

Village Baxter Broadband Internet Service

Internet connection can be made available in your unit* through a data point connection in the second bedroom or study (if applicable). (units with numbers 925 and above only)

Internet usage is unlimited, although subject to a 'fair use policy'. Excessive or unreasonable use may result in the termination of your access to the Village Baxter Broadband Internet Service

At this time, the Village does not offer website hosting or email management. Residents are referred to web based email providers such as hotmail or yahoo.

Village Baxter Broadband Internet Service Application:

I..... of unit wish to connect to the Village Baxter Broadband Internet Service

I understand that the current rate is \$20 per month for an unlimited service subject to the 'fair use policy'. The rates are subject to review.

I understand that internet fees are payable in advance by direct debit on the 1st of the month and the direct debit form overleaf has been completed.

Signed.....

Date.....

Broadband Fair Use Policy

AIM OF THIS POLICY

This policy aims to ensure we are able to provide quality service to all of our customers and to ensure no customers are disadvantaged by the behaviour of others.

EXCESSIVE USE

To ensure the availability of our services to all eligible customers, if you are an excessive user of the Broadband through downloading or uploading large volumes of information or data, we may ask you to reduce your usage of the service. If usage continues at an excessive level, we may refuse you access to this service.

UNREASONABLE USE

In addition, where we consider your use of the Broadband service to be unreasonable, then we may suspend your access to that or any other promotion immediately and without notice to you.

Without limiting the meaning of 'unreasonable':

- (a) we supply the service for the purpose of you making an internet connection from your home, on our network for your own personal use and not for any commercial purpose. We consider your use of the service to be unreasonable if you use the Broadband service other than for your own personal use.
- (b) we also consider your use of the service to be unreasonable if:
 - (i) your usage of the service affects other customers' access to the network; or
 - (ii) you wholesale any service or use the service in connection with any device that switches or reroutes the service or by potentially keeping a line open for hours;

UNLAWFUL USE

Use of the Village Baxter Broadband Internet Service to access materials prohibited by any Australian Law will result in immediate termination of access to the Village Baxter Broadband Internet Service.

Use of the Village Baxter Broadband Internet Service in a manner which breaches any Australian Law will result in immediate termination of access to the Village Baxter Broadband Internet Service.

Unlawful use will be reported to the appropriate authorities.

BAPTIST VILLAGE BAXTER LIMITED

Direct Debit Request

Customers' Authority I/We.....

Name of Customer(s) giving the DDR

Authorise you Baptist Village Baxter Limited (BVB) APCA User ID Number 067016 to arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed below through the Bulk Electronic Clearing System (BECS).

This authorisation is to remain in force in accordance with the terms of the Service Agreement.

.....
Signature(s) Date

Details of Account to be debited (all Details must be supplied).

.....
Name of the Financial Institution

.....
Account Name

.....
BSB Number Account Number

The Payment is for Internet Services for Unit No.

Amount to be debited:- \$20 per month for Village Baxter Broadband Internet Service

Direct Debit Request Service Agreement

I/We understand that BVB must advise me/us at least 14 days in advance of any change in the amount or frequency of the above payment. Any queries relating to this Agreement are to be addressed to the Accounting Officer in the Administration Office of the Village Baxter (Telephone:- 03 5971 1349).

It is understood that Direct Debiting through BECS is not available on all accounts and that Account details should be checked against a recent statement from my/our Financial Institution.

I/We accept that it is my/our responsibility to ensure that sufficient cleared funds are in the nominated debiting account when payments are to be drawn, and accept responsibility for any fees or charges incurred by BVB through any failure to comply with this requirement.

I/We understand that, if the due date for payments falls on a non-working day or public holiday, the payment will be processed on the next working day.

All customer records and account details will be kept private and confidential, to be disclosed only at the request of the Customer or Financial Institution in connection with a claim made in relation to an alleged incorrect or wrongful debit.

I/We authorise the following:

- 1. The Debit User to verify the details of the above-mentioned account with my/our Financial Institution.
- 2. The Financial Institution to release information allowing the Debit User to verify the above mentioned account details.

Signed by the Customer(s).....