

Internet Service Schedule

1. This document

- 1.1. Is a service schedule to the iPrimus Standard Form of Agreement (SFOA);
- 1.2. Applies to contracts with Customers made on and after 9 November 2023.

2. Supply of Internet Services

- 2.1. We supply internet Services to you under your Contract, which consists of your Welcome Email, the Core Terms; the CIS relevant to your Service and this Service Schedule which contains terms relevant to your internet Service.
- 2.2. The definitions in the Core Terms apply to this Service Schedule.

3. Your obligations

- 3.1. You must comply with the iPrimus [Acceptable Use Policy](#) and not do or allow to be done, in relation to an internet Service, any of the following:
 - (a) engage in or allow a denial-of-service attack;
 - (b) seek unauthorised access to or control of any computer or network;
 - (c) scan ports on other computers or otherwise probe them for means of access or vulnerabilities;
 - (d) spread any virus, trojan horse or other harmful thing;
 - (e) without appropriate warnings and labeling, allow to be published any content likely to be classified as unsuitable for children;
 - (f) breach any law, including without limit any relating to the Internet, content, email, spam, pornography, offensive material, privacy or copyright.
- 3.2. If we provide you with any software, you will only use it in accordance with its licence terms as notified to you from time to time.
- 3.3. In the case of an internet Service that is supplied as a residential Service, you agree not to establish, maintain or permit multiple concurrent connections to the Service, nor to connect the Service to a local area network, except if the Service is designated by us as one which supports use of a local area network.
- 3.4. Except to the extent that we agree, you are responsible for providing and maintaining the telephone or other connection to the internet and the modem and other Equipment necessary for that purpose.
- 3.5. You acknowledge that:
 - (a) continuity and speed of access to the internet depends on a wide range of factors, many of which are beyond our control;
 - (b) We have no control over the accuracy or appropriateness of any information on the internet;
 - (c) We are not responsible for any software or material available on the internet;
 - (d) We may, without notice, permanently delete from our email server any of your email

which is older than 90 days (or other maximum holding period notified by us to you) or which is in excess of any volume limit imposed by us or which contravenes anything in this Service Schedule;

- (e) emails sent to or from our email server should not exceed 2MB (or such other size as is notified by us to you);
- (f) if we provide to you technical or other support or advice in relation to any matter which is outside our direct responsibility under your Service Contract, we do so only in an attempt to assist you and without incurring any liability other than any which cannot lawfully be excluded;
- (g) in using this Service, you may lose access to your pre-existing email addresses;
- (h) You should regularly check the email address you provided for communications from us;
- (i) We have the right to cancel a secondary email address which has not been accessed by you for a period of more than 90 days.

4. Internet Security

4.1. You acknowledge that access to the internet involves security risks and that new threats to internet security are continually evolving. You accept responsibility for maintaining your own security and acknowledge that we have recommended that you should at least:

- (a) maintain and protect your user identity, email address and password;
- (b) not disclose personal information (including credit card details) on the Internet;
- (c) use and keep current anti virus software;
- (d) restrict access to your Equipment;
- (e) not accept or open emails or files from unknown sources;
- (f) protect users from unsuitable Internet content;
- (g) keep up to date on Internet security issues;

5. I.P. Addresses

5.1. IP addresses will be provisioned using CG NAT unless you order a static IP address in which case you will incur an additional charge, as outlined in the CIS.

5.2. If you are unable to use an IP address allocated with CG NAT, because you require a public IP address, as an alternative we may enable a Dynamic IP address, or you can purchase a Static IP Address.

5.3. Any IP address allotted to you by us, whether provisioned by CG NAT, dynamic allocation or as a static address:

- (a) remains our sole property;
- (b) may be changed or revoked by us at our discretion at any time; and
- (c) is not transferable.

5.4. Unless your plan states otherwise, we are not obliged to allot you a static I.P. address.

6. Internet Services

6.1. The iPrimus internet Service is not available in all areas.

6.2. The availability of the internet Service and its connection speed depends on your access network and other factors including your Equipment.

6.3. We will endeavour to connect your internet Service as soon as we can, but cannot guarantee availability or date of commencement.

6.4. If you request us to relocate your internet Service to a new site, as a result of your moving:

- (a) we may require you to produce proof of occupancy for new sites and/or other supporting documents in relation to your moving, and subject to this;
- (b) if we are not able to satisfactorily relocate the Service, you may terminate the Service, subject to payment of charges for any Service provided to you.

6.5. You acknowledge that some services may be incompatible (which you agree not to use) or may only function with additional equipment (which is your responsibility).

6.6. In relation to your use of incompatible services, you release and indemnify us (except to the extent caused by our breach) and any other supplier from all liability (including third party claims) for:

- (a) disruption to standard telephone service or any service supplied by means of the same telephone line;
- (b) suspension of the provision of the Service to particular IP addresses;
- (c) cancellation of, or refusals to provide or continue providing, incompatible Services.