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ISP Compatibility & Acceptable Use Note

How to position the Nx1/Hx1 Home Station with your Internet Service Provider

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Applies to: Node Operators and prospective Node Operators assessing ISP compatibility

The NovaLink entities: Ntech Link Technologies Ltd, Co. No. 2195904 (Store Operator) · Auralink Nova Technology L.L.C, Dubai, Reg. No. 1607764 (Technology Provider) · NodeLink USA, Inc., Delaware, File No. 10606222 (US Distribution)

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Contact: support@novalink.tech

1. Why this note exists

When you host an Nx1/Hx1 Home Station on your home or business internet connection, that connection is provided to you by your Internet Service Provider ("ISP") under a contract that has terms. Some of those terms are relevant to whether you can host the Nx1/Hx1 Home Station. This note exists to help you understand how to assess that and to set the right expectations.

Important. The Company cannot tell you with certainty whether your specific ISP allows hosting an Nx1/Hx1 Home Station on your connection. The terms vary by ISP, by country, and by plan type. The responsibility to check rests with you (Section 6 of the Node Operator Agreement). What we can do is point you to the right questions to ask.

2. What the Nx1/Hx1 Home Station actually does to your connection (in two sentences)

The Nx1/Hx1 Home Station makes a small number of outbound TLS connections to the Company and uses bandwidth that you have allocated to it (200 Mbps per device). It does not, by default, accept inbound traffic from the public internet, does not, by default, act as an exit point for arbitrary third-party traffic, and is not a residential proxy for anonymous buyers. (See the Technical Security Whitepaper and the Network Architecture & Workload Isolation Document for the full picture.)

3. What to look for in your ISP terms

Read the residential terms of your ISP and look for clauses such as:

- "Servers and hosting" — does the ISP prohibit running servers on a residential plan?
- "Commercial use" — does the ISP prohibit using a residential connection for commercial purposes?
- "Bandwidth resale" or "sharing with third parties" — does the ISP prohibit reselling or providing bandwidth to third parties?
- "Acceptable use" — does the ISP define acceptable use in a way that may catch the Nx1/Hx1 Home Station?

4. How the Company characterises the Nx1/Hx1 Home Station in conversations with ISPs

If your ISP asks, the most accurate plain-English description of what the Nx1/Hx1 Home Station is doing is:

"The Nx1/Hx1 Home Station is an edge-compute appliance that contributes a portion of my unused bandwidth and CPU to a managed infrastructure network operated by the Company. The Nx1/Hx1 Home Station does not accept inbound traffic from the public internet by default and does not function as an open proxy. Inbound and outbound flows are controlled by signed, attributable Workload Sessions. The Company publishes an Acceptable Use Policy and an abuse-handling SLA, and provides operator-level attribution to ISPs that contact them about disputed traffic."

The Company will, on request, provide a letter on letterhead with the above explanation and pointers to the relevant policy documents, addressed to your ISP's abuse, compliance, or business-customer team.

5. When a residential plan is probably fine

- You run 1 or 2 Nx1/Hx1 Home Stations on a residential plan that does not have a "no servers" clause.
- You stay under the ISP's data-cap or fair-use threshold.
- You have not opted into the Consumer Connectivity Relay class (it remains off by default and stays off unless you change it).

6. When you should consider a business or pro plan

- You run 3+ Nx1/Hx1 Home Stations in the same physical location.

- Your residential ISP explicitly prohibits "servers", "hosting", or "commercial use".
- Your ISP has a low data cap (under ~1 TB/month) that the Nx1/Hx1 Home Stations could realistically exceed.
- You operate from a small-business premises rather than a private home.
- You want a static IP and stronger SLAs.

7. Country-specific notes (illustrative, non-exhaustive)

Country	Typical residential ISP position	Notes
Australia (NBN-based retailers — Telstra, Optus, Aussie Broadband, Superloop, Launtel)	Residential plans typically allow hosting; check fair-use clauses	Business plans usually offer static IP; CGNAT is common on some retailers
United States (Comcast/Xfinity, Spectrum, AT&T, Verizon Fios)	Most residential plans prohibit "running servers" but enforce mainly on the basis of complaints	Business class is the recommended path if you receive a warning
United Kingdom (BT, Virgin Media, Sky, Plusnet)	Residential AUPs generally allow hosting that does not generate abuse	Static IP usually requires a business plan
Germany (Deutsche Telekom, Vodafone)	IPv6 + CGNAT-style configurations are common; check for "private use only" clauses	DSL Business / Glasfaser Business plans are clean for hosting
Singapore (Singtel, StarHub, M1)	Residential terms generally tolerate small-scale hosting	Static IP via business plans
Brazil, Mexico, LATAM in general	Highly variable; CGNAT is widespread	Speak to retention or business teams; static IP availability varies

8. If your ISP contacts you about Nx1/Hx1 Home Station traffic

1. Don't panic. Most ISP abuse desks deal with this routinely.
2. Reply with a copy of the Company-prepared explanation in Section 4 and the contact information for the Company Abuse (support@novalink.tech).
3. Notify the Company at support@novalink.tech (see the Node Operator Agreement Indemnity Schedule). We will issue an Attribution Letter and engage with your ISP directly if helpful.
4. In the meantime, you can disable the Nx1/Hx1 Home Station (unplug it) without losing your account; rewards eligibility is paused while offline (per the Company WIKI).

9. Contact

ISP-related questions: support@novalink.tech | Compatibility letters for your ISP: support@novalink.tech