



## Service Description

### Wireless Broadband Service

Set out below is a description of the service provided by Activ8me (*Service Description*).

#### **1 Service**

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##### **1.1 Wireless Broadband Service**

The service is the Activ8me Wireless Broadband Service which utilises the Optus Mobile Network to provide broadband access to you (*Service*).

#### **2 Activ8me Wireless Broadband Service**

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##### **2.1 Functionality**

The Activ8me Wireless Broadband Service allows you to:

- (a) access the internet and related data services via a wireless connection in areas covered by the 3G/HSDA or GSM Network;
- (b) upload and download data to and from the global internet using Internet protocols; and
- (c) use any other services that may become available from time to time from Activ8me.

##### **2.2 Purpose of Service**

It is a mobility or fixed internet broadband access product.

##### **2.3 Residential grade service**

The Service is a residential grade service and applications which are sensitive to latency, jitter or packet loss, such as voice or real time video streaming are not guaranteed. Other applications which require high volume continuous file transfers may be adversely affected.

##### **2.4 Factors affecting speed**

The speed of data transmitted using the Service will vary depending on the following factors:

- (a) if you are located in an area covered by the 3G/HSDA or GSM Networks (for example, higher transfer speeds will be achieved in an area covered by the 3G/HSDA Network than an area covered by the GSM Network);
- (b) the number of users using the Service at any given time;
- (c) the computer hardware and software used by you;
- (d) general activity on the internet; and
- (e) the speed and capacity of the server being accessed.

The maximum download speeds on 3G/HSDPA network are up to 3.6 Mbps. Based on Optus' network testing, an average user experience would be in the vicinity of between 500 kbps and 1.5 Mbps. Actual speeds may be slower.

## **2.5 Compatibility**

The Service may not be compatible with certain operating systems, including versions of operating systems older than Microsoft Windows XP SP2 and Macintosh OS 10.4 operating systems.

## **3 Equipment**

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### **3.1 [Prescribed equipment]**

[To use the Service, you will need the following:

- (a) [Roaming Device]; and
- (b) [SIM Card],

and any other equipment as may be prescribed by us.

BYO modem customers will need a dual band (2100/900MHz) modem to access full coverage areas.

(together, the *Equipment*)

***[Please advise whether the consumer is required to use specific equipment and whether the equipment will be provided by APN]***

### **3.2 [SIM Cards]**

[Activ8me and its suppliers will not test or support devices for use with SIM cards using the SIM only service option, that have not been approved by Active8me. Activ8me does not warrant that the Service will work as specified if it is using a device which has not been approved for use with the Service by Activ8me.]

### **3.3 [Effect of Equipment on Service]**

[The Service is dependent on the Equipment you use. If you do not use the Equipment prescribed by us the Service may not operate as indicated.]

## **4 Software**

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### **4.1 Required software**

Activ8me or its suppliers may, from time to time, provide you with Software to access or use the Service. Any Software provided to you is subject to your compliance with the terms and conditions provided with the Software.

### **4.2 Compatibility**

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.

## **5 Coverage**

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### **5.1 Coverage**

The coverage area of the 3G/HSDPA Network is not equal to the coverage area of the GSM Network. For the latest coverage information visit [www.activ8me.net.au](http://www.activ8me.net.au) .

## 5.2 Checking coverage

You should check the availability of the Service in each place where you are likely to use the Service.

## 5.3 International roaming

International Roaming is barred by default on the Service. International roaming may only be activated upon your request and with the consent of Activ8me. Equipment may only operate in connection with certain networks of certain countries.

## 6 Changeover of networks

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### 6.1 Changeover of networks

As the Service uses two types of networks, the speed and availability of the Service will depend upon which network is being used at any given time. The Roamer Devices and Software provided to you automatically conduct a handover between the 3G/HSDPA network (preferred) and GSM Network. Whilst the Service is designed to maintain a connection when switching between bearer networks, delays and drop outs may occur.

### 6.2 Choice of network

You may choose to override the automatic operation of the Software provided to you and choose your preferred network to operate the Service.

## 7 Definitions and interpretation

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### 7.1 Whole agreement

This Service Description must be read in conjunction with other documents which make up the Standard Form of Agreement under the Telecommunications Act 1997 (Cth) which forms part of the terms and conditions upon which the service is supplied to you.

### 7.2 Interpretation

Words and phrases are interpreted in accordance with the Consumer Terms and Conditions which form part of the Standard Form of Agreement.

### 7.3 Definitions

In addition to the definitions set out in the Consumer Terms and Conditions, in this Service Description:

**3G/HSDPA Network** means the Optus 3G Network, used to transmit 3G services (including HSDPA services).

**GSM Network** means the Optus mobile GSM (Global System for Mobile) network which is the digital mobile network used to transmit voice and data services.

**Optus Mobile Network** means the GSM Network and the 3G/HSDPA Network.

**Software** means the software supplied by us for use with the Service and includes the software that you need to install and use the Service, as updated from time to time.

**Service Area** means the area specified in clause 5.1 above.