

## Terms and conditions for an Internet Service Provider (ISP)

- 1. Service Description:** Explanation of the services provided by the ISP, including the type of internet connection (e.g., DSL, cable, fiber optic), speed options, and any additional features or services.
- 2. Billing and Payment:** Details about the billing cycle, payment methods accepted, late payment fees, and any other charges associated with the service. This section may also include information about price changes or special offers.
- 3. Term and Termination:** The duration of the contract (if applicable) and the process for terminating the service, including any early termination fees.
- 4. Acceptable Use Policy (AUP):** Guidelines for acceptable use of the ISP's network and services. This may include prohibitions on activities such as spamming, hacking, illegal file sharing, or any other activities that violate laws or infringe on the rights of others.
- 5. Privacy Policy:** Explanation of how the ISP collects, uses, and protects customer information, including any data sharing practices and options for opting out of certain uses of personal information.
- 6. Network Management:** Information about how the ISP manages its network, including any traffic shaping or congestion management practices that may affect the customer's internet experience.
- 7. Service Level Agreement (SLA):** If the ISP offers guaranteed uptime or performance levels, this section will outline the terms of the SLA, including any compensation or remedies available to the customer if the ISP fails to meet its obligations.

8. Customer Support: Details about how customers can contact the ISP for technical support or assistance with their service, including hours of operation and contact methods.

9. Equipment: Information about any equipment provided by the ISP, such as modems or routers, including any fees or terms associated with the rental or purchase of this equipment.

10. Changes to Terms: Notification that the ISP may update the terms and conditions from time to time, and how customers will be informed of any changes.

11. Governing Law: The jurisdiction whose laws will govern the agreement between the customer and the ISP.

12. Dispute Resolution: Process for resolving disputes between the customer and the ISP, which may include arbitration or mediation.

13. Linka Technology will make available to customers (and potential customers) any applicable terms and conditions prior to the commencement of any contract. Terms and conditions must include all information and terms relevant to the relationship with the recipient of the service.

14. Linka Technology gives an ISPA member the right to remove any content hosted by that member which it considers illegal or for which it has received a take-down notice.

15. Linka Technology gives the ISPA the right to suspend or terminate the service of any customer that does not comply with the terms and conditions, acceptable or fair use policies, or any other contractual obligations.

It's essential for customers to review and understand the terms and conditions before signing up for service with an ISP to ensure they are aware of their rights and obligations.