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ISP Compatibility & Acceptable Use Note

What your Internet Service Provider sees, and why the Nx1/Hx1 Home Station fits a home line

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Applies to: Node Operators and prospective Node Operators, worldwide

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1. Why this note exists

Your home internet connection is provided by your Internet Service Provider ("ISP"). This note explains, for every region of the world, what the Nx1/Hx1 Home Station does on that connection, what your ISP can and cannot see, why the Home Station fits ordinary home use, and what the Company does to stand behind you if your ISP ever asks about it. ISP rules are broadly the same everywhere, and so is the answer.

> In short. Running an Nx1/Hx1 Home Station is lawful use of your own home connection. It gives no one else internet access, hosts no public service and behaves like an ordinary home device. You never need to hide it, and the Company never asks you to.

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 (up to 200 Mbps per device, which you can cap from the dashboard). 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 your ISP can and cannot see

Your ISP can see that a device on your line is online, how much data goes up and down, which servers it connects to (today: the Company and approved endpoints) and when. It cannot see the content of any traffic, which is encrypted with TLS 1.3; which workload is running or who it is for; anything about your own devices that it could not already see; or any account, identity or payment details.

4. Why the Home Station fits a home line

ISPs design home plans around a typical household and step in when a line behaves very differently. The Home Station does not:

- It is not a public server. It is an outbound client: no inbound ports, no port forwarding, no router changes. Nothing listens on your line.
- It is not resale. No person receives internet access through your line. One device you own runs computing tasks that create their own traffic, like Windows Update sharing or cloud photo backup.
- It is not abnormal volume. Usage can be capped and is designed to use capacity you are not using, comparable to a household streaming HD video.
- It is not a source of abuse. Every workload is verified, prohibited activity is blocked at platform level, and every session is attributable to a named Workload Publisher.
- It is not an insecure device. Hardened operating system, TPM-anchored identity, signed automatic updates, isolated workloads and no open ports.
- Earning rewards does not make it commercial use. Residential plans are about the premises and the traffic profile, not about whether something done at home has value; people work remotely, sell online and stream for ad revenue on home plans every day.

5. How to describe it to your ISP

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.

6. If your ISP contacts you

1. Don't panic. Most ISP abuse desks deal with this routinely.
2. Reply with a copy of the Company-prepared explanation in Section 5 and the contact information for the Company Abuse (support@novalink.tech).
3. Notify the Company at support@novalink.tech (subject "ISP — [your country]") with the ISP's message and your device serial number. We acknowledge within 24 hours, run an attribution analysis, and within 5 business days either issue a signed Attribution Letter or explain why the traffic is not attributable to a workload. With your consent we will contact your ISP directly, in Spanish or Portuguese where needed.

7. What the Company does to stand behind you

- Attribution letters: if anyone, including your ISP, questions traffic from your line, the Company issues a signed letter on letterhead identifying Company-scheduled workload traffic (NL-INS-01).
- Direct ISP engagement: with your consent, the Company corresponds directly with your ISP to explain the machine.
- Indemnity: under Section 9 of the Node Operator Agreement, where a third-party claim arises from a Company-scheduled workload and is not your fault, Auralink Nova Technology L.L.C assumes the defence and bears the costs (NL-NOA-01, NL-INS-01).
- Bandwidth controls: the machine's usage can be capped so that it never interferes with your own use or any data limit on your plan.

One boundary, stated honestly: the indemnity covers third-party claims arising from Company-scheduled workloads; it does not extend to the commercial relationship between you and your ISP. The Company never asks you to hide the device or to breach a contract.

8. Contact

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