



Standard Form of Agreement

Service Description (Mobile Broadband)

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1 The Agreement

1.1 The Parties

1.1.1 Zettagrid and the Customer (being an entity subscribing to Zettagrid for services) agree that by use Zettagrid services, you (hereinafter referred to as “The Customer”, “you” and “your”) accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement. Where we reference “you” this may also refer to your IT contractor or outsourcer.

1.2 What is a Service Description?

1.2.1 The Zettagrid Service Description defines the services offered and specific terms and conditions for each of these Services. This document form part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Pricing Schedule

2 Service Description

2.1 What is Mobile Broadband?

2.1.1 Mobile broadband is the name used to describe various types of wireless high-speed internet access through a portable modem, telephone or other device. Various network standards may be used, such as GPRS, 3G, 4G, WiMAX, LTE UMTS/HSDPA, EV-DO and some portable satellite-based systems. (Credit Wikipedia)

2.1.2 Zettagrid provides Mobile Broadband over the Optus 4G Plus network with fallback to HSDPA/UMTS/EDGE/GPRS/GSM networks when the high-speed networks are unavailable. This service is offered as a compliment to a fixed line ADSL internet service to enable mobility not a replacement for your DSL service.

2.1.3 4G Mobile Broadband connection speeds are dependent upon the consumers' location. Connection speeds are significantly slower when connecting to the EDGE/GPRS/GSM network.

2.1.4 Download speeds and response times (latency) vary based upon signal strength, network congestion and content delivery speed of the internet resource.

2.1.5 Zettagrid will track the amount of data your service utilizes but not the websites or networks that you connect to. If you wish to track your own network usage we recommend installing your own network monitoring.

2.1.6 Zettagrid cannot guarantee consistent signal strength, connection or download speed with this service.

2.1.7 This is a data service only. Voice calls and SMS messages cannot be transmitted.

2.2 Telecommunications Installation

2.2.1 The installation of the Mobile Broadband does not require the installation of any specific equipment.

2.2.2 To improve signal strength, you may require an antenna.

2.3 CPE Installation and Equipment Supply

2.3.1 We may provide CPE (Customer Premises Equipment) in the form of a modem. Zettagrid may pre-configure a supplied device with your connection information.

2.3.2 We will supply you with a SIM to connect to the mobile network. Other SIMS and mobile numbers cannot be used on the network.

2.3.3 We will not be liable for issues as a result of us supplying this equipment to you. Zettagrid will provide reasonable phone support to enable you to install and connect to Zettagrid using this device.

2.3.4 Where we have supplied a Huawei E8372 USB Modem you will require a USB compatible computer or network device to connect to the mobile network.

2.3.5 Where you have supplied your own CPE, Zettagrid is not obliged to supply support for the configuration of this equipment. Zettagrid will provide the generic network settings to you in order for you to configure the appropriate CPE.

2.3.6 You may choose to have a Zettagrid technician provide onsite support to install and configure your CPE. This will be charged at an hourly rate in addition to your setup and monthly fees.

2.4 **Connection Speeds**

2.4.1 Mobile Broadband services connect to the 4G Optus network. We cannot guarantee that you will receive a certain speed. Speed is typically affected by:

- a) Signal strength depending upon your location and distance from the mobile cell tower.
- b) The capacity of the mobile cell tower you are connecting to.
- c) Your hardware (specifically modem).
- d) The capacity and current load of the server or website you are accessing.

2.5 **Monthly Use**

2.5.1 Your monthly use is measured in Megabytes.

Your plan will be provided with a single monthly data quota.

2.5.2 Both Downloads and Uploads are counted in your monthly data quota.

2.5.3 Zettagrid will send you usage notifications to your primary account email address when you reach 50%, 85% and 100% of your allocated monthly data quota. Notifications may be delayed by up to 48 hours.

2.5.4 You are responsible to ensure that your network is fully secured. This includes, but is not limited to, blocking any ports that may be commonly used to perform inbound and outbound DDOS and network attacks.

2.5.5 When you have reached your monthly quota, you will be charged an excess rate per MB.

2.5.6 Plan change requests will only come into effect at the next billing period.

2.5.7 Your data allowance is reset on the 1st of the month.

2.6 **Payment**

2.6.1 Payment for the mobile Broadband service is required in advance. You may choose to pay for the service in monthly, quarterly or yearly.

2.6.2 Where you have chosen a plan with excess charges, this will be charged monthly in arrears.

2.7 **Target Service Level**

97%

2.8 **Call Response Target**

1 Business Day

2.9 **Restoration Target**

2.9.1 3 Business Days

2.10 **Service Level Rebates**

2.10.1 No Service Level Guarantees exist for the Mobile Broadband Service.

2.10.2 No service level rebates are available for Mobile Broadband plans.

2.11 **Contract Term**

2.11.1 We provide Mobile Broadband services on minimum contract terms. These terms are specific to the type of service we deliver to you.

2.11.2 Services have minimum contract terms of 0 or 24 months.

2.11.3 If you decide to cancel or move your service within the contract term you will be liable for an Early Termination Fee. The formula for determining this fee is detailed in the General Terms and Conditions and the Pricing Schedule.