



Standard Form of Agreement

Service Description (NBN TC-2 Business Ethernet)

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1 The Agreement

1.1 The Parties

1.1.1 Zetagrid and the Customer (being an entity subscribing to Zetagrid for services) agree that by using Zetagrid 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 Zetagrid Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms 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 NBN TC-2 Business Ethernet

2.1.1 NBN TC-2 Business Ethernet is delivered over the National Broadband Network and is designed to provide access to high performance data for applications and services that have a requirement for premium download and upload speeds.

2.1.2 NBN TC-2 Business Ethernet provides symmetrical data speeds (1:1 download/upload contention ratio).

2.2 Speeds

2.2.1 Services are available in a range of speeds from 5 Mbps up to 100 Mbps depending on your location and NBN delivery technology.

2.2.2 Zetagrid is unable to guarantee speeds to resources outside of our network to the Internet.

2.3 Data

2.3.1 Traffic is unlimited and based upon our acceptable use policy.

2.4 Payment

2.4.1 Payment for the NBN TC-2 Business Ethernet service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

2.5 Target Service Level

99.7%

2.6 Call Response Target

4hrs

2.7 Restoration Target

2.7.1 1 Business Day. Additional restoration enhancements can be purchased.

2.8 Service Level Rebates

2.8.1 No Service Level Rebates are available for NBN TC-2 Business Ethernet services.

2.9 Contract Term

2.9.1 The contract term for NBN TC-2 Business Ethernet is specified in your individual service contract. Where this is not stated the minimum contract term is 24 months.

2.9.2 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

3 Hardware

- 3.1.1 The Network Termination Device (NTD) and any other hardware not purchased outright that is supplied by Zettagrid and its partners for the provision of the NBN TC-2 Business Ethernet service remains the property of Zettagrid and its partners.