



Customer Service Agreement

1. Introduction

- A Uniti Group Limited (ABN 73 158 957 889) (**Uniti**) is an operator of a telephone and broadband Internet network, is a supplier of telephone and broadband Internet services, and is licensed as a Carrier under the Telecommunications Act.
- B In submitting the Services Application to Uniti, you have applied for Uniti to provide the Services at the Premises.
- C Section 479 of the Telecommunications Act allows Uniti to set out standard customer terms in a Standard Form of Agreement. This Customer Service Agreement, together with the following documents listed below, forms Uniti's Standard Form of Agreement:
1. your Services Application;
 2. the Service Description – for your Service;
 3. the terms and conditions of any applicable promotion offered by Uniti;
 4. the Service Level Agreement – for your Service (if applicable);
 5. the Critical Information Summary – for your Service;
 6. the Installation, Relocation & Cancellation Policy;
 7. the Fair Use Policy;
 8. the Billing Policy;
 9. the Privacy Policy;
 10. the Financial Hardship Policy; and
 11. the Complaint Handling Policy.
- D Uniti's Customer Service Agreement sets out the terms and conditions applicable to your Service. Unless you and Uniti have agreed differently, both you and Uniti must comply with the terms and conditions of this Customer Service Agreement.
- E This Customer Service Agreement imposes rights, duties, obligations and benefits, and bind both you and Uniti in relation to your Service. Before you accept the terms and conditions of this Customer Service Agreement, you should read and ensure that you understand it in full.
- F Submission of your Services Application to Uniti constitutes your electronic signature and confirms that you request that Uniti provide your Service, and that you agree to be bound to the terms and conditions of this Customer Service Agreement.
- G Uniti may, at any time, including during the Term of your Services, alter the terms and conditions of the Customer Service Agreement in order to accommodate changes to law, to equipment used, or to clarify or alter aspects of the arrangements between Uniti and customers including you. Where this occurs, Uniti will comply with the process described below in Clause 5 (*Alterations to the Customer Service Agreement*).

2. Defined terms & interpretation

2.1 Defined terms

The following definitions apply in this Customer Services Agreement:

Billing Policy means the Uniti policy which regulates invoicing and payment for your Services, and which is available via www.unitiwireless.com/billing-policy.pdf.

Cancellation Fee means a fee for cancelling your Service, as described herein.

Critical Information Summary (or **CIS**) means the critical information summary for your Service, available at www.unitiwireless.com.

Customer Service Agreement (or **CSA**) means this Customer Service Agreement, inclusive of the documents identified above in Paragraph C of Clause 1 (*Introduction*), which together form Uniti's Standard Form of Agreement.

Complaint Handling Policy means the Uniti policy which describes how Uniti will comply with its statutory and other compliance obligations regarding handling of complaints raised in relation to your Service, available via www.unitiwireless.com/complaint-handling-policy.pdf.

Enterprise Services means those particular enterprise grade Services made available by Uniti from time to time, as described at <https://www.unitiwireless.com/internet/enterprise>.

Fair Use Policy means the Uniti policy which regulates how your Service may or may not be used and what happens in the event of non-compliance, available via www.unitiwireless.com/fair-use-policy.pdf.

Financial Hardship Policy means the Uniti policy which describes how Uniti will comply with its statutory and other compliance obligations regarding any financial hardship experienced by you in relation to your Service, available via www.unitiwireless.com/financial-hardship-policy.pdf (with summary available via www.unitiwireless.com/financial-hardship-policy-summary.pdf).

Force Majeure Event means any circumstance outside the reasonable control of the affected party.

Installation, Relocation & Cancellation Policy means the Uniti policy which regulates installation and relocation of equipment necessary for Uniti to provide your Services and cancellation of your Services, available via www.unitiwireless.com/installation-relocation-cancellation-policy.pdf.

Party or **Parties** means the parties to this Customer Service Agreement, or either of them, as the context requires.

Premises means the fixed residential or business location which you have nominated and advised Uniti is the location to which you wish Uniti to provide your Service.

Privacy Policy means the Uniti privacy policy, available via www.unitiwireless.com/privacy-policy.pdf.

Service means the telephone or broadband Internet service, as defined in the relevant Service Description, for which you have applied for in the Services Application.

Services Application means the application for your Service which you submitted to Uniti, either online at www.unitiwireless.com or via Uniti's Customer Service call centre.

Service Description means the description of the telephone or broadband Internet service, from those available online at www.unitiwireless.com, which is relevant to your Service.

Service Level Agreement (or **SLA**) means the Uniti policy which regulates the additional premium level of service provided to customers of residential and business plans who have opted to include the SLA in their Services and all Enterprise Service plans, available via www.unitiwireless.com/service-level-agreement-policy.pdf.

Special Offers has the meaning given in Clause 10.3 (*Special Offers*).

Telecommunications Act means the *Telecommunications Act 1997* (Cth), as amended.

Term means the duration of Uniti's provisioning of your Service to you, based on the period of your selected plan (as described in the CIS for your Service) and any further rolling monthly periods.

Uniti means Uniti Group Limited (ABN 73 158 957 889) of 1/44 Currie Street, Adelaide, South Australia, and the provider of your Service of telephone or internet services under this Customer Service Agreement. References to **we**, **us** and **our** are also references to Uniti.

you or **your** means the customer (either person or business) who has submitted an Services Application which has been accepted by Uniti, and who has agreed and is bound by the terms and conditions of this Customer Service Agreement.

2.2 Interpretation

The following rules apply unless the contrary intention appears:

- (a) the matters stated in Clause 1 (*Introduction*) are true and correct and are incorporated into, and form part of, this Customer Service Agreement;
- (b) headings are inserted for convenience only and do not affect meaning;
- (c) a reference to a party, if that Party is constituted by more than one party, means each Party jointly and severally;

- (d) a reference to a person includes a corporation or partnership, as the case may be, and vice versa;
- (e) a reference to a person includes the person's executors, administrators, successors, permitted substitutes and permitted assigns;
- (f) if a provision of this Customer Service Agreement would be unenforceable, then the provision shall be read down or struck out to avoid that result;
- (g) a reference to a statute includes the statute as amended, any substituted statute and any sub-ordinate legislation under the statute;
- (h) should a body institute association or government authority referred to in this Customer Service Agreement cease to exist, then the Customer Service Agreement must be read as referring to such body or association as then serves substantially the same objects as that body or association;
- (i) a reference to a right or obligation of any two or more persons confers that right or imposes that obligation (as appropriate) jointly and severally; and
- (j) nothing in this Customer Service Agreement is to be interpreted to the disadvantage of a Party because the Party was responsible for the preparation of this Customer Service Agreement.

3. Services Application

3.1 You may make a Services Application

You may make a Services Application for any of Uniti's telephone or broadband Internet services, as described in detail in the Service Description and CIS relevant to your Service.

3.2 Your age

- (a) To make a Services Application, you must be at least 18 years of age.
- (b) If you are between 16-18 years of age Uniti may allow you to make a Services Application, but you must, before you agree to the Customer Service Agreement, confirm, either on-line or by speaking with a Uniti Customer Service officer, that you understand some important things about your responsibilities under the Customer Service Agreement, including:
 - (i) are you aware that the Customer Service Agreement is a binding contract under which Uniti will provide you with telephone or broadband Internet services, and you will have to pay invoices?
 - (ii) there will be cost for the service, invoices will come monthly, do you have money to pay those invoices, and what would happen if you could not pay the invoice?
 - (iii) if the contract is cancelled early there will be a Cancellation Fee, are you aware of that?
 - (iv) if you live in a block of flats or other similar building with an Owners' Corporation, you will need permission from them for Uniti to mount equipment for your Service, so have you obtained their permission?
 - (v) is there a chance that you might move premises within the contract period? If so, there may be additional fees.
 - (vi) do you have a parent or guardian who can sign up on your behalf or at least confirm that you understand the obligations of the Customer Service Agreement?

3.3 Process for you to make a Services Application

To make a Services Application you must complete the following steps;

- (a) **On-line** – by submitting an online Application for Service form via Uniti's website, or
- (b) **In writing / by post or by delivery in person** – by submitting a written Service Application, on an Application for Service form which is provided to you by Uniti, by mail or email to Uniti, or
- (c) **Over the telephone** – by requesting over the telephone, that a Uniti Customer Service Officer complete a written Application for Service for you, which Uniti's CSO will do, after you have acknowledged and agreed to the terms & conditions of this Customer Service Agreement.

3.4 Services Application becomes Customer Service Agreement

You acknowledge and agree that the details that you submit to Uniti in your Services Application will be captured by Uniti, that these details will be the basis of your Service that Uniti provide to you at your Premises during the Term, and that these details will form part of the Customer Service Agreement for your Services.

3.5 Representation and Warranty

You represent and warrant to Uniti that:

- (a) you have it the power, capacity and authority to enter this Customer Service Agreement, and to sign and execute this Customer Service Agreement as, or on behalf of, the owner, or duly authorized occupier, of your Premises to which your Service is to be provided and which is identified in your Services Application;
- (b) all information provided by you in your Services Application is accurate truthful and correct; and
- (c) you will inform Uniti in writing of any changes to the details provided on your Services Application, which are relevant to your Service or account. These include your personal, administrative and financial

details, such as your address, telephone number, your debit or credit card history or other details provided in relation to making payments for services that you have requested that Uniti provide to you.

3.6 Authorised Person

- (a) You may nominate another person (an **Authorised Person**) to exercise your rights under this Customer Service Agreement. You may nominate this person at the time of making your Services Application, using the Authorised Representative form available at www.unitiwireless.com/legal and which is submitted in writing by post or email to support@unitiwireless.com.
- (b) You may also assign a Contact Person who has your permission to communicate with Uniti about your Service but does not have rights as an Authorised Person to exercise actions on your behalf under our Customer Service Agreement.

3.7 Uniti must decide whether or not to accept a Services Application

Uniti may, in Uniti's absolute discretion, decide whether or not, to accept your Services Application. Uniti will base our decision whether or not to accept your Services Application on anything that Uniti determine, in Uniti's absolute discretion, to be a relevant consideration, which will include at minimum:

- (a) the availability of Uniti services to the Premises;
- (b) your ability to meet Uniti's credit requirements;
- (c) any issue which impacts on technical or network considerations which are relevant to the potential provision of Uniti service to the Premises.

3.8 Date of commencement of Services

If Uniti accepts your Services Application, your Service will commence on:

- (a) the date that your online Services Application form is submitted, or
- (b) the date that you have signed your Services Application, or
- (c) the date that you complete your Services Application working with Uniti's Customer Service Officer.

3.9 Uniti's Customer Service Agreement is Binding on you

- (a) Submission of your Services Application to Uniti constitutes your electronic signature and confirms that you agree to the terms and conditions, including those as altered by Uniti from time to time. By agreeing to this Customer Service Agreement you request that Uniti provide your Service, and you agree to be bound Uniti's Customer Service Agreement.
- (b) Once Uniti accepts your Services Application, this Customers Service Agreement is formed between you and Uniti and these terms and conditions will bind you, and will bind any executor, administrator, transferee, assignee, liquidator or duly appointed trustee in bankruptcy of you, for the Term.

4. This Customer Service Agreement

4.1 CSA – terms and conditions

This Customer Service Agreement defines the terms and conditions under which Uniti will provide your Service to you.

4.2 CSA – component parts

Upon Uniti's acceptance of your Service Application, you are bound by this Customer Service Agreement.

4.3 CSA – Australian Consumer Law

If your Service is of a kind ordinarily acquired for personal, domestic or household use, and you are using your Service for the primary purpose of personal, domestic or household use, then you will be a consumer customer, and the Australian Consumer Law will apply in addition to the terms and conditions of the Customer Services Agreement.

5. Alterations to the Customer Service Agreement

5.1 Alteration to the terms and conditions of the Customer Service Agreement

- (a) Uniti may, at any time, including during the Term of the contract for your Services, alter the terms and conditions of the Customer Service Agreement.
- (b) Uniti will alter the Customer Service Agreement if circumstances require that an alteration be made, and these circumstances may include the following:
 - (i) a change to legal, statutory or regulatory obligations requires that the changes be made;
 - (ii) a change in what costs, charges or taxes are to be imposed in relation to your Service;
 - (iii) for reasons related to security, either of privacy, information, technology or Uniti's telephone or

- wireless and fixed broadband Internet network;
- (iv) to accommodate changes to law, to equipment used, or to clarify or alter aspects of the arrangements between Uniti and customers including you;
- (v) a general increase in fees for your Service or an increase in fees for ancillary services, provided that Uniti offer an alternative Service at the same or lesser fee;
- (vi) to maintain the integrity of the network for a technical standpoint;
- (vii) to address any technical or administrative issue or error or to resolve a conflict in drafting of the Customer Service Agreement;
- (viii) to address, add, remove or change a special feature or offer that isn't contained in the relevant CIS;
- (ix) if Uniti considers it necessary, for commercial or operational reasons, to do so; and
- (x) for any reasons notified by our supplier for services or hardware we resell to you.

5.2 Uniti will notify you of alterations to the terms and conditions of the Customer Service Agreement only if the effect of the alteration is detrimental to you, and not otherwise

- (a) If any alteration to the Customer Service Agreement is detrimental to you, then Uniti will advise you expressly that alterations have been made, and Uniti will endeavour to advise you at least 30 days prior to the change, of the pending alteration. This notification will be made by email, on your next billing invoice and by a notice of the change posted on Uniti's website.
- (b) If the alteration to the Customer Service Agreement change is detrimental and likely to make a significant impact to you, you may cancel your Service in question within 30 days of our notification to you. In this circumstance Uniti will not charge you a Cancellation Fee. But you will still be required to pay for any installation and equipment charges and for any usage or variable charges accrued up to the date of cancellation that you have not yet paid for.
- (c) Unless the alteration to the Customer Service Agreement is detrimental to you or to your Service, Uniti are not required to, and Uniti may not, advise you expressly that alterations have been made to the Customer Service Agreement.
- (d) If Uniti reasonably determine that the alteration to the terms and conditions of the Customer Service Agreement is of no consequence to you, or is of benefit to you, then Uniti will make the alteration and Uniti do not need to advise you, prior to the alteration being made or taking effect, of the alteration. Uniti will however notify you of the alteration within a reasonable amount of time, by notice on our website, by email or on your next billing invoice.
- (e) Uniti's plans for telephone or broadband Internet services may change from time to time. If you have signed up for a 12 month or longer plan for telephone or broadband Internet services, then Uniti will provide you with the services described in that plan during the period of the plan, and after the duration of the plan expires, Uniti may choose to continue to provide you with the same Service, even if our current plans are different, or Uniti may decide to provide you with services from a similar plan. Details of your previous plan can be made available upon request.
- (f) Alterations to the Customer Service Agreement will appear in the version of the CSA which can be accessed via the link in your Services Application or otherwise via www.unitiwireless.com/customer-service-agreement.pdf
- (g) You undertake to regularly review the terms and conditions of the Customer Service Agreement and to comply with any altered terms and conditions of the Customer Service Agreement.
- (h) Your continued use of your Service constitutes acceptance of any alteration made by Uniti to the terms and conditions of the Customer Service Agreement.

6. Access and Permission to locate equipment at your Premises

6.1 Access

- (a) By submitting your Services Application to Uniti you:
 - (i) request that Uniti provide your Service to you at the Premises;
 - (ii) provide Uniti all necessary permission to enable Uniti's supplier's, installers, engineers or other technicians to access your Premises, to install the equipment necessary at your Premises, and to operate the equipment so as to provide your Service to you at your Premises; and
 - (iii) grant to Uniti a licence to your Premises sufficient to enable Uniti to install and operate all equipment necessary to provide your Service to you at your Premises for the Term.
- (b) You agree to provide Uniti and its supplier's with prompt and safe access to your Premises, and you agree that Uniti's supplier's and installers may conduct work on your Premises, which may include: investigation of the structure and materials used in the fabrication of your Premises, investigation of the suitability of your Premises for connection into Uniti's telephone or broadband Internet network, and for the installation, testing, repair, replacement and maintenance of equipment.
- (c) You also agree that at the end of the Term, Uniti or its supplier's may then attend and have safe and prompt access your Premises to remove and recover Uniti's equipment.

- (d) Uniti's supplier's, network engineers and installers will determine the technical means or location or type of equipment by which Uniti will deliver telephone or broadband Internet services to your Premises. The basis of this determination may include: the height of the mast, the location of the mast on the roof of your Premises, or which roof the mast is installed on. Any installation requests or limitations that you would like to place on the works will be escalated by the installers, at the time, to be reviewed by Uniti's customer service team.
- (e) Due to how the service operates, limitations caused by vegetation, the equipment or other factors can cause an installation to be insufficient to meet Uniti's connection quality standards, and consequently unsuccessful. In the event that an installation is unsuccessful you agree that Uniti will not be liable for any loss or damage incurred by you.
- (f) Uniti's supplier's, network engineers and installers may, at any time during the time that Uniti provides telephone or broadband Internet services to you, determine that it is necessary to change the location of equipment necessary to deliver telephone or broadband Internet services to you. In that event you agree that Uniti or its supplier's may attend and have safe and prompt access your Premises, to the equipment by which Uniti provides telephone or broadband Internet services to you, and to conduct any necessary works, including relocation of equipment. Uniti will, in the event of any change to the technical means or the location or type of equipment by which Uniti provides telephone or broadband Internet services to you, endeavour to ensure that the performance of your Service is not adversely affected by these changes. In the event that a relocation or associated works are unsuccessful you agree that Uniti will not be liable for any loss or damage incurred by you.

6.2 Permission - Owners

As owner of your Premises you give permission for Uniti to install equipment necessary to provide your Service at your Premises.

6.3 Permission - Tenants - your obligation to obtain all necessary permissions

- (a) If you are not the owner of your Premises then you must obtain sufficient permission, from the owner of the property, for Uniti to access the property, to install, test, maintain, replace, repair or remove the equipment necessary to provide your Service.
- (b) As tenant of your Premises you confirm that you have obtained from the owner and/or landlord and/or agent all consent necessary for Uniti to install equipment necessary to provide your Service at your Premises.
- (c) If the owner does not give you permission, then you must notify Uniti prior to Uniti commencing any work at your Premises.
- (d) In the event that you have not obtained sufficient permission, you indemnify Uniti against any claim or costs incurred by Uniti that the owner of the property makes against Uniti, Uniti's employees or contractors as a consequence of Uniti's entry onto the property, and/or any works conducted on the property.

6.4 Permission - Members of an Owners Corporation / Body Corporate - your obligation to obtain all necessary permissions

- (a) If you are either the owner or a tenant of your Premises and your Premises are part of and are regulated by the rules of an Owners Corporation or a Body Corporate then you must obtain sufficient permission, from the Owners Corporation or Body Corporate for the property, for Uniti to access the property, to install, test, maintain, replace, repair or remove the equipment at your Premises necessary to provide your Service.
- (b) As owner or tenant of your Premises, where your Premises, are regulated by a body corporate, strata corporation, owners corporation or other such managing body or agent, you confirm that you have obtained from that body corporate, strata corporation, owners' corporation or other such managing body or agent, all consents necessary, for Uniti to install equipment necessary to provide your Service at your Premises.
- (c) If the owner does not give you permission, then you must notify Uniti prior to Uniti commencing any work at your Premises.
- (d) In the event that you have not obtained sufficient permission, you indemnify Uniti against any claim or costs incurred by Uniti that the owner of the property makes against Uniti, Uniti's employees or contractors as a consequence of Uniti's entry onto the property, and/or any works conducted on the property.

6.5 Permission – Development Approval

- (a) In some unusual situations Development Approval from a local council may be required for Uniti to install equipment at your Premises.
- (b) The usual situation is that Uniti is licensed as a Carrier under the Telecommunications Act and Section 6 of Schedule 3 of the Telecommunications Act provides that Uniti is empowered to install equipment which constitutes a Low Impact Facility, (which is defined by the *Telecommunications (Low Impact*

- Facilities) Determination 1997 (Cth)*), without requiring Development Approval from a local council. A Low Impact Facility includes the mast and antennae that Uniti use for standard and non- standard installations.
- (c) However in some circumstances this usual situation won't apply. Section 2.5 of the *Telecommunications (Low Impact Facilities) Determination 1997 (Cth)* provides that an area of environmental significance includes a place, building or thing that is entered on a register relating to heritage conservation. Section 3.1 2) of the *Telecommunications (Low Impact Facilities) Determination 1997 (Cth)* provides that equipment will not be a Low Impact Facility if the area on which the equipment is installed is an area of environmental significance. Some suburbs have been entered onto a register relating to heritage conservation, such as the Australian Heritage Places Inventory. These places may be an area of environmental significance. Typically there will be a discrete aspect of those places, such as the layout of suburbs, block size or style of building construction, which is the basis for the place being preserved. In any event, in a place like this, Uniti will not be able to rely on the exemption contained in the Telecommunications Act, and a Development Approval from the local council will be required for Uniti to install the equipment.
 - (d) If you live in one of these places, then a Development Approval will be required for Uniti to install equipment at your Premises.
 - (e) Uniti are able to prepare and submit an application for Development Approval for you. But there will be two costs for this: first the cost of the work necessary to prepare the application for Development Approval, and second the fees charged by the Council to process the application.
 - (f) For the first cost – the time spent preparing and submitting the application for Development Approval - Uniti will not impose a fee on you for Uniti's time in preparing and submitting the application for Development Approval.
 - (g) For the second cost – the council fees for submitting the application. This cost will be imposed by the local council and will be a fee for their time and may also include a fee for obtaining a certificate of title for the property. The council will assess and impose this fee usually only after the application is submitted, Uniti cannot assume this cost – as it relates to your living location – and Uniti will pass this cost directly on to you.
 - (h) Uniti will endeavour, prior to preparing and submitting the application for Development Approval, to confirm with you that you wish Uniti to prepare the application for Development Approval, and to inform you what the costs will be to submit that application. But either way, whether Uniti are able to confirm this with you or not, before submitting the application for Development Approval, you agree to pay any such costs of submitting the application for Development Approval.
 - (i) If, when you make your Services Application, you do not inform Uniti that Development Approval is required for Uniti to install equipment at your Premises then you are representing to Uniti that either there is no requirement for Development Approval, or alternatively, that you have obtained any Development Approval that may be necessary prior to submitting your Services Application.

7. Installation of equipment and connection of your Service

7.1 Time for installation of equipment and connection to network

- (a) Uniti will connect your Service as soon as Uniti can, but there will be a delay between the time that Uniti accepts your Service Application, the time that Uniti can schedule and conduct the installation of equipment at your premises, and the time that Uniti can commence the supply of telephone or broadband Internet services to your premises.
- (b) You acknowledge and agree expressly that Uniti will not be liable for any delay in relation to the installation of equipment at your premises or with commencement of supply of telephone or broadband services to your premises. Uniti may notify you of the expected date for provisioning your telephone or broadband Internet service, however, that date is an estimate, not a guarantee, and Uniti is not liable for any failure to meet such date.
- (c) After Uniti has accepted your Application for your Service, it may cancel the service if it determines that it will be unable to connect or provide the service within a reasonable time. In such case, Uniti is not liable to you for any failure to provide the service.
- (d) Once Uniti have accepted your Services Application and determined that your Service can be provided to you, Uniti will commence to invoice you for your Service.

7.2 Supervision for installation of equipment

If you own the Premises and / or you have obtained the necessary permissions, then, when Uniti are scheduled to conduct the installation, you must have someone over 18 years of age in attendance at the appointed time for the installation, to supervise Uniti's presence at your Premises, to assist in making decisions such as around location of equipment, and to assist Uniti's installers to obtain access to parts of your Premises if necessary.

7.3 If you need to leave your Premises during the installation of equipment

- (a) You remain, while the installation of equipment necessary for your Service is underway, responsible for the safety and security of your Premises.
- (b) When Uniti are scheduled to conduct the installation at your Premises, you must have someone over 18 years of age in attendance at all times during the installation to be responsible for the safety and security of your Premises.
- (c) If it becomes necessary for you to leave your Premises during the installation of equipment, then:
 - (i) Uniti will continue to conduct all aspects of the installation with due care and attention and otherwise in accordance with the terms and conditions of this Customer Services Agreement;
 - (ii) you must lock and otherwise make secure all of your Premises and all of your property;
 - (iii) If you cannot lock and otherwise make secure all of your Premises and all of your property, and if you need to, or wish to, ask that Uniti staff or contractors lock and otherwise make secure all of your Premises and all of your property, then Uniti staff or contractors will, once the installation is complete, use their best endeavours to comply with any directions you may give, and lock and otherwise make secure all of your Premises and all of your property, but Uniti can not and will not assume responsibility, (and you agree that Uniti are not and will not be responsible) for the safety and security of your Premises, and you will not hold Uniti liable for any loss or damage arising as a consequence of you failing to make safe and secure all of your Premises and all of your property when you do leave your Premises prior to the completion of the installation;
 - (iv) you acknowledge and agree expressly that Uniti will not be responsible or liable to you, and you will not hold Uniti liable for loss or damage arising as a consequence of you failing to make secure all of your Premises and all of your property when you do leave your Premises;
- (d) Uniti staff and contractors are honest, trustworthy and reliable. But, that said, while the installation is underway, Uniti must insist that you remain responsible for the safety and security of your Premises.
- (e) Uniti may use this clause as a bar to all claims for loss or damage arising as a consequence of you failing to make secure all of your Premises and all of your property when you do leave your Premises prior to the completion of the installation.

7.4 Installation and relocation of equipment

- (a) You acknowledge and agree expressly that installation and relocation of any equipment necessary to provide your Service at your Premises must be in compliance with our Installation, Relocation & Cancellation Policy.
- (b) You represent and warrant to Uniti that you have read, understood and will comply with our Installation, Relocation & Cancellation Policy.

7.5 Service Speeds

- (a) When Uniti installs equipment at your Premises, our installers will test the connection so that Uniti can confirm before your Service is connected that Uniti is able to deliver the service at speeds required for your Service. Uniti also conduct testing of services delivered to customers to ensure that service speeds delivered are at levels agreed.
- (b) Some occasional fluctuations in speeds may occur, and your Service may not achieve the maximum speed at all times. This is due to circumstances outside of Uniti's control, such as weather, rain, heat, wind, damage to equipment, and outages to either power or telecommunications aspects of the network.
- (c) If variations or fluctuations are repetitive, consistent and impede delivery of your Service then Uniti will investigate and endeavour to resolve the cause.
- (d) If Uniti cannot resolve the cause Uniti may either reduce your Service to speed levels which can be delivered, or Uniti may cancel your Service with no penalty to either you or Uniti.

7.6 Location of wall plate

- (a) Part of the equipment to be installed at your Premises may be a wall plate. This will be located inside your Premises, and this will link your router (inside the Premises) to our Internet connection (outside the premises).
- (b) If you nominate where you would prefer for Uniti's technicians to terminate the service inside of your Premises, Uniti's technicians will endeavour to place the wall plate at this location. But if that is not possible, they will discuss alternative locations with you, and they will obtain your consent prior to locating the wall-plate being at that alternative location in your Premises.
- (c) If the contract for your Service comes to an end over time or is cancelled either by Uniti or by you, Uniti will recover our equipment, but Uniti will leave the wall plate in place. You agree expressly that the wall plate will remain after all other equipment is removed.

8. Fees on Installation of your Service

8.1 Installation Fees

In order for Uniti to commence providing your Service Uniti must install equipment, which may include a mast,

antenna, radio, data and/or power cabling, and/or materials to provide structural support to such equipment, at your Premises, and Uniti must administer the connection of your Premises to the Uniti telephone or broadband Internet network to enable Uniti to provide your Service. In doing these things Uniti will incur costs of materials and staff time to complete the installation and activation of your Service. Uniti will pass some of those costs on to you in the Installation Fee.

8.2 Installation Fees – Standard Installation - mast of up to 3m

For an installation of equipment requiring a mast of up to 3m, Uniti will charge you an activation fee, depending on the duration of the term of the contract for your Service, for:

- (a) a residential or business contract for **12 months - \$149.95**; and
- (b) a residential or business contract for **24 months - \$99.95**.
- (c) if you are an Enterprise Service customer, the activation fee will be priced in accordance with the particular requirements of the Premises to which the enterprise Service is to be provided, the fee will be stated in your quote for your Enterprise Service, but will typically be between **\$300 - \$900**;
- (d) no Lock In contracts - **\$799.95** for both residential and business customers.

8.3 Installation Fees – Special Offers

Uniti may from time to time advertise Special Offers to waive or discount Installation Fees for your Service. If you accept such an offer, that offer will prevail to the extent of any inconsistency with the clause above regarding activation fees for a standard activation.

8.4 Installation Fees – Non-Standard Installation - mast of above 2.4m – 5m

- (a) In some cases, in order to overcome issues present at your Premises arising from technical, operational, topographical or vegetation issues, a non-standard activation will be required - Uniti may need to install a taller mast, greater stability or structural equipment, or more sophisticated antenna or other telecommunication equipment at your Premises. In these cases Uniti will incur further and additional costs of materials and staff to complete the installation and connect your Premises to Uniti's telephone or broadband Internet network and provide your Service. Uniti will pass some of those costs on to you.
- (b) For an installation of equipment requiring a mast of above 2.4m – 5m and/or other more sophisticated equipment or staffing requirements, Uniti will charge you an additional fee of **\$499** for the activation of your Service.
- (c) For the avoidance of doubt, any Special Offers regarding Installation Fees will not apply to a non-standard activation.

9. Ownership of Equipment

9.1 Uniti's equipment

- (a) The equipment supplied by Uniti and installed at your premises to connect your Service remains Uniti's property.
- (b) You agree to provide a suitable power supply for the equipment, and you agree to provide a suitable location for the equipment to be installed.
- (c) You must not sell, lend, remove or part with Uniti's equipment, except when it is removed in accordance with our instructions and approval.
- (d) In the event that any of Uniti's equipment is lost, stolen or damaged, (excusing fair wear and tear) you agree to pay Uniti for any such loss, theft or damage.
- (e) For the avoidance of doubt, all equipment which Uniti installs on any customer's property remains the property of Uniti, and is not owned, to be operated by or interfered with, by you. Uniti is licensed as a Carrier under the Telecommunications Act and, in the event that Uniti's equipment, network or services might be interfered with, Uniti's network and services are protected by penalties applicable under that legislation.

9.2 Your equipment

- (a) You are responsible for the supply, operation, maintenance, security and repair of your own access points or modems for internal Wi-Fi access.
- (b) You are responsible for the maintenance, operation, security and repair of your own equipment, and you are responsible for ensuring that your own equipment complies with all Australian laws and technical standards as determined by regulatory bodies.

9.3 Purchase of equipment from Uniti

- (a) You may purchase equipment, for example wireless access points or modems, from Uniti as part of the service.
- (b) Uniti does not retain ownership of any equipment that you purchase from Uniti as part of your Service.
- (c) If you purchase incorrect equipment from Uniti, that equipment may be exchanged within 14 days of

delivery, provided that the equipment is returned without damage, in complete condition as it was prior to the purchase and with all packaging intact, and a handling fee of **\$99.95** is paid to Uniti.

9.4 Inspection of equipment from time to time

- (a) You agree, in order to ensure the safety and quality of Uniti's equipment, your Service and Uniti's network, to allow Uniti, at any reasonable time, to inspect your equipment, to make any modifications and you agree to follow any reasonable directions that Uniti give you in relation to the operation, maintenance, security and repair of Uniti's equipment and your equipment.
- (b) You must ensure that the equipment used with your Service complies with all applicable laws and standards and is suitable provisioned and compatible for use with your Service.
- (c) You must comply with Uniti or its supplier's reasonable directions relating to the equipment used with your Service, including upgrading or reconfiguring the equipment where Uniti or its supplier reasonably requests, including as a result of Uniti or its supplier making changes to its network.
- (d) You acknowledge that Uniti or its supplier may disconnect your equipment from your Service if, in its reasonable opinion, it may interfere with or disrupt the Service.

9.5 New Development Charge

- (a) Where a property that is not already connected to a broadband Internet network is being connected for the first time, some network operators will impose a 'new development charge' for that first connection.
- (b) If Your Premises is not already connected to a broadband Internet network then a new development charge may be imposed by the network provider. Uniti may not be notified of this by the network operator until the time of activation of your Service.
- (c) Uniti will be required to pass that new development charge on to you, which generally is charged at \$300 by the network operator. Uniti will endeavour to discuss the costs with you prior to any provisioning work being conducted. But in any event, you agree to pay that new development charge.

10. Invoicing for your Service

10.1 Invoicing and Payment for your Service – Uniti's Billing Policy

- (a) All upfront costs and monthly charges for your Service are detailed on Uniti's website at www.unitiwireless.com, in the CIS for your Service or in the terms and conditions of any advertised promotion or as may be listed by Uniti in your Services Application.
- (b) All billing for your Services will be made in accordance with Uniti's Billing Policy, and you agree to comply with the Billing Policy.
- (c) You represent and warrant to Uniti that you have read, understood and will comply with Uniti's Billing Policy.
- (d) You must pay all upfront costs, monthly charges or additional fees in accordance with the terms set out in your Services Application, CIS or invoice. You agree to supply Uniti with valid and current billing information, as well as providing authority to debit your nominated bank or credit card in order to pay for your Service and billing invoices Uniti send you.
- (e) Any costs Uniti incur in the process of collecting late, or unpaid payments will be charged to you, and you agree to pay any such costs. These costs include but are not limited to, a Cancellation Fee, penalties or interest as a result of late or declined payment, as well as levies or fees charged to Uniti. Any value added taxes relevant to your Service will also be charged to you.
- (f) If you do not pay your invoice on time, Uniti may also suspend or even cancel your Service until your invoice payment is made. Please refer to the Billing Policy for details on both Uniti rights and your rights in respect of invoiced charges and late payment.

10.2 Costs in relation to equipment

If Uniti are required to service, repair, alter or replace your Service or any equipment used for your Service because you (including anyone with permission, implied permission, your employees, agents or contractors) have breached the Customer Service Agreement, have been negligent, fraudulent, reckless or have otherwise interfered with Uniti's equipment, or because your equipment has failed due to your own act or omission, then Uniti can charge you an additional fee or fees. This charge is also applicable to electrical power failures, surges and fluctuations caused by your own (including anyone with permission, implied permission, your employees, agents or contractors) act or omission.

10.3 Special Offers

Uniti may advertise special offers for Services (**Special Offers**). Notification of these offers and may be part of a general advertisement or offered directly to you. Generally advertised Special Offers will be displayed on our website. If advertised directly to you they will be provided upon request or at the time of completing and

submitting a Special Offer application. Depending on the terms of the Special Offer, it may or may not be applicable to you if you already have an existing contract. Once a Special Offer is validly accepted, the terms of that Special Offer will apply until the Special Offer expires. The Special Offer terms and conditions will specify all terms and conditions that prevail over the standard CIS's until the expiry of the offer. Apart from these, all other terms and condition of our Customer Service Agreement will still apply to your Service (both during and after the Special Offer begins and expires).

11. Use of your Service

11.1 Use of your Service must comply with the Fair Use Policy

- (a) Uniti's Fair Use Policy:
 - (i) imposes rules to ensure that all of Uniti's customers access and use Uniti's telephone or broadband Internet services in ways which are not 'unreasonable' or 'unacceptable'; and
 - (ii) explains how unlimited plans work.
- (b) You represent and warrant to Uniti that you have read, understood and will comply with Uniti's Fair Use Policy at all times in using your Service.
- (c) You acknowledge and agree expressly that if Uniti, acting reasonably, determine that you have used your Service in a manner which is not in compliance with Uniti's Fair Use Policy, then Uniti may suspend your Service, change you from the plan you have signed up for to another plan with different speed, data limits or duration, or Uniti may cancel your Service.

11.2 Residential & Business Use of your Service

- (a) Uniti's Residential Plans are intended only for personal use in a residential environment, Uniti's Business Plans are intended for only commercial use in the ordinary course of that customer's business, and with ancillary personal use.
- (b) You must use your Service only in ways that are consistent with the criteria and limitations set for their Residential Plan or their Business Plan.

11.3 Reasonable & Acceptable Use of your Service

You must not use your Service and/ or Uniti's telephone or broadband Internet services in a manner which is unreasonable or unacceptable. The terms **unreasonable** and **unacceptable** are defined in Uniti's Fair Use Policy.

11.4 Unlimited calls and data

- (a) Uniti offers some plans for telephone or broadband Internet services that provide unlimited phone minutes, messages or data. Uniti intend that unlimited plans will allow customers to operate their Uniti residential, business or Enterprise Service plans for telephone or Internet services without having to worry about whether or not they will run out of call time, text message quotas or data. Unlimited means that the amount of calls or texts that a customer may make or data that a customer may download or upload is not usually limited by set quotas. But Uniti also intend that our unlimited phone and data plans are not to be abused.
- (b) All Services, including those which have unlimited plans, are subject to our Fair Use Policy. If Uniti (acting reasonably) determines that you are abusing your Service, Uniti may impose limits on your Service or, more likely, Uniti may reconfigure your Service to another plan at a lower plan price with a usage limits in accordance with the Fair Use Policy.

11.5 Call or Data limits and what happens if you exceed your data limit

- (a) For some plans, Uniti set a limit on calls or data that can be made or consumed for that Service.
- (b) If your Service has a call or data limit and if you then exceed the data limit on your Service, then Uniti's systems will automatically shape your Service to lower speeds to help minimise the excess data or calls you may otherwise consume or make beyond your plan's included usage.
- (c) This step is taken so that charges for excess call or data use are not accrued to your Service, because you may not have planned for these and they may cause you difficulties. This step is also taken because using call or data in excess of the limit set for your Service means you have gone outside of the agreed limits set for the contract that you have agreed to for your Services.
- (d) If you have exceeded the call or data limit for your Service then you may top up your call or data limit by purchasing a call or data pack, or you may increase your Service from a plan with a call or data limit to a plan with unlimited data.

11.6 Bullying, Harassment & Trolling

Uniti want the telephone and broadband Internet services that Uniti provide to help make the world a better place, not a worse place. Uniti respect the agency of individuals, the rights of minorities and believe that think all women, men and gender-non-specific are all entitled to equal treatment, access to opportunities and safety.

Therefore:

- (a) you must not use your Service to engage in conduct is or might be: harassment, offensive behaviour, bullying or trolling, or which is otherwise unreasonable or inappropriate, regardless of whether such content is actually lawful or unlawful;
- (b) you also must not use your Service to engage in conduct on-line, against groups of people, against ideas or generally, that does or might constitute: hate speech, fighting words, or which otherwise articulates unreasonable or inappropriate anger, hate, frustration, lies or disinformation, regardless of whether such content is actually lawful or unlawful;
- (c) if someone is being harassed or bullied on line, via someone using a Uniti Internet service contrary to these obligations, and if the person being bullied or harassed presents Uniti with material, that Uniti reasonably determine has substance, – for example an Intervention Order – then Uniti may take action to restrict the activity that is causing the harm, by restricting or limiting access to material, or restricting, limiting or cancelling a customer’s service. Or if someone is using a Uniti Internet service, in a way which Uniti determines, is or might be, maliciously spreading hate, racism, discrimination, inciting violence, or to spread lies or disinformation – then Uniti reserves the right, to take action, to restrict the activity that is causing the harm, by restricting or limiting access to material, or cancelling a customer’s service; and
- (d) you agree, that in the event that Uniti does take action to restrict activity that is in breach of Uniti’s Fair Use Policy, first – you have been advised of the requirement to comply with Uniti’s Fair Use Policy, and second you will not hold Uniti liable for any loss or damage which may follow as a consequence, and Uniti may use this as a bar to any proceeding you may commence against Uniti.

11.7 Uniti’s action in the event of a breach of the Fair Use Policy

If you use your Service and/or Uniti’s telephone or broadband Internet services outside of criteria and limitations set for use, or in contravention of Uniti’s Fair use Policy, then Uniti will:

- (a) first – contact you and seek an explanation for the activity; and if that explanation is acceptable to Uniti, Uniti will allow the service to continue, but Uniti will continue to monitor your use of your Service; and
- (b) second – if the explanation is not acceptable to Uniti, or in the event of multiple occurrences, which Uniti find unsatisfactory, Uniti may take action which may include limiting your Service, shaping your Service, moving you to another plan at a lower price with a data limit, or, in the event of repeated abuse, suspending your Service or cancelling your Service.

12. Alteration of your Service

12.1 Alteration of your Service by you

- (a) You may alter your Service at any time during the Term, subject to:
 - (i) any restriction imposed by any special promotion;
 - (ii) any restriction imposed by the chosen plan for your Service;
 - (iii) any technical limitations, which Uniti may need to accommodate: and/or
 - (iv) payment of any change in fees for your Service.
- (b) Alterations to your Service, its delivery and/or capacity may involve different charges, which Uniti will apply in accordance with the plans advertised at www.unitiwireless.com and in accordance with Uniti’s Billing Policy.
- (c) If you do alter your Service at any time during the Term, then you will be leaving the plan for your Service that you signed up for originally and moving to new plan for your Service. You will not be able to return to the plan for your Service that you signed up for originally.

12.2 Alteration of your Service by Uniti – general

- (a) Uniti may alter your Service without notice to you, where that alteration will have no detrimental effect on you or on your Service.
- (b) Uniti may only alter your Service, where that alteration will have a detrimental effect on you or your Service, if Uniti provides you with:
 - (i) at least one months’ notice in writing of the proposed alternation; and
 - (ii) an option to not accept the proposed alteration and to cancel the contract for your Service.

12.3 Alteration of your Service by Uniti – for technical reasons

- (a) If technical difficulties arise with your Service, or if Uniti determines it necessary to do so for operational or technical reasons, then Uniti may alter, (including by reduction), the speed or data limit or duration for your Service or move your Service.
- (b) If Uniti determines that we must, for technical reasons, reduce the speed or data limit of your Services, then, because you will not be paying for a service that you are not being provided, and you will be paying for only the service that you are provided, Uniti consider this will not have a detrimental effect on you.

- (c) If you believe that this change will have a detrimental effect on you then please tell us and we will consider that and may review the determination.

12.4 Alteration of your Service by Uniti – for regulatory or other reasons

- (a) If Uniti determines it necessary to do so, in order to meet regulatory obligations or otherwise for operational reasons, then Uniti may alter operational aspects of your Service (including but expressly not limited to, by moving carriers who provide services to support your Service, and by engaging in arrangements with third parties for services to be provided to support your Service).
- (b) Uniti will use its best endeavours to:
 - (i) provide notice to you of any such alteration; and
 - (ii) ensure any such alteration has no detrimental effect (or as little as possible in the circumstance) on you or your Service.
- (c) If you believe that such an alteration will have a detrimental effect on you then please tell us and we will consider the matter and may review the determination we have made.

12.5 Alteration to plans offered by Uniti

- (a) Uniti may make alterations to its plans for telephone and broadband Internet services from time to time. These alterations may include introducing new plans and / or may include removing old plans.
- (b) If Uniti change the plan for your Service, then you may either:
 - (i) leave the plan for your Service and move to a new plan for your Service; or
 - (ii) remain on the plan for your Service until such time as Uniti notifies you that your plan is being discontinued.
- (c) If you elect to move to a new plan for your Service, you may not be able to return to your prior plan.

13. Suspension & Cancellation of your Service

13.1 Cancellation by you

You may cancel your Service, without liability, by giving Uniti notice in the following circumstances:

- (a) by giving 30 days' notice, where there is no contract Term in your Application for Service and the related CIS;
- (b) by giving 30 days' notice, any time after the Term of your Service expires;
- (c) if Uniti have breached the Customer Service Agreement and cannot remedy the breach within a reasonable time, but no longer than 30 days of you giving Uniti notice of the breach;
- (d) before the end of the Contract Term, in accordance with your Service Application, by paying the specified Cancellation Fee and any related charges.

13.2 Cancellation by Uniti

Uniti may cancel your Service, without liability, on the following basis:

- (a) by giving 30 days' notice where no contract term applies to your Service;
- (b) by giving 30 Days' notice to you after the Term of your Service expires or within the 30 days preceding the termination date of the Term of your Service;
- (c) immediately, if you act in a manner toward Uniti's staff, which is threatening, harassing, inappropriate or which otherwise presents a risk to personal safety or property;
- (d) immediately, if Uniti determine that it may not be feasible to supply your Service to you, for technical, operational or commercial reasons, which Uniti will determine in Uniti's absolute and unfettered discretion.

13.3 Suspension & Cancellation of your Service by Uniti

- (a) Uniti may suspend or cancel your Service, without liability to Uniti, for reasons caused by you, including the following:
 - (i) you fail to pay the invoice for your Services by the date due for payment, after, which Uniti have given you 14 days' notice of your failure to pay. (This does not apply if the invoice payment amount is validly disputed according to Uniti's Billing Policy and until the dispute and investigations can be completed under Uniti's Billing Policy.)
 - (ii) you have engaged in conduct contrary to Uniti's Fair Use Policy;
 - (iii) you are determined by Uniti, acting reasonably, to be an unacceptably high credit risk;
 - (iv) you leave your premises;
 - (v) you fail to provide Uniti or its supplier with access, authority or information reasonably notified as required to enable provision of your Service;
 - (vi) you have breached the Customer Service Agreement, and have not remedied your breach within 30 days of Uniti giving you notice of the breach and a requirement to remedy the breach;
 - (vii) Fraud or illegal conduct has or may have occurred, as a consequence of actions taken by you or anyone else in relation to your Service, as reasonably suspected by Uniti or its supplier;
 - (viii) A threat or risk to the quality or security of your Service or the Uniti network has occurred, that

- (ix) your Service is being on-sold by you to a third party, or you are acting as a telecommunications carrier or service provider;
 - (x) you or a party or corporate entity related to you, is effected by insolvency and Uniti determines, acting reasonably, that that insolvency is a risk to your ability to pay for your Service;
 - (xi) your business ceases operation or changes the way it is operated and Uniti determines, acting reasonably, that that change is a risk to your ability to pay for your Service.
- (b) Uniti may suspend or cancel your Service, without liability to Uniti, for reasons not caused by you including:
 - (i) Uniti are required to suspend your Service by law or by order of police, emergency services or any other authorised agency;
 - (ii) Uniti are issued with a competition notice in relation to your Service (refer to the Competition and Consumer Act 2010) by the ACCC;
 - (iii) It becomes or will become illegal to supply you with your Service;
 - (iv) Uniti or its supplier has reasonable grounds to believe there is a threat or risk to the quality or security of your Service or Uniti or its supplier's network;
 - (v) An emergency situation arises;
 - (vi) Uniti is unable to supply your Service because of a Force Majeure Event;
 - (vii) It is prudent or necessary to allow maintenance, upgrade or repair of, or to avoid or minimise a risk to Uniti or Uniti's supplier's network or any network or facility used to supply the service or for operational reasons;
 - (viii) A supplier ceases to supply Uniti services under their agreement with Uniti and Uniti cannot find an alternative and so is unable to continue providing your Service.

13.4 Action following Suspension

- (a) Following suspension Uniti may cancel your Service at a later date for any of the above reasons. Uniti will endeavour to give you as much notice as possible, depending on the situation if any of the above reasons occur for suspension or cancellation.
- (b) Reconnection of a cancelled service will involve the payment of a reconnection fee unless the reason for the cancellation was not caused by your conduct or default or has been caused by our breach of the Customer Service Agreement or other default.
- (c) If your Service is cancelled, you are still liable to pay charges accrued prior to the cancellation (**Cancellation Fee**). If cancellation occurs during a Contract Term, because of your conduct or default, you must pay the Cancellation Fee.
- (d) If at the time of the cancellation you have a credit outstanding on your account, subject to Uniti's Billing Policy, you will receive your credit to a listed credit card, provided that Uniti reserve the right to charge you any associated merchant fees to refund the credit to you. If you require a refund of the credit by another means Uniti reserve the right to charge a handling fee.
- (e) Upon cancellation, Uniti must immediately be able to access the premise to remove our Equipment, as soon as Uniti are able.
- (f) All applicable terms and conditions of the Customer Service Agreement will continue to apply after cancellation.

14. Fees on Relocation & Cancellation

14.1 Relocation of equipment

- (a) At any time during the Term Uniti may require that Uniti's equipment must be relocated for technical reasons, to another place on your property.
- (b) You must, if Uniti request that you do so, provide permission for Uniti relocate the equipment, and Uniti will not charge any fee for that relocation work.
- (c) Where those changes are required for technical reasons Uniti will pay the costs that Uniti has incurred.
- (d) Where those changes are required for aesthetic reasons the you must pay the costs that Uniti has incurred.
- (e) The relocation work will be charged at **\$80/hour or part thereof** plus GST.

14.2 Contract Sign Up Process – the things you have agreed to

- (a) As part of your Services Application you have agreed to comply with Uniti's terms and conditions for installations, including the following:
 - (i) you have been shown a photograph of a mast and antennae – as below – and you have given permission for Uniti to install a similar mast and antennae on the roof of your Premises;



(Image: example of mast and antennae)

- (ii) you have given permission for Uniti to place a mast and antennae on the roof, and to run cabling to a termination point within, your Premises;
- (iii) you have given permission for Uniti to place a mast and antennae on your roof in a location where Uniti's field staff and engineers determine is the place best for a signal to be achieved.
- (iv) you have agreed that the location of the termination point may need to change from your desired location; and
- (v) you have agreed and acknowledged that if you cancel your installation on the day, due to the visual impact of the chosen position of the mast, or due to the final location of the termination point, then Uniti will charge you the full costs incurred in the cancellation of your installation.

14.3 Fees if you do not attend your Premises at the time scheduled

- (a) After Uniti has accepted your Services Application, Uniti will schedule a time for Uniti's installers or contractors to attend your Premises to install equipment necessary to provide you with your Services.
- (b) If, on the day and time scheduled for Uniti's installers or contractors to attend your Premises to install equipment, you are not in attendance and Uniti or Uniti's contractors cannot contact you and Uniti's installers or contractors cannot proceed with the installation, then Uniti will incur costs of: staff scheduling the installation and staff conducting field work to attend at your residence or business.
- (c) If you have agreed to proceed with an installation of Uniti's equipment, but you have then been unavailable, so that the installation cannot proceed at the scheduled time and is delayed, then Uniti will charge you the full costs incurred in the delayed installation. At present those costs are **\$200 per residential** installation and **\$220 per business** installation.
- (d) If you decide to not proceed with an installation, then you acknowledge and agree that Uniti will charge you, and you will be obliged to pay, these costs of delay.

14.4 Fees for Cancellation of your Service - prior to installation – Costs Thrown Away

- (a) If Uniti's installers or contractors arrive at your Premises and you then decide that you don't want to go ahead with the installation, whether that is because you withdraw your permission to have a mast and antennae installed on the roof at your Premises, or you disagree with the location of the mast or the termination point at your Premises, or for any other reason, then Uniti will incur costs of: staff administering the sale, staff scheduling the installation, staff conducting field work to attend at your residence or business, use of consumables, tying up materials allocated for your installation, and forgoing the opportunity to proceed with a successful installation for a customer who does want our service.
- (b) If you have agreed to proceed with an installation of Uniti's equipment and have then changed your mind and decided that you don't want to proceed, then Uniti will charge you the full costs of the cancelled installation. At present those costs are **\$520 per residential** installation and **\$560 per business** installation.
- (c) If you decide to not proceed with an installation, then you acknowledge and agree that Uniti will charge you, and you will be obliged to pay, these costs thrown away.

14.5 Fees for Cancellation of your Service - during the Term of the contract for your Service

- (a) If you cancel your Services prior to the end of the Term of the contract or your Services, or in the event that you breach the contract for your Services, Uniti will be entitled to recover those costs in a Cancellation Fee.
- (b) In the event of cancellation Uniti must recover a substantial part of those costs actually incurred by Uniti. The actual cost incurred by Uniti to install equipment at each customer site is **\$1197**, and the actual cost incurred by Uniti to administer a contract cancellation and removal of equipment is **\$110**.
- (c) Cancellation Fees decrease over time during the period remaining on the contract for your Services.
- (d) If you cancel your Service and you are on a Monthly contract, then you will not be required to pay a Cancellation Fee.
- (e) If you cancel your Service and you are on a 12 month or longer contract, before the end of the term of the contract for your Service, then you will incur a Cancellation Fee of **\$35** per each full month remaining on the contract for your Service.

14.6 Fees for Cancellation of your Service – If you move house or office

For the avoidance of doubt, the Cancellation Fees described above, apply if your reason for cancelling your Service is that you are moving house or office, even if Uniti is not able to provide you with a service at your new house or office. So, please, prior to entering into this Customer Service Agreement, consider the period of time that you will be residing at your Premises, and if you may be moving prior to the end of the Term of the contract for your Services, then please, either sign up for a Term of shorter duration or sign up for a month to month service, which aligns with your plans for how long you may remain at your Premises.

15. Uniti's fixed-wireless network

Where you have chosen our fixed-wireless internet service as your Service, Uniti may, when installing our mast and antennae equipment at the Premises (**connection point**), enable the servicing of other nearby customers through that connection point. The services provided by Uniti to other customers through that (or any other) connection point will be separate from your Service, and will not impact on the bandwidth or performance of your Service.

16. 4G home wireless broadband service

The 4G home wireless broadband service is supplied by Optus and the terms of the [Optus Fair Go Policy](#) will apply.

16.1 Coverage

This Service is only available in selected areas covered by the Optus 4G Network. There is no warranty that:

- (a) The Service is available in each place within an area where there is coverage;
- (b) 'drop-outs' will not occur;
- (c) There will be no delays in transferring data when switching between bearer networks, and
- (d) There will be no congestion on the Optus 4G Network.

If you relocate, the Service may not be able to continue at your new address.

16.2 Rate Plan

If the agreement between Uniti and Optus, is terminated, Optus may arrange to supply the Service directly to you. You acknowledge that the rate plan applicable to the provision of Services to you may be altered to the nearest applicable Optus rate plan in the event that the rights and obligations under this CSA are assigned or novated to Optus so that Optus provides the Service directly to you.

16.3 Resale

You may not resell or resupply this Service.

16.4 Assignment

We may assign or novate all or part of our rights and obligations to Optus without your consent. You cannot assign or novate all or part of your rights and obligations under this Agreement other than in accordance with this section. For the purposes of novation, you agree to novate this Agreement to Optus on receipt of a notice from Uniti or Optus, such novation to be on terms no less favourable than the terms of this Agreement.

16.5 Privacy & Marketing Consents

You consent to allow us to disclose to Optus (and its Related Corporations) your details including information relating to the affairs or personal particulars (including any listed or unlisted telephone number, address and account history) or carriage services supplied to you.

16.6 Optus Liability

Optus is not liable to you (in contract, tort including negligence, or otherwise) in relation to the Service supplied to you, any delay or any failure to provide the Service.

16.7 Carriers and Carriage Service Providers

You are not a carrier or carriage service provider (as those terms are defined in the Telecommunications Act). If you become a carrier or carriage service provider, then Uniti or Optus may immediately cancel the Service by notice to you. If this occurs, the notifying party will negotiate in good faith with you to enter into an agreement governing supply of the Service, on terms to be agreed.

16.8 Hardware

You should only use the router that is supplied with this Service. We do not warrant that the Service is compatible with other devices.

16.9 Optus Fair Go Policy

You must comply with the Optus Fair Go Policy.

17. 5G home wireless broadband service

The 5G home wireless broadband service is supplied by Optus and the terms of the [Optus Fair Go Policy](#) will apply.

17.1 SIM Cards and Hardware

- (a) You should only use the Optus supplied 5G Home Broadband Device (**Device**) with the Service. If a SIM is used in a device which has not been supplied by Optus, the Service will not work.
- (b) We do not warrant that the Service will work as specified if you are using a Device in an area in which the Service is not available.

17.2 Coverage, Network and Data Transfer Speeds

- (a) The Service is only available in selected areas covered by the Optus 5G Network. In the event of an interruption to the Service affecting its ability to connect to the Optus 5G Network, the Service may continue to operate on the Optus 4G Network (if available) depending on the nature of the interruption to the service.
- (b) We do not warrant that the Service will work as specified if you are using a Device in an area in which the Service is not available.
- (c) In areas that the Service is available, we do not warrant that:
 - i. The Service is available in each place within an area where there is coverage;
 - ii. "drop-outs" will not occur;
 - iii. There will be no delays in transferring data when switching between bearer networks; and
 - iv. There will be no congestion on the Optus Mobile Network including the Optus 5G Network.
- (d) If you wish to relocate from the address you originally provided for the supply of your Service (**Nominated End User Address**) to a new service address, and if the Service is not available at the new address after we have conducted a serviceability check, you may either cancel the Service in accordance with the terms and conditions of your plan, or access an alternate Optus broadband service utilising a different access method.

17.3 Network handover

- (a) Your Device may conduct a handover between the different frequencies on the Optus 5G Network (if available) to maintain your connection during data transmission. If the network to which you are connected becomes congested and there is no other network available, your connection may drop out or the internet speed may slow.
- (b) During handover between frequencies there may be a short period of time (up to 20 seconds) during which data does not transfer.

17.4 Using the service

- (a) You must not connect to the Service other than at the Nominated End User Address. If we detect that the Device has been or is being used at a different location other than at the Nominated End User Address, we reserve the right to suspend or cancel your Service (and you will be liable for any subsequent charges resulting from the suspension or cancellation).
- (b) Optus may collect information about the use of the service to enable Optus to monitor service performance, identify service outages and assess capacity at the network level.
- (c) The Service does not support fixed line telephony, medical alert or alarm services, back-to-base home alarm systems or other mission critical applications.
- (d) Optus will provide you with an IP address to connect to the Service. This IP address remains Optus's property and may change from time to time without any notification to you.

18. Privacy

18.1 Privacy Policy

Uniti will collect, use and disclose personal information as set out in our Privacy Policy.

18.2 Integrated Public Number Database Privacy Policy

- (a) The Integrated Public Number Database (**IPND**) is a collection of information – including telephone numbers, names and addresses - about all telephone services in Australia. Information about every phone service in Australia (fixed, mobile, and others) is stored in the IPND. Uniti must, as a mandatory requirement of holding a licence to act as a 'Carrier' of telecommunications services under the Telecommunications Act, provide accurate data to the IPND. Access to the information contained in the IPND is regulated strictly by legislation including the *Privacy Act 1988* (Cth).
- (b) IPND data is used for the following:

- (i) Emergency Services (for example, when you dial 000);
 - (ii) Directory Publishers for public and not for unlisted numbers;
 - (iii) Location Dependent Services such as law enforcement agencies.
- (c) The IPND stores the following information:
- (i) your name;
 - (ii) your telephone number;
 - (iii) your address.
 - (iv) your nominated preference for a publicly listed, suppressed or unlisted telephone number
- (d) You expressly acknowledge and agree that:
- (i) Uniti will provide to the IPND information about you as Uniti is required to do so by any government regulatory authority; and
 - (ii) you will, in order to ensure that the data provided to the IPND about you is correct, regularly ensure that the information you have provided to Uniti about you is correct, and where necessary you will update that information by contacting the Uniti Customer Service by telephone on 1300 847 201 or via email to support@unitiwireless.com.

19. Service Level Agreement – Residential, Business, Enterprise

19.1 Service Level Agreement – Application

Uniti's Service Level Agreement applies to a Service where you have opted to pay an additional fee for the SLA service. For Enterprise Services, if you and Uniti have separately entered into a 'Service Level Agreement – Enterprise' then the terms and conditions of that particular agreement will apply to the SLA service being provided to your Service (and the Service Level Agreement will not apply).

If you have opted to not pay the additional fee for the SLA service, this Clause 17 does not apply to you.

19.2 Service Level Agreement

- (a) The Service Level Agreement (SLA) describes how Uniti will provide additional services to customers under some Residential and Business plans and under all Enterprise Service plans.
- (b) Services which the SLA applies to will include a dedicated fast-track through Uniti's helpdesk and customer service (phone: 1300 847 201 - email: prioritysupport@unitiwireless.com) and minimum response times, for all Enterprise Services, and for all business and residential plans where customers opt to pay an additional fee for the SLA, to deal with a fault or a fluctuation in service speeds occurs, that is dramatic and is not an isolated event.
- (c) Uniti's response will include an investigation will review the connection of the Uniti Network to your Services, but only up to the wall plate, which is where Uniti's services terminate. Past the point of the termination, (the router and the internal network configuration), are your responsibility. In the event of an issue with connection past the wall plate into your area of responsibility Uniti may endeavour to assist with resolving connection issues, but Uniti is not responsible or liable if Uniti is unable to resolve the issue.

19.3 Service Level Agreement - response

For SLA Services Uniti will, in the event of a fault or ongoing fluctuation, use its best endeavours, to:

- (a) **Acknowledge or advise fault on service** – within 2 business hours from the time of the fault or disruption being reported, provide a response which describes and explains the fault or disruption, and describes the steps taken to repair and restore the service; and
- (b) **Provide updates on fault** – if you request Uniti CSO to do so, every 4 business hours from the time of the fault or disruption being reported, provide updates to SLA service customers on the progress of efforts to restore your Service; and
- (c) **Restore service after fault resolved** – restore your Service to service speeds quoted:
 - (i) for faults requiring desk-top analysis and solution Within 1 business day from the time of the fault or disruption being reported;
 - (ii) for faults requiring on site attendance and either repair, replacement or reconfiguration of equipment Within 5 business days from the time of the fault or disruption being reported.

If Uniti are unable to achieve these targets, you may be eligible for a credit pro rata in accordance with the applicable rates for your Service.

20. Maintenance & Quality of your Service

20.1 Uniti provider of Services

Uniti is the supplier of your Service.

20.2 Services provided by Uniti

- (a) Uniti do endeavour to provide a strong, consistent telephone or broadband Internet network and service. However, Uniti cannot, and do not, undertake, represent or promise to you that your Service will be without occasional fault, error, limitation, fluctuation, interruption or outage. Uniti does not guarantee voice quality or other quality of service of a particular standard or continuous access.
- (b) Uniti's telephone service does not support or is not suitable for:
 - (i) persons requiring priority assistance, a priority customer or a provisional priority customer; and
 - (ii) use in circumstances where life-threatening emergencies can occur (for example, it is not suitable for use in police stations, fire stations, emergency service provider call centres, medical practices, hospitals and the like).
- (c) In the event of any occasional fault, error, limitation, fluctuation or outage Uniti will do all that it can to identify the cause and to rectify any errors with Uniti's network or equipment and to restore your Service to normal operation. If Uniti cannot, or cannot in a timely manner, resolve the fault, error, limitation, fluctuation or outage, then Uniti will not be liable to you for any loss, damage or inconvenience.
- (d) To ensure the Uniti network and your Service functions at optimum quality levels, Uniti will from time to time conduct maintenance, testing, updates, replacement or repair to the network, Uniti's equipment installed at your Premise. You acknowledge and agree that this work may cause temporary disruption to your Service and that Uniti will use our best endeavours to cause the least disruption as possible, as well as trying to conduct these works outside normal business hours, however, Uniti may not always be able to do so.
- (e) If reporting a fault to your Service, it is recommended you make all checks possible to determine the fault is not caused by your equipment. If Uniti's faults team attend your Premises for a fault report submitted by you; and Uniti's reasonable opinion no fault is identified or the fault is determined to be caused by your equipment or a negligent or intentional act by you, then Uniti can charge you a No-Fault Fee of **\$150.00 plus GST**.

20.3 Uniti provides your Services only to the wall-plate and not beyond the wall-plate if you are using your own equipment

- (a) Uniti will supply your Service to you, but Uniti provide your Service to you - only up to the wall-plate located within your Premises.
- (b) If you purchase, or otherwise obtain, from Uniti, equipment necessary to provide your Services, (such as a router or other device), then Uniti will have already configured that equipment and Uniti staff and contractors will have sufficient technical and operational knowledge of the equipment to provide support if necessary.
- (c) However, if you have used your own equipment, (such as a router or other device), to connect to your Service, then Uniti cannot, and do not, undertake, represent or promise to you, that:
 - (i) your Service will be provided beyond the wall-plate; or
 - (i) your Service will be provided all the way to your computer or mobile device, and
 - (ii) Uniti can provide support for your Service beyond the wall-plate, and all the way to your computer or mobile device.
- (d) If you choose to use your own equipment to connect to your Service such as a router sourced from a third party, or which you otherwise provide yourself, and which has not been provided to you by Uniti, then:
 - (i) Uniti cannot control, and may not have any technical or operational knowledge of, that equipment;
 - (ii) if you request Uniti to assist with the set-up and/or configuration of your equipment, then the Uniti Customer Service Team will endeavour to provide you with assistance, but Uniti may be unable to provide you with any assistance to set up or configure that equipment;
 - (iii) if you request Uniti to assist with the operation of your equipment, then the Uniti Customer Service Team will endeavour to provide you with assistance, but Uniti may be unable to provide you with any assistance to support that equipment;
 - (iv) Uniti cannot guarantee that any such equipment will be sufficient, at all or consistently over time, to support your Service and Uniti cannot provide any undertaking to be of any assistance.

21. Data Retention, Interception, Service Monitoring & Testing

You acknowledge and agree expressly that:

- (a) Uniti is under obligations, including pursuant to Uniti's licence as a Carrier under the Telecommunications Act, and at the direction of law enforcement agencies pursuant to various Commonwealth and State or Territory laws, to retain data, and Uniti may be required to provide data to law enforcement agencies, relating to your Service, your connection, your equipment and the IP address allocated to and used at your Service;
- (b) Uniti or its suppliers may intercept communications and provide call related information to government

- or regulatory authorities or law enforcement agencies, to the extent required by law to do so, and may (but is not obliged to) monitor the usage of your Service and communications sent over it for compliance with this Customer Service Agreement and to protect Uniti or Uniti's suppliers networks and other users.
- (c) Uniti or its suppliers may also at times, for purposes including security, penetrating testing and preparing for broader compliance obligations, conduct activities such as: scan, test, access and conduct work on your network connection, equipment or IP address range allocated to your service;
 - (d) Uniti or its suppliers may, from time to time, in order to maintain Uniti's compliance with any relevant law, telecommunications industry code of practice, court order, regulation or notification or direction from a government or regulatory authority, and to comply with any request by any appropriately authorised law enforcement agency or other relevant authority, report on service usage in relation to your Service (as permitted under law) or take any step necessary to ensure compliance with the relevant matter. Please note that this clause is included to inform you about the types of reporting or other activity that Uniti or its suppliers are obliged under law to engage in. Please note also that Uniti will not be reviewing the substance of your communications or use of the Internet.

22. Uniti's Liabilities

22.1 Consumer Guarantees

- (a) Uniti agree to install equipment at your Premises and to provide your Service to you subject only to the terms, conditions and warranties contained in the Customer Service Agreement and any non-excludable rights you have under the Australian Consumer Law, including in particular under any applicable Consumer Guarantees.
- (b) Any liability that Uniti might otherwise have to you in connection with our Customer Service Agreement or Service is expressly excluded.

22.2 Limited warranty of quality of installation of equipment at your Premises

Uniti warrant that any work conducted at your Premises:

- (a) will be carried out or will be provided (as the case may be), with due care and skill, and
- (b) will, for a period of 12 months after the work is conducted, be free from defects and otherwise fit for purpose described in the Customer Service Agreement, in the CIS for your Service, and otherwise in the our Installation, Relocation and Cancellation Policy.

22.3 Limitation of liability - under the Australian Consumer Law

- (a) Where Uniti are not permitted to exclude liability for any loss or damage in connection with a breach of the Australian Consumer Law or a Consumer Guarantee, but are permitted to limit liability for such a breach, then, unless you are able to establish that it is not fair and reasonable for Uniti to do so, Uniti's liability to you:
 - (i) if the breach relates to the supply of equipment, the installation of equipment, the repair or replacement of equipment, is limited to the supply of equivalent equipment or the payment of the cost of repairing or replacing the equipment or supplying equivalent equipment; or
 - (ii) if the breach relates to the supply of your Service, is limited to resupplying your Service or payment of the cost of having your Service resupplied by another provider.
- (b) The limitations of liability in the previous clause do not apply to:
 - (i) a breach of the Consumer Guarantees relating to clear title, undisclosed securities and undisturbed possession under sections 51 to 53 of the Australian Consumer Law;
 - (ii) personal injury (including illness and disability) or death; or (d) the loss, destruction or damage to, or loss of use of tangible property.
- (c) If you purchase Goods as a Consumer as defined in the Australian Consumer Law then the following terms also apply. Uniti's goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to:
 - (i) cancel your Service contract with Uniti; and
 - (ii) choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
- (d) In order for you to claim a guarantee under the Australian Consumer Law in relation to goods or services supplied by Uniti, the defect must occur within the period of 12 months from the date of purchase of the goods or provision of the services.
- (e) In order for you to claim a guarantee under the Australian Consumer Law you must immediately stop using the good and notify Uniti of the defect.

- (f) In order for you to claim a guarantee under the Australian Consumer Law in relation to goods or services supplied by Uniti, please contact Uniti Customer Service at 1300 847 201 or by email to support@unitiwireless.com.
- (g) In order for you to claim a guarantee under the Australian Consumer Law in relation to goods or services supplied by Uniti, you must bear the costs of returning any goods to Uniti. However if the defect is demonstrated to Uniti's satisfaction (acting reasonably), Uniti will reimburse you for the reasonable costs of returning the goods to Uniti.
- (h) If you have benefits of a guarantee under the Australian Consumer Law, then that benefit is in addition to any other rights or remedies which you may also have at law.

22.4 Limitation of liability - generally

Where Uniti are permitted to exclude and or limit liability for any loss or damage in connection with a breach of the Australian Consumer Law or a Consumer Guarantee, or a breach of this Customer Service Agreement, or a breach of any other law, then notwithstanding any other provision in this Customer Service Agreement to the contrary, Uniti's aggregate liability, arising out of or in connection with Uniti's performance or non-performance under the Customer Service Agreement, whether under the law of contract, tort (including negligence), statute, equity or otherwise, shall be limited to the extent permissible by law to 5 times the monthly fee payable by you under this Customer Service Agreement or \$1,000.00 whichever is the lesser sum.

22.5 Interruption to your Service

- (a) In the case of Interruptions to your Service, Uniti may offer you a refund or rebate for the period of the Interruption if a rebate/refund formula for Interruptions is specified in your Service Description for your Service.
- (b) You may be entitled under the Australian Consumer Law to compensation for any reasonably foreseeable loss incurred if the Interruption is caused by our breach of a Consumer Guarantee.
- (c) Any refund or rebate does not apply to Interruptions, which occur because of:
 - (i) a cancellation, suspension or restriction to the supply of your Service in any of the circumstances listed above
 - (ii) a fault or other event which may reasonably be attributed directly or indirectly to your Equipment;
 - (iii) your acts or omissions; or
 - (iv) scheduled maintenance of Uniti's network, the Equipment or your Equipment.

22.6 Exclusion of liability

Except for liability which is expressly accepted by Uniti under this clause, and any liability Uniti have under the Australian Consumer Law (including the Consumer Guarantees) that cannot be excluded, Uniti exclude all other liability to you (whether based in contract, tort (including negligence), statute or otherwise) for:

- (a) suspending, cancelling or suspending your Service where Uniti do so in accordance with our Customer Service Agreement;
- (b) any act or omission of Uniti or Uniti's contractors in relation to providing your Service;
- (c) any act or omission of Uniti or Uniti's contractors in to installing equipment at your Premises.

22.7 Contributory Liability

Uniti's liability for any loss, cost, liability or damage suffered or incurred by you under or in connection with our Customer Service Agreement or your Service (whether based in contract, tort (including negligence), statute or otherwise) shall be reduced to the extent that your acts or omissions or your Equipment (or the acts, omissions or equipment of a third person) caused or contributed to that loss, cost, liability or damage.

22.8 Consequential Loss

Uniti exclude any liability to you for any indirect, consequential or special damage of loss suffered or incurred by you, except to the extent that you are entitled to recover your reasonably foreseeable loss under the Australian Consumer Law.

22.9 Acts of a supplier

Subject to the other clauses under this heading:

- (a) the Australian Consumer Law (including the Consumer Guarantees) imposes obligations on Uniti that cannot be excluded, including obligations that arise as a result of the acts or omissions of Suppliers.
- (b) Uniti accept liability to you for the negligent or wilfully wrongful acts or omissions of Uniti's staff, contractors or agents, in accordance with the principles of vicarious liability at common law.
- (c) other than as expressly stated, Uniti have no liability to you or to any other person for the acts, omissions or defaults of any Supplier who is not acting as Uniti's agent, or any person who provides goods or services directly to you for use in connection with your Service.

22.10 Force Majeure

- (a) Subject to your rights under the Australian Consumer Law, which Uniti do not exclude, Uniti shall not

be liable for failing to comply with any of our obligations under this Customer Service Agreement if a Force Majeure Event occurs which prevents Uniti from performing those obligations.

- (b) Force Majeure Event means any event outside of Uniti's reasonable control, and may include a failure or fluctuation in any electrical power supply, failure of air-conditioning or humidity control, electromagnetic interference, damage or severing of cables or other infrastructure, fire, storm, flood, wind, earthquake, accident, war, labour dispute, materials or labour shortage, the change or introduction of any law or regulation (including the Telecommunications Act or any other telecommunications legislation) or an act or omission, failure or delay of any third Party or any failure of any equipment owned or operated by any third Party (including any government or regulatory authority or supplier).

23. Your Liabilities

23.1 You must be you

You must ensure that any person who you allow to use your Service, or to whom you ask Uniti to supply your Service directly, complies with this Customer Service Agreement as if they were you.

23.2 Joint Customers

If you and one or more others are the customer for a Service, each of you are jointly and individually responsible for all charges and other obligations relating to that Service.

23.3 Indemnity

You must pay Uniti for any loss, damage, cost or liability including reasonable legal costs (but excluding any Consequential Loss) (**Losses**) Uniti suffer or incur relating to:

- (a) the use (or attempted use) of your Service;
- (b) recovery of any fees due and outstanding in relation to your Service;
- (c) the suspension or disconnection of your Service (including in relation to any third party claim relating to our suspension or cancellation of your Service);
- (d) equipment used in connection with your Service, arising out of your (or any person acting with your express or implied authority) breach of this Customer Service Agreement or negligent acts or omissions, other than to the extent that any negligent act or omission of Uniti has caused or contributed to such Losses.

23.4 Consequential Loss

Consequential Loss means:

- (a) loss of revenue, loss of profits, loss of anticipated savings or business, pure economic loss, loss of data, loss of value of equipment, loss of opportunity or expectation loss and any other form of consequential, special, indirect, punitive or exemplary loss or damages; or
- (b) any penalties or fines imposed by any government or regulatory authority.

24. Intellectual Property

24.1 Intellectual Property

- (a) Uniti and the Uniti logo are our trademarks. All contents of your Service other than information you submit, post or display are copyright to Uniti.
- (b) You agree that in using your Service, you will not use any trade mark, business or trading name or copyright material in a way that is likely or intended to cause confusion about the owner or authorised user of such mark, name or material.

25. Public Addressing Identifiers

- (a) Where you receive public address space (**IP Addresses**) as part of your Service, you must comply with the relevant Australian regulatory body that administers the address space you have been supplied with.
- (b) you also acknowledge that Uniti do not control IP Addresses allocation, are not liable to you if the regulatory body requires that Uniti change, withdraw, suspend or reallocate any IP Addresses. Upon cancellation of your Service your rights to use allocate IP Addresses will stop.

26. General & Administrative Provisions

26.1 No interference

- (a) You shall not, and you shall not permit any other Party to interfere, disrupt, damage or cause nuisance to Uniti's equipment, or otherwise obstruct, impede or interrupt Uniti's wireless network or service, at any time.
- (b) If Uniti informs you that you or someone else on your property is interfering, or may interfere, disrupt, damage or cause nuisance to Uniti's equipment or Uniti's network or service, then you must take all reasonable steps to ensure that such interference, disruption, damage or nuisance caused is not

caused, or if caused, ceases.

26.2 Assignment, novation or transfer

- (a) You must not assign or sub-licence your interest in this Customer Service Agreement without Uniti's prior written consent (which Uniti may withhold in Uniti's absolute discretion).
- (b) Other than in connection with any corporate re-organisation, business sale, acquisition, debt collection or in connection with any laws or regulations applicable to Uniti (**permitted assign**), Uniti will not assign, novate or transfer its rights and or obligations pursuant to this Customer Service Agreement without your prior written consent. In connection with any permitted assign, Uniti will provide written notice to you of such assignment, novation or transfer.

26.3 Entire agreement and no implied terms

- (a) This Customer Service Agreement constitutes the whole agreement between Uniti and you about the matters it deals with, in particular your Service.
- (b) This Customer Service Agreement supersedes any prior agreements, undertakings or representations between Uniti and you.
- (c) Terms which are implied by mandatory operation of law are not excluded and are included in this Customer Service Agreement.

26.4 Notice

- (a) Notice shall be effective if the notice is in writing and is delivered to the other party.
- (b) Notice can be delivered to a party:
 - (i) Personally;
 - (ii) By registered post to the party's last known place of business or residence or registered office. Notice by post is deemed to be received at the time at which the letter would be delivered in the ordinary course of post;
 - (iii) By email transmission to the party's last known email address. Notice by email is deemed to be received when the sending computer confirms that the email containing the notice has been received.
 - (iv) As otherwise permitted by law.
- (c) In the event that you are constituted by more than one party, then a notice delivered to one is effective notice to all.

26.5 Governing law and jurisdiction

- (a) The laws applicable in South Australia and the Commonwealth of Australia govern this Customer Service Agreement.
- (b) Subject to the Telecommunications Act and any ancillary legislation, which is not excluded, each Party irrevocably and unconditionally submits to the non-exclusive jurisdiction of courts exercising jurisdiction in South Australia in connection with matters concerning this Customer Service Agreement or the transactions contemplated by it.

26.6 Severability

- (a) Any provision of this Customer Service Agreement that is determined by a tribunal of competent jurisdiction to be prohibited or unenforceable shall be ineffective in respect of that jurisdiction to the extent of the prohibition or unenforceability.
- (b) A finding that any provision is prohibited, unenforceable and that the provision is ineffective in any jurisdiction, shall not invalidate nor affect the enforceability of the other provisions of this Customer Service Agreement.

END OF CUSTOMER SERVICE AGREEMENT

(Version: May 2021)