



NBN SERVICE TERMS

Contract Term and Renewal:

The initial term of this contract shall be 30 days unless specified otherwise. Upon expiration of the initial term, this contract will automatically renew on a month-by-month basis, unless either party provides written notice of non-renewal at least thirty (30) days prior to the end of the then-current term. The renewal term will be subject to the same terms and conditions as this initial term, including pricing and fees.

Cancellation Policy:

If you wish to cancel this contract before the end of the initial term or any renewal term, you will be required to pay the monthly service cost for the remaining months of the contract term. The amount due will be calculated as follows: (number of months remaining in the contract term) x (monthly service cost).

Any cancellation request must be made in writing and delivered to the other party at least thirty (30) days prior to the requested cancellation date. The cancellation will be effective on the last day of the month in which the cancellation date falls.

Internet Speeds and Data Limits:

All of our plans come with no data limit unless specified otherwise. However, please note that internet speed can vary based on a number of factors, such as internal cabling, customer premise equipment (CPE), end devices, and time of day. While we strive to provide the best possible service, we cannot guarantee a specific speed for your connection.

We will make every effort to ensure that your internet speeds are consistent and reliable, but we cannot promise a specific speed or uptime. Your actual speeds may vary depending on the factors mentioned above, and we cannot be held responsible for any slowdowns or disruptions in service caused by these factors.

If you experience any issues with your internet speeds or service, please contact our support team for assistance. We will work with you to troubleshoot the issue and take any necessary steps to improve your service.



NBN SERVICE TERMS

Exclusions

Please note that the costs associated with internal cabling, router, modem, switch, and wifi setup are not included in our internet plan costs, unless otherwise specified. These items are considered customer premise equipment (CPE) and are the responsibility of the customer to provide and maintain.

We will provide guidance on compatible equipment, but it is up to the customer to ensure that their CPE is up-to-date, properly configured, and functioning correctly. If any issues arise with your CPE, we can assist with troubleshooting, but any repairs or replacement will be the responsibility of the customer.

If you are unsure about what CPE is required for your service, please contact our support team for assistance. We will be happy to provide guidance on the equipment needed for your specific service plan.

NBN Equipment

As part of the service agreement with ISA Solutions, you may be provided with NBN Equipment for the purposes of a service. All NBN Equipment provided by ISA Solutions remains the property of NBN Co and must remain at your site or premises unless otherwise instructed by ISA Solutions or NBN Co.

If NBN Equipment becomes damaged or inoperable, ISA Solutions will endeavour to procure that NBN Co (as the owner and supplier of that equipment) repairs or replaces it within a reasonable period. However, ISA Solutions is not responsible for such repair or replacement or any interruption to a service or individual service that may result from such damage or inoperability of NBN Equipment.

New Development + Fibre Uplift

Additional one off \$300 NBN New Development charge applies if your premises is identified as being within the site boundary of a new development.

There is a \$220 NBN charge if you (the customer) downgrades speed, disconnects, or changes provider within the initial 12-month period on an eligible \$0 fibre uplift plan.

Eligible high-speed plans are:

100/20 Mbps or higher (FTTN) OR 250/25 Mbps or higher (FTTC)



NBN SERVICE TERMS

Technical Support:

We offer technical support to our customers to help troubleshoot any issues that may arise during the use of our services. Our technical support team is available to assist you via phone or email during business hours. It is important to note that technical support is free of charge during business hours if the issue is determined to be caused by our service or equipment. If the issue is caused by factors outside of our control, we may offer assistance at an additional cost.

Please note that in some cases, our technical support team may need to investigate an issue onsite or send an NBN Co technician onsite to attempt to fix a problem that turns out to be caused by an issue on your end. In such situations, additional charges may apply.

Miscellaneous

Force Majeure: Neither Party shall be liable for any loss or delay resulting from any force majeure event, including acts of God, fire, natural disaster, labor stoppage, war or military hostilities, or inability of carriers to make scheduled deliveries, and any payment or delivery date shall be extended to the extent of any delay resulting from any force majeure event.

Severability: In the event, any provision of this Agreement is deemed to be invalid or unenforceable, in whole or part, that part shall be severed from the remainder of this Agreement, and all other provisions shall remain in full force and effect as valid and enforceable.

Governing Law: This Agreement shall be governed by and in accordance with the laws of Queensland, Australia.

Notices: Any notices required or permitted by this Agreement shall be in writing and delivered by certified mail or courier to the mentioned address.

Entire Agreement: This is the entire Agreement regarding the terms and conditions of the Company's engagement. It supersedes all other agreements between the Parties.