

Our Customer Relationship Agreement TECHII® ONSITE SERVICE DESCRIPTION

iiNet Limited ACN 068 628 937

Phone: 13 22 58

1/502 Hay Street, Subiaco WA 6008

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Rules of interpretation and capitalised terms used in this Service Description are defined in the General Terms of this CRA.

1. ABOUT TECHII® ONSITE

Our Customer Relationship Agreement

- 1.1 This is the techii® Onsite Service Description of our CRA under which we supply our techii® Onsite Service (**Service**) to you. The General Terms of our CRA, and the other documents listed in clause 1.2 of the General Terms, also apply.

Services

- 1.2 The Service comprises of a techii® technician visiting your premises for the purpose of installing your new broadband service, or troubleshooting to resolve any difficulties with your existing service or iiNet provided hardware.
- 1.3 techii® onsite jobs are charged at a nominal rate plus a timed component rate (if applicable.) The nominal rate is currently \$99.00 and the timed component rate is \$22.00 per 30 minutes of time required for the onsite beyond the initial 60 minutes allowed for in the nominal rate.
- 1.4 techii® charges will appear on your next iiNet invoice.
- 1.5 Cancellation of the techii® onsite visit after the booking is made may still incur the nominal fee.
- 1.6 techii® onsite bookings are made for specific times, and best effort will be taken to ensure that the attending techii® Onsite staff arrives on time, but is subject to variation due to external factors.
- 1.7 The Service is limited in scope to the setup and troubleshooting of your iiNet provided services and hardware. Whilst we will attempt to assist in related issues where requested and where possible, we accept no liability for our inability to successfully assist, or for any damage or inconvenience caused as a result of assistance in matters outside the scope of our operations.
- 1.8 You acknowledge that computers are complicated and sometimes issues can be more complex than initially diagnosed. You also acknowledge that a problem that occurs with your computer after our visit may be unrelated to the work we performed for you, and thus any further techii® visits for a service deemed to be working during the onsite will be charged at the standard onsite rate.

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- 1.9 techii® staff cannot be held responsible for issues outside of their control or as a result of helping you connect your computer to the internet. (Examples of this might include viruses, computer performance changes, internal wiring issues and other factors.)
- 1.10 You are responsible for any download quota (such as downloading drivers or software updates) associated with your techii® visit. Any additional software and hardware purchases are not included in the \$99.00 onsite charge and will be billed separately to you.
- 1.11 You acknowledge that as part of your onsite we do not separately back-up any of your data and there is a risk that some or all of your data may be lost during your techii® visit.
- 1.12 You will ensure that any software you supply for use in conjunction with an iiNet techii® visit is genuine and licensed to you.
- 1.13 If we are unable to perform all or part of the services that we have agreed to deliver, the techii® staff will either visit you at a later date, or credit the job back to you, unless the reason was as a direct result of your computer software or hardware.

2. ADDITIONAL TERMS AND CONDITIONS APPLICABLE TO TECHII® ONSITE SERVICES

- 2.1 You acknowledge and agree that techii® onsite Services are subject to availability and we are not obliged to accept a request to provide a techii® onsite.
- 2.2 You will, where relevant, ensure that we have full and safe access to your premises (to the extent relevant to providing the techii® service) and any necessary equipment, materials and information and a free parking space (suitable for a car), at or in close proximity to, the premises where the work is to be undertaken by us. You will also ensure that we are provided with all facilities, services and accessories reasonably required to enable us to comply with our obligations under this Agreement.
- 2.3 You will, where relevant, provide on request a suitably qualified or informed representative, agent or employee to advise us regarding access, security procedures and any other matter within the your knowledge or control which will assist us in complying with our obligations under this Agreement.
- 2.4 You will take all reasonable measures to anticipate and avoid the creation of hazardous conditions which may jeopardise the safety of any personnel responsible for providing the techii® onsite Service. In particular you must provide us with:
 - (a) full and complete particulars of all hazardous materials and substances used or stored on the site;
 - (b) ensure that all hazardous materials and substances are stored in accordance with any manufacturer's and/or statutory requirements; and
 - (c) inform us of full and complete particulars of all asbestos or other toxic, hazardous or carcinogenic substances and the procedures in place for dealing with the storage or disposal of any of those substances that are in place.

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- 2.5 In the event a hazardous condition is detected by us we may discontinue providing the business support services until such hazardous conditions have been removed.