Send)
512	\$69.95 per month	10000Mb	Up to 512kbs/128kbs (Receive/Send)
1500	\$99.95 per month	10000Mb	Up to 512kbs/512kbs (Receive/Send)
512 Sym	\$99.95 per month	10000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	SOHO (XL)
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Business
Connection/Setup Fee:	\$179
Excess Use Charge:	9.9 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
256	\$59.95 per month	10000Mb	Up to 256kbs/64kbs (Receive/Send)
512	\$79.95 per month	20000Mb	Up to 512kbs/128kbs (Receive/Send)
1500	\$129.95 per month	50000Mb	Up to 512kbs/512kbs (Receive/Send)
512 Sym	\$139.95 per month	50000Mb	Up to 1500kbs/256kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 6 - Bonus - Free Sites. 11 - Infrastructure – Telstra. 13 - Homepages 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 26 - Own modem Home & SOHO 36 - Churn Home & SOHO. 38 - Home & SOHO (inc Modem) Options. 19 - ADSL Speed & Plan Upgrades. 21 - SOHO Cancellations and Aterations after Processing. 32 - 4 Additional Mailbox Conditions. 40 - Data Blocks. 41 - Flat Rate by Default. 48 - Free Dial when ADSL not working. 51 - Reconnection - Move - Home & SOHO 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	

Plan Name:	Home Starter 512
Type Of Plan:	ADSL Internet access
Product Status:	Discontinued - Renewals only accepted (02/06)

Account Type:	Home ADSL
Connection/Setup Fee:	\$179
Excess Use Charge:	15 cents per Megabyte

Plan Period:	
Minimum term:	12 Months
Special Payment Terms:	Standing credit card or Standing Direct Debit from Bank Account required

Plan Option (Select one only)	Fixed Charge	Allowed Usage Per Month (megabytes)	Access Speed
Plan	\$34.95 per month	300MB	Up to 512kbs/128kbs (Receive/Send)

Pop Mailboxes & Web Disk Allow.	10 & 10 Megabytes
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Other conditions for this plan: Additional conditions apply to this plan. Additional conditions are set out in full in the Annex to this SFoA. Referring to them by their numbering in the Annex, the applicable conditions are:	1 - Term Commencement. 11 - Infrastructure – Telstra. 14 - Churn Away – Refund Policy. 15 - Churn Away – Notification after Minimum term. 19 - ADSL Speed & Plan Upgrades. 26 - Own modem Home & SOHO 29 - 10 Additional Mailbox Conditions. 34 - Modem Upgrade - Home & SOHO 36 - Churn Home & SOHO. 37 - Connection Fee Includes. 38 - Home & SOHO (inc Modem) Options. 43 - Home Cancellations and Aterations after Processing. 45 - ADSL Early Disconnection Fee. 51 - Reconnection - Move - Home & SOHO 47 - Reconnection - Third Party Disconnection. 48 - Free Dial when ADSL not working. 67 - Virus Checking Service. 57- Roaming.
Special Terms and Requirements:	Customers cannot downgrade to this plan (even if a customer was previously on this plan). Data blocks are not available with this plan. The Flat Rate option is not available with this plan. Once the customer has exceeded their allowed usage per month, they will be billed for excess usage to a maximum monthly charge of \$49.95 per month, then the customer's access speed will be limited to

Schedule 1 – Annex A

The terms when referenced in each Plan Schedule below should be inserted

Reference	Complete Term
1. Term Commencement.	Minimum term commences on the day that the service is connected by the Wholesaler
2. Infrastructure - Nextep.	Service is provided using ADSL Internet access infrastructure from Nextep Broadband (a division of NEC Australia)
3. Paper Invoices.	Paper invoices are provided for this service for the excess use charge and the fixed charge
4. Business Rental - Modem.	Bundled equipment: For an extra \$16 per month the customer can rent an ADSL Internet access Ethernet Modem and ADSL Internet access Line Filter. (Must be returned to Netspace on Termination of the service).
5. Business Rental - Cisco Router.	Bundled equipment: For an extra \$66 per month the customer can rent a configured Cisco 827 ADSL Internet access Ethernet Router and ADSL Internet access Line Filter. This is a managed router and passwords to the router will not be provided by default. Basic additional configuration will be provided, however enabling of port filtering or firewalling will require the customer to configure the router and then customer will be responsible for all further configuration (Router and filter must be returned to Netspace on Termination of the service).
6. Bonus - Free Sites.	As a bonus, we provide a number of internet sites where traffic is not counted towards the monthly limit. These sites, plus any conditions applying to the "free" sites can be found at http://sfoa.netspace.net.au/adsl/downloads/
7. Accounting Period - Calendar Month.	The accounting period for this plan commences on the first of each month.
8. Business Casual Dialup Service Provided.	A cost free Business Casual service will be provided free of the fixed charge - excess use charges will still apply
9. Single Static Included - Additional Extra.	1 static IP Address is included. Extra static IP Addresses are available at \$20/month (subject to availability)
10. SHDSL Modem Required.	Bundled equipment: There is no bundled equipment with this service. The customer must purchase outright from us an appropriate SHDSL Modem in order to use this service.
11. Infrastructure – Telstra.	Service is provided using ADSL Internet access infrastructure from the Telstra Corporation Ltd
12. Peak & Off Peak Time - Old Plans.	Off-peak time is from 00:00 to 06:59 Monday to Friday and 00:00 to 23:59 on Saturday and Sunday. Peak time is outside these times.
13. Homepages	Webserver hosting space provided as http://username.customer.netspace.net.au or http://www.netspace.net.au/~username
14. Churn Away – Refund Policy.	Upon notification by our wholesaler that the customer has transferred away from Netspace via the DSL Rapid Transfer Process, a pro-rata credit for unused allowance from the day of transfer to the end of the current billing period will be payable to the customer if the customer has completed the Minimum Term.
15. Churn Away – Notification after Minimum term.	Customers who have completed the Minimum Term who transfer away from Netspace via the DSL Rapid Transfer Process (Churn), are not required to provide notice of their intention to churn away, and are not required to cancel their Netspace ADSL account.

Reference	Complete Term
16. Not Used	
17. Not Used	
18. Not Used	
19. ADSL Speed & Plan Upgrades.	Upgrades to higher line speeds (eg: 512/128 to 1500/256, or 512/128 to 512/512, or 1500/256 to 512/512) are available via the online plan change facility on the Netspace website for no charge. Downgrades where the a speed change is required (eg: 512/512 to 1500/256 or 512/128 to 256/64k) are available via the online plan change facility on the Netspace website at a cost of \$19 (note downgrades can only take place when the customer is out of contract) Upgrades to higher volume plans with the same line speed are free of charge when ordered via the online plan change facility on the Netspace website. After upgrade, advertised fees for upgraded plan apply. Plan Changes when Relocating: If changing line speeds at the same time as relocating the service then there is no cost for downgrades (note that downgrades can only take place when the customer is out of contract). If a plan change has been previously requested, and the customer has paid for their next months access, but has not reached their next billing date; any plan change taking effect on the next billing date will be enforced, and no other plan change is possible. If a plan change has been previously requested but the customer has not reached their next billing date; any existing plan change will be cancelled and the new plan they choose as part of this process will take effect at the start of their next billing period (the new speed will take effect upon reconnection). The customer will not be able to cancel this plan change before it takes effect. Speed changes will take place when the relocated service is connected
20. Peak & Off Peak Time.	Off-peak time is from 00:00 to 06:59 Every Day. Peak time is outside these times.
21. SOHO Cancellations and Alterations after Processing.	If the customer decides to cancel their application once processing has commenced, but before acknowledgement of the order from our wholesaler, an Administration fee of \$70 will apply. Cancellation requests received after the order has been acknowledged by our wholesaler will be subject to standard contract cancellation fees and conditions.
22. Not Used	
23. Business ADSL Upgrade.	Upgrades to a different plan are available beginning the next billing period upon notice to Netspace by the customer. Upgrades to a higher line speed are possible via paper form for \$65. After upgrade, advertised fees for upgraded plan apply.
24. Corporate ADSL Upgrade.	Upgrades to a different plan are available beginning the next billing period upon notice to Netspace by the customer. Upgrades to a higher line speed are possible via paper form for \$170. After upgrade, advertised fees for upgraded plan apply.
25. Not Used	

Reference	Complete Term
26. Own modem Home & SOHO	Connection Fee is discounted to \$149 if the customer provides their own approved ADSL Internet access modem and filter and elects to take a minimum term of 0 months at the time of application, Connection Fee is discounted to \$109 if the customer provides their own approved ADSL Internet access modem and filter and elects to take a minimum term of 6 months at the time of application, Connection Fee is discounted to \$79 if the customer provides their own approved ADSL Internet access modem and filter and elects to take a minimum term of 12 months at the time of application, Connection Fee is discounted to \$549 if the customer provides their own approved ADSL Internet access modem and filter and elects to take a minimum term of 18 months at the time of application. Connection Fee is discounted to \$0 if the customer provides their own approved ADSL Internet access modem and filter and elects to take a minimum term of 24 months at the time of application.
27. Not Used	
28. Not Used	
29. 10 Additional Mailbox Conditions.	Customer is allocated one primary email account with their account. In addition, the customer is allocated 9 additional mailboxes, (plus the primary email account). Mailboxes can be created, disabled or reactivated at any time via the Netspace website by the customer. Once the customer has reached their maximum limit, they can extend their allocation by purchasing a block of additional mailboxes. Customer may permit other persons to use the customer's additional mailboxes, but all such use is deemed to be the customer's own use, and customer must ensure that no such use breaches customer's terms with Netspace. Only the customer may request support from Netspace. Netspace is not obliged to recognize any other person in relation to customer's mailboxes. The primary email account is limited to 100 Megabytes, and additional mailboxes are limited to 25 Megabytes.
30. 5 Additional Mailbox Conditions.	Customer is allocated one primary email account with their account. In addition, the customer is allocated 5 additional mailboxes, (plus the primary email account). Mailboxes can be created, disabled or reactivated at any time via the Netspace website by the customer. Once the customer has reached their maximum limit, they can extend their allocation by purchasing a block of additional mailboxes. Customer may permit other persons to use the customer's additional mailboxes, but all such use is deemed to be the customer's own use, and customer must ensure that no such use breaches customer's terms with Netspace. Only the customer may request support from Netspace. Netspace is not obliged to recognize any other person in relation to customer's mailboxes. The primary email account is limited to 100 Megabytes, and additional mailboxes are limited to 25 Megabytes.

Reference	Complete Term
31. 0 Additional Mailbox Conditions.	Customer is allocated one primary email account with their account. The customer can extend their allocation by purchasing individual mailboxes for \$10 via the mailbox management utility. Mailboxes can be created, disabled or reactivated at any time via the Netspace website by the customer. Customer may permit other persons to use the customer's additional mailboxes, but all such use is deemed to be the customer's own use, and customer must ensure that no such use breaches customer's terms with Netspace. Only the customer may request support from Netspace. Netspace is not obliged to recognize any other person in relation to customer's mailboxes. The primary email account is limited to 100 Megabytes, and additional mailboxes are limited to 25 Megabytes.
32. 4 Additional Mailbox Conditions.	Customer is allocated one primary email account with their account. In addition, the customer is allocated 4 additional mailboxes, (plus the primary email account). Mailboxes can be created, disabled or reactivated at any time via the Netspace website by the customer. Once the customer has reached their maximum limit, they can extend their allocation by purchasing a block of additional mailboxes. Customer may permit other persons to use the customer's additional mailboxes, but all such use is deemed to be the customer's own use, and customer must ensure that no such use breaches customer's terms with Netspace. Only the customer may request support from Netspace. Netspace is not obliged to recognize any other person in relation to customer's mailboxes. The primary email account is limited to 100 Megabytes, and additional mailboxes are limited to 25 Megabytes.
33. Not Used	
34. Modem Upgrade - Home & SOHO	Customer may elect to upgrade to a wireless ADSL internet access modem for any contract length, for an additional \$100, or if the customer has elected to have a minimum term of 24 months, an additional surcharge of \$5.00 per month, in addition to the 24 month surcharge. Or in the case of a Home ADSL Customer (SOHO Connections include the ADSL Ethernet Modem/Router), the customer may elect to upgrade to a Ethernet ADSL internet access modem/router for any contract length, for an additional \$49, or if the customer has elected to have a minimum term of 24 months, an additional surcharge of \$2.50 per month, in addition to the 24 month surcharge.
35. Not Used	
36. Churn Home & SOHO.	Connection fee for a 0 month minimum term is discounted to \$59 if the customer is transferring from an ISP participating in the DSL Rapid Transfer Process (Churn), Connection fee for a 6 month minimum term is discounted to \$39 if the customer is transferring from an ISP participating in the DSL Rapid Transfer Process (Churn), Connection fee for a 12 month minimum term is discounted to \$19 if the customer is transferring from an ISP participating in the DSL Rapid Transfer Process (Churn), Connection fee for an 18 month minimum term is waived if the customer is transferring from an ISP participating in the DSL Rapid Transfer Process (Churn), Connection fee for a 24 month minimum term is waived if the customer is transferring from an ISP participating in the DSL Rapid Transfer Process (Churn). With this option the customer must provide their own approved ADSL modem and filter.

Reference	Complete Term
37. Connection Fee Includes.	Connection Fee (without own modem and filter discount) includes a USB ADSL Internet access modem for a Home ADSL Internet Service and a single ADSL Internet access line filter. SOHO & Business ADSL customers will receive a free upgrade to an Ethernet ADSL Modem/Router. A filter is required to be purchased for every telephone connected to the same line as the ADSL service.
38. Home & SOHO (inc Modem) Options.	Customer may elect at time of service application to have a minimum term of 0 months - Connection fee of \$259 applies. Customer may elect at time of service application to have a minimum term of 6 months - Connection fee of \$219 applies. Customer may elect at time of service application to have a minimum term of 18 months - Connection fee of \$119 applies. Customer may elect at time of service application to have a minimum term of 24 months - Monthly surcharge of \$7.95 per month for 24 months applies.
39. Not Used	
40. Data Blocks.	Customer may increase Allowed Usage for a billing period by purchasing additional data blocks via Netspace website. Netspace may offer discounted rates for additional data blocks. Increase in Allowed Usage applies only to current billing period. No credit for unused entitlements. Entitlements not transferable.
41. Flat Rate by Default.	* All services (plans) are designated as Flat Rate at the time of sign-up. Once the customer has exceeded their allowed usage per month then the customer's access speed will be limited to dial up modem speed (on all plans, except SOHO Plans where the speed will be 128k) until the commencement of the next billing period (excluding bonus free sites, plus any conditions applying to the "free" sites found at http://sfoa.netspace.net.au/adsl/downloads/). If separate Peak & Off-Peak usage limits apply, speed limiting will apply to further Peak Use if Peak usage limit is exceeded, to further Off-Peak Use if Off-Peak Use usage limit is exceeded, and to all use if both Peak & Off-Peak usage are exceeded. Customers can elect (providing that the customer's service is designated by the wholesaler as a L2TP service) to switch-off the Flat Rate functionality and allow their service to remain at full broadband modem speed permanently, until such a time that the customer switches back on the flat rate functionality. If customers elect to switch-off the Flat Rate functionality, all excess usage above their monthly allowance will be charged at 9c per Megabyte. Switching-off (and vice versa) the Flat Rate functionality can only be done online. There is no charge to switch-off the Flat Rate functionality on your plan, and there is no charge to switch-on the Flat Rate functionality on your plan. To switch-on the flat rate functionality the customer's account must be in credit (if peak and off peak limits apply then both of these must be in credit).
42. Multiple ADSL Logins.	Multiple concurrent log-ins to a single account: (a) permitted for all Flat Rate plans only until Allowed Usage per Month is reached – then access speed limits and single log-in limit applies (b) permitted for customers who have switched-off their Flat Rate functionality on their plan – multiple log-in and full speeds apply for the entire month (c) data downloads by multiple concurrent log-ins are aggregated for charging purposes.

Reference	Complete Term
43. Home Cancellations and Alterations after Processing.	If the customer decides to cancel their application once processing has commenced, but before acknowledgement of the order from our wholesaler, an Administration fee of \$70 will apply. Cancellation requests received after the order has been acknowledged by our wholesaler will be subject to standard contract cancellation fees and conditions. If the customer decides to alter their application after we have commenced processing it, but before acknowledgement of the order from our wholesaler, an Administration fee of \$35 will apply. Alteration requests received after the order has been acknowledged by our wholesaler will be subject to standard contract account alteration fees and conditions.
44. Multiple Dial Logins.	Up to 15 multiple simultaneous logins can be connected at any one time.
45. ADSL Early Disconnection Fee.	If the service is cancelled by the customer before the end of the Minimum Term, an early termination fee of 50% of the remaining payments that would have been payable but for termination, plus an administrative fee of \$100, applies.
46. Not Used	
47. Reconnection - Third Party Disconnection.	To reconnect the service at an address where the telephone line has been disabled or cancelled by a third party, a reconnection fee of \$149 will apply, without extension to the contract.
48. Free Dial when ADSL not working.	Service includes 56k dialup account at no charge when used during ADSL service interruption—customer to provide own modem.
49. Corporate DSL Relocate.	If the customer wants to relocate the service to another telephone line or address a relocation fee is payable: \$515.00 for services in place for 6 months or less; otherwise \$450.00. \$100 is non-refundable even if wholesaler declines relocation request.
50. Business DSL Relocate.	If the customer wants to relocate the service to another telephone line or address a relocation fee is payable: \$149.00 for services in place for 6 months or less; otherwise \$99.00. \$99 is non-refundable even if wholesaler declines relocation request.
51. Reconnection - Move - Home & SOHO	To re-locate the service to another telephone line or service address, a Connection Fee of \$99 is payable if the service has been connected for more than 6 months (Same price if the customer is still under a contract, or if the contract has been concluded). If the service has been connected for 6 months and under, a Connection Fee of \$149 is payable. If the customer has exceeded the Minimum Term (and thus out of contract), then the customer may elect to have a reduced Connection Fee of \$129 for a fresh Minimum Term of 0 Months, \$99 for a fresh Minimum Term of 6 Months, \$69 for a fresh Minimum Term of 12 Months, \$29 for a fresh Minimum Term of 18 Months or \$0 for a fresh Minimum Term of 24 Months. A fresh Minimum Term applies from commencement of relocated service follows (assuming that they do not take the discounted Connection Fee): balance of current minimum term or six months – whichever is longer. If the application to relocate the service to a new telephone line or service address is rejected, a \$100 Administration fee is due, together with 50% of the contract balance owing as per early termination. This additional fee is charged due to our wholesaler imposing a minimum connection fee on all services for less than 6 months - where a connection is for less than 6 months we pay an early disconnection fee to the wholesaler.

Reference	Complete Term
52. Not Used	
53. Corporate DSL Relocate.	If the customer wants to relocate the service to another telephone line or address a relocation fee is payable: \$414.00 for services in place for 6 months or less; otherwise \$349.00. \$100 is non-refundable even if wholesaler declines relocation request.
54. Business DSL Relocate.	If the customer wants to relocate the service to another telephone line or address a relocation fee is payable: \$254.95 for services in place for 6 months or less; otherwise \$189.95. \$100 is non-refundable even if wholesaler declines relocation request.
55. Business Dial Static Ip.	Optional Static-Ip Service is available for an additional \$82.50 per annum or \$220 per annum for more than 1. This service may not be available in all Netspace modem locations.
56. Education Pack (Schools Only).	Education Pack (schools only): Includes Domain Name Hosting Service at no charge. Also includes the VicOne School package of Webhosting and Email Hosting. The amount of Web Server Space and Email Server space depends on the number of students. 0–150: 200Mb; 151–350: 300Mb; 351–550: 400Mb; 551+: 500Mb. Web Server: No CGI, Terminal access is provided. A "Form to Email" script is provided for emailed responses to the Web. Includes limited content filtering to block student access to inappropriate web sites. Optionally, Web access can be restricted to the Education Resource List web sites on per student or group/classroom level. Port Forwarding/Redirection: Schools using in-house Internet servers for Web, DNS, Email etc can use Netspace for VicOne Internet access and host in-house Internet servers. Netspace will arrange the necessary port forwarding/redirection.
57. WiFi Trial Access.	Customer can access Overseas Roaming with their username and password. Time is charged in 15 minute blocks per connection, at \$4 per 15 minutes or part-thereof for dialup and \$7 per 15 minutes or part-thereof for broadband or wi-fi access. Each time a customer logs back in with their username and password, it will commence a new block. The customer will need to download the iPass client and register to use the service before travelling, and use of this service is in accordance with the iPass terms and conditions of use. All use of this service is in addition to any prepaid or included time or data allowances. If a customer uses a non-Netspace dial access point within Australia via the iPass client then they will be charged at the iPass roaming rates.
58. Not Used	
59. Not Used	
60. Vicone Plans.	Includes Domain Name Hosting Service at no charge. Also includes the VicOne School package of Webhosting and Email Hosting. The amount of Web Server Space and Email Server space depends on the number of students. 0–150: 200Mb; 151–350: 300Mb; 351–550: 400Mb; 551+: 500Mb. Web Server: No CGI, Terminal access is provided. A "Form to Email" script is provided for emailed responses to the Web. Paper invoices are provided for this service for the excess use charge, the fixed charge and the Annual Charges. Upgrades to VicOne School—Plans are available beginning the next billing period upon notice to Netspace by the customer. Includes limited content filtering to block student access to inappropriate web sites. Optionally, Web access can be restricted to the Education Resource List web sites on per student or group/classroom level. Port Forwarding/Redirection: Schools using in-house Internet servers for Web, DNS, Email etc can use Netspace for VicOne/VicSmart Internet access and host in-house Internet servers. Netspace will arrange the necessary port forwarding/redirection.

Reference	Complete Term
61. Access Providers Owns Equipment.	All equipment remains the property of Access Providers Pty. Ltd.
62. Access Providers Wholesaler & Relocations.	Service is provided using infrastructure from Access Providers Pty. Ltd. If the customer wants to re-locate the service to another location a new installation fee is payable.
63. Premium VWS Conditions.	Server provides the following tools: CGI, Terminal Access to Hosting Space via SSH and includes Anonymous FTP (on request only). CGI can be developed under: Perl, PHP4, sh. No access to compilers is provided as the server is not a development machine. Access to upload and maintain sites may be limited to a Netspace IP address for security reasons. From time to time we may allow customers to maintain the site through the use of a single foreign IP address - this address may be changed free of charge two times per year. MySQL access can be provided for an additional cost of \$220 per annum SSL Server Option (https://www.yourdomain.com.au) - \$220 per Period. SSL certificate Authority registration fee is additional and is paid directly to issuing authority.
64. Requires Bus Account.	A Netspace Business Account (ADSL Internet access or Dial-Up Modem is required)
65. Business Prepaid Excess.	Customer may pre-purchase Excess Usage time at \$2.75 per hour in increments of 10 hours. If excess usage takes place when billed the system will look to see if there is any prepaid excess usage and will deduct time from here before creating an invoice.
66. Dial Upgrades.	Upgrades to same plan type (i.e. Business to Business, Home to Home, POP3 to POP3) to upgrade the number of prepaid hours are available as follows: Number of Months Left in plan x difference in plan costs (on a per monthly basis) + \$10. As a bonus, the \$10 is waived if the upgrade is performed in the month of Service is connected, or is renewed. Upgrades include the calendar month that the upgrade is paid for in.
67. Virus Checking Service.	Liability cap of \$5 per month applies where legislation permits.