

25 November 2002

For distribution to BarNet users

3 page facsimile

Dear Users,

BarNet and Dial-Up Access

BarNet is delighted to announce new remote internet access arrangements which are available from 98% of Australia for the price of a local call. In addition, BarNet is in a position to offer fixed price and capped services for internet access. BarNet will provide free access for Clerks.

From December 2002 to the beginning of Law Term 2003, BarNet will offer free access (after the price of a local call) to all BarNet users (subject to the conditions below). The account configuration charge is also waived for users first connecting during this period (using the new number).

For the past 2¾ years, BarNet has offered internet access using dial-in to Sydney for \$1.10 per hour (GSTi). The price of this service was not capped. This service will still be available until 31 December 2002.

Enhanced PSTN/ISDN Service

Commencing on about 2 December 2002, BarNet will offer two new internet access services, with local call access throughout 98% of Australia:

- (a) a 'pre-paid' service for *no more than* \$27.50/month (GSTi) which includes 100 hours/month of connect time but without download charges (but subject to acceptable usage limits, which includes a maximum log-in period of 4 hours per session; unused hours cannot be carried forward or transferred; excess hours charged at \$1.50/hour GSTi and capped at *no more than* \$66.00/billing cycle); and
- (b) a 'capped' service which is charged at \$1.80/hour (GSTi) (with no flagfall, calculated in one second increments, and aggregated each billing cycle, maximum log-in period of 4 hours per session) but now capped at *no more than* \$66.00/billing cycle.

Unlike the usual BarNet 10/100MB in-chambers service, the proposed service is not broadband. It will suit users with 56K modems and ISDN connections. This is the majority of BarNet's home and mobile users.

BarNet will determine the precise charge after determining the level of take-up of each of these offers. As ever, we intend to operate this service on a cost-recovery basis. If many users take up these offers, we may be able to lower the charges or included them as part of the BarNet basic service.

In any event, upon the commencement of the service, BarNet will provide **free** (after the price of a local call) monthly PSTN/ISDN internet access to BarNet-

connected Clerks (for their personal use, and subject to a maximum log-in period of 1 hour per session and 100 hours per month).

What do I do?

If you have already used the BarNet dial service on the old number (02 9552 5659), all you need to do is change the number dialled to **0198 333 111**. You need make no other changes. Your userid and password are the same ones you use for email. If you change your email password, you will also need to change your dial-up password.

If you have not already used the BarNet dial service, please visit the BarNet website (www.barnet.com.au) for instructions.

Full **self-help instructions** are available on the BarNet website (www.barnet.com.au). BarNet can arrange for a consultant to assist you with configuration.

Why the change?

Due to changes in technology and new service offerings by third parties, BarNet is in a position to offer these services from a new supplier. While there is a small increase in the hourly charge, this is more than off-set by the availability of the pre-paid service, the capping arrangement, and the local call cost Australia-wide access.

The connection between the BarNet and the dial service will be via a secure dedicated (VPN) network link. Apart from PSTN/ISDN modem access, over time this link will be used to deliver cost-effective access to the BarNet network to broadband users and chambers throughout New South Wales and Australia.

I already have an Australia-wide ISP providing modem access. Why should I use this service?

It's up to you. The connection will be a 'direct' connection to the BarNet network. At your request, BarNet is able to offer you direct access to your desktop (subject to appropriate software running on your computer, such as VNC, PC Anywhere, Timbuktu, or some of the built-in Microsoft XP facilities). You will also be able to attach to your computer and share files. Your access to the desktop is subject to authentication and pre-arrangement by using the BarNet website.

Confidential information will not pass out onto the public internet. You will be able to send and receive emails using BarNet's virus protection and spam protection facilities.

BarNet considers that the proposed plans offer value for money when compared with the offerings of other ISPs. If you need assistance comparing plans, please email us at info@barnet.com.au.

What is this 0198 number?

The "019 83" number range was reserved by the Australian Communications Authority for nationwide untimed Data Network Access Services. Before using it, particularly from a hotel, you should check whether a premium is charged for connect time. Some older PABXs may block the number. If so, please use the Sydney Connect number 02 9007 3111.

You can also use the Sydney number (+61 2 9007 3111) when connecting from overseas. However, if you are connecting from overseas, you should consider using a local access provider. You do not need to directly connect to BarNet by telephone to use BarNet services. For non-urgent assistance, please contact BarNet support on 02 9475 0604. For short trips, it *may* be cheaper and more convenient to connect to Australia using a calling card and to dial-up to the Sydney number. An alternative is using Internet cafés.

How did BarNet calculate these charges?

BarNet operates as a not-for-profit entity for the benefit of its users. The exclusive price was established taking into account remote access patterns over the past 2³/₄ years and the costs of operating the enhanced service.

If it is possible to reduce the price of this service, without compromising quality or availability, then BarNet will do so. If the take-up rate is in line with expectations, then the price is likely to decrease. However, BarNet has priced this service upon existing demand.

What are the proposed terms of this service?

This service is limited to a maximum of 64K per connection. It is limited to one simultaneous connection for each BarNet user.

The service is offered outside the BarNet NETWORK BOUNDARY for the purposes of clause 17 of the BarNet Interconnection Agreement. Therefore, a BarNet user may permit his or her immediate family to use the

service for the purpose of gaining access to the internet provided that access occurs on a computer owned or operated by the BarNet user and the user has not disclosed any passwords. Reselling of the service is not permitted. You may only have one simultaneous connection.

As with all other BarNet services, it is offered subject to the terms of the Interconnection Agreement, which includes BarNet's acceptable user policy. Charges will appear on the monthly Tax Invoice from BarNet to the user's chambers for which that chambers is responsible. For users that have not previously used the dial-up service, there is a one-off account configuration charge of \$11 which is billed the first time the service is used. This charge will not apply for users first using the service (via the new number) between December 2002 and February 2003 (inclusive).

Access to the available lines will be on a first-come-first-served basis. BarNet will carefully and regularly monitor the line contention ratios and add additional lines where necessary and justified. As with other ISPs, during busy periods, users may receive an engaged tone. BarNet does not guarantee that you will always be able to connect.

In the interests of other BarNet members and to minimise the cost of the service, users are encouraged not to leave their computers online when not being used. Inactivity of five minutes may lead to automatic disconnection during busy periods. This is not a service for permanent or semi-permanent (always on) connections. BarNet is arranging ADSL access. You will be notified of this in a separate Announcement.

If your computer is connected for more than the maximum four hour connection period, it may be disconnected so as to allow other users to connect. You will then be able to immediately reconnect (subject to available lines).

If BarNet users want the convenience of dial-up internet connection for internet surfing and checking their email, then the most per month that BarNet will charge for that service will be \$66.00. Of course, telephone connection charges are extra; so too are the existing BarNet charges. However, most remote users will no longer have to worry about long distance charges.

Will this service be included as part of the 'basic' BarNet service?

Perhaps. Depending upon the take-up rate of this service, BarNet will consider including remote internet access as part of the standard BarNet monthly service fee.

The standard BarNet monthly fee already includes in-chambers internet access, one BarNet DeskFax in-dial number, unlimited email including, BarNet DeskFax email inbox facsimile receipt, hosted CD-ROM libraries (access subject to licence fees charged by the information providers), virus and spam checking, free web hosting, the CourtList service, and a range of other services. (The service fee varies each month depending upon BarNet's overall costs.) Details of services offered by BarNet are available on the BarNet web page www.barnet.com.au.

Is the dial-up internet connection service exclusive to BarNet connected users?

Yes. However, BarNet is committed to providing access and services to all barristers practising in New South Wales, regardless of their location where it can provide this service without compromising the service offered to BarNet connected users.

The present service is available to all BarNet users. The quoted pricing is exclusive to users within BarNet connected chambers or chambers in the process of connecting to BarNet.

Barristers practising outside BarNet connected chambers may request a connection using this service with or without a mail and DeskFax option. For more information, please contact BarNet.

Will the new remote access number be the same throughout Australia?

Yes. The new number 0198 333 111 will be the same throughout Australia. Other than that, no other settings will change. Users with an existing dial-up configuration need only change the telephone number for access.

How do I nominate my preferred service?

For casual users, you need do nothing. The maximum \$66.00 cap will apply automatically from the first use of the new telephone number in any one monthly billing cycle. If you want the maximum \$27.50 pre-paid service, please let your clerk know. For convenience, it will take effect from the beginning of the monthly billing cycle *after* notification and continue until the *end* of the billing cycle in which you notify that it is to cease.

Will the old number still be used?

No. BarNet proposes migrating to the new number as soon as it is available and its users are notified. For convenience, and during a transition period, users using the old number will connect but at an increased hourly fee (without capping) to encourage change-over.

Can I get a separate UserID and password for dial-up?

Yes. If you want to keep your EmailID and password secret, as you should, you can request a separate DialupID and password (which password you will be able

to change). This is a free service. To request it, simply send an email to info@barnet.com.au.

If you have a separate DialupID, you can use this ID or your EmailID to connect remotely. However, you may only have one simultaneous connection, unless you have requested BarNet to provide you with more than one connection.

Can I have a fixed IP address each time I connect? Can I have a semi-permanent PSTN/ISDN connection?

Yes. Please contact BarNet. There is an additional charge for these options.

You may also request that BarNet give you more than one simultaneous connection and that it allow you to multiplex the connections to increase bandwidth over modems. However, there is an additional charge for this facility and it is subject to available capacity. (BarNet does not propose to offer this multiplexing service unless there is sufficient demand.)

BarNet Broadband

The proposed service is not broadband. It will suit users with 56K modems and ISDN connections. Some remote users require faster connections. BarNet is considering how it can assist these users in a reliable, secure, and cost effective manner.

BarNet will offer its secure VPN service over the coming months as a complement to the Dial-Access service. The pricing for this service has not been determined. However, as part of this service, it is expected that BarNet will be in a position to offer relatively low-price ADSL and other broadband connections from most locations in the Sydney metropolitan area.

When the VPN service is launched, secure access will be available to in-network facilities, including information repositories, subject to licensing conditions.

Users with the appropriate software will be able to do the same thing with their PSTN/ISDN connection.

How do I make a suggestion about this or any other BarNet service?

If the plans we have proposed do not suit you, please let us know. BarNet welcomes any suggestions for the improvement of any of its services. Please send these to info@barnet.com.au or by facsimile to 02 9237 0801.

Issued for the benefit of members and users of the BarNet network.
For more information about BarNet, please visit the BarNet webpage: www.barnet.com.au



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