

Please read these terms carefully as they may have important consequences for you.

### Part A: Definitions

### Part B: Standard form of Agreement

1. Interpretation
2. Terms
3. Variation to Agreement
4. Application for the supply of the Service
5. Privacy
6. Using the Service
7. Equipment
8. Network maintenance, fault reporting and rectifications
9. Fees and charges
10. Payments
11. Complaints and disputes
12. Cancelling the Service
13. Suspending the Service
14. Liability
15. Assignment and transfer
16. General

### Part C: Special terms and conditions applicable to the Service

### Part A: Definitions

In these terms and conditions, the following words have the meaning set out below unless the contrary intention clearly appears:

**Acceptable Use Policy** means Exetel's acceptable use policy (as modified from time to time) which may be found on <https://files.exetel.com.au/terms/ExetelInternetAcceptableUsePolicy.pdf>

**Accrued Charges** means all charges and fees (including usage charges and access fees) incurred by the Customer to the date on which the cancellation of a Service takes effect and any outstanding amounts to cover installation costs or Equipment Charges where Exetel owned equipment can be used by the Customer in connection with services provided by any third party.

**Agreement** means the agreement between Exetel and the Customer for provision of the Service which agreement is comprised in the Application and these terms and conditions.

**Business Application** means the Customer's online application to Exetel for provision of the Service which sets out the Minimum Term, Service Description, pricing plan and details of any charge such as Equipment Charge, any fees such as access fees, administration fees, suspension fees, cancellation fees, late payment fees, payment dishonour fees, reconnection fees or reactivation fees payable by the Customer and any refund or rebate to which a Customer may be entitled.

**Business Customer** means any Customer who is a business or non-profit organisation (including a body corporate, sole trader or partnership) that acquires and uses the Service for business purposes other than resale, and for who complete an application for a Business Grade Service.

**Business End User** means any person:

- a. to whom a Business Customer asks Exetel to supply the Service directly;
- b. to whom a Business Customer (with Exetel's prior permission) re-supplies the Service or allows to distribute the Service;
- c. who a Business Customer allows to use the Service; or
- d. to whom a Business Customer supplies any goods or services which use or rely on the Service.

**Business Grade Service** means a service that does carry a service level agreement, and/or that does have a guarantee of uptime (Exetel imply and express no warranties as to its suitability or availability for any purpose).

**Cancellation Date** means:

- a. the date thirty (30) days after the Customer notifies Exetel that the Customer wishes to cancel the Service, unless Exetel agrees otherwise;
- b. the date at least thirty (30) days after Exetel notifies the Customer that Exetel will be cancelling the Service; or
- c. as otherwise set out in the Agreement.

**Consumer Application** means the Customer's online application to Exetel for provision of the Service which sets out the Minimum Term, Service Description, Pricing Plan and details of any charge such as Equipment Charge, any fees such as access fees, administration fees, suspension fees, cancellation fees, late payment fees, payment dishonour fees, reconnection fees or reactivation fees payable by the Customer and any refund or rebate to which a Customer may be entitled.

**Consumer Customer** means any Customer who is a person who acquires and uses the Service for personal, domestic or household use only and who complete an application for a Residential Grade Service.

**Customer** means the person who submits an Application to Exetel and who acquires and uses the Service from Exetel.

**Equipment Charge** means any payment to Exetel for use of equipment.

**Exetel** means Exetel Pty Ltd ABN 350 979 865 46.

**Exetel Group Company** means Exetel and each of its related corporations.

**Fixed-Term Agreement** means an Agreement (other than a month-to-month Agreement) that has a Minimum Term.

**Industry Participant** means the Communications Alliance, and the Telecommunications Industry Ombudsman.

**Insolvency Event** means:

- a. bankruptcy proceedings are commenced against the Customer, or the Customer is declared bankrupt;
- b. any step that is taken to enter into any scheme of arrangement between the Customer and the Customer's creditors;
- c. any step that is taken by a mortgagee to enter into possession or dispose of the whole or any part of the Customer's assets or business;
- d. any step that is taken to appoint a receiver, a receiver and manager, a trustee in bankruptcy, a liquidator, a provisional liquidator, an administrator or other like person to the Customer or to the whole or any part of the Customer's assets or business;
- e. the Customer suspends payment of the Customer's debts generally; or
- f. the Customer is, or becomes, unable to pay the Customer's debts when they are due, or the Customer is, or is presumed to be, insolvent for the purposes of any provision of the Corporations Act 2001 (Cth).

**Intellectual Property Rights** means any intellectual or industrial property rights (including any registered or unregistered trademarks, patents, designs, or copyright).

**Intervening Event** is an event outside a party's reasonable control which interferes with the operation of the network Exetel uses to supply the Service and results in ongoing disruption to the Service. Such an event includes failure of any electrical power supply, failure of air-conditioning or humidity control, electromagnetic interference, fire, storm, flood, earthquake, accident, war, the change or introduction of any law or regulation (including the Telecommunications Legislation) or an act or omission of any third party or any failure of any equipment owned or operated by any third party (including any regulator, any supplier or any of their personnel).

**Minimum Term** means the period of time for which the Customer has agreed to receive the Service under a Fixed-Term Agreement. The Minimum Term begins on the Service Start Date and runs for the period of time stated on the Application, unless otherwise set out in the Agreement.

**Loss** means any loss, cost, liability or damage, including reasonable legal costs.

**Network** means any interconnected telecommunications equipment, facilities, or cabling.

**Party** means a party to the Agreement.

**Personal Information** means information about the Customer from which the Customer's identity is apparent or can reasonably be ascertained. Personal information includes the Customer's name, address and other details (including, for example, numbers called, time of call and location of call) and the Customer's personal or commercial credit rating.

**Personnel** of a person means that person's employees, agents, contractors or other representatives and, in the case of Exetel, includes the employees, agents, contractors or other representatives of any Exetel Group Company.

**Premises** means locations:

- a. at which Exetel supply the Service, and/or
- b. to which Exetel needs to have access to supply the Service.

**Pricing Plan** means the terms and conditions and prices of the plan for the Service the Customer has selected in the Application.

**Regulator** means the Australian Communications and Media Authority, the Australian Competition and Consumer Commission, or any other relevant government or statutory body or authority.

**Residential Grade Service** means a service that does not carry a service level agreement, or a guarantee of uptime. (To the maximum extent permitted by law, Exetel imply and express no warranties as to its suitability or availability for any purpose. Important - Exetel doesn't recommend residential grade services for business needs, or mission critical purposes.)

**Related Corporation** of a company means another company that is related to that entity in any of the ways specified in section 50 of the Corporations Act 2001 (Cth).

**Roaming** means the ability to use the network of overseas mobile carriers when traveling overseas.

**Service** means the service, with the features requested in the Application as described in the Service Description and CIS, and any related goods (including equipment) and ancillary services provided or to be provided by Exetel to the Customer in connection with that service.

**Service Description** means the part of the Application which describes the Service provided or to be provided by Exetel to the Customer.

**Service Start Date** for the Service means the date on which Exetel starts supplying that Service to the Customer as will be notified by Exetel to the Customer after acceptance of an Application.

**Special Offer** means a special promotion or offer made by Exetel in connection with the Service, including in relation to a particular pricing plan.

**Supplier** means any supplier of goods or services (including interconnection services) which are used directly or indirectly by Exetel to supply the Service to the Customer.

**Tax** means any value-added or goods and services tax, withholding tax, charge (and associated penalty or interest), rate, duty or impost imposed by any authority at any time but does not include any taxes on income or capital gains.

**Telecommunications Legislation** means the Telecommunications Act 1997 (Cth), the Telecommunications (Consumer Protection and Service Standards) Act 1999 (Cth) and Part XIB, Part XIC and related provision of the Competition and Consumer Act.

**Unusually High Use** means high usage of the Service on a short term basis that is not consistent with a Customer's normal pattern of use, or a sustained high usage which exceeds the general average usage of customers on a similar pricing plan or who have accepted a similar Special Offer.

## Part B: Standard form of Agreement

### 1. Interpretation

The following words have the same meaning in the Agreement as they have in the Telecommunications Legislation:

- i. Carriage service;
- ii. Carriage service provider;
- iii. Carrier; and
- iv. Content service

A term which is defined in any part of the Agreement has the same meaning in every other part of the Agreement.

The singular includes the plural and vice versa.

Different grammatical forms of the same word(s) have the same meaning.

A reference to a statute, ordinance, code or other law includes regulations and other statutory instruments under it and consolidations, amendments, re-enactments or replacements of any of them.

A reference to A\$, \$A, dollar or \$ is to Australian currency, unless otherwise stated.

### 2. Terms

- 2.1 The Agreement is made up of:
  - a. your application,
  - b. these consumer terms,
  - c. the service description,
  - d. critical information summary; and
  - e. the standard pricing table
- 2.2 The Agreement commences when Exetel accepts the Application.
- 2.3 Exetel will commence providing Service to the Customer under the Agreement from the Service Start Date.
- 2.4 If the Agreement is not a Fixed-Term Agreement, Exetel will provide the Service to the Customer in accordance with the Agreement until the Service is cancelled in accordance with the Agreement.
- 2.5 If the Agreement is a Fixed-Term Agreement, Exetel will provide the Service to the Customer in accordance with the Agreement for the minimum term or until the Service is cancelled in accordance with the Agreement, as the case may be.

### 3. Variation to Agreement

- 3.1 Exetel may vary any part of the Agreement:
  - a. with the Customer's consent; or
  - b. without the Customer's consent provided Exetel complies with the Telecommunications Legislation.
- 3.2 If Exetel varies a Fixed-Term Agreement under clause 3.1:
  - a. Exetel must if the variation affects the Customer and it is not a change of a type listed in clause 3.3:
    - i. comply with the provisions of the Telecommunications Legislation;
    - ii. giving the Customer twenty-one (21) days' notice in writing of the change before the change occurs; and
    - iii. offer the Customer the right to cancel the Service (within forty-two (42) days from the date of the notice) without incurring fees or charges other than Accrued Charges
  - b. Exetel must if the variation affects the Customer and is a change of the type listed in clause 3.3, comply with any additional notice provisions in clause 3.3; and
  - c. if the variation relates to the characteristics of the Service (including price) and the Customer does not agree that the change is likely to benefit the Customer or have only a neutral or minor detrimental effect on the Customer, the Customer may (if the change is not of a type described in clause 3.3), cancel the Service without incurring fees or charges other than Accrued Charges.
- 3.3 Exetel may vary a Fixed-Term Agreement even if the variation affects the Customer so long as it complies with the provisions of the Telecommunications Legislation, if the change is:
  - a. required by law;
  - b. necessary for security reasons or to prevent fraud;
  - c. in relation to the cost of international services or roaming. In this case, as Exetel's rates for international service or roaming are subject to variation, Exetel can change the charges and do not need to tell the Customer individually beforehand. Exetel advises the Customer should contact Exetel directly or see Exetel's website [www.exetel.com.au](http://www.exetel.com.au) for indicative pricing;
  - d. in relation to a fee or charge for a service ancillary to the supply of the Service provided that if the change affects the Customer, Exetel offers the Customer a right to cancel the Service without incurring fees or charges other than Accrued Charges;
  - e. to increase the price of a content or premium service (where the supplier who supplies the content service or premium service to Exetel to allow supply of the Service increases the price they charge Exetel for the content service or premium service) provided that if the change affects the Customer, Exetel:
    - i. gives the Customer reasonable notice of the increase in price if the Customer has used the content or premium service within the previous six (6) months; and
    - ii. allows the Customer to elect to not use the content or premium service without attracting any additional charges;

- f. as a result of another carrier or service provider varying the agreement Exetel has with it in relation to a carriage service and as a result Exetel needs to make changes to the Agreement, provided that if the change affects the Customer, Exetel gives the Customer
  - i. notice in writing of the change; and
  - ii. forty-two (42) days from the date of the notice in which the Customer may cancel the Service without incurring fees or charges other than Accrued Charges.

3.4 Unless expressly allowed in the Agreement, the Customer may not make any changes to the Agreement without Exetel's prior consent.

3.5 The Customer must ensure that any person the Customer allows to use the Service complies with the Agreement as if they were the Customer.

3.6 Exetel may give the Customer notice in writing of a changes to the Agreement by:

- a. delivering notice of the change to the Customer by mail; or
- b. sending the notice to the Customer's email address (if the Customer has agreed to communication by email); or
- c. by including a message or insert in an invoice sent to the Customer; or
- d. (in the case of a pre-paid Service) by posting the information on Exetel's website or in Exetel's retail outlets and informing the Customer through a recorded message, text message or in writing) of how to obtain the information.

#### 4. Application for the supply of the Service

Exetel may refuse the Customer's Application at its sole discretion.

#### 5. Privacy

5.1 Exetel may collect, use and disclose personal information about the Customer to decide whether to start, stop or limit supply to the Customer of personal credit, the Service or the products and services of other Exetel Group Companies.

5.2 Exetel may collect, use and disclose personal information about the Customer for purposes related to the supply of the Service (or for purposes which would be reasonably expected) including invoicing and account management, business planning and product development, and to provide the Customer with information about promotions, as well as the products and services of Exetel Group Companies and other organisations.

5.3 Exetel may collect, use and disclose personal information about the Customer for the purposes in clauses 5.1 and 5.2 above to or from:

- a. a credit reporting agency or credit provider;
- b. another Exetel Group Company;
- c. third parties who are not related to Exetel, including Exetel's agents, dealers, contractors, franchisees and debt recovery or mercantile agents;
- d. suppliers who need access to the Customer's personal information to provide Exetel with services to allow supply of the Service; and
- e. joint venture partners of Exetel Group Companies

5.4 Exetel may be permitted or required by applicable laws to collect, use or disclose personal information about the Customer, including to:

- a. the operator of the Integrated Public Number Database, which is an industry wide database of all listed and unlisted public numbers in Australia;
- b. emergency services organisations; and
- c. to law enforcement agencies and government agencies for purposes relating to the enforcement of criminal and other laws.

5.5 Where Exetel will be or will under the Privacy Act 1988 (Cth) be considered to be a credit provider to the Customer in relation to the Agreement, the following provisions will apply:

- a. Exetel may give information about the Customer to a credit reporting agency for the following purposes:
  - i. to obtain a consumer credit report about the Customer; and/or
  - ii. to allow the credit reporting agency to create or maintain a credit information file containing information about the Customer
- b. Such information is limited to:
  - i. identity particulars such as the Customer's name, sex, address (and the previous two addresses), date of birth, name of employer and driver's licence number;
  - ii. the Customer's application for credit or commercial credit and the fact that the Customer has applied for credit and the amount;
  - iii. the fact that Exetel is a current credit provider to the Customer;
  - iv. loan repayments which are overdue by more than sixty (60) days and for which debt collection action has started;
  - v. advice that the Customer's loan repayments are no longer overdue in respect of any default that has been listed;
  - vi. information that, in the opinion of Exetel, the Customer has committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with the Customer's credit obligations); and
  - vii. dishonoured cheques - cheques drawn by the Customer for \$100 or more which have been dishonoured more than once.
- c. The Customer agrees that:
  - i. Exetel may obtain information about the Customer from a business which provides information about the commercial credit worthiness of persons for the purpose of assessing the Customer's application for consumer credit;
  - ii. Exetel may obtain a consumer credit report containing information about the Customer from a credit reporting agency for the purpose of assessing the Customer's application for commercial credit;

- iii. Exetel may exchange information about the Customer with those credit providers named in a consumer credit report issued by a credit reporting agency for the following purposes:
    - a. to assess an application by the Customer for credit;
    - b. to notify other credit providers of a default by the Customer;
    - c. to exchange information with other credit providers as to the status of the loan where the Customer is in default with other credit providers; and/or
    - d. to assess the Customer's credit worthiness; and
    - e. such the information exchanged may include anything about the Customer's credit worthiness, credit standing, credit history or credit capacity that credit providers are allowed to exchange under the Privacy Act 1988 (Cth).
  - 5.6 If the Customer wishes to only receive communications that are account-related or legally required, the Customer may request not to receive other communications by submitting a written request to Exetel.
  - 5.7 If the Customer is an individual, the Customer is entitled to:
    - a. gain access to the Customer's personal information held by Exetel, unless Exetel is permitted or required by any applicable law to refuse such access; and
    - b. correct any personal information held by Exetel
  - 5.8 If the Customer does not provide part or all of the personal information requested by Exetel then Exetel may refuse to supply, or limit the supply to the Customer of, personal credit or the Service.
  - 5.9 By providing the Customer's personal information to Exetel and obtaining the Service, the Customer acknowledges and consent to the collection, use and disclosure of the Customer's personal information as set out in this clause 5 and in accordance with Exetel's privacy policy a copy of which will be made available by Exetel on request or may be viewed on Exetel's website  
<https://files.exetel.com.au/terms/ExetelPrivacyPolicy.pdf>
  - 5.10 If the Customer has authorised Exetel to give or accept verbal instructions or other communication to or from the Customer in connection with the Service and the Customer has informed Exetel of a password to be used for Exetel's verification purposes when such verbal instructions or other communication is given or received, the Customer agrees:
    - a. to keep confidential such password;
    - b. that Exetel may assume that any person who quotes the password is authorised by the Customer to accept or give verbal instructions or other communication from or to Exetel in connection with the Service on behalf of the Customer;
    - c. that the Customer will not hold Exetel liable in any way if any information relating to the Customer's account or any of the Customer's personal information is inadvertently disclosed to any person not authorised by the Customer to receive such information who quotes such password to Exetel; and
    - d. that all calls made to or from Exetel's customer service centre(s) may be recorded for customer training, improvement programs and verification purposes.
- 5.11 The reference to "Customer" in this clause 5 includes a reference to and is applicable to Exetel's collection, use and disclosure of the personal information of the director or other officer of the Customer who completes or signs an Application on the Customer's behalf as he/she hereby acknowledges.
- ## 6. Using the Service
- 6.1 The Customer must reasonably co-operate with Exetel to allow Exetel, or a supplier, to establish and supply the Service to the Customer safely and efficiently.
  - 6.2 Exetel will provide the Service to the Customer with reasonable care and skill. In the event of unexpected faults Exetel will use reasonable endeavours to ensure the Service is restored as soon as possible.
  - 6.3 When using the Service, the Customer must comply with:
    - a. all laws;
    - b. all directions by a regulator;
    - c. all notices issued by authorisation of or under law;
    - d. the Acceptable Use Policy (unless it is stated in Part C to be not applicable to the Service); and
    - e. reasonable directions by Exetel
  - 6.4 The Customer must not use, or attempt to use, the Service:
    - a. to break any law or to infringe another person's rights;
    - b. to transmit, publish or communicate material which is defamatory, offensive, abusive, indecent, menacing, unwanted or otherwise unlawful or unauthorised
    - c. in any way that may expose Exetel to liability; or
    - d. in any way which or which may damage, interfere with or interrupt the Service, the Exetel network or a supplier's network used to supply the Service
  - 6.5 Exetel may require the Customer to stop doing something which Exetel reasonably believes is in breach of clauses 6.3 or 6.4. The Customer must immediately comply with any such request failing which Exetel may take any steps reasonably necessary to ensure compliance with clauses 6.3 and 6.4.
  - 6.6 The Customer acknowledges that, where the Service is a carriage service, Exetel, or any supplier whose network is used to supply the Service, may be required to intercept communications over the Service and may also monitor the Customer's usage of the Service and communications sent over it.
  - 6.7 The Customer must comply with any rules imposed by any third party whose content or services the Customer access using the Service or whose network the Customer's data traverses.
- ## 7. Equipment
- 7.1 The Customer must ensure that all equipment used in connection with the Service and the way the Customer uses that equipment complies with:
    - a. all laws
    - b. all directions by a regulator;
    - c. all notices issued by authorisation of or under law; and
    - d. reasonable directions by Exetel,Failing which Exetel may disconnect the equipment from the Service upon giving the Customer reasonable notice or with no notice in the event of an emergency.



- 7.2 In relation to equipment:
- a. any Exetel owned equipment remains Exetel's property;
  - b. the Customer is responsible for any Exetel owned equipment from the time when the Customer receives it;
  - c. the Customer must not mortgage or grant a charge, lien or encumbrance over any Exetel owned equipment; and
  - d. the Customer may purchase equipment from Exetel to use in connection with the Service. In such event, the Customer will own the equipment and be responsible for the equipment from when the Customer receives it.
- 7.3 The Customer must provide an adequate and suitable space, power supply and environment for all equipment used in connection with the Service and located on the Premises.
- 7.4 Unless otherwise agreed between the parties, the Customer must allow Exetel's personnel (and no other person) to service, modify, repair or replace any Exetel owned equipment.
- 7.5 The Customer is responsible for any lost, stolen or damaged Exetel owned equipment, except where caused by Exetel or Exetel's personnel.
- 7.6 The Customer will be responsible for any outstanding payments for equipment that the Customer has purchased from Exetel, even when that equipment is lost, stolen or damaged.

## 8. Network maintenance, fault reporting and rectifications

- 8.1 Exetel may conduct maintenance on the Exetel network and maintenance may be conducted on a supplier's network used to supply the Service. Exetel will endeavour to conduct scheduled maintenance on the Exetel network outside normal business hours.
- 8.2 Exetel will provide a 24-hour fault reporting service for the Customer to report faults. Before the Customer reports a fault to Exetel, the Customer must take all reasonable steps to ensure that the fault is not caused by any equipment that is not Exetel owned equipment.
- 8.3 Exetel will repair faults within the Exetel network used to supply the Service [this means, Exetel will repair faults within the core network and any Exetel supplied equipment only]. Unless the Service Description expressly provides otherwise, Exetel is not responsible for repairing any fault in the Service where the fault arises in or is caused by:
- a. a supplier's network; [this means the network and components that exist between the point of interconnect with the Exetel core network and the supplier's network and the point of service delivery or demarcation as defined by the ACMA at the customers premise].
  - b. equipment that is not Exetel owned equipment; or [this means any equipment required to use the service that is not owned by Exetel].
  - c. Facilities outside the Exetel network. [This means any facility in a network not owned or operated by Exetel, including customer premise network equipment or facilities on the customer side of the services delivery or demarcation as defined by the ACMA at the customers premise].

- 8.4 Where:
- a. A fault arises in or is caused by a supplier's network
  - b. Exetel becomes aware of the fault; and
  - c. Exetel is not responsible for the repair of that fault.
- Exetel will notify the supplier of the fault and request that the fault be corrected promptly, but Exetel will not bear any further liability or responsibility.
- 8.5 Where a fault arises in or is caused by equipment that is not Exetel owned equipment, Exetel is not responsible for the repair of that fault. Nevertheless:
- a. if the Customer asks Exetel to investigate a fault or asks Exetel to request a supplier to investigate a fault, Exetel will give the Customer an estimate of the probable cost of such investigation and obtain the Customer's agreement to bear those costs before undertaking or arranging an investigation and using reasonable endeavours to identify and inform the Customer of the probable cause of the fault; and
  - b. if the Customer requests Exetel to repair the fault and Exetel agrees, Exetel will give the Customer an estimate of the probable cost of repairing the fault and obtain the Customer's agreement to bear those costs before carrying out the repair
- 8.6 If Exetel investigates a fault and determines that the fault is attributable to a breach of the Agreement by the Customer, a negligent or fraudulent act or omission by the Customer or any of the Customer's personnel or a failure of any of the Customer's equipment and/or premises, the Customer must pay the costs incurred by Exetel in investigating.

## 9. Fees and charges

- 9.1 The Customer must pay:
- a. a. the fees and charges for the Service, which are set out in the Agreement or in any applicable Special Offer; and
  - b. any additional fees and charges noted in the Agreement (including in the Application) or notified by Exetel in accordance with the Agreement from time to time.
- 9.2 The Customer must pay all fees and charges which are incurred for the Service even if the Customer did not authorise its use.
- 9.3 The Customer must pay the fees and charges for the Service even if the Service is unavailable or the Customer is unable to access the Service. However, the Customer may be entitled to a refund or a rebate as stated in the Agreement or under the law if the Customer suffers a significant loss of access to, or use of, the service and the loss was not as a result of circumstances reasonably attributable to the Customer or equipment that is owned by the customer or is not provided by Exetel for the Customer to use in connection with the service.
- 9.4 4 In addition to the fees and charges the Customer incurs in the normal use of the Service (including an access fee, where applicable), Exetel may charge the Customer administration fees and other similar charges including suspension fees, cancellation fees, late payment fees, payment dishonour fees or reconnection or reactivation fees as set out in the Agreement.

- 9.5 Exetel will calculate fees based on billing information generated or received by Exetel which will be prima facie evidence of the Customer's use of the Service and the fees and charges incurred.
- 9.6 If the Customer uses the services of a third party, the Customer will be billed at the third party's applicable rates and charges. Where Exetel invoices the Customer for the Customer's use of the services of a third party, it will be in Exetel's capacity as that third party's billing agent only.
- 9.7 Exetel may offer the Customer a Special Offer from time to time. In such event, Exetel will notify the Customer of the Special Offer and the terms of the Special Offer either through general advertising or by specifically advising the Customer. A Special Offer may be an offer to vary the pricing plan or the terms of supply (including the minimum term) for the Service and it may be subject to certain conditions. If the Customer validly accepts a Special Offer, the terms of the Special Offer will prevail only to the extent they are inconsistent with the terms of the Agreement. Upon the expiry or termination of the Special Offer, the full terms and conditions of the Agreement will apply.
- ## 10. Payments
- 10.1 When we confirm your order but prior to activating your service, we will attempt to debit your nominated Credit Card or Bank Account. If the debit fails, the order will be held, and we will contact you to arrange payment. The first invoice is applied at the time the service is activated in the Exetel Members Portal. The invoice is a pro-rated amount of the full monthly access fee, and any other notified applicable charges, such as; service activation, delivery, or service charges outlined on the order form at point of sale and acceptance.
- 10.2 Exetel will invoice the Customer on a regular basis (either in advance or in arrears), unless otherwise set out in the Service Description. Such invoice may be sent to the Customer by post unless the Customer has requested and Exetel has agreed to send a copy of the invoice to the Customer electronically. For residential grade services, Exetel will not post any invoice, or send a copy of an invoice electronically, rather the customer must retrieve their invoice from their Secure Users Facility 'My Exetel'
- 10.3 Exetel may invoice the Customer using a billing agent (which may be another Exetel Group Company).
- 10.4 The Customer may pay by one of the payment methods as set out in the payment notification, or on Exetel's websites. For residential grade services, payment can only be made by direct debit or credit card.
- 10.5 If the Customer makes a request to Exetel to pay by direct debit from its nominated bank or credit card account and Exetel agrees, the Customer must comply with all terms and conditions imposed by Exetel for the direct debit arrangement. In such event, the Customer acknowledges that the direct debit arrangement may take up to thirty (30) days from the date of the Customer's request to put in place.
- 10.6 If the Customer's payment is not honoured for any reason, Exetel may charge the Customer a reasonable fee.
- 10.7 Subject to clause 11.4, the Customer must pay the entire amount invoiced by the due date specified in the payment notification, invoice or as otherwise notified by Exetel.
- 10.8 If the Customer does not pay the invoice by the date the payment is due, Exetel may:
- Charge the Customer a late fee which is payable until all outstanding amounts are paid;
  - Require the Customer to provide reasonable security to Exetel to secure the payment of future amounts due under the Agreement;
  - Suspend or cancel the Service, in accordance with clauses 12 or 13 as relevant or the relevant Service Description. If Exetel suspends or cancels the Service, Exetel may charge the Customer a suspension fee, cancellation fee and/or reconnection or reactivation fee as set out in the Agreement. Reconnection or reactivation of the Service is subject to payment of the reconnection or reactivation fee;
  - Engage a mercantile agent to recover the money the Customer owes Exetel and charge the Customer a recovery fee;
  - Institute legal proceedings against the Customer to recover the money the Customer owes Exetel and recover from the Customer its legal costs; and/or
  - On-sell any unpaid amounts to a third party.
- 10.9 If the Customer has overpaid as a result of an invoicing error, the Customer's account will be credited with the amount overpaid or Exetel will use reasonable endeavours to notify the Customer and refund the over payment.
- 10.10 Unless otherwise indicated, the fees and charges set out in the Agreement include any amount on account of tax. Where the fees and charges do not include an amount on account of tax and tax is payable by Exetel in relation to, or on any supply under or in connection with the Agreement, Exetel will increase the tax exclusive fees and charges by an additional amount on account of the tax. The Customer must pay the additional amount at the same time the Customer pays the fees and charges.
- 10.11 If the Customer requires a copy of any invoice sent by Exetel in relation to the Service after cancellation of the Service or termination of the Agreement and a copy of such invoice remains retrievable from Exetel's records, the Customer must pay Exetel's reasonable administration fee for such retrieval.

## 11. Complaints and disputes

- 11.1 If the Customer has any complaints in connection with the Service the Customer may complain in writing or by contacting Exetel.
- 11.2 Exetel will handle all complaints in accordance with the complaint handling procedure which is available on the Exetel website. Or, a copy of the complaint handling policy can be provided on request.
- 11.3 Exetel will use its best endeavours to resolve all complaints, however if Exetel is not able to resolve a complaint to the Customer's satisfaction, the Customer may take other action, such as informing the Telecommunications Industry Ombudsman, the Department of Fair Trading or Department of Consumer Affairs in the relevant state or territory.
- 11.4 Where a Customer's complaint is about a fee or charge for the use of the Service, Exetel may suspend payment obligations, for that fee or charge only, until the complaint has been investigated and resolved. All other fees and charges that are not in dispute remain due and payable.
- 11.5 Where a Customer's complaint is about a significant and sustained loss of access to, or use of, the Service which is not reasonably attributable to the Customer or non Exetel owned equipment, the Customer may be entitled on request to a refund or a rebate of any access fees for the period in which the Customer's access or use was interrupted (including when an Intervening Event occurs) as stated in the Agreement or under the law.

## 12. Cancelling the Service

- 12.1 The Customer may cancel the Service, including prior to the service start date, at any time by::
- a. giving Exetel zero (0) days' notice (including if the Customer does not wish to continue to use the Service after the end of the minimum term of a Fixed-Term Agreement); or
  - b. giving Exetel notice, if Exetel breaches a material term of the Agreement and Exetel either:
    - i. cannot remedy that breach; or
    - ii. fails to remedy that breach within zero (0) days after the Customer gives Exetel notice requiring Exetel to do so.
- 12.2 If a Consumer Customer acquires the Service from Exetel through a sales method regulated by door-to-door sales legislation in the Customer's state or territory, the Consumer Customer may cancel the Service before the end of the cooling-off period set out in the relevant legislation.
- 12.3 If the Agreement is a Fixed-Term Agreement, a Customer may also cancel the Service pursuant to clause 3.
- 12.4 If the Agreement is a non-Fixed Term Agreement, Exetel may cancel the Service at any time by giving the Customer at least thirty (30) days' notice.

12.5 Exetel may cancel the Service at any time, without liability, if:

- a. there is an emergency;
- b. Exetel reasonably suspects fraud or other illegal activity by the Customer or any other person in connection with the Service;
- c. any amount owing to Exetel in respect of the Service is not paid by its due date and the Customer fails to pay that amount in full within ten (10) business days after Exetel gives the Customer a notice requiring payment of that amount, unless otherwise set out in the Agreement;
- d. Exetel reasonably consider the Customer a credit risk because the Customer has not paid amounts owing to Exetel or any Exetel Group Company in respect of any service by its due date and the Customer fails to pay that amount in full within the period stated in any notice given to the Customer requiring payment of that amount;
- e. the Customer breaches a material term of the Agreement (other than a breach which separately gives rise to rights under this clause) and the Customer either cannot remedy that breach or fails to remedy that breach within thirty (30) days after Exetel gives the Customer notice requiring the Customer to do so;
- f. Exetel is required to do so to comply with an order, instruction, request or notice of a regulator, an emergency services organisation, any other competent authority or by authorisation of or under law;
- g. the Customer suffers an insolvency event and Exetel reasonably believes Exetel is unlikely to receive payment for amounts due;
- h. the Customer dies or if the Customer is a partnership and the partnership is dissolved or an application is made to dissolve the partnership, and Exetel reasonably believes Exetel is unlikely to receive payment for amounts due;
- i. the Service is suspended for more than fourteen (14) days, unless otherwise set out in the Agreement;
- j. if Exetel reasonably determines that it is not technically or operationally feasible or commercially viable to supply the Service to the Customer;
- k. any Intervening Event prevents the supply of the Service in accordance with the Agreement for more than fourteen (14) days; or
- l. Exetel is otherwise entitled to do so under the Agreement or Acceptable Use Policy.

12.6 Exetel may cancel the Service under clause 12.5 as soon as Exetel gives the Customer notice, unless otherwise set out in the Agreement. However, Exetel may cancel the Service immediately if there is an emergency.



- 12.7 If the Service is cancelled:
- the Customer is liable for any charges incurred (including the cancellation fee and outstanding Equipment Charges, if any as set out in the Agreement) up to, and including, the Cancellation Date;
  - the Customer authorises Exetel to apply any over payment on the Customer's account and/or money that the Customer has paid in advance for the Service which is being cancelled to pay for any undisputed outstanding charges (including the cancellation fee and outstanding Equipment Charges, if any as set out in the Agreement);
  - subject to clause 12.7(b) and unless otherwise set out in the Service Description, Exetel will refund any over payment on the Customer's account;
  - if the Customer is required under the Service Description to pay for the Service by direct debit payment (either from the Customer's nominated bank or credit card account), the Customer authorises Exetel to debit any undisputed outstanding charges (including any cancellation fee and outstanding Equipment Charges, if any as set out in the Agreement) from the Customer's nominated bank or credit card account;
- 12.8. No cancellation fee shall be payable by the Customer:
- if the Agreement is not a Fixed-Term Agreement; or
  - if the Agreement is a Fixed-Term Agreement that is cancelled after the expiry of the minimum term.
- 12.9 If the Service is cancelled as a result of circumstances reasonably attributable to the Customer:
- before the Service Start Date, the Customer must pay Exetel all costs incurred by Exetel in connection with preparations for supplying the Service to the Customer;
  - during the minimum term, the Customer must pay Exetel a cancellation fee or such higher amount as may be provided in Part C;
  - the Customer must pay Exetel all costs incurred to rectify the Customer's breach of the Agreement.
- 12.10 If the Customer wishes to reinstate the Service at any time after cancellation the Customer may make a request to Exetel provided that if the Service is cancelled as a result of circumstances attributable to the Customer and Exetel reinstates the Service, then the Customer may have to pay Exetel a reconnection or reactivation fee or such higher amount as may be provided in Part C.
- 12.11 If the Customer is able to use the Service after the Cancellation Date, the Customer is liable for any charges incurred by the Customer for that use, in addition to any other charges under this clause 12.
- ### 13. Suspending the Service
- 13.1 Exetel may suspend the Service at any time, without liability:
- in any of the circumstances described in clause 12.5(a) to (h) and (l);
  - if it is necessary to allow Exetel or a supplier to repair, maintain or service any part of the Exetel network or a supplier's network used to supply the Service;
  - if Exetel reasonably believes there has been an unusually high use of the Service; or
  - Problems are experienced interconnecting the Exetel network with any supplier's network used to supply the Service.
- 13.2 Exetel may suspend the Service under clause 13.1 as soon as Exetel gives the Customer notice, unless otherwise set out in the Agreement. However, Exetel may suspend the Service immediately if there is an emergency.
- 13.3 Exetel may suspend the Service if any amount owing to Exetel is not paid by its due date, Exetel gives you notice requiring payment of that amount (which Exetel may not give in respect of any amount which is validly disputed in accordance with clause 11 (Complaints and disputes) until after Exetel has completed investigations referred to in clause 11.4) and you fail to pay the amount in full within five Business Days after Exetel gives you that notice.
- 13.4 If Exetel suspends the Service, Exetel may later cancel the Service for the same or a different reason.
- 13.5 If the Service is suspended, the Customer will have to pay access fees for the Service while it is suspended.
- 13.6 If the Service is suspended and the suspension was not as a result of circumstances attributable to the Customer or non Exetel owned equipment, the Customer may be entitled on request to a refund or a rebate of any access fees for the period of suspension as stated in the Agreement or under the law.
- 13.7 If the Service is suspended as a result of circumstances attributable to the Customer, the Customer may have to pay Exetel a suspension fee.
- 13.8 If the Customer wishes to reactivate the Service at any time after suspension the Customer may make a request to Exetel provided that if the Service is suspended as a result of circumstances attributable to the Customer and Exetel reactivates the Service, the Customer may have to pay Exetel a reconnection or reactivation fee or such higher amount as may be set out in Part C.
- ## 14. Liability
- 14.1 The Customer is liable to Exetel for any breach of the Agreement that causes foreseeable loss to Exetel.
- 14.2 Except as in the Agreement otherwise expressly provided (including under clause 14.3), the Customer is not liable to Exetel for any consequential losses Exetel suffers or for any costs, expenses, loss or charges that Exetel incurs which are not a direct result of something the Customer has done.
- 14.3 Exetel is not in any way liable to any Business End User (whether in contract or tort (including negligence), under any legislation or otherwise). A Business Customer must indemnify and keep Exetel fully indemnified against any loss or damage incurred in connection with any claim against Exetel by a Business End User in relation to:
- the use (or attempted use) of the Service; or
  - the equipment used in connection with the Service.
- 14.4 Exetel has responsibilities and obligations under the law, including under:
- a. the Telecommunications Legislation;
  - b. the Competition and Consumer Act; and
  - c. applicable laws, regulations and codes.
- Nothing in the Agreement removes or limits any rights that the Customer has under existing laws or regulations.

14.5 Exetel may be liable to the Customer for:

- a. interruptions in the Customer's use of the Service as a result of a fault or negligence of Exetel or Exetel's personnel, to the extent of a refund or rebate for the period of the interruption and compensation for any reasonable loss incurred as stated in the Agreement and where required by law
- b. If a customer applies for a Residential Grade Service, which is supplied on the basis it is solely for personal, domestic or household use and they use it for any business purposes, Exetel is not liable for any business-related losses
- c. death or personal injury caused by Exetel or Exetel's personnel; or
- d. breach of terms that are implied by the Competition and Consumer Act and other laws into contracts for the supply of goods and services. If any condition or warranty is implied into the Agreement under the Competition and Consumer Act or other laws then Exetel's liability (if any) for breach of that condition or warranty in connection with any goods or services Exetel supplies under the Agreement is (in relation to a Business Customer) limited to re-supply, repairing or replacing the goods or services, where those goods or services are not of a kind ordinarily acquired for personal, domestic or household use and where it is reasonable and fair to do so.

14.6 Other than as provided in clauses 14.4 and 14.5, Exetel is not liable to the Customer under this Agreement.

14.7 If the Customer has contributed to any loss or damage the Customer is claiming against Exetel, Exetel's liability is reduced to the extent of the Customer's contribution.

14.8 Subject to statutory rights as a consumer, Exetel is not liable to the Customer for any consequential losses the Customer suffers or for any costs, expenses, loss or charges that the Customer incurs which is not a direct result of something Exetel has done.

14.9 9 In relation to a Business Customer, to the extent permitted by law, Exetel's total liability for loss is limited in aggregate for any claim or series of connected claims to \$5 million to the extent that the exclusions or limitations in clauses 14.4 to 14.7 do not apply.

## 15. Assignment and transfer

15.1 Exetel may:

- a. assign some or all of its rights under the Agreement to any person;
- b. transfer some or all of its obligations under the Agreement to any Exetel Group Company that is able to perform those obligations; and/or
- c. perform any of its obligations under the Agreement by arranging for them to be performed by another person, including a supplier or another Exetel Group Company provided Exetel remains responsible for the performance of the obligations, and the Customer irrevocably authorises Exetel to execute on their behalf all such documents that may be required to be executed by the Customer to effect such assignment or transfer.

## 16. General

16.1 The Agreement is governed by the laws of the Commonwealth of Australia and the laws of the state or territory in which the Customer normally reside and the parties submit to the exclusive jurisdiction of the courts of the Commonwealth and its states and territories.

16.2 Exetel owns all material (including intellectual property rights) developed by Exetel or Exetel's personnel, at Exetel's direction.

16.3 Exetel may permit the Customer to use this material, or other material licensed by Exetel, as part of the Service. This permission is subject to any conditions which Exetel may impose from time to time and will cease when the Service is cancelled.

16.4 The Customer must not infringe any person's intellectual property rights (such as by using, copying or distributing data or software without the permission of the owner) in using the Service. If the Customer breaches this clause, Exetel may suspend or cancel the Service without notice.

16.5 If an Intervening Event occurs which affects a party (the said party) from performing any of the said party's obligations under the Agreement (other than an obligation to pay money), then the said party will not be liable for failing to perform that obligation provided::

- a. the said party must notify the other party of the Intervening Event and use its best efforts to resume performance in accordance with the Agreement as soon as reasonably possible; and
- b. the said party's obligations continue during the Intervening Event unless it is not able to perform its obligations due to the other party being unable to perform its obligations due to the Intervening Event.

16.6 The Customer represents that the Customer is not a carrier or carriage service provider. If the Customer are or become a carrier or carriage service provider, Exetel may immediately cancel the Service by giving the Customer notice.

- a. the said party must notify the other party of the Intervening Event and use its best efforts to resume performance in accordance with the Agreement as soon as reasonably possible; and
- b. the said party's obligations continue during the Intervening Event unless it is not able to perform its obligations due to the other party being unable to perform its obligations due to the Intervening Event.

16.7 If the Customer breaches the Agreement and Exetel does not exercise a right that Exetel has because of the Customer's breach, Exetel does not waive:

- a. that right unless Exetel gives the Customer notice in writing confirming that Exetel have waived that right; or
- b. Exetel's right to insist that the Customer perform any obligation the Customer has under the Agreement.

- 16.8 Exetel may pay a commission to any of Exetel's personnel in connection with the Agreement.
- 16.9 Each party will do, sign, execute and deliver and will procure that each of its employees and agents does, signs, executes and delivers, all agreements, documents, instruments and acts reasonably required of it by notice from the other party to effectively carry out and give full effect to the Agreement and the rights and obligations of the parties under it.
- 16.10 Information and advice about the Customer's rights can be obtained by contacting the Australian Communications and Media Authority, the Telecommunications Industry Ombudsman, the Australian Competition and Consumer Commission or the relevant Department of Fair Trading or Department of Consumer Affairs in the Customer's state or territory.
- 16.11 Any notice or demand given pursuant to this Agreement shall be in writing and shall be delivered, posted, e-mailed or transmitted by facsimile.
- to the Customer at the Customer's e-mail address, address and/or facsimile number indicated on the Application or the Customer's latest e-mail address, address and facsimile number notified to Exetel in writing; and
  - to Exetel at Exetel's latest address and facsimile number indicated on Exetel's website at <http://www.exetel.com.au>

Any such notice shall be deemed to be received:

- in the case of delivery, at the time of delivery;
  - if served by post, at the expiration of forty-eight (48) hours from time of posting (if sent to a local address) or ten (10) days from the time of posting (if sent to an overseas address), notwithstanding that it may subsequently be returned through the post office unclaimed; or
  - in the case of a facsimile transmission, on production of a transmission control report indicating transmission without error; or
  - in the case of an e-mail, on production of an e-mail header indicating delivery without error
- 16.12 In the event of any inconsistency between a provision in these terms and conditions and another part of the Agreement, then unless otherwise stated, these terms and conditions prevail to the extent of the inconsistency.

## Part C: Special terms and conditions applicable to the Service

- Service Functional Description
- Service Limitations
- Service Warranties
- Obligations
- Service Restrictions
- Personal Information
- Changing Terms & Conditions
- Service Charging and Costs

## 1. Service Functional Description

- The Exetel Home Secure Service is provided by the Exetel Network and Network Infrastructure and Software services provided by Allot Ltd. and various third parties. An active Exetel Fixed Line Broadband Internet service is a mandatory component of the Exetel Home Secure Service and is required for utilisation of and access to the Service. The Exetel Home Secure Service cannot be provided as a stand-alone Service without the mandatory Exetel Fixed Line Broadband Internet service.
- The Service will offer additional protection against known security threats including viruses, trojans, spyware, adware and unwanted programs. It will also help protect you from harmful websites such as phishing websites or sites that might contain viruses. You do not need to download or install anything in order to use the Service, it is provided over the Exetel Network. If you try to download a file which is considered to be potentially harmful or unsafe, Exetel will block the download and alert you and the Exetel Broadband account owner will also be contacted via SMS and email if applicable. If you try to access a website that is known to be unsafe or is determined to be unsafe by scanning algorithms used by the Service in real time, Exetel will warn you of potential dangers before you can choose to proceed.
- The Service also has Parental Control features such as child safe browsing and SafeSearch, where a parent/account owner can impose restrictions on the types of website that can be visited and search engine results that can be viewed on the Exetel Broadband Internet service. Additionally, time and date-based scheduling can be applied to the Service where specific content can be restricted via the Exetel Network ("Quiet Time") for various purposes. The Parental Controls, including the Quiet Time and SafeSearch settings can be activated, modified and deactivated via the My Exetel secure customer portal.
- New features may be added from time to time, and we will let you know if there are any additional terms and conditions that relate to your use of these features.
- We grant you a personal non-exclusive, non-transferrable licence to operate the Service via your Exetel Broadband Internet connection to the Exetel Network. We and our licensors own all intellectual property rights in the Service, related software and you will not have any right, title or interest in these apart from the right to use them in accordance with these terms. The Service is for your personal, non-commercial use only, to be used on your connection. You may only use the Service for one Exetel Broadband Internet connection and the attached devices via Ethernet Cable and Wi-Fi in your premises; any additional internet connections will require an additional Exetel Home Secure service and the associated additional Exetel Broadband Internet connection.
- You can manage the Service and your account at the Home Secure settings page in your secure My Exetel customer portal. You are responsible for the activity that occurs on your account. You must keep your account details secure and notify us immediately of any breach or suspected breach of security or unauthorised use of your account.
- Unless specifically included in your plan, the Service will be subject to a monthly fee which we will advise to you before your purchase but will also be set out on the Service website and your Welcome email. All prices will be inclusive of GST and will be charged in addition to your monthly Exetel Broadband Internet plan fee. The Service is provided

on a month-to-month basis with initial charging for the Service prorated to coincide with your Exetel Broadband Internet bill cycle. You may receive the Service initially for a promotional period. The monthly fee will be charged to your usual monthly bill after your trial period. To ensure that your internet connection is protected by Home Secure after the trial period is over you will need to subscribe to the Home Secure service. The monthly fee will be charged to your usual monthly bill after your trial period. We may increase the Service monthly fee at any time however we will give you 30 days' notice before we do so. You can opt out at any time, using the process set out below.

- 1.8. Ending your use of the Service: In order cancel the Service please select the option from the Manage Home Secure Service menu within the my Exetel portal, or by contacting Exetel Support on 13 39 38. Once you have subscribed, you will continue to receive the Service unless you let us know you don't want it by cancelling via this method.

## 2. Service Limitations

- 2.1 You are responsible to maintain an active fixed line (nbn, Fibre or ADSL) Exetel Broadband Internet service to ensure the Service continues to work. It is not possible for the Service to work without an active fixed line Exetel Broadband Internet service or via a 3rd party's fixed line non-Exetel broadband Internet service or mobile data service. Exetel may modify system requirements for the Service at any time.
- 2.2. We are not legally responsible for the operation of your devices that you use to access the Service. For the Service to work, your device must be switched on and connected via either Wi-Fi or Ethernet Cable to your fixed line Exetel Broadband Internet service.
- 2.3. Because there are limitations to the Service, it is not intended to operate as a sole security measure on a device and may be used in conjunction with other security applications and software.
- 2.4. The Service is not intended to be used for mission critical applications or purposes and Exetel informs you that there are other services that are more appropriate for such applications
- 2.5. For further details, see "When you are not protected by Exetel Home Secure" below or please visit our FAQ section which can be found in the support section on [www.exetel.com.au](http://www.exetel.com.au)
- 2.6. When you are not protected by Home Secure: When the Home Secure icon appears on your browser, the Service is protecting your browsing. If an icon does not appear, then you will still be protected by the Service for that browsing unless you have opted to remove the icon. Apart from in the situations set out below, the Service also protects you when using your data enabled apps and we will alert you by email and SMS if we block content or a download. The Service does not protect you:
  - When using apps with a proprietary form of encryption e.g. WhatsApp;
  - When using apps or browsers which have an embedded (pinned) certificate;
  - When using secure sites white listed by Exetel;
  - If you use a VPN service;
  - If you're not on the Exetel Network (e.g. Mobile Data);

- When using browsers that can compress and/or encrypt traffic except Google Chrome;
- Where a proxy service is used;
- Some email protocols (except HTTP, POP3 and SMTP);
- When using a download manager, or when your download is paused for an extended length of time;

- 2.7. Service availability depends on and is subject to the configuration and limitations (including capacity constraints) of the Exetel Network, Supplier Equipment and Networks and other Networks not in the control of Exetel. Exetel may notify you from time to time of the extent of the availability of the Service.
- 2.8. The Customer acknowledges that Exetel may not be able to supply the Service to the Customer. Exetel will use reasonable endeavours to meet the service levels (if any) but does not guarantee they will be met.
- 2.9. Any Exetel supplied Software (if supplied) may not be compatible with some operating systems. Exetel will use its reasonable endeavours to notify the Customer of the operating systems which Exetel supplied Software are compatible with. Exetel does not make any warranty or representation regarding the performance of any Service-related Software as it operates on the Customer's computer or equipment. The Customer agrees not to make a claim against Exetel or its suppliers, in respect of the Software or its performance.
- 2.10. The Customer agrees and acknowledges that:
  - a. the Service is supplied by Exetel using the Allot Secure platform installed in its core network and various third-party software services supplied by Allot Ltd. Exetel does not have control over the quality or availability of the Allot Secure platform, the third party software services supplied by Allot Ltd, internet data transmission or data speeds over the Exetel Residential data network;
  - b. Exetel is not obliged to monitor the Customer's use of the Service
  - c. Exetel provides the service in accordance with the Telecommunications Consumer Protections Code C628:2019.

## 3. Service Warranties

- 3.1. The use of the Service is subject to the use and availability of Exetel fixed line Broadband Internet Network connection.
- 3.2. Subject to clause 14 ('Liability') of the Standard Form of Agreement in Part B of these Terms and conditions, the Service is provided 'as is' and as far as we are able to under the law we exclude all representations, warranties, conditions and other terms not expressly stated in these terms, including any implied warranties or conditions as to non-infringement of third party rights and fitness for a particular purpose in relation to your use of the Service and related software.
- 3.3. While we monitor the Service, and will aim to fix all bugs and errors with the Service that we are aware of, we don't warrant that your use of the Service will be error-free, uninterrupted, available at all times, or that it will protect against all possible security threats.

- 3.4. Exetel uses reasonable care and skill in selecting service providers and providing the Home Secure service. However, because of the manner of operation of the telecommunications system and the connected devices and software which provide its framework, and the reliance of the Exetel Home Secure service on components and services which Exetel does not control, it cannot be assumed that the Home Secure service will always work uninterrupted, be compliant with national or international standards, or be secure, or error free, and to the greatest extent permitted by law, Exetel provides no guarantees of these matters. The customer acknowledges that the performance of the security web services may be affected by the acts or omissions of third parties and other causes reasonably beyond Exetel's control. To the maximum extent permitted by law, Exetel shall not be liable for any incidental, special or consequential damages arising in connection with the customer's use of the security solution. To the extent that Exetel's liability cannot lawfully be excluded, it is limited (to the maximum extent permitted by law) to supplying the services again

In particular, although Home Secure can help to protect users against the risks described below, it cannot be guaranteed that in all cases:

- a. connected devices will be completely protected against all threats;
- b. all malicious software will be detected and/or blocked
- c. connected devices will not be able to access material that is risky or that you consider concerning, cannot be hacked or encrypted without your consent, or cannot be affected by spyware,
- d. all threats from social networking services are effectively managed
- e. all 'phishing' attempts are able to be blocked, or
- f. electronic transactions or your information and data will be secure.

- 3.5. Exetel recommends that the customer at all times follows safe on-line practises in line with the Australian Governments "Stay Smart Online" programme <https://www.staysmartonline.gov.au/>

## 4. Obligations

- 4.1. We are legally responsible to you if our negligence causes death or personal injury or we act fraudulently.
- 4.2. We will not be legally responsible to you, or for any damages, for:
- any loss or damage that you could have avoided or reduced by being careful or taking reasonable steps;
  - loss of income or profits;
  - loss of use of the Service;
  - loss of data;
  - lost business or missed opportunities;
  - or any loss or damage that is not directly caused by us, that is outside our reasonable control, or which we could not reasonably expect at the time you entered into this agreement.
- 4.3. We will not be legally responsible to you if we cannot provide the Service because of something outside of our reasonable control.

## 5. Service Restrictions

- 5.1. We may suspend or stop providing the Service to you if you do not comply with our terms, including if you fail to pay the relevant fees for your use of this Service.
- 5.2. You may not use the Service:
- as a means to monitor the activities of someone without their express consent and authorisation (unless you are their parent or legal guardian) or use the Service to harvest personal information about others for any reason;
  - in a way that is unlawful, invasive of another's privacy, or inappropriate, or could damage our reputation or that of a third party;
  - to victimise, harass, degrade, threaten or intimidate an individual or group of individuals for any reason;
  - in a way that allows you to circumvent or disable features or technology used in the Service unless we specifically allow you to;
  - to decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for any part of the Service;
  - to engage in any activity, outside of what is permitted by the Service, that otherwise interferes with the use and enjoyment of the Service by others; or
  - to violate our or any other persons' or entities' rights (including intellectual property and other proprietary rights).
- 5.3. You may not rent, lease, license, transfer, loan or assign your rights to the Service to another person. If you use the Service on an Exetel Broadband Internet service and you transfer ownership of that service to someone else, then please de-register the Service on your service before you transfer the service to someone else.

## 6. Personal Information

- 6.1. Make sure you keep your account details secure — this is essential for your privacy and security.
- 6.2. Exetel will collect and use your data to:
- Improve the Service;
  - Improve the security of the Exetel Network; and
  - Provide you with a higher level of security and protection whilst you are on the Exetel Network.
  - In relation to the provision and management of our products and services
- 6.3. By way of an example here are some examples of the data we will collect and how long we will retain it.



Example	What data is involved	How long is it retained for?
Number of websites viewed	Totals - Count of how many	6 (six) months
Number of websites blocked	Totals - Count of how many	6 (six) months
Numbers of files downloaded	Totals - Count of how many	6 (six) months
Number of files blocked	Totals - Count of how many	6 (six) months
Number of websites blocked because of Parental Control restrictions (applied by Administrator)	Totals - Count of how many	6 (six) months
Top blocked categories	Totals - Count of how many	6 (six) months
Actual files downloaded	Name of file	Instant only (Notification); without any detail or info on file content
Aggregated top harmful files and websites attempted to be downloaded	Totals - Count of how many	6 (six) months
Actual URLs accessed	Specific URLs & File names	1 (one) month
Actual files downloaded	Specific URLs & File names	1 (one) month

- 6.4. For more details on how we use your information, please read the privacy policy on our website: <https://files.exetel.com.au/terms/ExetelPrivacyPolicy.pdf>

In addition to our Privacy Policy based on the Australian Privacy Act (APA) 1988 (Cth) and Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth), the Exetel implementation and operation of the Allot Ltd. Network Security network hardware, servers and software is based on the principles of the European Union (EU) GDPR 25 May 2018 (General Data Protection Regulation). The principles of GDPR provide additional layers of protection that are not considered in (but are not in conflict with) the APA, including but not limited to:

- Personal Rights:
  - o The right to access: Customers have the right to obtain a copy of their entire personal data history in a readable format.
  - o The right to be forgotten: Customers have the right to request that all their personal data in place will be erased from the system, with limited exceptions.
- Pseudonymising of data:
  - o All personal information must be anonymised. Only certain roles within the organisation will be permitted to have visibility to the identity of the customer.

- Security by design:
  - o Encryption of long-term data via Military Grade Encryption (AES256)
  - o General guidelines to restrict access to data, such as authentication, secure encrypted communication channels on which all personal information is exchanged, etc.
- Administration Control:
  - o Data Processing Officer admin role
  - o Data access restriction
  - o User activity log

## 7. Changing Terms & Conditions

### 7.1.

We may change these terms and change, suspend or discontinue the Service at any time. We may change, update or upgrade the Service in order to ensure we can comply with new legal or technological developments, and to protect against new or emerging security issues. If the changes are likely to disadvantage you, we will give you a minimum of 30 days' notice. By continuing to use the Service after that time, you are expressing and acknowledging your acceptance of the changes.

## 8. Service Charging and Costs

- 8.1 The Service is conditional upon the Customer being charged a minimum amount each month as stated in the Application and if the Customer incurs a charge that is less than such minimum amount in any month, the Customer will be invoiced for the minimum amount for that month;
- 8.2 Exetel will provide the customer a minimum of 10 days' notice to review and assess the total minimum monthly service fee, after which, any amount payable will be debited, in accordance with the agreed upon payment method set out in the agreement;
- 8.3 Where the due amount on your account is not paid within the agreed period, Exetel may apply a late payment fee of no less than \$10.00;
- 8.4. The first (1st) invoice, and all ongoing monthly service charges will be debited to the customers bank account or credit card which they have provided to Exetel at the time of Exetel Home Secure application or subsequently changed via the Exetel Home Secure Secure Users Facility on the following basis:
  - a. Pro-rata (balance) of the first month's service charge debited on the date the service has been activated.
  - b. Subsequent monthly service charges will be charged, one month in advance on your Exetel Broadband Internet billing date.
  - c. On Service cancellation request, the service will continue to be available and operational for the bill cycle in which the cancellation request was made. The Service will cease operation at the end of the bill cycle in which the cancellation request was made. Exetel will not provide a refund for the days between the Service cancellation request and the end of the bill cycle.
- 8.5. Exetel provides management tools for the customer to self-manage their use of the Exetel Home Secure service. The customer can use the self-management tools to activate the Service, change Service functions and capabilities and cancel the service.
- 8.6. Exetel may charge an amount of one dollar (\$1.00) to the Customer's bank account or credit card to make reasonably sure that the Customer has legal control over one or more of his or her payment methods. This charge will be refunded in full as a credit to the first invoice of the Customer, or as soon as is practicable thereafter. If the Customer cancels the service prior to the issue of the first invoice and no other fees or charges have been levied, then Exetel will refund the verification charge in full.

### Summary of other charges

\$10.00 Failed Payment Fee

1.0% Per month if paying by credit card

On Request Ad hoc, or any other charges will be advised at time of application, enquiry or request.