

VIRGIN MOBILE
BROADBAND AT HOME SERVICE DESCRIPTION

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1 ABOUT THIS SERVICE DESCRIPTION

- (a) This is the *service description* for the Virgin Broadband at Home *service*.
- (b) *Your agreement with us* for the supply of the *service* is made up of:
 - (i) *your application*;
 - (ii) the *general terms*;
 - (iii) this *service description*;
 - (iv) the *pricing tables*; and
 - (v) the *appendices*.
- (c) You may obtain a copy of the latest version of the *general terms*, *service description*, *pricing tables* and *appendices* from us or on our website: www.virginmobile.com.au/sfoa.html
- (d) Where you may be charged a fee or charge, then this fee or charge is set out in the *pricing tables*. Please check the *pricing tables* carefully to see what fees or charges apply to your use of the *service*.
- (e) The meaning of the words printed *in italics like this* is set out in the *dictionary*.

2 HOW WILL WE NOTIFY YOU OF CHANGES TO THE AGREEMENT?

- (a) If we change the terms of the *agreement*, in addition to any other method of notification in writing (including, but not limited to, by mail or *e-mail*), we may notify you of the change by notice on our website: www.virginmobile.com.au.
- (b) In those circumstances not covered by (a) above, if we change the terms of the *agreement*, in addition to any other method of notification in writing (including, but not limited to, by mail or *e-mail*), we may notify you of the change by notice on our website: www.virginmobile.com.au

3 THE SERVICE

3.1 What is the *service*?

- (a) The *service* allows you to access the Internet and related data services from your computer via a *home modem* that connects you to our *network* for your own personal use.
- (b) **The Broadband at Home *service* can only be used at your premises.**

3.2 Who supplies the *service*?

Virgin Mobile (Australia) Pty Limited (ABN 67 092 726 442) supplies the *service* to you.

3.3 How will we supply the *service* to you?

- (a) We may modify aspects of the *service* and the delivery of the *service* to you if it is necessary to do so for the efficient operation of our *network*. We may, for example:

- (i) deliver access and *content* via proxy servers and caches,
- (ii) manage the *network* to prioritise Internet traffic of certain types or users over others,
- (iii) block or filter specific Internet ports,
- (iv) block incoming and outgoing e-mail messages which exceed 10 megabytes in size,
- (v) limit the number of addresses to whom an outgoing e-mail can be sent, or
- (vi) refuse to accept incoming e-mail messages to mailboxes that have exceeded the e-mail storage limit.

3.4 What do we provide as part of the *service*?

- (a) We will provide *you* with:
 - (i) the *required equipment* you order from *us* in *your application*,
 - (ii) a *self-installation kit*,
 - (iii) a *primary e-mail address* and the option of creating a number of additional e-mail addresses (further information can be found on *our* website: www.virginmobile.com.au),
 - (iv) any *additional service features* you have selected, and
 - (v) access to Customer Service (see clause 12 below).
- (b) We are not responsible for installing, maintaining or providing on-site technical support in relation to the *required equipment*.
- (c) We will provide *you* with a dynamic IP address that *your home modem* uses to connect to the *service*. This IP address remains *our* property and may change from time to time without any notification to *you*.
- (d) *You* must not configure *your* computer to connect to the *service* using a static IP address.

3.5 Coverage

- (a) The *service* is only available in areas covered by *our* 3G or dual band network (depending on the compatibility of *your* modem).
- (b) *You* are responsible for inquiring whether coverage is available in the area in which *you* would normally use the *service*.
- (c) In areas that the *service* is available, it is technically impracticable for *us* to guarantee that:
 - (i) the *service* is available in each place within an area where there is coverage,
 - (ii) 'drop-outs' will not occur,

- (iii) there will be no delays in transferring data when switching between bearer *networks*, and
- (iv) there will be no congestion on *our network*.
- (d) The coverage area of *the 3G* or dual band networks is not equal to the coverage area of the *GSM network* as at 27 April 2009.
- (e) For the latest coverage information visit www.virginmobile.com.au/coverage.

3.6 Data Transfer Speeds

- (a) The speed of data transmitted using the *service* will vary depending on the following factors:
 - (i) The network used to connect to the *service* (for example, *you* may obtain faster data transfer speeds on the *3G/HSPA network* than on the *GSM network*). *You* will not experience broadband speeds where only GSM coverage is available (including in Tasmania and the Northern Territory);
 - (ii) The distance *you* are from a mobile tower;
 - (iii) The capacity and load of the mobile tower;
 - (iv) the number of users sharing *our network*;
 - (v) *your* equipment and software;
 - (vi) general activity on the Internet; and
 - (vii) speed and capacity of the server *you* are accessing.
- (b) Theoretical maximum download speed on *our 3G/HSPA network* is up to 3.6 Mbps. Based on *our* network testing, *you* can expect speeds between 512 kbps and 1.5 Mbps with peak speeds up to 3Mbps. Actual speeds may be slower.

3.7 Limitation on connection to the *service*

To connect to the *service* *you* must:

- (a) meet all of the *minimum system requirements* (which are set out in Attachment 1 to this document), and
- (b) have all *required equipment*.

3.8 How do *you* register for the *service*?

You may apply to register for the *service* *by*:

- (a) entering details requested and following the steps in the online registration system at www.virginbroadband.com.au;
- (b) submitting a correctly completed application form; or
- (c) calling Telesales on 13 33 23.

- (d) If *you* have not activated *your* service within 5 business days of receiving *your* equipment, we may then activate the *service* automatically and without further notice.

3.9 Your e-mail account

- (a) To register *you* will be required to select an e-mail address (or username). E-mail addresses must meet *our* specifications as shown during signup and are subject to availability. We reserve the right to decline or delete e-mail addresses that we reasonably consider to be offensive, defamatory, illegal or otherwise inappropriate without notice.
- (b) If we contact *you* by e-mail, the e-mail will be sent to *your primary e-mail address*.
- (c) *You* must monitor *your primary e-mail address* regularly to retrieve and review *your* e-mails.

4 USE OF THE SERVICE

- (a) *You* must pass a credit check at the time *you* apply for the *service*. The credit enquiry will remain on *your* credit file for up to 5 years.
- (b) We are not responsible for any Internet *content* that may be obtained via the *service*.
- (c) In order to provide *you* the *service*, we may collect certain information about the performance of the *service*, *your* computer and *your* use of the *service*. Unless we are permitted or required to do so under *our* privacy policy, we will not use this information to identify *you*.
- (d) *You* must:
 - (i) comply with *our Acceptable Use Policy* when using the *service*, and
 - (ii) ensure that the software *you* use with the *service* is properly licensed.
- (e) *You* must not, subject to paragraph (g) below:
 - (i) resell, share or otherwise distribute the *service* (or any part of the *service*) to any third party without *our* prior written consent, or
 - (ii) run or provide network services to others via the *service*.
- (f) *You* may connect a LAN to the *service* for private use, however the set-up and configuration of a LAN connected to the *home modem* is not supported by Customer Service.
- (g) In addition to any other obligations *you* may have under the *agreement* (including *your* obligations under the *general terms* and the *Acceptable Use Policy (Appendix D)*), *you* must not:
 - (i) move the *home modem* from *your premises*,
 - (ii) remove the SIM card from the *home modem*, or use it in any equipment other than the *home modem*;

- (iii) use the *service* to *download* content continuously;
- (h) We may monitor *your service* to ensure that *you* are complying with the *agreement* including but not limited to, where the *service* is located. We are entitled to investigate any misuse of the *service*, including any breach of the *Acceptable Use Policy*, and may involve police or other law enforcement agencies in doing so. If we find that *you* have misused the *service*, we may recover from *you* any costs of investigating that misuse. If *your* misuse causes *loss* to another user and we are required to pay compensation to that user, we may require *you* to reimburse *us*.
- (i) If *you* breach paragraph (h) above, we may, in addition to and without limiting our other rights under the *agreement*, immediately suspend or *cancel the service* without further notice.

5 DATA USAGE LIMITATIONS

- (a) *Your data usage* applies to *downloading* only. *Your data usage* does not apply to *uploading*.
- (b) If, in any given *usage period*, *your data usage* exceeds
 - (i) the *data allowance* for that *usage period*, then *your* access to the *service* will be *speed limited*. Please refer to the *pricing table* for details of *speed limiting* for *your pricing plan*;
 - (ii) 8GB for *your Broadband at Home service*, then *your* access to the *service* will be further *speed limited* to 32 kbps, and

your access to the *service* will remain *speed limited* until the first day of *your* next *usage period*.
- (c) If *your data allowance* for that usage period exceeds 8GB for *your Broadband at Home service* on more than 2 occasions, we may *cancel your broadband service* upon notice to *you*.
- (d) *Your data usage* is reset to zero on the first (1st) day of each *usage period*. Any unused *data allowance* in any month cannot be rolled over into subsequent months.
- (e) We may notify *you* by e-mail to *your primary e-mail address* when *your data usage* has:
 - (i) exceeded 80% of *your data allowance*, and/or
 - (ii) exceeded 100% of *your data allowance* and *your* access to the *service* has become *speed limited*.
- (f) In addition, we provide the “My Broadband Usage” web-page to allow *you* to see *your data usage* for the current *usage period* and up to six months’ historical usage. The My Broadband Usage web-page is updated approximately every 20 minutes.
- (g) If *you* are using the *service* for peer to peer applications, the speed will be limited to 32kbps.

6 SERVICE CHARGES

6.1 What does the cost of the *service* depend on?

The cost of the *service*, once connected, depends on:

- (a) the cost (if any) of the *required equipment*,
- (b) the *pricing plan* you select (see *pricing tables*),
- (c) any changes you make to *your pricing plan*, the *additional service features* you use or acquire and if you accept the terms of a *special*.

6.2 What are the fees and charges for using the *service*?

- (a) You must pay:
 - (i) the fees and charges for the *service*, which are set out in the *pricing tables*, on our website www.virginbroadband.com.au, or in any applicable *special*, and
 - (ii) any additional fees and charges noted in the *agreement* (including in *your application*) or notified by us in accordance with the *agreement* from time to time.
- (b) You must pay all fees and charges which are incurred for the *service* even if you did not authorise its use, including any fees and charges incurred by your *secondary contact* arising from that person's access to and operation of your *account*.
- (c) You must pay the fees and charges for the *service* even if the *service* is unavailable or you are unable to access the *service*. However, you should check whether you are entitled to a refund or credit under clause 10.4 of the *general terms*.
- (d) If you have chosen the Broadband at Home option with a specified *minimum monthly spend* for the home phone *service* you will be charged that amount each month regardless of the actual usage of the *service* during that month.
- (e) In addition to the fees and charges you incur in the normal use of the *service* (including a *minimum monthly spend*, where applicable), we may charge you administration fees and other similar charges. These costs may include *connection fees*, suspension fees or *cancellation fees*, late payment fees, bill reprint fees, payment dishonour fees and reconnection or reactivation fees. These charges are set out in the *pricing tables* for your *service*.
- (f) From 1 December 2009, we will charge you \$2.20 for each paper bill we send you. To avoid this fee you can choose online billing at www.virginmobile.com.au/membersarea.
- (g) From 1 December 2009, if you use a credit, charge or debit card to pay your bill, we will charge you a payment processing fee of 1% fee. This payment processing fee will appear on your next bill after the payment has been processed.

6.3 Can you change your pricing plan?

- (a) You may request to change your pricing plan:
 - (i) if your current pricing plan allows you to change, and
 - (ii) if you meet the eligibility criteria of the pricing plan to which you want to change to.
- (b) Under the terms of a pricing plan or special, there may be certain conditions relating to changing your pricing plan.
- (c) Changing your pricing plan does not affect the minimum term of your agreement.

6.4 How often will we bill you?

- (a) Your bills are always available to view online at www.virginmobile.com.au/membersarea
- (b) We will try to notify you each month when your bill is ready to view. Even if we do not notify you that your bill is ready, your bill will be available online and you are responsible for checking your bill.
- (c) We will try to include on your bill all charges for the relevant billing period. However, this is not always possible and we may include these unbilled charges in a later bill(s).
- (d) We will send you an email notification each month, to your nominated email address, once your invoice is ready to view online. You may change your email address by logging onto "My Account" at www.virginmobile.com.au or by contacting us. Your bills are available to view online at "My Account" at any time.

6.5 What will appear on your bill?

- (a) We will charge you a pro-rated minimum monthly spend fee on your first bill we send you for the part of the month your service is connected.
- (b) We will place your service on a single bill with one or more other services that you have with us.

6.6 We may use a billing agent to bill you

We may bill you using a billing agent (which may be another Virgin Mobile group company).

6.7 What types of payment methods may you use?

- (a) You must pay for the services by direct debit from your bank account or credit or debit card.
- (b) If your payment is not honoured (for example, in the case of insufficient funds for direct debit or credit card payment, or a chargeback for a credit card payment), we may charge you a fee.
- (c) Some payment methods may incur a charge - see clause 7.2 below for details.

6.8 When must *you* pay *your* bill?

Subject to clause 10.4 of the *general terms*, *you* must pay the entire amount billed by the due date specified in the payment notification, bill or as otherwise notified by *us*, except for any disputed fees or charges for which *we* have suspended payment obligations.

6.9 What happens if *you* do not pay *your* bill by the due date?

If *you* do not pay *your* bill by the date the payment is due, *we* may:

- (i) charge *you* a dishonour fee(s). *You* should see the relevant *pricing table* for the service concerned to check the late fee that applies.
 - (ii) debit *your* bank account with the overdue amount unless *we* have received notice from *you* disputing *your* bill. If a direct debit fails or is rejected, *we* reserve the right to pass on to *you* any charges *we* may incur,
 - (iii) suspend or *cancel the service*, in accordance with clause 12.1 of the *general terms* or 11.3 of the *general terms* as relevant or in accordance with this *service description*, if, after contacting *you* for payment, payment is still outstanding. If *we* suspend or *cancel the service*, *we* may charge *you* a suspension fee, *cancellation fee* or reconnection or reactivation fee. Reconnection or reactivation of the *service* is subject to payment of the reconnection or reactivation fee. *You* should see the relevant *pricing table* for the *service* concerned to check if a suspension fee, *cancellation fee*, reconnection or reactivation fee applies, and if so, what that fee is;
 - (iv) engage a mercantile agent to recover the money *you* owe *us*. If *we* engage a mercantile agent, *we* may charge *you* a recovery fee,
 - (v) notify credit reporting agencies as to *your* credit worthiness, credit standing and credit capacity; and where necessary, lodge a payment default against *your* personal credit file,
 - (vi) institute legal proceedings against *you* to recover the money *you* owe *us*. If *we* institute legal proceedings, *we* may seek to recover *our* reasonable legal costs reasonably incurred, and
 - (vii) on-sell any unpaid amounts to a third party. If *we* do this, any outstanding amounts will be payable to that third party.
- (b) If *your service* is suspended under clause (a)(iii) above, *you* must contact *us* to arrange alternative payment arrangements and, if *we* agree to lift the suspension, to arrange for the suspension to be lifted.

6.10 Multiple services

If *you* have more than one *service* with *us* and are in arrears in payment for any of *your services*, *we* may elect (with *your* consent) to recover any amounts outstanding for any of *your services* from any of *your accounts* for *services* that have positive balances or bill *you* for the use of *our service* on *your* other *account*.

6.11 What happens if *you* have overpaid?

- (a) If *you* have overpaid as a result of a billing error:
 - (i) *your account* will be credited with the amount *you* have overpaid, or
 - (ii) if *you* have stopped obtaining the *service*, we will use reasonable endeavours to notify *you* that *you* have overpaid and refund the overpayment.
- (b) When we refund overpaid amounts under this clause 6.12, we will refund the overpaid amount to *you* by sending *you* a cheque, unless *your* overpayment was made by credit card where we will pay the refund back against *your* credit card.
- (c) Any credits applied to *your account* will first be used to offset any outstanding overdue charges before a refund will be issued.

7 REQUIRED EQUIPMENT AND SOFTWARE

7.1 How do *you* access the *service*?

To access the *service* *you* need:

- (a) A computer conforming to the *minimum system requirements*;
- (b) a home modem
- (c) a SIM card.

7.2 *Home modem and the SIM card*

- (a) We own the *home modem* and the *SIM card* and they remain *our* property at all times.
- (b) We will request *you* to return the *home modem* and the *SIM card* if we issue *you* with a replacement *home modem* and *SIM card* or if we no longer supply the *service* to *you*. We will charge *you* a fee if *you* do not return the *home modem* and/or *SIM card* upon *our* request.
- (c) *You* must not interfere with or impair the operation of the *home modem* or *SIM card*.
- (d) *You* must:
 - (i) keep the *SIM card* secure,
 - (ii) not remove the *SIM card* from the *home modem* (unless instructed to do so by *our personnel*), and
 - (iii) only use the *SIM card* to access *our service*.
- (e) If *you* remove the *SIM card* and/or use it in another device, we may *cancel the service* without notice.

- (f) The *home modem* will not operate in the event of a mains power failure and *you* will not be able to use the *service* to make or receive calls, including, for example, to emergency services.
- (g) *You* agree to take reasonable care of the *home modem* and *SIM card*, and agree that if *you* fail to do so *you* will be responsible for the costs of repair or replacement in the event that they are damaged, lost or stolen.

7.3 Your computer

- (a) In order to access the *service*, *you* must have a computer that meets the *minimum system requirements* (as set out in Attachment 1 below).
- (b) If *your* computer does not meet the *minimum system requirements*, *you* may not be able to use the *service* and Customer Service will not be able to provide any technical support.

7.4 Software

- (a) We will provide the *software* for use with the *service*.
- (b) *You* are granted a non-exclusive licence to use the *software* subject to the *agreement* and, if an *end user agreement* is provided, subject to the *end user agreement* provided with the *software* at the time of installation.
- (c) If the *service is cancelled*, *you* must cease using and delete the *software*.
- (d) We do not make any warranty or representation regarding the performance of any *software* provided to *you* in connection with the *service* as it operates on *your* computer. This does not affect *our* obligations under the *statutory warranties* (see explanatory note at clause 13.2 of the *general terms*).
- (e) The *software* may not be compatible with some operating systems, including versions of operating systems older than Microsoft Windows XP SP2 and Macintosh OS 10.4 operating systems. 64 bit editions of Windows may also be incompatible with the *service*.
- (f) We provide support for the *software*, but do not provide support for software not supplied by *us*.
- (g) *You* must not disassemble, decompile or reverse engineer any *software* provided by *us*.

7.5 How does the *home modem* choose a *network* to supply the *service*?

- (a) The *modem* and *software* automatically conduct a handover between the *3G/HSPA network* and the *GSM network*, maintaining *your* connection during data transfers. They monitor network availability and connect to one of the two network types in the following order:
 - (i) *3G/HSPA network*; and
 - (ii) *GSM network*.
- (b) If the network *you* are connected to becomes congested and there is no other network available *your* connection may drop out. If there is congestion, the

modem and *software* will determine if it is possible to select another *network* according to the hierarchy above.

- (c) *You* may choose to override the automatic operation of the *modem* and *software* and choose one of the two networks to operate the *service*.
- (d) During handover between *networks* there may be a short period of time (up to 20 seconds) during which data does not transfer.

8 REGISTRATION

8.1 How do *you* connect to the *service*?

To connect to the *service* *you* need to plug in the *home modem* and follow the installation instructions. Once installed *you* may connect to the *service* at any time during the term of the *agreement* by launching the *software* from *your* computer in any location covered by the *Optus 3G and dual band network*.

9 WARRANTIES

- (a) In addition to any statutory warranty to which *you* may be entitled, *we* provide the *warranty period* to *you* at no extra cost with equipment *we* supply.
- (b) If *you* notify *us* of a fault with the *home modem* *we* have supplied to *you* within the *warranty period*, *we* will, at *our* option, repair, replace, or provide credit for the faulty item at no cost to *you*.
- (c) If *we* do not find a fault, or if the fault was caused by:
 - (i) any equipment which is not owned by *us* (such as *your* computer),
 - (ii) any interference caused by an *intervening event*,
 - (iii) any interference with or modification to this equipment or a failure to use it in accordance with instructions, or
 - (iv) damage caused by *you*,

then *we* will charge *you* for the repair or replacement including associated shipping, postage and handling.

- (d) Subject to *our* obligations under the statutory warranties (see clause 13.2(b) of the *general terms*), outside any *warranty period*, *you* are liable for the maintenance of the *home modem* *we* have supplied to *you*. *You* must contact *us* for details on repairing or replacing the *home modem*. If *we* replace that equipment, unless replacement arises as a result of a breach of a statutory warranty, *we* may charge *you* a fee including associated shipping, postage and handling. *We* will tell *you* how much these charges are likely to be before *you* incur them.

10 WHAT HAPPENS IF YOU MOVE PREMISES?

10.1 If you move premises and the Broadband at Home service is available at your new premises:

- (a) If you are still within the *minimum term* of your agreement then your agreement will continue to apply at your new address for the remainder of the *minimum term*. You must notify us before you move premises.

10.2 If you move premises and the service is not available at your new premises:

If you move premises and the service is not available at your new address:

- (a) we will *cancel the service*;
- (b) you must return the *home modem* to us; and
- (c) if as a result, the *service is cancelled* before the end of the *minimum term*, we may charge you:
 - (i) a *cancellation fee*; and
 - (ii) in addition, we may charge you the amount set out in the *pricing tables* if you do not return the *home modem* to us.

10.3 Giving us notice of your new address

You must give us notice of your new address before you move and must let us know prior to our *home modem* being relocated to another address. If you do not give us notice, we may *cancel your service* without further notice. If the *service is cancelled* before the end of the *minimum term*, we may charge you a *cancellation fee*.

11 SUSPENSION OR CANCELLATION OF THE SERVICE

- (a) In addition to our rights under the *general terms*, we may suspend or *cancel the service* without prior notice if you do not comply with:
 - (i) clause 4(g), or
 - (ii) clause 7.2(d).
- (b) If your *service* is suspended, you may be charged a suspension fee as set out in the *pricing tables*.
- (c) If the *service is cancelled* under the *agreement*, we are authorised to delete any files, programs, data and e-mail messages stored in your *primary e-mail address* (and any associated e-mail addresses).
- (d) If your Broadband at Home service is *cancelled*:
 - (i) subject to clause 10.2, you will be charged the relevant *cancellation fee* as set out in the *pricing tables* if your *service* is *cancelled* within the *minimum term*, and
 - (ii) you will be charged the amount set out in the *pricing tables* if you do not return the *home modem* to us.

12 CUSTOMER SERVICE

- (a) If *you* require support with *your* connection to the *service* or have any questions relating to that connection or *you* need to report a fault *you* can contact Customer Service.
- (b) We will provide customer service and technical support for the connection of a single computer that meets the current *minimum system requirements* to the *service*. We will not provide customer service for networking devices or *LAN* to the *service* or for third party webmail programs.
- (c) Customer service may only provide limited assistance for equipment and software supplied by *you*. However, full customer service is provided regarding billing, passwords, e-mail and online services. Customer service will also provide assistance for setting up a new Internet connection and setting up e-mail addresses.
- (d) We may refer *you* to a third party for technical support that is of a complex nature, such as setting up home networks, file or printer sharing, for peripherals, such as printers, switches/hubs, USB hubs, mice, keyboards, third party e-mail programs and some internet browsers. The terms and conditions of any third party suppliers apply to any services supplied by them and charges for their services are payable directly to them.

13 SUPPLIER AND THIRD PARTY SERVICES

You acknowledge that:

- (a) the *service* relies on the services of *suppliers* for its operation, who are not controlled by *us*, and
- (b) we do not exercise any control over, authorise or make any warranty regarding:
 - (i) *your* right or ability to use, access or transmit any *content* using the *service*,
 - (ii) the accuracy or completeness of any *content* which *you* may use, access or transmit using the *service*,
 - (iii) the consequences of *you* using, accessing or transmitting any *content* using the *service*, including without limitation any virus or other harmful software, and
 - (iv) any charges which a third party may impose on *you* in connection with their services accessed via the *service*.

14 BROADBAND AT HOME 30 DAY SATISFACTION GUARANTEE

- (a) If for any reason *you* change *your* mind about the Broadband at Home *service*, *you* can *cancel your service* without penalty at any time up to 30 days from the date *you* receive the *home modem*.
- (b) If *you* want to *cancel* please call Customer Service on 1300 555 100. *You* must provide *us* with the following information: *your* name, address and mobile number (if applicable); *your* home phone number; and (where possible) a brief explanation of why *you* have decided to *cancel your service*.

- (c) This 30 day satisfaction guarantee can only be claimed once at *your premises*.
- (d) If *your home phone number is transferred* or in the process of *transferring to us*, you cannot claim this 30 day satisfaction guarantee. We recommend that *you transfer your phone number after 30 days*.
- (e) In moving *your services* to Broadband at Home both *we* and *your* existing provider will make changes to *your* telephone *network* access. We cannot guarantee continuity of *your* existing telephone *service* if *you cancel* after *we* have started the *transfer* process.
- (f) If *you cancel* under the 30 day satisfaction guarantee, then:
 - (i) *You* are responsible for arranging the provision of services by an alternative provider after *you cancel your service with us*. This will include where *you* decide to return to *your* previous provider. Except in the case of *our* negligence, *we* will not be liable to *you* for any *loss* of service or lack of continuity of service arising under clause 14(e) or this clause 14(f),
 - (ii) *You* must return all *equipment* supplied to *you* intact, in good condition and in the original packaging. *You* must call *us* to get a return authorisation number. *We* will then send *you* a satchel to return the equipment.
- (g) If *you* do not return the equipment to *us* within 30 days of *cancelling the service* we will charge *you* the full value of the equipment (as detailed in the *pricing table* at www.virginmobile.com.au).
- (h) *We* will charge *you* the cost of repairing or replacing any *equipment* that is not returned to *us* or is returned to *us* damaged.
- (i) *You* must pay for:
 - (i) any usage charges *you* incur up to the *cancellation date* which are not included in *your* included call component of *your pricing plan* (such as calls to mobiles not on the *Virgin Mobile network*, calls to special numbers and international calls), and
 - (ii) any support or installation services performed by a third party supplier for any services performed by them.
- (j) The 30 day satisfaction guarantee set out in this clause 14 is in addition to any rights *you* may have under the statutory warranties (see clause 13.2(b) of the *general terms*).

CONTACT DETAILS	
Customer Service	On the Internet – www.virginbroadband.com.au By phone – 1300 555 100 E-mail: support@virginbroadband.com.au
National Relay Service	133 677
Translating and Interpreting Service	131 450
Copyright officer	copyright@virginbroadband.com.au

ATTACHMENT 1
MINIMUM SYSTEM REQUIREMENTS

	Broadband At Home
General requirements	<ul style="list-style-type: none"> • Ethernet port if connecting via Ethernet • Wireless networking device if connecting wirelessly
Mac OSX 10.4	<ul style="list-style-type: none"> • Macintosh computer with an Intel, PowerPC G3, G4 or G5 processor • 512MB of RAM
Windows XP*	<ul style="list-style-type: none"> • Pentium 300MHz processor or equivalent • 128MB of RAM
Windows Vista Home Basic*	<ul style="list-style-type: none"> • 1 GHz 32-bit (x86) or 64-bit (x64) processor • 512 MB of RAM
Windows Vista Home Premium/Ultimate*	<ul style="list-style-type: none"> • 1 GHz 32-bit (x86) or 64-bit (x64) processor • 1 GB of RAM

* 64-bit editions of Windows are not currently supported