

Service Terms

These are the Service Terms referred to in the Customer Service Agreement for Uniti Retail Pty Ltd ABN 71 154 074 218 trading as Uniti Internet. A reference to "we", "our" or "us" is a reference to Uniti Internet.

1 November 2023

1. Internet – Residential Plans

- 1.1 These Service Terms apply to Opticomm internet plans.
- 1.2 A network termination device will be installed into your Premises and a router is required to access the service. Any cabling that is required in your Premises beyond the network boundary point is your cost and responsibility.
- 1.3 Service speeds can vary due to factors such as the type of technology available with your service, network capacity, local factors such as the performance of your computer equipment including your router and wireless network.
- 1.4 Depending on your contract length, there may be an activation free for your service.
- 1.5 There is no early termination charge (ETC) if you select a "No Contract" option; however, if you have committed to a fixed term contract of 12 or 24 months, if you cancel your service, you will be charged an ETC of \$350 or pay out the remainder of your contract term, whichever is the lesser amount.

2. Phone Services

- 2.1 Phone services are a Voice over Internet Protocol service available only as an "add on" service for use with our Residential Internet services. They are not available as a standalone product or for use with third party Internet services.
- 2.2 They cannot be used with soft phones and PABX systems and are delivered via the telephone port on the router supplied or purchased with your Internet service.
- 2.3 Number porting of your existing number to this service is subject to the type of phone service you currently use and may not be possible in all cases.
- 2.4 Services which are dependent on landlines such as fax machines, house alarms and medical alerts, are not suitable for operation on this service.

3. Business Broadband

- 6.1 In these Service Terms:
 - (a) **Remote Area** means any area which has a population of less than 250 people.
 - (b) **Urban Area** means an urban area with 10,000 people or more.
- 6.2 This Service is hosted on the Opticomm Network.

6.3 You must commit to a minimum Contract Term of 12 months, billed each month in advance. If you cancel your Service before the end of the fixed Contract Term, you will have to pay a Cancellation Fee equivalent to 80% of the Charges for the remainder of the Contract Term.

6.4 After you have placed your order, we will carry out a service qualification process to determine whether attendance by a technician is required in order to connect and activate the Service.

6.5 We will use our best endeavours to connect and activate the service to the following targets;

Premises location	Connection and activation target
All areas where the Service can be activated remotely	1 Business Day
Urban Areas where site attendance will be required	4 Business Days
All other areas	9 Business Days

6.6 Your Business Broadband Service has target availability of 99.9% measured over each month.

6.7 In the event of a fault, we offer the following response and restoration targets:

Item	Target times measured from time of fault being reported
Fault response	30 minutes
Service restoration for Urban Areas where site attendance is not required	End of next Business Day
Service restoration for locations other than Urban Areas and Remote Areas where site attendance is required	End of second Business Day
Service restoration for Remote Areas	End of third Business Day