

LEGAL POLICY

Online Safety & Content Policy

1.0

How we meet our obligations under the Online Safety Act 2021 and the registered online safety codes, and how to report harmful or unlawful

DATE

17 June 2026

ABN

74 101 234 664

Real World Technology Solutions · [rwts.com.au](https://www.rwts.com.au)

1. Purpose and scope

Real World Technology Solutions (RWTS) provides internet access, hosting, cloud and related services to businesses and end-users in Australia. This policy explains how we meet our obligations under the Online Safety Act 2021 (Cth) and the online safety codes registered by the eSafety Commissioner, and how you can report harmful or unlawful content to us.

This policy applies to RWTS as a Carriage Service Provider operating its own carrier-grade network (AS45437), as a retail internet provider (including the HyperConnect brand), and as a hosting provider.

2. What this policy covers

Australian law classifies certain online material as “class 1” (including child sexual abuse material, pro-terror material, and abhorrent violent material) and “class 1C / class 2” (material that is lawful for adults but inappropriate for children, such as online pornography and high-impact violence). We do not permit our services to be used to host, store, transmit or distribute material that is unlawful under Australian content law.

3. Reporting harmful or unlawful content

If you believe content hosted on, or accessed through, an RWTS service breaches Australian content law, contact our Online Safety Contact:

- **Email:** support@rwts.com.au
- **Phone:** 1300 798 718

We’ll acknowledge your report, assess it, and respond in a timely way — including referring you to the eSafety Commissioner where that’s the right path. You can also complain directly to the eSafety Commissioner about class 1C or class 2 material, including where a complaint to a content provider hasn’t resolved the issue.

- **eSafety complaints:** <https://www.esafety.gov.au/report>

4. The role of the eSafety Commissioner

The eSafety Commissioner is Australia’s independent regulator for online safety. eSafety can investigate complaints about illegal and restricted online content and require providers to remove or block it. We cooperate with eSafety and respond to its notices and requests in accordance with the law.

5. Staying safe online

Online safety starts at home and in the workplace. We publish plain-language guidance on protecting children online, including parental controls and content filtering (see our [ISP Online Safety Information](#)). The eSafety Commissioner also publishes extensive resources for parents, carers and educators at [esafety.gov.au](https://www.esafety.gov.au).

6. How we cooperate and comply

We maintain internal procedures to: respond to eSafety communications; assess and act on reports of unlawful content; take enforcement action against customers who breach our Acceptable Use Policy; reassess risk when our services change materially; and keep records and report to eSafety on request. Our internet access and hosting services are operated consistently with the registered Internet Carriage Services and Hosting Services codes.

7. Contact and review

This policy is reviewed at least annually and when our services or the law change materially. Questions: support@rwts.com.au or 1300 798 718.