

Standard Form of Agreement - Terms & Conditions

Definitions

1. In this Agreement, the following terms have the following meanings: "Agreement" means the agreement between Supplier and the Customer for the provision of Services, which comprises these General Terms, the Application Form, any applicable Service Schedule(s) and any service level agreement agreed between the parties; "Application Form" means any application in a form approved by the Supplier, made by the Customer for provision of Services by the Supplier; "Australian Consumer Law" means the Australian Consumer Law as contained in the Competition and Consumer Act 2010 (Cth); "Business Hours" means 08:30 to 17:30 Monday to Friday, excluding days which are bank holidays in Melbourne; "Charges" means any and all charges for the Services as notified to the Customer, and as may be amended by Supplier in accordance with this Agreement; "Customer" means the customer named in the Application Form; "Customer Equipment" means any equipment or facility in the possession, ownership or control of the Customer other than Service Equipment; "Defined Abuse" includes misuse of the Service including without limitation: (a) giving an unauthorized person the Customer's account and password details; (b) deliberately or recklessly disrupting the Supplier's service; (c) using the Service in an unlawful manner; (d) using the Service to menace or harass others; (e) using the Service to obtain unauthorized access to any network; or (f) as otherwise reasonably determined by the Supplier; "General Terms" means the terms contained in this document; "GST" has the same meaning as in the A New Tax System (Goods and Services Tax) Act 1999 (Cth) and its related impositions; "Implied Term" means a term implied into this Agreement by consumer protection legislation and which such legislation prohibits from being excluded, restricted or modified, including for example guarantees provided under the Australian Consumer Law; "Purchased Equipment" means the equipment (and associated software), as set out in the Application Form or a Service Schedule, to be supplied by The Supplier to the Customer and includes additional equipment (and associated software) which the Supplier agrees to supply to the Customer; "Service" means a service to be provided by the Supplier pursuant to this Agreement, as set out in the Application Form and a Service Schedule and includes any additional service which the Supplier agrees to supply to the Customer; "Service Equipment" means any equipment, facility or associated software used by the Supplier or any of its suppliers in relation to a Service and may include equipment leased or rented to the Customer; "Service Schedule" means any schedule relating to any Service; and "the Supplier" means Integrated Data Networks Australia Management Pty Ltd ACN

136933876, its successors and assigns.

Service

2. This Agreement commences when Supplier accepts (in its sole discretion) the Customer's Application Form and continues for the period specified in the Application Form (or, where applicable, a Service Schedule in respect of a particular Service) or until terminated in accordance with its terms. Supplier shall be under no liability to the Customer or any other person for any delay in the commencement of the Services if such delay is reasonable and is notified to the Customer.

3. Supplier agrees to perform the Services on the terms of this Agreement in consideration for the Charges.

4. Supplier will provide a fault reporting service for the Service, accessible during Business Hours (or otherwise as notified by Supplier from time to time). Unless instructed by the Supplier, the Customer may only contact Supplier (but not its suppliers) concerning faults related to the Service. The Customer shall promptly report any faults to Supplier and Supplier may take any action (or non-action) which it considers reasonable.

5. The Customer acknowledges that Supplier may be a reseller of Service provided by one or more wholesale providers.

6. To the extent required by law, the telecommunications customer service guarantee applies to the Services. Further information regarding this matter may be found at www.acma.gov.au.

Purchased Equipment and installation

7. The Customer agrees to acquire and Supplier agrees to supply the Purchased Equipment in consideration for the price set out in the Application Form or as otherwise notified by Supplier to the Customer.

8. Subject to agreement between the parties as to which Services and/or Purchased Equipment Supplier will install, Supplier shall install and/or connect such Services and/or Purchased Equipment at a site nominated by the Customer. Supplier may charge the Customer its then current rates (including travel and accommodation expenses) for installing the Purchased Equipment and/or a Service. The Supplier shall use reasonable endeavours to install the Purchased Equipment and/or a Service on or around the installation date requested by the Customer but will not be liable for any loss or damage for delay or failure to do so.

9. The Customer shall prepare the installation site in accordance with the site preparation requirements reasonably required by the Supplier. The Supplier may refuse to install Purchased Equipment and/or a Service if the installation site not been prepared in accordance with this clause.

10. The parties may agree from time to time to change the installation site, in

which case Supplier shall be entitled to impose an additional charge. To avoid doubt, the provisions of this Agreement shall apply in respect of the new installation site and shall not limit the Customer's obligations or the Supplier's rights in respect of the old site.

11. Title in and over the Purchased Equipment remains with Supplier until payment in full is received. Without limiting the last preceding sentence, if the Purchased Equipment is sold or otherwise transferred to another person, the Customer must account to Supplier for all outstanding amounts.

12. Risk of loss or damage to the Purchased Equipment shall pass to the Customer upon delivery.

Service Equipment

13. In respect of any Service Equipment: (a) the Service Equipment remains the property of Supplier or its supplier; (b) to the extent possible under the terms of the Customer's occupation of the premises where the Service Equipment is located, the Customer will allow Supplier to and, where applicable, will ensure that the landlord allows Supplier to, access such premises for the purposes of this clause; (c) Supplier may remove the Service Equipment upon reasonable notice to the Customer; (d) the Customer will not part with possession of the Service Equipment, except to the Supplier; (e) the Customer must provide Supplier and its nominees with access to the Customer's premises upon reasonable notice to install, inspect, test, modify, maintain, repair, change or recover the Service Equipment; (f) the Customer must ensure that the Service Equipment is not handled, used, maintained, tampered or interfered with by any person, except Supplier or its nominee; (g) if requested by the Supplier, the Customer must insure the Service Equipment for an amount and on terms reasonably required by the Supplier; and (h) the Customer must return the Service Equipment to Supplier within 14 days of the expiry or termination of this Agreement and, if the Customer does not do so, the Customer shall immediately pay to Supplier the full retail price of the Service Equipment (including the cost of acquiring or renewing any necessary software licences or repair or replacement of any damaged Service Equipment at the Supplier's discretion). This clause shall survive termination of this Agreement.

The Customer's Responsibilities

14. The Customer must: (a) ensure that the Customer's communications facilities and the Service are used solely for their intended purpose; (b) ensure there is no unauthorized access to the Supplier's systems or communications facilities; (c) notify Supplier immediately of any security breach (suspected or otherwise) of the Service, or the Customer's confidential password or the Customer login; (d) not interfere with the normal operation of the Service or

make it unsafe; (e) ensure that a suitable power supply is available for the use of the Services; and (f) promptly inform Supplier of any change to the Customer's billing or address details.

15. The Service shall be personal to the Customer and the persons authorized on the Application Form. The Customer must not permit any other person to use the Service and must not re-sell or purport to re-sell the Service.

16. For the duration of this Agreement, the Customer shall provide Supplier free of charge with all assistance, information, access, facilities and services reasonably required by Supplier to enable it effectively to perform its obligations under this Agreement, including use of Customer Equipment (including PABX and key system equipment) and telecommunications facilities if required.

17. The Customer must not commit, cause or allow any breach (or do anything which might put Supplier or any of its related bodies corporate in breach) of any law, regulation, government direction or industry standard or code and indemnifies the Supplier indefinitely and to the fullest extent allowed by law for so doing.

18. The Customer warrants that the information supplied by the Customer in relation to this Agreement is true and correct.

19. The Customer is responsible for insuring and maintaining any equipment or facility owned or provided by the Customer (including without limitation Customer Equipment and Purchased Equipment).

Charges and Billing

20. All fees and charges which are known in advance (including without limitation recurring or fixed fees or charges) may be invoiced in advance. All other fees and charges may be invoiced monthly in arrears. The Customer shall make all payments within 14 days of the date of invoice.

21. The Customer shall pay accounts either by credit card standing authorisation using Visa or MasterCard, or direct debit standing authorisation, or on account, which may be paid by credit card, electronic funds transfer, direct debit, cheque or money order.

22. Payments made by credit card standing authorisation with Visa, or MasterCard will be subject to a surcharge to cover merchant fees. Payments made by credit card standing authorisation with AMEX or Diners Club will be subject to a surcharge. Ad-hoc payments made by credit card (not standing authorisation) will be subject to a surcharge.

23. The Customer shall pay a fee of \$20 in addition to any other costs or charges (such as financial institution charges) for each dishonoured transaction.

24. Supplier reserves the right to enforce payment by credit card standing authorisation in the event that a Customer's monthly charges on a given account are or are reasonably expected to be below \$250 per month, or in the event that the Customer is late in making payment.

25. Failure by the Customer to pay any outstanding amount within 30 days of the date of invoice will, without prejudice to the Supplier's other rights: (a) be deemed a terminating event or, at

the Supplier's sole discretion, shall entitle Supplier to suspend all or any of its obligations under this Agreement; and (b) entitle Supplier to charge interest on the unpaid amount at a rate equal to 5% per annum above the overdraft rate of the ANZ Bank on the first Working Day following the due date for payment.

26. Where the Customer has failed to pay any amount owing to the Supplier, the Supplier may, in addition to any other fees or charges under this Agreement, charge the Customer the Supplier's then current fee for suspension, disconnection and/or re-connection of a Service. In addition, the Customer shall indemnify Supplier for the cost of exercising and/or pursuing the Supplier's right to payment under this Agreement.

27. If Supplier has agreed to provide a Service for a particular term, then to the extent permitted by law: (a) the whole amount payable for the whole of the term that that Service is to be provided is a debt owing to Supplier as at the time of entering into this Agreement for which Supplier may bill the Customer even if the Customer cancels the Service before the term ends; and (b) if the Customer cancels the Service before the end of the term, the Customer will be liable for the remaining monthly service fees.

28. If Supplier provides a Service for a particular term and allows the Customer a discount on payment over that term and the Customer cancels this Agreement before that term ends, then the Customer will be liable to pay the full undiscounted amount for the period which has elapsed and Supplier will bill the Customer for the amount of the discount allowed to the Customer during the elapsed period on the Customer's next bill.

29. In the event the Customer's payment of the Supplier's charges under this Agreement remains outstanding for 45 days or more, Supplier reserves the right to vary or remove any discount previously communicated or provided to the Customer.

30. The Customer shall pay the Charges in full without any deduction or set-off whatsoever (including whether the Service is used by the Customer or any other person).

31. Unless expressly stated otherwise, all references to consideration (including Charges) relating to this Agreement are exclusive of GST.

32. The Customer shall if requested by Supplier provide security to Supplier for an amount, in a form and within a timeframe reasonably required by the Supplier, in relation to the Customer's obligations under this Agreement. Without limiting the last previous sentence, such security may take the form, at the Supplier's discretion, of a security bond, bank guarantee, parent company guarantee or director's guarantee. If Supplier requests that the Customer provide security pursuant to this clause, then the provision of such security shall become a condition precedent to the Supplier's remaining obligations under this Agreement.

33. Supplier may impose an additional charge on the Customer in respect of any services which are in addition to the Services (and which

Supplier agrees to supply), or in any other reasonable circumstances.

34. The Customer may not dispute an invoice or claim a refund for overpayment under this Agreement more than 12 months after date of the invoice to which the disputed amount or alleged overpayment relates.

Limitations, Exclusions and Indemnities

35. The Customer acknowledges that: (a) faults related to the provision of the Service may occur; (b) Supplier does not warrant that the Service will be uninterrupted or error free; (c) Supplier shall not be liable or responsible for faults outside the Supplier's control; and (d) any restoration targets which Supplier provides to rectify faults are indicative only and may be subject to the performance of third parties.

36. Subject to any service level agreement offered by Supplier with respect to the Services, Supplier accepts no responsibility for the performance of any third party which may be relevant to the provision of the Service. However, Supplier will use its best endeavours to ensure that any relevant third party co-operates in order to deliver the Service in a timely manner, provide and maintain the Service in a responsible fashion and rectify any faults in relation to the Service a timely manner.

37. The Customer acknowledges and agrees that (subject to the Australian Consumer Law): (a) Supplier shall not be obliged to supply any goods or services on any terms more favourable to the Customer than the terms on which such goods or services are supplied to the Supplier; (b) Supplier may at any time impose on the Customer any term, condition, warranty, limitation or exclusion which the Supplier's upstream supplier imposes on the Supplier; (c) if the Supplier's upstream supplier increases the price at which it supplies any necessary or relevant goods or services to the Supplier, Supplier may immediately alter any applicable charges to reflect such increase; and (d) Supplier may immediately suspend or terminate this Agreement without any liability to the Customer if for any reason Supplier no longer acquires any necessary or relevant goods services from an upstream supplier (including without limitation if an upstream supplier suspends or terminates its arrangements with the Supplier, even if it is due to the Supplier's breach or default). In the event that the Services are substantially limited by such changes, the Customer shall be entitled to terminate this Agreement by written notice to the Supplier, provided the Customer must pay Supplier for any goods supplied or services performed up to the time of termination and any amounts owing in the future that are known at the time of termination.

38. The Customer must indemnify and save harmless Supplier and its related bodies corporate and their respective officers, employees, contractors and agents (the "Indemnified Persons") from any loss, potential loss or opportunity loss, injury, damage, liability, costs or expenses whatsoever suffered or incurred by an Indemnified Person arising from or in connection with: (a)

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any breach of, or failure to comply with the terms of, this Agreement by the Customer; (b) any physical damage to an Indemnified Person's network or other physical damage to property or persons caused by the Customer or any person having access to its use of the Services (a "permitted user"); (c) the use of the Services by the Customer or a permitted user; (d) the reproduction, broadcast, use, transmission, communication or making available of any material by the Customer or a permitted user, using the Services; (e) any alleged breach of a person's rights (including, but not limited to, defamation and intellectual property rights) by a communication, broadcast or transmission, made available by means of the Services by the Customer or a permitted user; or (f) any Customer Equipment which causes a fault in, or interferes with, the operation of any system owned or operated by Supplier (including without limitation the Supplier's systems or network).

39. Advice and information given by Supplier are given on an "as is" basis but Supplier is not required to provide such advice under this Agreement. Subject to this Agreement, Supplier shall not be responsible for any loss or damage occasioned by the Customer in reliance thereon.

40. The Customer uses the Services and any software or equipment supplied by Supplier at its own risk.

41. The liability of Supplier in respect of a breach of an Implied Term relating to the supply of any goods or services other than those of a kind ordinarily acquired for personal, domestic or household use or consumption is to the full extent permitted by law limited to, at Supplier's option: (a) in the case of goods, any one or more of the following: the replacement of the goods or the supply of equivalent goods; the repair of the goods; the payment of the cost of replacing the goods or of acquiring equivalent goods; and the payment of the cost of having the goods repaired; and (b) in the case of services: the supply of the services again; or the payment of the cost of having the services supplied again.

42. Subject to clause 41 and any law to the contrary (including the Australian Consumer Law): (a) Customer agrees that Supplier's (and its upstream provider's) maximum liability in relation to any claim, loss or damage (including without limitation any claim, demand, action, expense, cost, loss, liability, proceeding (including reasonable legal costs)), whether arising under or in relation to this Agreement (including without limitation a dispute as to breach or termination of this Agreement), any tortious act or omission (including without limitation negligence) or under common law or statute, is limited to the Charges paid as at the time giving rise to the relevant claim; (b) the parties exclude any term, condition, warranty or representation which is not expressed in this Agreement (other than an Implied Term); (c) (subject to sub-section 267(4) of the Australian Consumer Law in relation to an Implied Term) in no event will Supplier or its upstream provider (or their respective affiliates, directors, officers, employees, agents, resellers or suppliers) be

liable to Customer or to any other person for any indirect, special, incidental, consequential, punitive or other loss or damage, including loss of profit or loss of data, cost of procurement of substitute goods or services arising out of the use or inability to use any goods or services, whether based in warranty, contract, tort or other legal theory and whether or not such party was advised of the possibility of such damages, in relation to the subject matter of this Agreement.

43. Subject to any law to the contrary, Customer: (a) acknowledges and agrees that all products and services supplied under or in relation to this Agreement are not suitable for (and are not supplied for the purpose of) supporting any application which needs continuous or fault free service; (b) is responsible for making its own assessment of whether it needs continuous and fault free services and obtaining and implementing advice about alternative services suitable for such purposes; and (c) releases Supplier and all of its (including its related bodies corporates') officers, employees and agents (the "released persons") from all claims (whether at common law, in equity or under statute) past, present and future which Customer may have had or but for this release may have at any time against any of the released persons or their suppliers arising out of or in connection with all products and services including without limitation the failure of any product or service to be continuous and fault free

Suspension and Termination

44. Notwithstanding any provision in this Agreement, all or any part of this Agreement may be immediately suspended or terminated (in the Supplier's sole discretion) by the Supplier: (a) in the event of the Customer in the Supplier's reasonable opinion committing Defined Abuse; (b) if the Charges are not paid in accordance with this Agreement or if the Customer's payment is refused or dishonoured by the Customer's nominated financial institution; (c) if there is a significant change or likely significant change in the Customer's financial position including without limitation bankruptcy, insolvency, a winding-up application or the appointment of a receiver or administrator; (d) if the Customer breaches any provision of this Agreement and such breach is not rectified within 10 days; (e) if the Customer (being a natural person) dies or (being a company) is wound up or (being a partnership or association) is dissolved.

45. Supplier may suspend the Service while investigating any complaint or reasonable suspicion of illegal behaviour or Defined Abuse and may monitor or limit the Customer's Service if permitted by law or required by direction of a competent law enforcement official or authority.

46. Supplier reserves the right to suspend the Services in an emergency if Supplier considers it necessary to do so to safeguard the provision of services to other customers or for any other reasonable reason.

47. For the avoidance of doubt, any recurring or fixed fees or charges under this Agreement shall continue

to accrue during the pendency of any suspension of this Agreement.

48. Supplier is not required to suspend or give a notice of suspension under this Agreement before exercising its right to terminate all or any part of this Agreement.

49. The exercise by Supplier of its right to suspend all or any part of this Agreement shall be without prejudice to its right to terminate all or any part of this Agreement.

Transfer of Services

50. The Customer authorizes Supplier to sign on the Customer's behalf and in the Customer's name any form of authority to the Customer's current supplier of services and to do all other things necessary to transfer the Customer's account into the Supplier's name.

51. The Customer shall remain responsible (and the Customer indemnifies the Supplier) in relation to all amounts owing to another supplier for any services supplied by that other supplier, to the Customer.

Disclosure

52. The Customer consents to the Supplier, its employees and agents making such enquiries as it deems necessary to investigate the creditworthiness of the Customer from time to time including without limitation the making of enquiries of persons nominated as trade referees, the bankers of the Customer or any other credit providers (the "information sources") and the Customer hereby authorises the information sources to disclose to Supplier such information concerning the Customer which is within their possession and which is requested by the Supplier. The Customer also consents to Supplier obtaining a credit report from a credit reporting agency containing personal information (as well as information concerning commercial credit worthiness and activities) for the purpose of assessment by Supplier of an Application or for the purpose of the collection of payments which are overdue in respect of any credit provided by the Supplier, as permitted under the Privacy Act 1988 (Cth).

53. The Customer agrees that Supplier may give to or obtain from another credit provider, any information derived from a report to assess an application for service, its creditworthiness and its continuing creditworthiness. Items of personal information about the Customer (including information in an Application Form and information arising from the conduct of an account) and permitted to be kept on a credit information file, may be disclosed to a credit reporting agency. For the avoidance of doubt, Supplier may provide to a credit reporting agency details regarding the Customer's refusal or failure to pay accounts in accordance with this Agreement.

54. The Customer authorizes Supplier to provide personal information to its suppliers to the extent necessary to fulfil its obligations under this Agreement.

55. Supplier may also collect the Customer's personal information and use it for the following purposes: (a) to provide information about other goods or services which Supplier or

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any of its related bodies corporate may offer; (b) to disclose to credit reference associations and credit reporting agencies for the purpose of providing services or other credit providers providing services; (c) for purposes related to or arising out of the Supplier's provision of services and credit or commercial credit, to the Customer.

56. The Customer gives its consent to the types of use of information described in these General Terms.

57. The Customer gives its consent to Supplier sending electronic messages (including commercial electronic messages) within the meaning of the Spam Act 2003 (Cth), to the Customer.

General

58. The terms of this Agreement including without limitation the Charges and the Services are subject to change by the Supplier. Supplier shall give not less than 30 days' written notice to the Customer of any changes. In the event that the Services are substantially limited by such changes, the Customer shall be entitled to terminate this Agreement by written notice to the Supplier, provided the Customer must pay Supplier for any goods supplied or services performed up to the time of termination and any amounts owing in the future that are known at the time of termination.

59. An up-to-date version of these General Terms may be found at the Supplier's website, and may be accessed at www.idnaust.com.au

60. In the event of a dispute arising under this Agreement, the Customer may have rights under the Telecommunications Industry Ombudsman scheme. Further information regarding this matter may be found at www.tio.com.au.

61. The Customer does not own or have any legal interest or goodwill in any telephone number, IP address, domain name, PIN or other locator or identifier issued to the Customer ("Public Addressing Identifier"). The Customer acknowledges and agrees that the terms of use of any Public Addressing Identifier may be subject to regulatory requirements (including requirements relating to changes to or termination of a Public Addressing Identifier) and Supplier shall not be liable or responsible for the operation or consequences of any such requirement.

62. The Customer must treat as confidential, keep secret and not use or disclose any information relating to the trade secrets, know-how, business practices, network or service configuration, operational or procedural information, charges, discounts or clientele, of the Supplier. Any such disclosure may only be made with the prior written consent of the Supplier. Any confidential information must be returned to Supplier upon demand and/or at the termination or expiry of this Agreement. Any information that cannot be returned such as electronic versions may be, at the sole discretion of the Supplier, destroyed and such destruction will substitute or return. This clause shall survive termination of this Agreement.

63. Any provision which by its nature would survive termination or expiry of this Agreement (including

without limitation any exclusion or limitation of liability or indemnity in this Agreement) shall survive termination or expiry of this Agreement.

64. The forbearance on the part of a party from exercising any right under this Agreement (including without limitation any right to suspend or terminate all or any part of this Agreement) on the first date the party is entitled to do so shall not constitute any waiver of the party's rights under this Agreement.

65. Supplier will not be responsible for any delay or failure to perform its obligations under this Agreement caused by any act beyond its control including without limitation acts of God, wars, strikes, natural disasters, failures of any other provider or network operator's services and interruptions to power supply.

66. This Agreement contains the entire understanding and agreement between the parties as to its subject matter. All previous negotiations, understandings, representations warranties (other than warranties set out in this Agreement), or commitments in relation to the subject matter of this Agreement are superseded by this Agreement and shall be of no force or effect whatever and no party shall be liable to any other party in respect to those matters. No oral explanation or information provided by any party to another shall affect the meaning or interpretation of this Agreement or constitute a collateral agreement, warranty or understanding between the parties.

67. The Supplier may assign or novate any of its rights or obligations under this Agreement and the Customer shall be deemed to have consented to such assignment or novation, provided the Customer's ability to enjoy the benefit of this Agreement is not materially diminished by such assignment or novation.

68. In the event of any inconsistency as between these General Terms, any Application Form, Service Schedule, service level agreement or other attachment to these General Terms, the order of precedence shall be as follows: (a) the Service Schedule; (b) the Application Form; (c) any service level agreement agreed between the parties; (d) these General Terms; and (e) any attachment to these General Terms.

69. If any clause or part of this Agreement is held to be void, illegal or unenforceable for any reason, it shall be deemed to be severed from this Agreement without affecting any other clause or part of this Agreement.

70. Supplier may sub-contract its obligations under this Agreement.

71. Each party must do all things necessary to give effect to this Agreement and any thing contemplated by this Agreement.

72. The person purporting to enter into this Agreement on behalf of the Customer warrants to Supplier that he/she is duly authorized to enter into this Agreement in that capacity.

73. The Customer and Supplier agree that the laws of Victoria shall govern this Agreement and each party irrevocably and unconditionally submits to the non exclusive jurisdiction of Victorian courts and tribunals and courts entitled to hear appeals therefrom.

Assignment and Sub-contracting

74. We may assign our rights under your Contract (including our right to receive payment of Charges).

75. We may assign the whole of our interest in your Contract (including our obligations) to a reputable, creditworthy third party who agrees to be bound by your Contract in the same way as us.

76. We may sub-contract the performance of any of our obligations, but we remain responsible for them.

77. You may only transfer or assign any of your rights under your Contract with our prior written consent, which consent may not be unreasonably withheld or delayed in the case of a person whom we would accept as a customer in the ordinary course.

Confidential Information

78. Each party agrees to keep in confidence and must not use or disclose any Confidential Information of the other party, except for the purpose for which it is disclosed. This clause will not prevent us disclosing any information to anyone undertaking due diligence enquiries or the like in relation to transactions and to which we are a party.

79. This clause does not limit your right to make a complaint or a Claim to a competent body authorised to consider the complaint or Claim.

Special Assistance

80. We can offer a range of special Services if applicable to you:

81. Priority Assistance: You must be registered with us to qualify for Priority Assistance. You may be eligible to register for Priority Assistance where a medical practitioner has certified that either you, or a member of your household, meet certain eligibility criteria. Please telephone us if you believe that you may be eligible for Priority Assistance, or if you require further information regarding this Service.

82. English as Second Language: We can arrange translator and/or interpreter Services for you if you have difficulties with the English language. You can telephone us to arrange this Service. Alternatively, you may contact the Translating and Interpreting Service on 131 450 to request an interpreter to contact us for help.

83. Hearing problems: We can provide assistance to you if you have a hearing impairment by providing information about and/or referring you to the National Relay Service. Please telephone us to obtain assistance or further information regarding this Service. Alternatively, the National Relay Service can be contacted directly by you on 133 677.

84. Special Equipment: We may be able to provide assistance to you by providing information and/or recommending suitable products specific to your needs. For example, we may be able to provide: those who have a vision impairment, information about the availability of handsets with large number keypads; or those who have a hearing impairment, information about handsets with visual (e.g. flashing) accessories, etc.

85. For further information about the availability of Special Equipment, please contact us or refer to our website.

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