



# **Standard Form of Agreement**

Service Description (TC-4 Enhanced NBN)

Revised 30-May-2020

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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 using 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 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 TC-4 Enhanced NBN

2.1.1 TC-4 Enhanced NBN provides a higher level of support for the standard residential (TC-4) grade NBN service by offering response and rectification targets.

## 2.2 Speeds

2.2.1 Services are available in a range of asymmetrical speeds from 50/20 Mbps (Down/Up) to 100/40Mbps.

2.2.2 This service does not provide congestion guarantees. Please seek a dedicated Ethernet service if you have this requirement.

## 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 TC-4 Enhanced NBN service is required in advance. You may choose to pay for the service monthly, quarterly or yearly.

## 2.5 Target Service Level

None

## 2.6 Call Response Target

4hrs

## 2.7 Restoration Target

12hr Target Restoration (Metro Areas)

These times assume; an urban area; that the fault rectification time may vary depending on the location of the premises; and all times refer to what we offer to providers – which may differ to what times they offer you.

## 2.8 Service Level Rebates

2.8.1 No Service Level Rebates are available for TC-4 Enhanced NBN services.

## 2.9 Contract Term

2.9.1 The contract term for TC-4 Enhanced NBN is specified in your individual service contract. Where this is not stated the minimum contract term is 36 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 TC-4 Enhanced NBN service remains the property of Zettagrid and its partners.