

1. Customer Services Agreement

This Customer Services Agreement ("CSA") dated _____ between:

<p><u>Prospecta Connect:</u></p> <p>Prospecta Telco Retail Pty Ltd</p> <p>ACN: 682 361 753</p> <p>_____</p> <p>Address:</p> <p>_____</p> <p>Phone Number:</p> <p>_____</p> <p>Email:</p> <p>_____</p>	<p><u>Customer:</u></p> <p>Name:</p> <p>_____</p> <p>ABN (if applicable):</p> <p>_____</p> <p>Address:</p> <p>_____</p> <p>Phone Number:</p> <p>_____</p> <p>Email:</p> <p>_____</p>
<p>Signed for and on behalf of Prospecta Connect:</p> <p>Signature: _____</p> <p>Name:</p> <p>_____</p>	<p>Signed by the Customer or the Customer's Authorised Representative:</p> <p>Signature of Customer or Authorised Representative:</p> <p>Signature: _____</p> <p>Name of Authorised Representative (if applicable and subject to the Authorised Representative Form being completed and signed by the Customer which forms part of this CSA):</p> <p>Insert Name: _____</p>

PROSPECTA CONNECT AND THE CUSTOMER agree as follows:

A. Overview of CSA

1. This CSA includes the documents stated below which are incorporated by reference to this CSA:
 - (a) Service Description and specific terms - 5G Home Internet Service;
 - (b) Pricing Schedule;
 - (c) Standard Terms & Conditions - 5G Home Internet Service;
 - (d) Critical Information Summary;
 - (e) Fair Use Policy;
 - (f) Complaint Handling Policy;
 - (g) Financial Hardship Policy; and
 - (h) Any other documents specified in the above documents which are intended to form part of this CSA.
2. This CSA constitutes the complete agreement between the parties regarding the services specified in the Service Description (“Services” or “services”)
3. This CSA supersedes all prior agreements, arrangements, understandings or representations, written or oral, concerning the Services.
4. Any modifications of this CSA must be in writing and signed by a duly authorised representative of Prospecta Connect and the Customer.
5. In the event of any conflict or inconsistency between the list of documents stated in clause 1, the terms of the documents higher in the list will prevail over any documents lower in the list and only to the extent of such conflict or inconsistency.

B. Additional Terms and Conditions

6. **Governing Law.** This Service Agreement, and all matters arising out of or relating to this Service Agreement, shall be governed by the laws of the State of Queensland.
7. **Notices.** All notices, including notices of address change, required to be sent hereunder shall be in writing and shall be deemed to have been given 3 days after mailed by certified mail to the addresses listed above in this CSA or 1 day after being sent by email.

8. **Severability.** In the event any provision of this CSA is held to be invalid or unenforceable, the remaining provisions of this Service Agreement will remain in full force and effect.
9. **Assignment.** The Customer must not assign or transfer this CSA or any of its rights or obligations hereunder without the prior written consent of Prospecta Connect and any attempt to do so shall be void. Prospecta Connect may transfer its rights and obligations to a successor that acquires all or a substantial portion of its relevant assets or business.
10. **Entire Agreement.** This CSA, including the documents listed in clause 1, represents the entire agreement between the parties and supersedes any prior communications, representations or agreements, whether verbal or written, with respect to the subject matter of this CSA. Any different or additional terms of any related purchase order, ordering document, confirmation, or similar form, even if signed by the parties after the date hereof, shall have no force or effect on this CSA. Any waivers or amendments to this Agreement shall be effective only if made in writing and signed by both parties.