

## Customer Service Agreement

Our service is a Fixed Wireless Broadband service. Our customer service agreement form provides the standards and terms of condition for our services which can be found in further detail online. c2a provides services with no landlines and no contracts. We provide internet with monthly payments according to the plan the customer chooses.

On agreement c2a will provide the necessary fixed wireless rooftop equipment needed for the customer to access c2a's services. We will replace the rooftop equipment as needed or in the event of failure at no charge as the rooftop equipment is an asset of the company.

### **Obligations**

- Services are billed per month in advance and are billed monthly, non-payment may attract reactivation fees
- Late fee for unpaid overdue services may apply - \$10.00
- You must not use our services or allow others to use our services for any improper or illegal purposes or to send material that is improper, deceptive or abusive or resell our service
- If any problems occur please contact us to get the best quality of service
- Keep your personal information up-to-date by informing us of changes
- If you are in a rental property, it is your responsibility to ask permission from your rental agency if any infrastructure changes are required

### **Cancellation**

If the customer no longer needs our services they may cancel anytime by providing two weeks' notice. If however you are to leave within the first 6 months of initial install, there is a cancellation fee of \$80.00. Contact us by phone or E-mail.

c2a may disconnect or cancel the service due to:

- Non payment (after first giving you notice by E-mail)
- or if you are using our services for illegal purposes

In the case of ending your service c2a will organise cancellation of customers account and retrieval of rooftop assets. If our assets are not retrieved on cancellation a credit collection will be entered into with a credit collection agency.

### **Privacy**

Our customer's information is collected accurately, kept up-to-date and used for the primary purpose of providing our services. This information is kept confidential. We would only disclose any personal information according to the Australian Law<sup>1</sup>, for example, due to our legal obligations.

### **Customer information**

<b>Full Name:</b>	
<b>Business Name:</b>	
<b>Address:</b>	
<b>Phone number:</b>	
<b>Mobile number:</b>	
<b>Email address:</b>	

If you are in agreement with the above terms and conditions and wish to proceed with the connection please sign.

**Sign:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<sup>1</sup> Australian Law - Privacy Act 1988 and Part 13 of the Telecommunications Act 1997. Updated: 13.12.22