



Standard Form of Agreement

Service Description (Dial-Up & ISDN)

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1 The Agreement

1.1 The Parties

1.1.1 Highway 1 (Aust) Pty Ltd ABN 068 383 737 Level 5, 10 William Street, Perth, Western Australia trading as Highway 1, Apiix, EON Technology, Nerdnet Internet, Global Dial, Global Web, Simtex, Worldwide Internet (hereinafter referred to as "Highway1", "us", "our") and the Customer (being an entity subscribing to Highway1 for the provision of Internet services) agree that by accessing our 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.

1.2 What is a Service Description?

1.2.1 The Highway 1 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 Dialup?

2.1.1 Dialup is a service that allows access to the internet for activities including web browsing and email over a standard Packet Switch Telephone Network PSTN line.

2.2 What is ISDN?

2.2.1 Integrated Services Digital Network or Isolated Subscriber Digital Network (ISDN) is a circuit-switched telephone network system, designed to allow digital transmission of voice and data over ordinary telephone copper wires, resulting in better voice quality than an analog phone. It offers circuit-switched connections (for either voice or data) in increments of 64 Kbit/s. One of the major use cases is Internet access, where ISDN typically provides a maximum of 128 kbit/s (which cannot be considered to be a broadband speed).

2.3 Telecommunications Installation

2.3.1 You are responsible for providing a telephone line(s) to use this service.

2.3.2 This service does not include costs associated with calls costs from your premises to the Highway 1 network.

2.4 CPE Installation and Equipment Supply

- 2.4.1 We may provide CPE (Customer Premises Equipment) in the form of a modem or router. Highway 1 may pre-configure a supplied device with your connection information.
- 2.4.2 We will not be liable for issues as a result of us supplying this equipment to you. Highway 1 will provide reasonable phone support to enable you to install and connect to highway 1 using this device.
- 2.4.3 Where you have supplied your own CPE Highway 1 is not obliged to supply support for the configuration of this equipment. Highway 1 will provide the generic network settings to you in order for you to configure the appropriate CPE.
- 2.4.4 You may choose to have a Highway 1 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.

2.5 Dialup Connection Speeds

- 2.5.1 We cannot guarantee that you will receive a certain speed. Speed is typically affected by:
- Distance from the telephone exchange.
 - The number and type of other services on the line.
 - Your phone line quality of the copper pair between the exchange and your premises.
 - Your hardware (specifically modem).
 - The capacity and current load of the server or website you are accessing.
- 2.5.2 Customers experience between 20kbps and 52kbps.

2.6 ISDN Connection Speeds

- 2.6.1 ISDN connectivity is available in 64k and 128k connection speeds.

2.7 Monthly Use

- 2.7.1 Dialup use is measured in time connected to our network. (In hours)
- 2.7.2 ISDN use is measured in traffic delivered to your CPE. (In Megabytes)

2.8 Payment

- 2.8.1 Payment for the Dialup and ISDN services are required in advance. You may choose to pay for the service monthly, quarterly or yearly.
- 2.8.2 Where you have chosen a plan with excess charges, this will be charged monthly in arrears.

2.9 Dial-Up Service Features

- 2.9.1 Each Dial-Up service has additional features. These features are provided to enhance the service.

Feature	Description	Technical Specifics
Dynamic IP	Each time you dial the Highway 1 network you may receive a different IP address.	1 x Dynamic IP
Personal Website Space	We will provide you with space on our web servers to host web content.	10MB File Storage 500MB data transfer per month
AntiSpam and Antivirus	We will filter your Highway 1 email through our AntiSpam and Antivirus filter programs.	Where email is spam we will mark it as such. We will use reasonable efforts to reject any email that we deem may contain a virus.
Email Address	We will provide you with an email address and mail storage accessible via POP3.	Each with 100MB storage quota.

2.10 ISDN Service Features

2.10.1 Each ISDN service has additional features. These features are provided to enhance the service.

Feature	Description	Technical Specifics
Static IP	Each time you dial the Highway 1 network you will receive the same IP address.	1 x Static IP
Personal Website Space	We will provide you with space on our web servers to host web content.	10MB File Storage 500MB data transfer per month
AntiSpam and Antivirus	We will filter your Highway 1 email through our AntiSpam and Antivirus filter programs.	Where email is spam we will mark it as such. We will use reasonable efforts to reject any email that we deem may contain a virus.
Email Address	We will provide you with an email address and mail storage accessible via POP3.	Number varies with each account. Each with 100MB storage quota.

2.11 Target Service Level

97%

2.12 Call Response Target

1 Business Day

2.13 Restoration Target

2.13.1 2 Business Days

2.14 Service Level Rebates

2.14.1 These services ineligible for service rebates.

2.15 Contract Term

2.15.1 There is no minimum contract term for Dialup services.

2.15.2 There is a 12 month minimum contract term for ISDN services.