

General Terms for End Customer Contracts

The ADSL and/or SHDSL access component of the Service and, optionally, the purchase or rental of a CPE Router and any other related services, are supplied to us by our supplier as a wholesale provider ("Our Supplier"). Our Supplier requires us to incorporate these General Terms into our end user contracts.

1. Minimum Term

Each service ("Service") has a minimum term as detailed in the Service application form ("Minimum Term") which starts on the date the Service is commissioned and is not less than 12 months.

2. General Conditions of Service

By signing this agreement, you agree to and acknowledge the following:

- (i) Our Supplier does not supply a standard telephone service with the ADSL/SHDSL access component and as such the Service is not subject to the "Customer Service Guarantee" standard administered by the Australian Communications Authority and it may be necessary to terminate the Service if you request another carrier to provide a standard telephone service after the date of this agreement;
- (ii) where we contract with Our Supplier for the provision of the Service we may provide name, address, telephone number and other information provided by you (**Customer Information**) to Our Supplier, its suppliers and its nominees for the purpose of fulfilling such contracts, including those related to the sale or rental of a CPE Router where applicable;
- (iii) Our Supplier may, at its discretion, provide the ADSL or SHDSL component of the Service by using either:
 - a. an existing or new Unconditioned Local Loop Service (ULLS); or
 - b. an existing or new access line which supplies a standard telephone service;provided by Telstra Corporation Limited (**Telstra**) or a reseller of Telstra, depending on the technical and operational requirements of the particular Service;
- (iv) in the case of clause 2(iii)(b) above:
 - a. that you are the customer of Telstra or a reseller of Telstra in respect of the standard telephone service;
 - b. that Our Supplier can only provide the Service whilst you remain a customer of Telstra or a reseller for the standard telephone service;
 - c. that Our Supplier will terminate the Service if you cease to be a customer of Telstra or a reseller of Telstra;
 - d. that the installation and operation of the Service may cause temporary disruption to the standard telephone service or any other service received by you, and you will notify relevant third parties of the potential for disruption; and
 - e. that certain incompatible products will not be supplied to you by Telstra or a reseller of Telstra;
- (v) that Our Supplier, its contractors or its suppliers be provided sufficient and timely access to your premises to inspect or test equipment which may be causing interference or danger or in connection with the provisioning, maintenance, repair or other obligations they may have in respect of the Service;
- (vi) that you must not interfere with the normal operation of the Service or make it unsafe;
- (vii) that Our Supplier or its suppliers are not liable to you in relation to any Services or delay or failure in providing any Services;
- (viii) Customer Information provided by you may, with our consent, be used by Our Supplier for the purposes of or connected with a carrier or carriage service provider continuing to provide a DSL service to you which is similar to the Service;
- (ix) We are acting as your authorised agent or representative in our dealings with Our Supplier insofar as this is required to comply with industry codes and practices for the provision of the Service; and
- (x) where the Service requires you to be responsible for obtaining carriage services from a third party carrier or carriage service provider in order to access the Service (eg. non ADSL or SHDSL access to the Service) that you are totally responsible for the charges (including access fees and call costs) and other obligations related to the supply of the carriage services to you by that third party.

3. Provisions relating to supply of a CPE Router (if applicable)

If you are sold or supplied with a CPE Router by us or by Our Supplier on our behalf, you acknowledge and agree that:

- (i) the sale or lease (as applicable) of the CPE Router is on the terms and conditions of this agreement;
- (ii) we will arrange for the CPE Router to be delivered, installed and configured at the premises specified in the Service application form;
- (iii) in relation to Our Supplier's 501R or 531R CPE Routers (and any subsequent releases or versions of these CPE Routers) sold or supplied by Our Supplier, you are granted a non-exclusive, revocable, non-transferable licence to use the software installed on the CPE Router for the sole purpose of receiving the Service;
- (iv) if you rent the CPE Router from us or Our Supplier then:
 - a. your possession and use of the CPE Router is subject to the title and other rights of Our Supplier and its supplier (eg. Cisco Systems Capital (Australia) Pty Limited) and you have no legal or other interest in the CPE Router other than under this agreement;

- b. you grant Our Supplier, its nominees an irrevocable license to access the premises where the CPE Router is situated to inspect, repair, modify and/or remove the CPE Router during the term of this agreement and to disconnect and remove the CPE Router on the expiration or termination of this agreement, or on default by us under any agreement between us and Our Supplier or on the expiration or termination of any agreement necessary for us to provide the Service or the CPE Router, whether or not we are a party to that agreement;
 - c. you will not remove the CPE Router from your premises without the prior consent of Our Supplier;
 - d. you will not remove any nameplate identifying the CPE Router as the property of any third party or make any alterations or additions to the CPE Router;
 - e. you will not sublet, part with possession, assign, sell, transfer, deposit, pledge, lend, bail or otherwise dispose of the CPE Router without our prior written consent. If any person seizes or attempts to seize the CPE Router, you will notify Request and you will notify that person of the title and other rights of Our Supplier and its supplier concerning the CPE Router;
 - f. if the CPE Router is no longer able to be used, is not operating or is lost, destroyed or damaged while on your premises, you will notify Our Supplier. We may require you to reimburse us for the reasonable cost of replacement or repair. If the CPE Router is not in your possession, you will do everything you can to assist us to locate the CPE Router; and
 - g. you must immediately return the CPE Router to Our Supplier upon the expiry or termination of this agreement for any reason.
- (v) if you purchase the CPE Router from us or Our Supplier then:
- a. the charges for the CPE Router will be included as part of the fees applicable to the Service and will be subject to the payment terms that apply to you;
 - b. title in the CPE Router remains with us until we have been paid in full the charges for the CPE Router;
 - c. risk in the CPE Router passes to you upon delivery at your premises; and
 - d. if the CPE Router is no longer able to be used, is not operating or is lost, destroyed or damaged while on your premises, you will notify Our Supplier;
- (vi) you will ensure that the CPE Router is operated and housed in an environment which meets the manufacturer's requirements and will not affix the CPE Router to any real property;
- (vii) you will use the CPE Router for ordinary business purposes only. You will not use the CPE Router for any illegal or unlawful purpose which may result in its confiscation or seizure or to supply the Service or similar services to third parties;

4. Use of the Service

You agree to comply with Our Supplier's Acceptable User Policy (see www.request.com.au) which is summarised as follows:

- (i) not to knowingly send e-mail that may destroy or damage an e-mail recipient's computer;
- (ii) not to knowingly accept email which is unlawful, and violates or infringes upon the rights of any person or corporation;
- (iii) not to reveal confidential information about Our Supplier and/or its suppliers which may result in unauthorised usage of the Services by a third party, except where you are required by law to disclose such information;
- (iv) not to knowingly transmit information which contains viruses or other harmful components;
- (v) not to interfere, damage or destroy computer systems operations of the Services including disobeying any requirements, procedures, policies or regulations of Our Supplier, other users and/or third parties;
- (vi) not to knowingly store or transmit any unlawful, threatening, defamatory, offensive or pornographic material that constitutes a criminal or civic offence under State and Commonwealth laws; and
- (vii) only to use the Service in the manner described in the application for the Service that has been accepted by Our Supplier.

We and Our Supplier reserve the right to terminate or suspend the Service in the event of a breach of this agreement.
