

TVIR WIRELESS

INFORMATION SHEET

The monthly cost to residents for Wireless Internet will be \$50.00 including GST. This connection will provide a standard of service comparable to that of an Australian home wireless connection.

TO GET ACCESS TO THIS SERVICE PLEASE FOLLOW THE STEPS BELOW:-

1. Open your wireless network connections and browse for the TVIR access points and connect to any one with the strongest signal.
2. Open internet browser and you should be directed to the server front page with username and password input boxes.
3. Use your username and password to sign in then start browsing.
4. To cancel the Internet Broadband service, please call ACS Computers 14 days Prior and fill out cancellation form.
5. Any queries please call **ANDREW RAMSEY 0428 101 662** between 10.00am & 5.00pm Monday to Friday (NOT TVIR OFFICE STAFF).

THIS SERVICE IS PROVIDED BY ACS COMPUTERS PTY LTD. ABN 14099356902

If you require Internet access please fill in your details in the space provided below.

Room Number	<input type="text"/>
First Name :	<input type="text"/>
Last Name:	<input type="text"/>
Home Telephone:	<input type="text"/>
Mobile Telephone:	<input type="text"/>
Email Address	<input type="text"/>

Our Customer Terms and Conditions

1. To connect to our WIRELESS INTERNET ,YOU MUST HAVE

- 1.1 A wireless adaptor at or greater than 54Mbps for your laptop or computer, external or built-in to your system.
- 1.2 A Laptop, Desktop, iphone, ipod or any other communications device, must have up to date hardware. This includes authorised operating system ,Memory (RAM)at or greater than 2.00GHz, and 10GB free space on hard drive.
- 1.3 A Laptop, Desktop, iphone, ipod or any other communications device, must have up to date software. This includes anti-virus and spyware.

2. Limitations of the Service

- 2.1 If your laptop, desktop, iphone, ipod or any other communications device, does not have the required wireless device installed, you may notice minor to major disruptions to your wireless connection.
- 2.2 The positions of laptop, desktop, iphone, ipod or any other communications device might result in black spots. This might cause minor to major disruptions to your wireless connection.

3. Your Obligations to us

You acknowledge and agree that:

- 3.1 All information you provide to us for the purposes of the Agreement must be accurate and truthful.
- 3.2 You will not interfere with the normal operation of the Services or any equipment used in the provision of the Services, or make either unsafe.
- 3.3 The customer is responsible for all charges, fees and obligations relating to the Services.
- 3.4 You must maintain the secrecy and confidentiality of all such access information and notify us immediately if your username and password are lost (or you think someone else is using them). You will be liable for all Charges resulting from use of the Services accessed through your access information, whether authorised by you or not, therefore ONE (1) Mac address to a username and password. If you have a secondary device you will need to pay for use of the service.
- 3.5 You are responsible for backup of all information associated with the Supplies. ACS Computers will not be held responsible for loss of Data, Software or Equipment through use of this service or an act of God.
- 3.6 You must comply with the terms and conditions of the Software license(s) which apply to the use of any Software. ACS Computers will not be held responsible for loss of Data, Software or Equipment through use of this service or an act of God.

4. Cancelling, Suspending or Reducing your service

- 4.1 Generally, there is no minimum term for which you must use our services.
- 4.2 You can cancel your service at any time by telling us beforehand. We may ask you to put your request in writing 2 weeks before cancelling the service. We will not refund any amounts that you have paid in advance or any form of refund.
- 4.3 If you cancel a service before we have provided it to you, or obtain the services before first payment we may charge any costs we incurred.
- 4.4 ACS Computers might change your services or reduce services to any customers without notice.
- 4.5 We may suspend or cancel a service in a number of circumstances, for example:
 - 4.5.1 You have not provided us with information reasonably requested for the purposes of the Agreement or you have provided us with false or misleading information.
 - 4.5.2 If you are in breach of Our Customer Terms and Conditions (including using your service in a way which we reasonably believe is fraudulent, which poses an unacceptable risk to our security or network capability).
 - 4.5.3 If you do not pay or pay your bill on time.

The entire service associated with the above name will be deleted. You will cease to have internet access from this account once deletion has occurred.- ACS COMPUTERS takes no responsibility in deleting the wrong account, if you have listed the name incorrectly.- Should the account need to be re-created a new setup fee will apply

- 4.5.4 The entire
- 4.5.5 If you conduct yourself in an unsuitable manner to any ACS Computers staff. You are required to behave in an appropriate manner at all times and to show consideration to staff and other residents.
- 4.5.6 If you are In Breach of Clauses 3, 4, 5 or 6

5. Maintenance and repair work

- 5.1 We can also suspend or restrict your service temporarily if we reasonably believe it is desirable or necessary to do so to maintain or restore any part of our network. We will try to perform maintenance and repair work at times that will cause the least inconvenience to our customers. If we have no alternative but to cancel your service due to necessary maintenance or restoration of any part of our network, we will not refund any amounts that you have paid in advance or any form of refund.

6. Charges and Payment

- 6.1 All InternetWireless Plans are based on one month (30 days) access to our services. To allow for unseen network outages, problems or act of God or leap year, 1 or 2 days shall be added to your account. Based on current date not on current time of day. (Expect Direct Debit accounts.)
- 6.2 Payment is only made to appointed ACS Computers staff. NOT TVIR OFFICE STAFF.
- 6.3 PayPal Payment, (Credit Card Payments only), and Direct Debit accounts, can be made by filling the forms and handing it to ACS Computers or TVIR office staff when ALL areas of the form are complete. If you wish to make on line payment via PayPal you required to be log on to the Internet.
- 6.4 If you are making payments via Direct Debit from your bank accounts or credit card fees shall applied, Credit Card, Fees will be applied.
- 6.5 All payments to our services will not be refunded. Any amounts that you have paid in advance or any form of refund. Also any GB, MB or Bytes will be forfeited at the end of your billing month.

7. Limitations of WIRELESS INTERNET

- 7.1 Some design aspects of wireless networks mean that some locations cannot support a wireless service, while we try to limit these “blackspots” and improve coverage. These network limitations are beyond our control in providing you with wireless internet.
- 7.2 Unlike conventional line services, the achieved performance of the wireless network is not guaranteed. The manner in which wireless data is moved around, means that network congestion is possible on your connections at some times. The speeds for WIRELESS services are theoretical maximum rates. Performance of the network may vary by time of day or may decrease over time due to increased network congestion in the wireless network when providing you with wireless internet.
- 7.3 The asymmetric transfer rates provided by wireless are designed to optimise the speed of internet downloads. As a consequence, the upload speed on wireless is far slower. This means that wireless may be unsuitable for situations where you intend to upload (or serve) large quantities of data from your location back out into the Internet.