

CLUBCOM UTILITIES

As an Esperance Resident, you are invited to become a ClubCOM Utilities customer and connect your new home to the Esperance Telco Network to receive either our ultra-high speed Broadband Internet service, or our carrier grade Telephone service, or both.

Our Connection Fees are set out in the table below.

Connection	Fee payable by Lot Owner
Broadband Internet & Telephone	\$500 (inc. GST)
Broadband Internet, only	\$400 (inc. GST)
Telephone, only	\$300 (inc. GST)

Following receipt of the appropriate Connection Fee:

1. We will run a single Fibre spliced at the closest joining pit to the Wired Services Cabinet in your garage;
 2. We will fit and test an Optical Network Unit for your home;
 3. If you become a Broadband Internet customer, we will:
 - a. install and test a Wireless Router, providing for both cable-connected PC's and wireless Laptops to be connected to Broadband Internet in your home; and
 - b. allocate you an IP address and establish you as a ClubCOM Utilities customer on one of our 7 Plans (Starter, Basic, Regular, Advanced, Premium 60, Premium 110 and Unlimited Ultra) in accordance with your instruction;
 4. If you become a Telephone customer, we will install and test a Telephone Adapter and a Battery Back-Up power supply, to allow your Telephone to operate during a power failure, and you must install at least one Telephone in your home that can take power from the Telephone Line; and
 5. You must complete a Direct Debit Authority Form, because all ongoing charges for Broadband Internet and Telephone can only be paid via Direct Debit.
- **As an exclusive incentive for Esperance Residents, ClubCOM Utilities will provide two months Broadband Internet (Starter Plan) free-of-charge, if you sign up for Broadband Internet within 60 days of building and occupying your new home. Furthermore, as an added incentive if you also sign up for our Telephone service within 60 days of building and occupying your new home, we will provide an extra month's Broadband Internet (Starter Plan) free!**

We encourage you to become a Customer at the time you occupy your home, because we are able to bulk purchase equipment and engage sub-contractors for the entire Esperance estate. **This will allow us to charge you a cheaper Connection Fee.**

We can only offer you the cheapest Connection Fees, provided we connect the majority of homes within the Esperance estate and do so whilst the new homes are being built. This scale will allow us

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to buy necessary stock items in bulk and engage sub-contractors to work on a large volume of homes, both of which give rise to a costs reduction. **Consequently, we urge you to sign up as a customer of ours within 60 days from the time it is built and occupied.** Unfortunately, we will charge you much higher Connection Fees should you decide to connect at a later date.

You will find enclosed a Services Connection Application Form. The Form sets out our ongoing charges for our Broadband Internet and Telephone services, as well as our Terms and Conditions. In order for us to provide you with our services, **please complete and return the Services Connection Application Form, as soon as possible.**

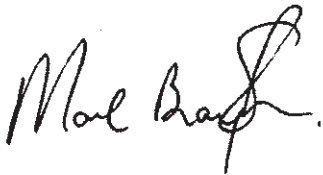
In closing, we remind you that the Developer of Esperance has built the Esperance Telco Network well ahead of the Federal Government's National Broadband Network. Therefore, Esperance Residents have access to ultra-high speed Broadband Internet well before the rest of Australia.

We will be pleased to assist you build your new home at Esperance and then to make sure you receive our Broadband Internet and Telephone services. In the meantime, should you have any queries, please do not hesitate to contact Melanie Smith on (03) 8320 5319 – particularly if you would like to arrange for our Approved Contractor to install the telecommunications wiring in your home.

Kind regards.

Yours sincerely,

CLUBCOM UTILITIES PTY LTD



Mark Brayshaw
Chief Executive Officer

Encl.

PS: Don't forget our exclusive offer: if you sign up for Broadband Internet within 60 days of building and occupying your new home, we'll give you two months free Starter Plan, plus an additional one month if you also sign up as a Telephone customer!

BACKGROUND

The Esperance Fibre to the Home Network ("the Esperance Telco Network")

To facilitate the provision of ultra-high speed Broadband Internet as well as carrier grade Telephone services on the Esperance Estate, the Developer has provided a National Broadband Network-ready, Fibre to the Home network within the estate. This Esperance Telco Network is owned by ClubCOM Services Pty Ltd and will be operated by ClubCOM Utilities Pty Ltd ("ClubCOM"), pursuant to a Nominated Carrier Declaration issued by ClubLINKS Telco Pty Ltd (a licensed telecommunications company).

In order to use these services, your home needs to be wired to allow connection of the Esperance Telco Network.

These specifications are of utmost importance and are not normally included in building contracts. Please discuss these matters with your Builder. Unless your Builder is prepared to include these specifications in your building contract, you should arrange for ClubCOM to wire your home.

If you are not completely confident that your Builder is able to complete these tasks, please contact Melanie Smith from ClubCOM on (03) 8320 5319, during office hours (or via email on msmith@clublinks.com.au). Melanie will arrange for our Infrastructure Manager to speak to your Builder to ensure that your home is compliant with the Esperance Estate requirements at handover, or to arrange our Approved Subcontractor to install the wiring for you.

Wiring Your Home

To be able to connect to the Esperance Telco Network, you **must** wire your home in accordance with the specifications provided. This specification outlines the use of quality materials and also requires all wiring in your home to terminate in a Wired Services Cabinet installed in your garage. Your Builder/Telecommunications Contractor **must** strictly follow the specifications and not substitute "equivalent" materials unless approved in writing by ClubCOM. The wiring system specified will future-proof your home for some time to come and is likely to add value to your home *If you are about to commence construction, wiring your home correctly during initial construction will save you considerable expense when compared to the cost of rewiring your home once you have moved in.*

Connecting your home to the Esperance Telco Network

It is also important during construction of your home that your Builder/Telecommunications Contractor provides the appropriate connections between your home and the street. A conduit will be provided by the Developer at the front of your property. "As built" diagrams are available to show the location of the conduit on your block. Your Builder/Telecommunications Contractor needs to dig a trench from the conduit to your home and run a 32mm diameter ACA approved telecommunications conduit from the telecommunications pit in the street to the Wired Service Cabinet located in the garage. If any bends are required in the conduit, they must be 90-degree sweep bends (not elbow bends). The conduit must be a single continuous length with a draw wire provided to allow ClubCOM to pull the fibre through to your WSC. If two separate conduits are used (an external and an internal conduit) they must be joined at the side of the house with a Luka box (Poly enclosure of the type stocked by Middy's Code ABB LE 00854). This box should cover both conduit ends. It is the responsibility of your Builder/Telecommunications Contractor to provide these works.

HOME WIRING GUIDELINES

This document is the technical specification and is to be provided to your Builder/Telecommunications Contractor. If you are unsure of any of the information contained herein, please don't hesitate to contact Melanie Smith at ClubCOM to ensure the correct standards are followed; we are more than happy to provide you with the right advice and support so that you get it right the first time.

Contact Details: **Melanie Smith**, ClubCOM, (03) 8320 5319, during office hours (or via email on msmith@clublinks.com.au).

HOME WIRING – Star wired from WSC

All cabling shall use a star wire topology: ie: all cabling is wired from the Wired Services Cabinet in the garage to the outlet plate or device as an individual feed without joints, tap-offs or splitting.

ClubCOM reserves the right to vary this Esperance Information Sheet at anytime as required during the progress of the development without notice.

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All telecommunications cabling must be installed by a licensed contractor to TS009, AS3000, relevant Australian Standards and ACIF guidelines otherwise your home may not be compliant. These documents detail the correct separations and installation requirements.

WIRED SERVICES CABINET (Mandatory Requirement)

The Wired Services Cabinet (WSC) is the central hub of the telecommunications network of the home. The WSC can be a steel cabinet with a lock, of a minimum size of 380mm wide (to fit between studs) 600 high and 200mm deep or a home hub such as the Hills HHH600 or ABB SR6420 or equivalent. All services enter and exit this cabinet. This allows for total flexibility to the home owner in the future. Typically, the bottom of the cabinet is mounted 1200mm above finished floor level and is recessed into the wall with bottom and top ventilation into the cavity wall.

The WSC needs to cater for any active devices such as the Fibre ONU, data switches and 2 x 240V AC power outlets and have enough room for cable looms, IDC blocks, splitters and couplers. Also, the WSC must have access to the Optic Fibre network via underground conduit as described in above "**Connecting your home to the Esperance network**".

Within the WSC, a space is required for the Optical Receiver of 300mm wide by 500mm high by 80mm deep. You must allow for this space over and above other equipment that your Builder/Telecommunications Contractor may install into the WSC. The Optical Receiver can be mounted on the inside of the door of the cabinet if required. If this option is chosen, your Builder/Telecommunications Contractor will need to provide a mounting plate on the door.

Fitting off the WSC

It is your Builder/Telecommunications Contractor's responsibility to provide the space, power and patch leads within the WSC to allow:

- a. the optical Receiver and telephone Adapter to be installed in the WSC by ClubCOM;
- b. for Data to terminate with one RJ45 plug ready to be connected to the optical receiver; and
- c. for Telephone to terminate with one RJ45 plug ready to be connected to the optical receiver.

NB: A minimum of 1 x 10 Amp Double GPO is required to power the optical receiver and other equipment in the WSC.
It is the responsibility of your Builder/Telecommunications Contractor to provide these works.

TELEPHONE SERVICES (Mandatory Requirement)

Telephone Service via the Optic Fibre – The Telephone system is installed with a 12V battery in the WSC to ensure that the telephone will operate during extended power outages. If you require continuous operation of the telephone, you must install a simple, non-powered handset that is powered via the 12V battery installed in the WSC, plus a hands free handset for convenience. At pre-plaster stage, your Builder/Telecommunications Contractor must provide **Cat5e** cable from each telephone point in the home to meet (star wired) at the WSC.

We recommend a minimum of two telephone points in the home:

- 1 for a cordless handset; and
- 1 for a simple handset powered by the 12V battery to provide a telephone service during periods of power outage.

Optional Alarm Panel – If an alarm panel for online monitoring is required, a Telephone socket (**RJ45**) socket must also be installed in the WSC configured in a 'mode 3' format. An alarm is not mandatory, however, if you require an alarm please discuss this option with ClubCOM and your Builder.

DATA SERVICES (Mandatory Requirement)

To allow computers to access the Broadband Internet via the Esperance Telco Network, your Builder/Telecommunications Contractor must provide **Cat5e** cable from each data point to the WSC. A minimum of 1 outlet is required.

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Esperance Information Sheet

COMMUNICATION NETWORK SPECIFICATIONS

TELEVISION (Information only)

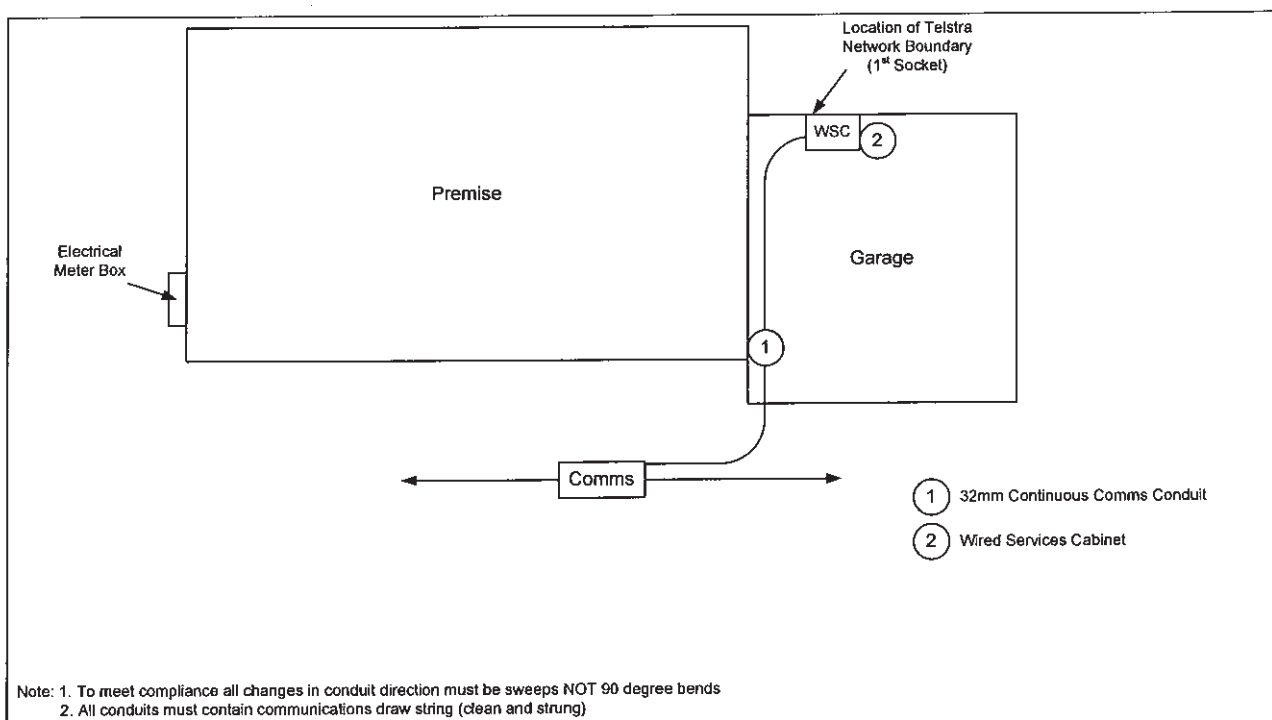
Television services are provided by either an Antenna on the roof of the home or a Satellite dish (Foxtel, Select TV or other Ethnic services). Minimum wiring recommended for Television is:

- 1 x Entertainment plate with 3 x RG6Quad shield (1 x FTA and 2 x Pay TV) plus 1 x Tel for Pay per view and 1 x Internet; and
- Single TV outlets for Free to Air TV, as required by owner.

RG6 Quad Shield cable star wired (not loop or tap and drop) should be run from each TV outlet location to the antenna or Dish connect point. The input RG6 quad shield cable should run to a suitable antenna installed in or on the roof as detailed in the estate building code. A second RG6 Quad Shield cable should be coiled in the roof to provide for installation of Pay TV if required by the owner. An amplifier may be required if more than 4 TV outlets are active in the home.

COMMUNICATION NETWORK PIT AND PIPE LEAD-IN DIAGRAMS

For Services delivered by the Esperance Optic Fibre Infrastructure:



Notes to Builders: See page 4 for details of contractor that can provide trench and conduits for Communications.

Mandatory - The 32mm conduit from the Communications PIT to the WSC must be one continuous conduit, clean and strung to allow ClubCOM to pull through the Fibre without damage. All TV and Data points should run from the WSC to the location in the room chosen by the resident (see note on TV and Data connections on previous page).

A 32mm conduit will be in the ground at the front of the property. This conduit has been provided by the Developer and needs to be continued to the home. For details of the location of the conduit on your Lot, please contact the Esperance Sales Office.

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Esperance Information Sheet

COMMUNICATION NETWORK SPECIFICATIONS

If your Builder does not cater for the conduit in the slab, an alternative method of running the conduit to the WSC is to run a continuous 32mm conduit from the Developer-provided conduit at the front of the property to the side of the house under the electrical meter box and terminate with a Luka box (Poly enclosure of the type stocked by Middy's Code ABB LE 00854). This box should cover both conduit ends. From the Luka box, a flexible 32mm conduit can be continued through the wall cavity up to the roof and down to the WSC in the garage. If any bends are required in the conduit, they must be 90-degree sweep bends (not elbow bends). The conduit must be a single continuous length with a single continuous draw string provided from the PIT in the street to the WSC to allow ClubCOM to pull the fibre through to your WSC. It is the responsibility of your Builder/Telecommunications Contractor to provide these works.

If you or your Builder have any questions in relation to this document, please contact Melanie Smith at ClubCOM, on (03) 8320 5319, during office hours (or via email on msmith@clublinks.com.au).

CABLING Contractor

Do not delay. A Cabling Contractor **must** be organised at the earliest opportunity so that all conduits are in place **before** the garage slab and any other concrete is in place. If your Builder has not organised the conduit at slab stage, it can be optionally connected via a Luka box on the side of the home under the Electrical Meter Box with a flexible conduit from the Luka box to the WSC in the garage

The following local Contractor is recommended to provide trench and cabling conduit connections work on the Esperance Estate:

Monash Communications
Peter Warren Tel: (03) 9560 4420 Fax: (03) 9561 4415

For budget purposes the standard cost for a 20 metre installation Telco Pit to the side of a home is normally in the range of \$300 to \$350 (this fee is included in the quote if you engage ClubCOM's Approved Subcontractor as your wiring contractor).

Home Wiring Contractor

If your Builder requires a contractor to complete the home wiring for the Fibre, ClubCOM recommends ClubLINKS Security (supported by Converge) as Approved Subcontractor for home wiring and also Private Security module installation.

Contact Details:

ClubCOM	Melanie Smith, during office hours (03) 8320 5318 Email: msmith@clublinks.com.au .
ClubLINKS Security	Quotations for Private Security home wiring, 24/7 on 1300 880 809 Email: shcsecurity@clublinks.com.au

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Esperance Services Connection Application

The information contained within this Esperance Services Connection Application form is required by ClubCOM Utilities Pty Ltd ("ClubCOM") in order to provide your Telecommunications services, including either ultra-high speed Broadband Internet service or carrier grade telephone service, or both.

APPLICANT DETAILS

TITLE:					(Mr. Mrs. Ms.)														
GIVEN NAME:																			
SURNAME:																			
MOB PHONE:																			
LOT NUMBER:																			
STREET NUMBER:																			
STREET NAME:																			

CONNECTION FEES

Connection Fees

	If received by ClubCOM within 60 days of home occupation	If received by ClubCOM after 60 days of home occupation
Telephone only	\$300 (inc. GST)	\$1,155 (inc. GST)
Broadband Internet only	\$400 (inc. GST)	\$1,255 (inc. GST)
Broadband Internet & Telephone	\$500 (inc. GST)	\$1,355 (inc. GST)

TELEPHONE SERVICES (IF REQUIRED)

Please tick as appropriate:

I would like to connect to ClubCOM's Telephone services with a new telephone number.

-OR-

I would like to port my existing telephone number to ClubCOM and use this at my new home at Esperance.

1. Please complete and return the attached Number Porting Authority Form.
2. Number porting can take up to 14 business days and requires that your current number remains connected throughout this period until you are notified that the port has been successful.
3. Number porting attracts an additional charge of \$55.00.

I would like to use a ClubCOM Global Saver Plan, allowing me significantly cheaper rates for international calls for an extra \$5.00 per month (*).

I would like ClubCOM to arrange more than one telephone number at my home.

Please fill out and include the attached Direct Debit Authority Form.

* ClubCOM Global Saver is a special package for Customers who make a large number of International calls. For a Fee of \$5 per month the resident can call:

China \$1.38 for 30 Minutes, or UK, USA & Canada \$0.98 for 30 Minutes.

For a complete list please refer to www.clubcomutilities.com.au

Telephone Rates as at 1st February 2010

Call Charges	Connect	Per Min	Cap	Time of Day	Limit
Local	\$0.176	-			
Calls to 13 / 1300	\$0.209	-			
Sensis Services 12455	\$0.40	\$2.40			
Directory Service 1223	\$0.50	-			
1900 Information Services	Variable	Variable			
Fixed to mobile	\$0.22	\$0.33	\$2.09	Any	First 10 Mins
Interstate	\$0.22	\$0.22	\$1.98	Any	First 30 Mins
Australian Capital cities	\$0.22	\$0.143	\$0.66	Any	First 30 Mins
	Monthly				
Line Rental	\$21.95				

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BROADBAND INTERNET SERVICES (IF REQUIRED)

I would like to use the following Broadband Internet Plan. (Please tick your selection below).

Plan	Monthly Fee	Peak Time Downloads (1000-0100 hrs)	Off Peak Downloads (0100-1000 hrs)	Throttled Speed when exceed limit.
Starter	\$29.95	1GB		128K
Basic	\$42.95	3GB	2GB	128K
Regular	\$54.95	8GB	4GB	128K
Advanced	\$69.95	15GB	10GB	128K
Premium 60	\$109.95	25GB	35GB	256K
Premium 110	\$169.95	50GB	60GB	256K
Unlimited Ultra	\$220.95	Unlimited	Unlimited	N/A

I would like ClubCOM to allow me to use any of the following at my home:

- Game Consoles – Playstation 3, Wii, Xbox
- Handheld Entertainment – iPod Touch, Nintendo DSi
- Cisco or other IPSEC based VPN

I would like to use the following email addresses. (Please complete your selections below).

EMAIL #1																					@ esperance.net.au
PASSWORD																					

EMAIL #2																					@ esperance.net.au
PASSWORD																					

EMAIL #3																					@ esperance.net.au
PASSWORD																					

Please fill out and return the attached Direct Debit Authority Form.

CONNECTION PAYMENT DETAILS

After you have completed the Esperance Services Connection Application form, please contact Melanie Smith at ClubCOM on (03) 8320 5319 to confirm your connection and to arrange one of the three payment options below.

Option 1: Use my Direct Debit Details to Pay for the connection.

<p>Please use the details on my completed Direct Debit Authority Form to make payment for connection of services to my home.</p> <p>I, _____ hereby authorise ClubCOM Utilities to (Full Name)</p> <p>deduct the amount of \$_____ for connecting services to my home, using the credit card details or direct debit details listed on the attached Direct Debit Authority Form attached which I have completed.</p> <p>_____/_____/_____ (Authorised Signature) (Date)</p>

- OR -

Option 2: I wish to pay for my initial connection by cheque.

<p>I have attached a cheque made out to ClubCOM Utilities, in the amount of \$_____ to this application for connection of services to my home.</p>
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- OR -

Option 3: I wish to pay with Credit Card.

<p>Please use the following Credit Card details to make payment for my connection.</p> <p>Date: / / Amount: \$ <input type="text"/></p> <p>Credit Card Number: _____</p> <p>Card Type: <u>Visa</u> <u>Mastercard</u> <u>Amex</u> (Circle)</p> <p>Expiry Date: / Name on the Card: _____ Signature: _____</p>
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SERVICE CONNECTION CHECKLIST

	I have completed all applicable sections in this form.
	I have completed the number porting authority form, if I am porting an existing telephone number to my new Esperance address.
	I have completed and included the Direct Debit Authority Form for monthly billing of Broadband Internet and/or Telephone services.
	I have provided appropriate information to arrange payment of my initial Connection Fee.
	I understand and agree to comply with the Acceptable Usage, Terms and Conditions relevant to the services I wish to connect with ClubCOM Utilities, which are enclosed and can also be found online at http://www.clubcomutilities.com.au/esperance/support-forms.html or obtained by request.

I understand that all necessary forms and information must be completed and returned to ClubCOM before connection can occur and that incomplete or incorrect information can lead to delays in processing the connection request.

PRINT NAME:	
SIGNATURE:	
DATE:	

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CLUBCOM UTILITIES

14th May, 2010

Dear Lot Owner

IMPORTANT INFORMATION REGARDING THE FIBRE TO THE HOME TELECOMMUNICATIONS INFRASTRUCTURE, ENABLING ESPERANCE RESIDENTS TO ACCESS ULTRA-HIGH SPEED BROADBAND INTERNET AND CARRIER GRADE TELEPHONE SERVICES

We are pleased to advise that the Developer of Esperance has provided a National Broadband Network-ready, Fibre to the Home network ("the Esperance Telco Network") with access to ultra-high speed Broadband Internet and carrier grade Telephone services, for Esperance Residents.

As an Esperance resident, you can build your home and connect it to the Esperance Telco Network, enabling you to immediately access the advanced telecommunications services intended by the Federal Government's National Broadband Network.

Here is some information you should know about the Esperance Telco Network.

1. The Esperance Telco Network is owned by ClubCOM Services Pty Ltd and will be operated by ClubCOM Utilities Pty Ltd, pursuant to a Nominated Carrier Declaration issued by ClubLINKS Telco Pty Ltd (a licensed telecommunications company).
2. As far as we are aware, the Esperance Telco Network will be the only telecommunications infrastructure at Esperance.
3. The Esperance Telco Network terminates with a connection for your home at a joining pit (under the street) nearby your Lot.
4. In order to access the Esperance Telco Network and receive Broadband Internet and Telephone services, your Builder **must** install telecommunications wiring within your home in **strict accordance** with the specifications attached (refer Attachment enclosed "Esperance Information Sheet"). The information set out in the Esperance Information Sheet is extremely complex and can only be reliably installed by a trained and experienced Wiring Contractor. Therefore, we urge you to draw it to your Builder's attention to make sure that s/he builds you a fully functional home.
5. The cost associated with installation of telecommunications wiring within your home should approximate \$2,500 (by the way, we can arrange an Approved Contractor to install standard telecommunications wiring in your home, with a Two Year Guarantee, for a fixed fee of \$2,100, including GST).
6. Provided your home has properly installed telecommunications wiring, you will be able to access state-of-the-art telecommunications services from us, including ultra-high speed Broadband Internet and carrier grade Telephone.