

Service Participation – Terms and Conditions

(Trial concluded December 2025)

1. Introduction

These Terms and Conditions (“Terms”) apply to individuals who register interest in, or are connected to, the OurISP 5G mmWave Internet service.

The OurISP 5G mmWave pilot trial concluded in **December 2025**. Any service provided after this date is **not a trial** and is subject to service qualification, availability, and entry into a paid service agreement.

These Terms form a binding agreement between you (“you” or “Customer”) and:

Our RSP Pty Ltd T/A OurISP

ABN: 95 679 344 417

Address: 10/150 Chesterville Road, Moorabbin, VIC 3189

(“OurISP”)

2. Service Nature and Availability

OurISP 5G mmWave Internet is a fixed wireless broadband service delivered using millimetre-wave technology.

Service availability is subject to network coverage, line-of-sight, building characteristics, and technical feasibility.

Registration of interest does not guarantee service availability or connection.

3. Service Commencement

Where service is approved, connection will occur only after:

- Service qualification is completed; and
- The Customer agrees to a paid service plan and applicable commercial terms.

No free, complimentary, or trial service is offered.

4. Equipment

OurISP may supply network equipment to enable the service.

Unless otherwise agreed:

- All supplied equipment remains the property of OurISP.
- Equipment must be returned upon service termination or when requested by OurISP.

Customers must use the equipment only for its intended purpose and in accordance with OurISP instructions.

5. Plans, Charges, and Billing

Pricing, plan inclusions, billing cycles, and payment terms are governed by the applicable OurISP service agreement and Critical Information Summary (CIS).

Fees apply from the agreed service commencement date.

No retrospective free period or trial entitlement applies.

6. Feedback (Optional)

Customers may be invited to provide feedback on service performance.

Participation in feedback activities is **voluntary** and does not affect service eligibility, pricing, or continuation.

7. Confidentiality

You agree to:

- Keep confidential any non-public technical, operational, or commercial information disclosed by OurISP;
- Use such information only in connection with the service;
- Not disclose confidential information to third parties without prior written consent from OurISP.

8. Termination

Service termination is governed by the applicable service agreement and CIS.

Upon termination, Customers must:

- Return any OurISP-owned equipment; and
- Cease use of the OurISP network and services.

9. Governing Law

These Terms are governed by the laws of the **State of Victoria, Australia**

10. Relationship to Other Terms

These Terms operate alongside:

- OurISP's standard service agreement,
- Critical Information Summaries,
- Privacy Policy, and
- Acceptable Use Policy.

In the event of inconsistency, the paid service agreement and CIS prevail.