

Standard Form of Agreement as at July 12 2011

This is the Standard Customer Relationship Agreement between the Customer/Applicant and Ocean Broadband for the Supply of Broadband Internet Services as specified by the Application Form. This document's objective is to ensure you are aware of your rights and obligations as a User of Services under this Contract and of Ocean Broadband Ltd's (Ocean Broadband) rights and obligations as a Supplier of Services.

1. Application and Variation of the Contract

- 1.1 This Contract supersedes any previous Contracts provided by Ocean Broadband. It sets out the terms on which Ocean Broadband delivers the Service to you.
- 1.2 If and when any changes are made, notification will be given to the Customer via your nominated E-mail Address at least 14 days prior to the changes taking effect. Any use you make of the Service after that publication will constitute an acceptance by you of the notified changes.
- 1.3 If we notify you of any proposed change that we consider detrimental to you, you may terminate the service provided you give Ocean Broadband a minimum of seven (7) working days written notice prior to the new agreement taking effect. Under this clause, all equipment owned by Ocean Broadband must be returned.

2. Service plans

- 2.1 Ocean Broadband will supply you with a broadband internet service as requested by you, the details of which are specified in one of the following Standard service plans listed following.
- 2.2 In addition the below features apply to all service plans.
 - The targeted availability of the service is 99%, averaged over a quarterly period. However, Ocean Broadband cannot guarantee connection to any particular Internet site.
 - Free 24 hour fault reporting, using support@oceanbroadband.net
 - Staffed helpdesk during business hours: Monday to Friday 9am to 8pm.
 - Customer usage information updated at least once per day.
 - The ability for the customer to query Ocean Broadband to be informed on their current usage level.
 - A one-off standard installation fee of \$200 applies unless a non-standard installation or site survey is required.

39 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$39.95 for this service with no excess usage charges.
- The peak data speeds of the service are 1024 Kbps for downloading and 256 Kbps for uploading.
- This service has a monthly usage quota of 10GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 15 GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

49 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$49.95 for this service with no excess usage charges.
- The peak data speeds of the service are 1024Kbps for downloading and 256Kbps for uploading.
- This service has a monthly usage quota of 12GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 18GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

59 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$59.95 for this service with no excess usage charges.
- The peak data speeds of the service are 1024Kbps for downloading and 256Kbps for uploading.
- This service has a monthly usage quota of 14GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 21GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

79 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$79.95 for this service with no excess usage charges.
- The peak data speeds of the service are 1536Kbps for downloading and 256Kbps for uploading.
- This service has a monthly usage quota of 16GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 24GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

99 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$99.95 for this service with no excess usage charges.
- The peak data speeds of the service are 2048 for downloading and 384Kbps for uploading.
- This service has a monthly usage quota of 20GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 30GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

119 CAP Plan

The service includes:

- A flat-rate, monthly charge of \$119.95 for this service with no excess usage charges.
- The peak data speeds of the service are 2048Kbps for downloading and 384Kbps for uploading.
- This service has a monthly usage quota of 30GB for uploads and downloads during peak usage hours (from 7am to 12 midnight), along with a further 40GB quota during off-peak hours (from 12 midnight to 7am). The quota is reset on the monthly anniversary of your Connection Date. If you exceed either quota prior to the end of the month, Ocean Broadband may throttle back your service to 64 Kbps (download only) for the remainder of that calendar month during the respective peak or off-peak period.

3. Other service conditions

- 3.1 No responsibility or liability will be taken by us for any loss, damage, liability or expense resulting from the lack of continuous provision of Service.
- 3.2 In order to comply with legal obligations Ocean Broadband may, where it is deemed necessary, monitor data accessed or transmitted by you when using the Service.
- 3.3 Under relevant state or federal legislations, industrial code of practice or under directions of regulatory authorities or court order, we may take any steps deemed necessary in order to comply with any legal obligations.
- 3.4 When requesting changes of plan levels, you must provide a written request to upgrade your account stating your current account details and the account you wish to upgrade to.
- 3.5 You must also provide us authorisation to deduct the new amount from your nominated account if automatic payments have been arranged. You must state whether you wish to be upgraded immediately or from your next Billing Cycle.
- 3.6 Prior to the account being upgraded payment must be received for the difference between the two amounts for the remainder of your current Billing Cycle if you elect to upgrade immediately.
- 3.7 When upgrading from commencement of your next Billing Cycle, you will be invoiced prior to commencement of your next Billing Cycle reflecting the requested changes.
- 3.8 You may always (having either Upgraded or Downgraded previously) elect to revert to the original plan you subscribed to at the start of your contract.
- 3.9 To Downgrade your account, you must provide written authorisation to deduct the new amount from your nominated account where automatic payments have been arranged, stating your current account details and the account you wish to downgrade to. Your new nominated downgraded account will take effect from your next Billing Cycle. You will be invoiced prior to the commencement of your next Billing Cycle reflecting these changes.
- 3.10 You may migrate between our Services no more than once per month at no cost other than those in 3.6.

4. Billing

- 4.1 GST is included in all prices quoted on our sales and promotional material.
- 4.2 We require that all accounts be paid through accepted Credit/Debit Card only. Ocean Broadband has the right to decline any other types of payment and, at its sole discretion, may elect to charge an additional processing fee of no more than \$10 per month, for alternative forms of payment.
- 4.3 The initial payment is made in advance and must be cleared prior to the Account being activated for use. We reserve the right to disclose your credit/debit card details to, and obtain information from, any financial institution or credit card issuer to verify the credit/debit card details.
- 4.4 All ongoing payments are calculated on a quarterly basis and payable in advance. Any additional fees and charges that might be incurred will be payable in Arrears. Ocean Broadband will endeavour to deduct all Automatic Payments in the week prior to the start of the payment period cycle.
- 4.5 Ocean Broadband must be notified of any changes required to your Automatic Payment details at least seven (7) working days prior to your next Billing Cycle commencing.
- 4.6 Additional Charges may apply if incorrect account details have been given, insufficient funds are available or changes to account details are not passed on to Us.
- 4.7 It remains your responsibility to pay all monies owing on your Account by the due date. If payment is not received on the due date, your account will be suspended immediately and until full payment has been received, fees and charges may apply.
- 4.8 If you remain suspended for an entire calendar month, you are still required to pay for the provision of the Service in that month. If payment for Services have not been received for 60 days, your account will be closed and action taken to recover any debt.
- 4.9 Any expenses, costs, or disbursements incurred by us in recovering any outstanding monies including dishonour fees, debt collection, agency fees or legal fees will be billed to your account.

4.10 It is your responsibility to pay all monies invoiced by the due date, even if the charges are the result of unauthorised access to your Service.

4.11 A re-installation fee of not more than \$70 will apply to re-activate a suspended or closed account.

5. Customer Responsibilities

5.1 The Account Holder must have attained the age of 18 years.

5.2 If you allow a person under the age of 18 to use the Service then you are legally responsible for supervising that person's usage and particularly to ensure the suitability of content transmitted to and seen by that person.

5.3 It is your responsibility to provide us with a nominated E-mail Address that we can use to contact you.

5.4 It is your responsibility to ensure that your computer meets the minimum specification to connect to the Service, including any Software and Hardware requirements.

5.5 You are asked to regularly check your nominated E-mail Address for any correspondence from us about your Service.

5.6 You must not connect any unauthorised equipment to the Service.

6. Security

6.1 Ocean Broadband will allocate a fixed User ID to each Customer.

6.2 The Customer acknowledges that it is liable for all charges associated with the Service resulting from use of its password and agrees to keep its password confidential. Ocean Broadband accepts no liability for unlawful use of the Customer's password even in the event of it being lost or stolen.

6.3 The Customer agrees to immediately notify Ocean Broadband of loss or theft of their password. On application to Ocean Broadband the Customer may change their password at any time.

6.4 It is recommended that you take all necessary measures to protect your equipment and Service from unauthorized access. Unauthorised access of your Service via an unprotected connection (including wireless interception) is the sole responsibility of the Customer.

6.5 It is the Customers responsibility to take necessary preventative measures to protect your computer, software and data from viruses and other malicious programs. The customer acknowledges that Ocean Broadband cannot fully protect your computer, software and data.

6.6 The Customer acknowledges that some material on the Internet may be offensive, inappropriate or unsuitable and agrees that Ocean Broadband has no responsibility whatsoever for such material. Additionally the Customer hereby agrees that in using the Service the Customer must not:

6.6.1 Use the Service to undertake any illegal or unlawful or offensive activity or commit any fraud or breach any Australian legislation, codes of conduct or standards established for the Internet Service Provider Industry;

6.6.2 Disseminate computer viruses or other malicious programs;

6.6.3 Transmit, store or place on the Internet any content which is defamatory, offensive or of a menacing and/or obscene character;

6.6.4 Place on the Internet, or issue invitations to give directions (including hyperlinks) to, any illegal content or potentially illegal content;

6.6.5 Engage in sending unsolicited emails, spamming and advertising material;

6.6.6 Engage in conduct so as to interfere with or disrupt any other Internet users or service providers;

6.6.7 Engage in any unauthorized use of any material protected by patent, copyright, trademark or other intellectual property rights.

6.6.8 Talk about hacking or about breaching any laws, talk of or engage in any conduct that may contravene any Ocean Broadband Policy (including but not limited to any Acceptable Use Policy that we may have and our Privacy Policy) and any other Policies or Practice to which Ocean Broadband may subscribe from time to time including Codes of the Internet Industry Association of Australia.

6.7 The Customer shall indemnify and hold harmless Ocean Broadband from and against any action, claim or loss that Ocean Broadband may suffer or may have brought against it as a result of the Customer breaching the Contract.

6.8 Where your continued use of the Service adversely affects the network, we reserve the right to suspend/control the Service being delivered to your premises.

6.9 Any persons that use your Service have read and understand the Contract.

7. Our Responsibilities

7.1 General

7.1.1 Network outages may occur from time-to-time that may result in the Customer suffering from Downtime. In the case of scheduled maintenance outages, all Customers who may be affected will be notified through Their Default E-mail Address no later than 7 days prior to the scheduled outage, unless the scheduled outage is for emergency maintenance where you will be notified as soon as is practically possible.

7.2 Connection of Service

7.2.1 Given that we have received an application form and we have successfully processed your first payment, and all required connections are installed, completed and active, we will endeavour to connect you to the Service within 15 (fifteen) working days.

7.3 Outages

7.3.1 Restoration of Services resulting from Outages, where possible, will be kept within indicated times but may vary in the event of exceptional circumstances.

7.3.2 We will endeavour to restore Services resulting from a System-Wide Outage within 24 hours, a Community-Wide Outage within 48 hours and an Individual Outage within 72 hours of initial report.

7.4 If Ocean Broadband provides a Customer with a link to another web site or resource, Ocean Broadband will not be responsible for the content of those web sites or resources and Ocean Broadband makes no warranties or representations as to the accuracy of any information in or linked to its web site and assumes no liability or responsibility for any errors or omissions in content thereof. Additionally Ocean Broadband will not be responsible for the content or form of any information or data passed into the Internet in the provisions of the Service including any information which is defamatory, offensive, unlawful or unsuitable for people under 18 years of age or for any one in particular. Nor will it be liable for any damage to or viruses which may infect, contaminate or act to the detriment of any computer equipment or other equipment owned or utilised by the Customer.

7.5 Ocean Broadband provides the Service in accordance with its Privacy Policy which is available on request and is published on its website.

8. Installation

8.1 All externally mounted customer premises equipment must be installed by a licensed cabling installer, nominated by Ocean Broadband.

8.2 Depending on the complexity of your installation and your location, there are two installation options available to you:

- **Standard Install** – installing the externally mounted customer's premises equipment (CPE) and cabling to a single internal data point, for single story buildings or cable runs less than or equal to 20 metres.
- **Non-standard Install** – installing and cabling per the Standard Install to a single data point for multistory buildings, cable runs longer than 20 metres and/or mast installations higher than 1.2 metres.

These two installation options are described in further detail below:

8.3 Your responsibilities for all installations:

Prior to an Ocean Broadband installer arriving at your premises, you must ensure that you have addressed the following points:

8.3.1 It is your responsibility to create a backup of all essential files in case of loss or corruption of data.

8.3.2 You must provide reasonable access to your residence to enable our installer to carry out the installation.

8.3.3 Your computer must be located no further than two (2) metres from where you require the data point to go. If the computer is located at a further distance you must notify Ocean Broadband prior to your installation date so the installer can prepare a longer connection lead. Non-standard connection leads may attract an additional per metre charge.

- 8.3.4 You must ensure that a 240VAC internal power outlet is located within two (2) metres of the proposed data point location.
- 8.3.5 You should ensure that your computer meets the requirements set by Ocean Broadband including any hardware and software needed to use the Service. This includes a compatible 10/100/1000 Mbps Ethernet network interface on your computer, along with the properly configured drivers on your computer's operating system to make use of this network interface.
- 8.4 **Standard Install:** Ocean Broadband provides this installation option for a single story dwelling or where cabling to a single data point is required with length from the Customer Premises Equipment to the data point of 20 metres or less.
- 8.4.1 A fee of \$200 applies for a Standard Install, covering connection fees.
- 8.4.2 The installation comprises of:
- Fitting the externally mounted Customer Premises Equipment (CPE) to the outside of the dwelling.
 - Cabling from the CPE to a single internal data point.
- 8.5 **Non-Standard Install:** Ocean Broadband provides this installation option for larger or multi-story dwellings, where a mast install of more than 1.2 metres is required and/or cabling to a single data point is required to span more than one floor in the dwelling or where the run of cable required is longer than 20 metres.
- 8.5.1 A fee of \$300 applies for a Non-standard Install, covering connection fees.
- 8.5.2 The installation comprises of:
- Fitting the externally mounted Customer Premises Equipment (CPE) to the outside of the dwelling.
 - Cabling from the CPE to a single internal data point.
- 8.6 If the location of the property is within Zone A (up to 100 km from Perth CBD) there is no additional installation cost. If the location of the property is within Zone B (101 km to 500 km from Perth CBD) an additional \$100 installation fee will apply to both Standard and Non-Standard installations.
- 8.7 Where we specify a time for your installation, we will try to keep to the specified time, but we cannot be liable for any loss or damage you suffer if we fail to do so.
- 8.8 A non-refundable site survey fee of \$90 (Zone A) and \$150 (Zone B) is payable prior to a technician visit. In the event that the site survey is successful the site survey fee will be deducted from the installation fee. In the event that the site survey is deemed failed the site survey fee is non-refundable. Ocean Broadband will endeavor to advise of the likelihood of the site survey and installation succeeding prior to the site survey fee payment.
- 9. Commencement of the Contract and the Service**
- 9.1 The Contract is deemed to be active from the date when both the Application Form has been signed by the customer and the Service has been installed at the customer's Premises.
- 9.2 The provision of Service is deemed to have commenced once all of the following criteria have been met:
- 9.2.1 Network infrastructure has been installed and tested satisfactorily.
- 9.2.2 The Application Form has been completed fully and accurately and has been signed by the customer.
- 9.2.3 Payment of the initial setup costs including the cost of the Service over the initial Billing Period has been successfully processed.
- 9.2.4 You have received/collected the CPE from Ocean Broadband.
- 9.2.5 Ocean Broadband has formally activated the Customer's connection to a broadband service and registered this fact in its Customer Relationship Management system.
- 10. Abuse Procedures**
- 10.1 Abuse procedures will be commenced by:
- 10.1.1 Giving an unauthorised person the Customer's account and password details;
- 10.1.2 Deliberately or recklessly disrupting Ocean Broadband's Service or activities, or engaging in any activity likely to disrupt the same, either deliberately or not;
- 10.1.3 Engaging in spamming;

- 10.1.4 Misusing access to the Internet in a manner identified in writing by a competent law enforcement official as unlawful;
- 10.1.5 Using access to the Internet to menace or harass others;
- 10.1.6 Behaviour that results in the disruption of other people's access to the Internet or their enjoyment thereof, including but not being limited to computer viruses, email bombardment and damage to Internet-connected resources and channel flooding;
- 10.1.7 Using access to the Internet to unlawfully obtain access to other networks.

11. Suspension or Termination of Service

11.1 By User:

- 11.1.1 You can terminate the account at any time, providing you provide us with Written Notification at least 7 working days prior to the next billing cycle.
- 11.1.2 If an account is closed while still in the 24 month contract, termination fees will apply. Early Exit Fee equals (minimum monthly plan cost of \$39.95) x months left on the contract.
- 11.1.3 Any pre-paid fees for Services are non-refundable on termination.
- 11.1.4 In some cases a cooling off period is required by law. If you are covered by a cooling off period, you may terminate the Service without penalty if you provide Written Notification to Ocean Broadband within the timeframe allowed from the commencement of the Customer Relationship Agreement.

11.2 By Ocean Broadband:

- 11.2.1 This can be triggered by any breach of the Contract. As opposed to termination, Ocean Broadband may choose to suspend the Service for such period it determines.
- 11.2.2 Ocean Broadband supports the right to privacy and the laws that support privacy in all forms and it strictly prohibits the sending of unsolicited mass messages of any kind. We will terminate the account of any member who uses "spamming" techniques to solicit referrals and who does not remove a recipient upon being requested to do so by that recipient.
- 11.2.3 If Ocean Broadband suspends your Service for any breaches under this agreement, you shall remain liable for all charges due throughout the period of suspension. A fee may apply.
- 11.2.4 Upon the death of the Account holder, the account shall be deemed terminated.
- 11.2.5 If Ocean Broadband terminates an account whilst in contract, a termination fee may be applied if termination is resulting from the misuse of the Service.

- 11.3 If the account is terminated, you remain liable for all charges payable under the agreement in respect of the provision of services from the time of termination to the end of the Billing Cycle or Contract Period.

12. Ownership and Use of the Equipment and Facilities

- 12.1 The Ocean Broadband Network is an important part of our ability to provide you with the Service. This means that we need to make sure that the Broadband Network remains our absolute property at all times. The boundary of our Broadband Network is at the Network Access Port (NAP) within the Premises.
- 12.2 Internet connections can only be made to Network Access Ports (NAPs) installed by Ocean Broadband authorised installers, or to indoor CPE shipped to the Customer from Ocean Broadband.
- 12.3 All new indoor CPE provided by Ocean Broadband is covered by a three-year warranty. During the warranty period, Ocean Broadband will undertake all necessary repairs and maintenance to the CPE at no cost to the Customer (including no call out charge fees) unless the failure of the CPE could have been reasonably prevented by the Customer. The Customer is required to maintain indoor CPE in good condition and repair at all times.
- 12.4 Title to all indoor CPE provided by Ocean Broadband transfers to the customer once the service has been provisioned at the customer's premises.
- 12.5 All external, outdoor CPE is owned by Ocean Broadband and will be maintained by Ocean Broadband in good condition and repair. Ocean Broadband will, at all times, retain ownership of this equipment. Ocean Broadband may charge the Account Holder any reasonable costs incurred for replacing the equipment if lost, damaged or stolen.

13. Internet Support Facilities

13.1 We provide you with a staffed help desk support service from 9am to 8pm weekdays, year round (excluding public holidays) Support hours are liable to change at any time, you will be notified of any changes through your Default E-mail Address. A fault report may be lodged 24 hours a day, seven days a week by the following methods. Voicemail services are available outside our business hours.

13.1.1 If you are experiencing any difficulty with your access, you can contact support:

13.1.1.2 By E-mail on support@oceanbroadband.net

13.1.1.3 By Telephone on **1300 4 OCEAN** (1300 4 62326)

By Fax on 08 9467 6217

13.1.2 We encourage you to make use of this free service for genuine service issues. As our support technicians are trained to solve broadband Internet issues, we ask that you acknowledge that:

13.1.2.1 We cannot offer support for general software issues;

13.1.2.2 We cannot offer support for general hardware issues.

14. Contract period

14.1 You will initially contract with us to provide the service for a period of 24 months, measured from the date of Commencement of the Service. Once the initial contracted period ends, you will be contracted to Ocean Broadband on a quarter by quarter basis.

15. Complaints Procedure

15.1 If you have a complaint about our services or associated matters, you may contact us via mail, e-mail, phone or fax.

15.2 You may request to have your complaint escalated to be dealt with by a manager, if you are dissatisfied with the outcome of your complaint.

15.3 If still dissatisfied, you can lodge a complaint through the Telecommunications Industry Ombudsman (TIO), which you can lodge online at <http://www.tio.com.au>.

17. Force Majeure

17.1 If, as a result of Force Majeure, either Party is unable to carry out their obligations under this Agreement, they shall give the other Party prompt written notice of the occurrence and particulars of the act, event or cause constituting the Force Majeure and, in so far as known, the probable extent to which it will be unable to carry out, or be delayed in carrying out its obligations and thereupon will not be required to carry out such obligations for the period provided the Party has used all possible diligence to overcome or remedy the Force Majeure as quickly as possible.

18. Proper Law/Jurisdiction

18.1 This Agreement shall be governed by the laws in Western Australia and the parties submit to the non-exclusive jurisdiction of the Courts of that State.

Definitions

Agreement

Your Application.

Bandwidth Throttling

Where the connection speed is reduced to approximately 64 Kbps or lower.

Billing Cycle

The quarterly billing period

Community-Wide Outage

An outage that results in downtime, affecting an Ocean Broadband community served by the same base station

CPE

Consumer Premises Equipment (e.g. Modems, Routers, Wireless Equipment, etc).

Defined Abuse

Means misuse of the Service and access to the Internet as per Clause 10

Direct Debit

A payment method by which you authorise us to deduct a set amount every Payment Period directly from your nominated bank account or credit or debit card

Download

Any data that is received by your computer from the Internet

Downtime

The period in which a customer cannot gain access to the Service due to network outages

Force Majeure

means any act, event or cause beyond the reasonable control of the party concerned including, but not limited to, acts of God, perils of the sea, war, sabotage, riot, storm and tempest, earthquake, landslide, explosion, strike and other labour difficulties (whether or not involving employees of the party concerned) or failure of the internet or world wide web.

General Traffic

All traffic that is not classified as Local or Internal Traffic

Individual Outage

An outage that results in downtime, affecting an individual premises

Internal Traffic

All traffic that does not leave the Ocean Broadband network

Kbps

kilobits per second

Mbps

Megabits per second

Ocean Broadband, Us, Our, We

Ocean Broadband – ACN 110 380 820

Registered office: Suite 7, 295 Rokeby Rd, Subiaco, WA 6008

Outage

The inability to deliver the Service

Plan Downgrade

A change to a plan with a lower monthly access charge.

Plan Upgrade

A change to a plan with a higher or equal monthly access charge.

Premises

The physical address where the Service is connected.

Spamming

Spamming is the unsolicited and unauthorised sending of messages of any kind to businesses and people who do not know you personally and have not agreed to receive your messages.

System-Wide Outage

An outage that results in downtime, affecting the entire Ocean Broadband Internet network

Traffic Limits

The total allowable data transferred through your account over a monthly period.

Upload

Any data that is sent by your computer to the Internet.

Written Notification

Acceptable forms of Written Notification is e-mail, fax or registered mail.

You, Your, Customer, Applicant

The account holder as per the name given on application.