

Master Services Agreement

Valve Networks Pty Ltd ABN 31 168 442 288

and

[Customer] ABN [insert]

Table of contents

1	Preliminary.....	1
1.1	Service Requests and Service Orders	1
1.2	Agreement	1
1.3	Precedence of Documents	1
2	Cooperation of Parties	2
2.1	Resource Cooperation	2
2.2	Joint Marketing	2
3	Term	2
3.1	Service Term	2
3.2	Continuation after Service Term	2
4	Services	2
4.1	Provision of Services	2
4.2	Variation of Services	3
4.3	Cancellation of Services	3
4.4	Valve Networks' rights to cancel a Service.....	3
4.5	Consequences of cancellation.....	4
4.6	Additional Service types	5
5	Suspending a Service	5
5.1	Valve Networks' rights to suspend a Service	5
5.2	Planned maintenance	5
5.3	What happens when a Service is suspended?	5
5.4	Additional Work.....	5
5.5	Performance	6
5.6	Regulatory or Supplier Interposing Event and changes to the Service	6
5.7	Permitted uses of the Service.....	7
6	Maintenance and Faults	7
6.1	Monitoring and data retention	7
6.2	Suspension of Services	8
6.3	Consequences of Suspension	8
7	Fees and Payment.....	8
7.1	Wholesale Price List	8
7.2	Support Fees	9
7.3	Cancellation Fees	9
7.4	Additional Work.....	9
7.5	Invoices.....	9
7.6	Payments.....	10
7.7	Disputed Amounts	10
7.8	Payment Default	10
8	GST and Other Taxes	11
8.1	Definitions	11
8.2	Payment of GST	11
8.3	Warranty	11
8.4	Adjustment Note	11
8.5	Identification of GST	11
8.6	Taxes Generally.....	11
9	Access and Security	11
9.1	Access to Residential End-user Premises.....	11
9.2	Access to Business End-user Premises.....	12
9.3	Access to Customer's Facilities	12
9.4	Site Specification	12

9.5	Access to the Network	12
9.6	Rights	12
10	Credit approval	13
11	Security Deposit	13
11.1	Requirement for security deposits	13
11.2	Application of security deposits	13
12	Rebates	13
12.1	Entitlement to rebates	13
12.2	How to claim a rebate	14
12.3	When rebates do not apply	14
13	Communications with End-users	14
13.1	General	14
13.2	Valve Networks or a Supplier communicating with End-users	14
13.3	End-user Initiated Communication	15
13.4	Records of Communication	15
13.5	Representation	15
13.6	Attribution	15
14	Force Majeure	16
15	Intellectual Property	16
15.1	Ownership	16
15.2	Licence	16
15.3	Adaptations	16
16	Confidentiality	16
16.1	Confidential Information	16
16.2	Breach of Confidentiality	16
16.3	Return of Confidential Information	17
17	Warranties	17
17.1	General	17
17.2	Customer Equipment	17
18	Liability and Indemnity	17
18.1	Customer's Indemnities	17
18.2	Mutual Indemnities	17
18.3	Implied Terms	18
18.4	Indirect & Consequential Costs	18
18.5	Limitation of liability	18
18.6	Duty to mitigate Loss	18
18.7	Exceptions	18
18.8	Service Levels	18
19	Termination of Agreement	19
19.1	General	19
19.2	Force Majeure	19
19.3	Consequences of Termination	19
20	Notices	20
20.1	Notices to be in writing	20
20.2	Address for notices	20
20.3	Effective time for notices	20
21	Alternate Dispute Resolution	21
21.1	General	21
21.2	Notice of Dispute	21
21.3	Minor Disputes	21
21.4	Major Disputes	21

21.5	Litigation	22
21.6	Expert Determination	22
21.7	Conduct of Disputes	22
21.8	Continuing Performance	22
22	General	22
22.1	Governing Law	22
22.2	Severance	22
22.3	Entire Agreement	22
22.4	Assignment and Waiver	22
22.5	Variation	23
22.6	Costs	23
22.7	Further Assurance	23
22.8	Relationship	23
22.9	Counterparts	23
23	Definitions and Interpretations	23
23.1	Definitions	23
23.2	Interpretation	27
	Annexure A – Service Level Agreement	30
1	Definitions	30
2	Applicable Services	31
3	Fault Management	31
3.1	Network Monitoring	31
4	Fault Reporting	31
4.1	Prior to reporting a Fault	31
4.2	Accepting and Managing Faults	32
4.3	Fault Classification	32
4.4	Escalation	33
5	Performance Reporting	33
6	Planned Outages	33
7	Service Levels	34
7.1	Products and Service Levels	34
7.2	Connection Guarantee	34
7.3	Compensation for a Non-CSG Service	34
7.4	Ineligible for Compensation	35
7.5	Claiming Compensation	36
8	Customer Service Guarantee	36
8.1	Requirements by Law	36
8.2	Connection Guarantee	36
8.3	Repair Guarantee	36
8.4	Appointment Guarantee	37
8.5	Compensation Protection	37
8.6	Special Offers under the CSG	37
8.7	Ineligible for CSG Protection	37
8.8	Reduction of CSG protection	38
8.9	Claiming CSG Protection	38
8.10	The Customer's obligation to mitigate CSG damages	38
8.11	Valve Networks' audit rights	38
9	Billing	39
	Annexure B – Acceptable Use Policy	40
1	About our Acceptable Use Policy	40
2	Prohibited use	40

3	Spam	41
4	General.....	41

This agreement is made on [insert date]

between **Valve Networks Pty Ltd ABN 31 168 442 288** of 3.2 Scottsdale Dr, Robina, QLD 4226

and **[the Customer]** ACN [Customer ACN] of [Customer Address] (**Customer**)

Purpose of Agreement

- A Valve Networks is a Carrier and is the owner of the Network or has the right to use or provide Services on the Network for the purposes of this agreement.
- B The Customer is a carriage service provider and wishes to acquire Services from Valve Networks, delivered over the Network, in order for the Customer to provide carriage services to End-users.

Now it is agreed as follows:

1 Preliminary

1.1 Service Requests and Service Orders

- (a) The Customer will submit Service Requests specifying the matters set out in clause 4.1.
- (b) When accepted by Valve Networks under clause 4, a Service Request becomes a Service Order.
- (c) Service Requests will be submitted by the Customer and accepted by Valve Networks using the methods and processes specified by Valve Networks from time to time.

1.2 Agreement

Each Service Order forms a contract between Valve Networks and the Customer for the provision of the Services consisting of:

- (a) this Master Services Agreement;
- (b) the terms set out in Annexure A – Service Level Agreement;
- (c) the terms set out in the Wholesale Price List, available on the Customer Portal;
- (d) the terms set out in Annexure B – Acceptable Use Policy
- (e) the terms set out in the Service Schedules available on the Customer Portal; and
- (f) the terms set out in the Service Order.

Together, the documents set out in clauses 1.2(a) to (f) constitute the Agreement.

1.3 Precedence of Documents

Unless expressly stated otherwise, if any of the documents set out in clause 1.2 is inconsistent with the others, then, to the extent only of such conflict or inconsistency, the documents will prevail in the order set out in clause 1.2.

2 Cooperation of Parties

2.1 Resource Cooperation

Each party will:

- (a) provide sufficient Personnel as are necessary to perform its obligations under this Agreement and ensure that its Personnel have the requisite skills and experience;
- (b) provide the other party with information and assistance reasonably necessary to enable that party to comply with this Agreement; and
- (c) promptly do all things (including executing all documents) reasonably necessary to give full effect to this Agreement.

2.2 Joint Marketing

The parties will consult about undertaking joint marketing of the Customer's Services and the Network.

3 Term

3.1 Service Term

Valve Networks will provide each Service to the Customer for the applicable Service Term.

3.2 Continuation after Service Term

- (a) When the Service Term of a Service expires, Valve Networks may, at its sole discretion, continue to provide the Service and:
 - (i) if the Customer wishes Valve Networks to cease providing the Service, it must give Valve Networks at least 30 days written notice in accordance with clause 4.3.
 - (ii) Fees for that Service will continue to be charged at the prevailing rate in accordance with this Agreement until supply of the Service ceases.
- (b) If Valve Networks continues to provide a Service after the Service Term has expired, Valve Networks may terminate the Service in accordance with clause 19.1.
- (c) If Valve Networks decides not to continue providing a Service when the Service Term expires, it will notify the Customer in writing no less than 30 days before the Service Term expires.

4 Services

4.1 Provision of Services

If the Customer wishes Valve Networks to provide a Service under this Agreement, it will submit to Valve Networks a Service Request setting out:

- (a) the type of Service requested;
- (b) the address of the proposed Service and its point of interconnect;
- (c) the contact details of the property owner(s) and/or occupier(s) for the purpose of arranging access;
- (d) the date by which the proposed Service is required;

- (e) the Customer's reference number;
- (f) any Additional Work that may be required; and
- (g) any other relevant information.

A Service Request will become a Service Order on the date that Valve Networks notifies the Customer that Valve Networks accepts the Service Request. If Valve Networks requires changes to a Service Request in order for it to be acceptable, Valve Networks may require the Customer to submit a new Service Request.

4.2 **Variation of Services**

If the Customer wishes Valve Networks to vary an existing Service under this Agreement, it will submit to Valve Networks a Service Request setting out:

- (a) the Service to be varied;
- (b) the address of the existing Service;
- (c) the existing Service identification number;
- (d) the date by which the variation is to take effect; and
- (e) any other relevant information.

A Service Request will become a Service Order on the date that Valve Networks notifies the Customer that Valve Networks accepts the Service Request. If Valve Networks requires changes to a Service Request in order for it to be acceptable, Valve Networks may require the Customer to submit a new Service Request.

4.3 **Cancellation of Services**

- (a) If the Customer wishes Valve Networks to cancel an existing Service under this Agreement, it will submit to Valve Networks a Service Request setting out:
 - (i) the address of the Service being cancelled;
 - (ii) the Service identification number;
 - (iii) the date by which the cancellation is to take effect; and
 - (iv) any other relevant information.
- (b) Subject to clause 4.1(c) if the Customer cancels a Service during the Service Term, it must pay any applicable Service Cancellation Fees in accordance with clause 7.3.
- (c) The Customer may cancel a Service immediately, and without incurring any additional charges if:
 - (i) Valve Networks breaches an essential clause of this Agreement which is not resolved within 14 days of the Customer requesting Valve Networks to do so in writing or which is unable to be resolved;
 - (ii) Valve Networks become insolvent, bankrupt or unable to pay its debts when due; or
 - (iii) The Service has been suspended for 14 days, where there is no fault on the Customer's or an End-user's part.

4.4 **Valve Networks' rights to cancel a Service**

- (a) Valve Networks can cancel a Service immediately if:

- (i) Valve Networks reasonably suspects fraud by the Customer, an End-user or anyone using the Service;
 - (ii) Valve Networks is required to cancel the Service to comply with a direction from a law enforcement agency or a Regulator;
 - (iii) the Customer has failed to make a payment by the due date and fails to make such payment within 5 business days of receipt of a notice requiring the Customer to do so, except where an amount is permitted to be withheld pursuant to a billing dispute;
 - (iv) the Customer has failed to provide the security deposit requested;
 - (v) the Customer fails to comply with a statutory demand issued by Valve Networks under the *Corporations Act 2001* (Cth);
 - (vi) Valve Networks determines that the Customer is in breach of the confidentiality provisions of this Agreement;
 - (vii) the Customer become insolvent, bankrupt or unable to pay its debts when due;
 - (viii) the Customer breaches an essential clause of this or any Agreement with Valve Networks which is not resolved within 14 days of Valve Networks requesting the Customer to do so in writing or which is unable to be resolved;
 - (ix) the Customer, an End-user of anybody using the Service is in breach of the Fair Use Policy; or
 - (x) Valve Networks becomes aware that delivery of the Service is uncommercial or impractical.
- (b) Valve Networks can cancel a Service on 30 days' notice if:
- (i) Valve Networks is unable to supply the Service because a supplier has terminated its agreement with Valve Networks and Valve Networks cannot reasonably provide the Service by using an alternative supplier; or
 - (ii) Valve Networks is unable to supply the Service because of a Force Majeure event.

4.5 Consequences of cancellation

Where a Service is cancelled:

- (a) The Customer will not be able to use the Service after the cancellation date;
- (b) The Customer agrees to pay for any charges incurred on the Service until the cancellation date;
- (c) any credits on the Customer's account will be applied against any outstanding charges at the cancellation date;
- (d) unless the Customer has other Services or acting reasonably Valve Networks considers that the Customer owes or will owe Valve Networks money, Valve Networks will refund to the Customer any unused portion of any security deposits that it holds;
- (e) Valve Networks will refund to the Customer any money paid in advance for that part of the Service that is being cancelled on a pro-rata basis;
- (f) The Customer will return any Valve Networks equipment that it holds to Valve Networks within 30 days;

- (g) The Customer may have to pay any applicable cancellation fee;
- (h) if Valve Networks cancels the Service before the end of the Service Term pursuant to clause 4.4(a), the Customer will have to pay the applicable cancellation fee.

4.6 **Additional Service types**

Additional types of Services can be added to this Agreement by the Customer providing a Service Request to Valve Networks and Valve Networks accepting it as a Service Order.

5 **Suspending a Service**

5.1 **Valve Networks' rights to suspend a Service**

Valve Networks may suspend a Service by giving the Customer reasonable prior notice if possible in the circumstances if:

- (a) Valve Networks would be entitled to terminate the Service under clause 4.4(a);
- (b) it is necessary to do so to maintain or restore any part of the Network;
- (c) Valve Networks is required to suspend the Service to comply with a direction from a law enforcement, security or intelligence agency, or a regulatory authority such as the Australian Communication and Media Authority (ACMA);
- (d) Valve Networks is temporarily unable to supply the Service to the Customer because a Supplier has temporarily withdrawn its services from Valve Networks;
- (e) Valve Networks is temporarily unable to supply the Service to the Customer because of a continuing event that is reasonably out of Valve Networks' control; for example, earthquake, explosion, natural disaster, sabotage or war;
- (f) the Customer breaches an essential clause of the Agreement;
- (g) the Customer, an End-user, or anybody using the Service breaches the Acceptable Use Policy.

Valve Networks will only suspend the Customer Service for a period that is reasonable in the circumstances.

5.2 **Planned maintenance**

Valve Networks will give the Customer notification before all planned maintenance which Valve Networks anticipates will interfere with the Customer's Services. Generally, at least 10 business days' notice will be given, however, the notice period may be less when the maintenance is being performed on a Supplier's network.

5.3 **What happens when a Service is suspended?**

When the Service is suspended:

- (a) the Customer and End-users will not be able to use the service;
- (b) the Customer may be liable to Valve Networks for any charges for access to or use of the Service during the period of suspension; except where the suspension was a result of an event that was reasonably out of the Customer's control.

5.4 **Additional Work**

- (a) The Customer agrees that Valve Networks or a Supplier may be required to contact End-users to arrange installation of Equipment to provide the Services. During this

installation Valve Networks, a Supplier, or their nominated agents may be required to perform Additional Work in the form of:

- (i) installation of End-user premises wiring or equipment;
 - (ii) installation of the lead-in wiring or conduit;
 - (iii) trenching, ducting or cabling between the boundary of an End-user's property and the Service Delivery Point;
 - (iv) any other work that may be required to be undertaken by Valve Networks to connect Valve Networks' Equipment to a point at any location beyond the Service Delivery Point;
 - (v) any work required at the End-user's Premises to enable connection of the Service;
 - (vi) any work required for connecting the Network to the Customer's point of interconnect; or
 - (vii) other work which is the responsibility of the End-user.
- (b) Valve Networks' charges for performing Additional Work will be paid by the Customer.

5.5 Performance

- (a) Valve Networks will deliver each Service in accordance with the terms of this Agreement.
- (b) Valve Networks is not obliged to provide any service without a Service Order.

5.6 Regulatory or Supplier Interposing Event and changes to the Service

If there is a Regulatory or Supplier Interposing Event, then Valve Networks will inform the Customer as soon as reasonably practicable of any change to any or all of the Services or this Agreement arising from the Regulatory or Supplier Interposing Event. If the actual direct costs to Valve Networks of providing any Service to the Customer increase as a result of the Regulatory or Supplier Interposing Event (**Affected Service(s)**), then Valve Networks may pass on the additional cost to the Customer subject to the following procedure:

- (a) Valve Networks must give no less than 14 days' written notice of the increase and must provide details of the Regulatory or Supplier Interposing Event and the Affected Service(s) in that notice (**Cost Increase Notice**);
- (b) if Valve Networks gives a Cost Increase Notice during the Service Term, the Customer may, by written notice to Valve Networks given within 14 days after the date of the Cost Increase Notice, terminate the Affected Service(s) specified in the Cost Increase Notice with effect from the date of the Customer's notice in which case the Customer will not be required to pay a Service Cancellation Fee; and
- (c) Valve Networks must take reasonable steps to mitigate the effect of a Regulatory or Supplier Interposing Event on Valve Networks' cost of providing the Affected Services.

If the Customer does not provide written cancellation as detailed in Clause 5.6(b) within the period specified therein then it accepts and will pay such additional costs from the expiry of such period.

Valve Networks can change the Agreement or Service when there is no Regulatory or Supplier Interposing Event by providing a written notice of the change to the Customer. However, Valve Networks cannot make any changes to the Agreement or Services that are of more than a minor detriment to the Customer unless Valve Networks provides the Customer with written notice detailing the change proposed and a period of at least 30 days in which the Customer can cancel the Affected Service without incurring any additional termination costs or charges. The parties hereby agree that failure by the Customer to notify Valve Networks of a

cancellation of the Affected Service within the period specified in a notice from Valve Networks is deemed acceptance by the Customer of such change from the date of expiry of such period.

5.7 Permitted uses of the Service

In using the Service, the Customer must comply with and make all reasonable endeavours to ensure that End-users comply with all laws, regulations, standards, industry codes, applicable codes of conduct and directions by a Regulator and any reasonable directions by Valve Networks. The Customer must not use, attempt to use, or permit an End-user or a Third Party to use the Service:

- (a) to break any law or to infringe another person's rights;
- (b) in a way which may expose Valve Networks to liability or legal threats by Third Parties;
- (c) in any way which damages, interferes with or interrupts the Service, or any telecommunications network, equipment, or facilities, or cabling controlled by Valve Networks, its Suppliers, or another carrier;
- (d) in any way which may damage any property or injure or kill any person;
- (e) to transmit, publish or communicate material which is defamatory, offensive, abusive, indecent, menacing or unwanted; or
- (f) in any other way which contravenes Valve Networks' Acceptable Use Policy.

Valve Networks may ask the Customer to stop or to make End-users stop doing something that Valve Networks reasonably believe is contrary to this clause. If the Customer does not immediately comply with such a request or the infringement continues, Valve Networks may take any steps reasonably necessary to ensure compliance with this clause or the request.

6 Maintenance and Faults

The parties acknowledge and agree that:

- (a) Valve Networks will conduct maintenance on the Network in accordance with the Service Level Agreement;
- (b) Valve Networks does not warrant that the Services will be continuously available, free of errors, blockages, interruptions, delays or Faults, but will remedy any Fault or problem in accordance with this Agreement;
- (c) if the Customer becomes aware or reasonably suspects the existence of a Fault or any event or circumstance that is causing or likely to cause an interruption or degradation to a Service or otherwise detects a degradation in a Service that could lead to a Fault occurring, it will notify Valve Networks as soon as reasonably possible using the process specified in the Service Level Agreement; and
- (d) unless caused by Valve Networks' negligence or fair wear and tear, the Customer is responsible for the reasonable cost of repairing damage to Valve Networks facilities that are installed on End-user premises.

6.1 Monitoring and data retention

Valve Networks may monitor the Network for the purposes of:

- (a) maintaining the Network at an optimum performance;
- (b) diagnosing problems associated with the Network,

and may intercept and retain data transmitted on the Network or relevant to communications for the purpose of complying with its obligations under Law or the requests of Regulators or government agencies.

6.2 Suspension of Services

- (a) Valve Networks may, without liability, immediately suspend a Service if:
 - (i) there is an Emergency;
 - (ii) the Customer breaches this Agreement and Valve Networks serves a Default Notice;
 - (iii) an Insolvency Event occurs in relation to the Customer;
 - (iv) doing so is necessary to allow Valve Networks to protect, repair, maintain or service any part of the Network, including for preventative or corrective purposes;
 - (v) Valve Networks reasonably suspects fraud by the Customer or any other person in connection with the Service;
 - (vi) Valve Networks is required to do so to comply with a Law, industry code, or an order, instruction or request of an emergency services organisation or other government agency, or a Regulator;
 - (vii) Valve Networks is issued with a competition notice under Part XIB of the *Competition and Consumer Act 2010* (Cth) in respect of the Service, or the Service is declared under Part XIC of the *Competition and Consumer Act 2010* (Cth); or
 - (viii) a Supplier of services to Valve Networks which are necessary for the provision of the Services ceases or suspends provision of those services to Valve Networks.
- (b) Valve Networks will provide the Customer with as much prior notice of the suspension as is commercially and reasonably possible in the circumstances. Valve Networks will recommence providing the Service as soon as is commercially and reasonably possible after the reason for the suspension has ceased.

6.3 Consequences of Suspension

If a Service is suspended in accordance with clause 6.2, the Customer will not be liable to pay any usage based portion of the Fees for that Service for the period of the suspension and Valve Networks will not be liable to pay any rebates under the Service Level Agreement for the period of the suspension.

7 Fees and Payment

7.1 Wholesale Price List

- (a) Valve Networks' Service Fees are set out in the Wholesale Price List which is available on the Customer Portal.
- (b) Subject to clause 5.6, Valve Networks will provide the Customer with 90 days' written notice of variations to existing Service Fees. Price variations will not occur during the Service Term of a Service other than as set out in clause 5.6.
- (c) The Customer must pay Valve Networks all applicable Fees for the Services as set out in the Wholesale Price List. The Customer must pay the Fees monthly in arrears.

7.2 Support Fees

- (a) Fees for support services over and above the Fee for a Service set out in the Wholesale Price List may be levied on the Customer if:
 - (i) more than 5% of the Customer's reported Faults are found to be outside the domain of the Network;
 - (ii) the Customer requests Valve Networks to contact an End-user directly to resolve a problem; or
 - (iii) Valve Networks visits End-user premises to test a reported Fault and there is no Fault found or the fault is outside the Network.
- (b) Fees for support services are set out in the Wholesale Price List.

7.3 Cancellation Fees

- (a) Subject to subclauses 7.3(c) and (d), if the Customer cancels a Service Order before the Service Date but after Valve Networks has performed work in relation to the Service, the Customer must, within 30 days of receipt of an invoice, pay Valve Networks for the work performed and reimburse Valve Networks for any verifiable third party costs incurred by Valve Networks in performing that work.
- (b) Subject to subclauses 7.3(c) and (d), if the Customer terminates a Service during the Service Term, the Customer must pay Valve Networks the applicable Service Cancellation Fee within 30 days of receipt of an invoice.
- (c) The Customer is not obliged to pay the charges under subclauses 7.3(a) and (b) if the Customer has cancelled the Service as a result of an unresolved breach of this Agreement by Valve Networks.
- (d) The Customer may cancel a Service to migrate to another Valve Networks Service, in which case no Service Cancellation Fee will be payable but the Customer will, within 30 days of receipt of an invoice, reimburse Valve Networks for any verifiable third party costs incurred by Valve Networks in relation to the Service.

7.4 Additional Work

- (a) Unless otherwise specified in the applicable Service Order, the Fees set out in the Wholesale Price List do not cover Additional Work.
- (b) Valve Networks or its nominated contractor will invoice the Customer for Additional Work on a time and materials basis at Valve Networks' standard rates and the Customer will be required to pay such invoices within 7 days of the date of invoice. Valve Networks is not obliged under this Agreement to supply a Service to an End-user until the invoice is paid.

7.5 Invoices

- (a) Unless otherwise agreed, Valve Networks will issue a monthly invoice to the Customer for payment of the sum of:
 - (i) the GST exclusive amount of the Fees for each Service relevant to that month;
 - (ii) the GST exclusive amount of any underpayment or overpayment of the Fees paid to Valve Networks up until that time;
 - (iii) the GST exclusive amount of any other payment to be made by the Customer to Valve Networks (such as any interest payable) or by Valve Networks to the Customer in accordance with the Agreement;

- (iv) subject to clause 8, the amount of GST payable on the sum of clauses 7.5(a)(i), 7.5(a)(ii) and 7.5(a)(iii) above and 7.5(b)(i) and 7.5(b)(ii) below; and
 - (v) the amount of any damages payable by a party to the other party.
- (b) The parties acknowledge and agree that in respect of clause 7.5(a)(i) above:
- (i) if the invoice is the first invoice for Fees and Valve Networks has provided Services in the previous month then in addition to the amount described in clause 7.5(a)(i) above, the invoice will include a GST exclusive amount for the Services provided in that previous month (which amount will represent a prorated adjustment of the GST exclusive amount of the Fees based on the number of days in that month for which the Services are or will be provided); and
 - (ii) if the invoice is the last invoice for Fees, the amount of the Fee relevant to the month will represent a prorated adjustment of the GST exclusive amount of the Fees based on the number of days in the month for which the Services will be provided.

7.6 Payments

- (a) Subject to clause 7.7, the Customer will pay the amount(s) invoiced by Valve Networks in accordance with clause 7.5, no later than 7 days from the invoice date. The Customer will pay any amount due under this Agreement electronically to a bank account nominated by Valve Networks, unless otherwise agreed between the parties.
- (b) If the Customer does not pay a bill by its due date, Valve Networks reserves the right to charge the Customer, and the Customer agrees to pay:
 - (i) interest at the rate of 3% above the prevailing base rate charged by Valve Networks' current bank on overdue charges from the due date until paid;
 - (ii) all reasonable expenses incurred by Valve Networks (including reasonable legal costs and expenses and the fees of Valve Networks' debt recovery agents) in relation to recovering payments due;
 - (iii) an equal amount to recoup any bank or financial institution fees incurred because the Customer's cheque, credit card payment or direct debit is not honoured.

7.7 Disputed Amounts

To dispute an invoice in good faith, the Customer must notify Valve Networks in writing. This notice must include detailed reasons for the dispute, and must be issued within 60 days of the invoice date. If the Customer has notified Valve Networks of the dispute by the due date for payment, the Customer may withhold only the disputed amounts of the invoice. If the Customer fails to notify Valve Networks by the due date the Customer must pay all sums due in full including the disputed amount. Valve Networks will use reasonable endeavours to resolve any such dispute quickly and efficiently. Where a dispute is determined to be unfounded, the Customer must pay Valve Networks the amount withheld within 7 days of such determination; or where a dispute is determined to be founded and the Customer has already paid the disputed amount, Valve Networks will refund the relevant amount within 7 days of such determination or at Valve Networks' election offset such amount to be refunded against non-disputed but outstanding amounts due and payable by the Customer in favour of Valve Networks.

7.8 Payment Default

If the Customer fails to pay any amount due under this Agreement by the due date for payment or withholds an amount from payment in accordance with clause 7.7, which is subsequently agreed or determined to be payable, Valve Networks will notify the customer via

a Default Notice. If the customer fails to remedy that default within 14 days of receiving the Default Notice, Valve Networks will be entitled, in its sole discretion, to:

- (a) reduce the speed of Service(s);
- (b) apply interest at the rate of 3% above the prevailing base rate charged by Valve Networks' current bank on overdue charges from the due date until paid;
- (c) be reimbursed for any debt collection expenses incurred by Valve Networks in respect of the failure to pay when due; and/or
- (d) take any additional actions as provided under this Agreement, including but not limited to the suspension or termination of Service(s).

8 GST and Other Taxes

8.1 Definitions

Except for defined terms in this Agreement, capitalised expressions set out in this clause 8 have the meaning given to those expressions in the GST Act.

8.2 Payment of GST

If a party makes a Taxable Supply in connection with this Agreement for a Consideration which represents its Value, then the party liable to pay for the Taxable Supply will also pay, at the same time and in the same manner as the Value is otherwise payable, the amount of any GST payable in respect of the Taxable Supply. A party's right to payment under this clause is subject to a valid Tax Invoice being delivered to the party liable to pay for the Taxable Supply.

8.3 Warranty

Each party warrants to the other party that:

- (a) it is registered under the GST Act; and
- (b) it will set out on each Tax Invoice issued by it the total amount of GST payable by it on making the Taxable Supply.

8.4 Adjustment Note

A party will issue an Adjustment Note for or in respect of any Adjustment Event to the other party 5 Business Days prior to the due date for payment (if any) or otherwise, within 10 Business Days of when the party became aware or should have become aware of the Adjustment Event, if there is no payment to be made by the other party.

8.5 Identification of GST

Each party will identify the amount of GST relevant to all pricing and payments.

8.6 Taxes Generally

The cost of any stamp duty or transaction duty in relation to this Agreement will be shared equally by the parties

9 Access and Security

9.1 Access to Residential End-user Premises

- (a) If Valve Networks or a Supplier must perform work in an End-user's Premises in order to provide or maintain the Services, Valve Networks or the Supplier will:

- (i) obtain any necessary approvals and permits (including occupant, home owner or landlord consent as applicable) prior to accessing the Premises; and
 - (ii) make and keep to an appointed time with the home owner or builder in accordance with the CSG (if applicable).
- (b) Work referred to in clause 9.1(a) will be performed by Valve Networks or the Supplier or their appointed contractor, at the request of the Customer and, unless the work is required because of a fault in Valve Networks or the Supplier's Equipment, at the Customer's cost.
- (c) The Customer will provide all necessary assistance to enable Valve Networks or the Supplier to meet its obligations in clause 9.1(a).

9.2 Access to Business End-user Premises

- (a) If Valve Networks or a Supplier must perform work in a Business End-user's Premises in order to provide the Services, the Customer must procure for Valve Networks or the Supplier the following for access to those Premises:
 - (i) the contact details of the relevant site representative;
 - (ii) ensure that access and work is not impeded; and
 - (iii) ensure that Valve Networks' or the Supplier's Equipment is protected.
- (b) Prior to accessing the Premises, Valve Networks or the Supplier will:
 - (i) obtain any necessary approvals and permits (including occupant or landlord consent as applicable); and
 - (ii) give all necessary notices.
- (c) Work referred to in clauses 9.2(a) and 9.2(b) will be performed by Valve Networks, the Supplier or their appointed contractor, at the Customer's request and, unless the work is required because of a fault in Valve Networks or the Supplier Equipment, at the Customer's cost.

9.3 Access to Customer's Facilities

In entering, using or accessing any of Customer's Equipment, facilities, premises or personnel, Valve Networks must observe all of the Customer's reasonable security, administrative and other requirements and directions, including any training or other requirements relating to occupational health and safety.

9.4 Site Specification

Where it is necessary for Valve Networks to install Equipment in the Customer's premises in order to provide a Service, Valve Networks will provide the Customer with specifications of the Equipment. The Customer, at its cost, must arrange for all necessary preparatory work to be performed and provide all necessary utility services in order for Valve Networks to be able to access, operate and maintain that Equipment.

9.5 Access to the Network

Except where specifically stated in this Agreement, the Customer or its End-user has no right to and will not access or interfere with the Network. The Customer will make all reasonable attempts to prevent the End-user from attempting to access Valve Networks or a Supplier's Equipment located on the End-user premises.

9.6 Rights

The rights conferred by Valve Networks under this Agreement rest in contract only and nothing in this Agreement creates a tenancy between Valve Networks or a Supplier and the

Customer or the Customer's End-user, nor does it confer upon the Customer or its End-user any right or interest in:

- (a) the facilities used by Valve Networks or a Supplier in providing the Services by way of occupation rights, easements, rights of way or otherwise; or
- (b) Valve Networks', a Supplier's, or any Third Party's Equipment.

10 Credit approval

Valve Networks may require credit approval of the Customer:

- (a) if the Customer is a new customer;
- (b) to meet a Supplier's requirements;
- (c) for material increases in monthly billing; and
- (d) from time to time to ensure that Valve Networks is satisfied with the Customer's credit rating.

To assess the Customer's credit rating, the Customer consents to Valve Networks or a Supplier disclosing to a credit reporting agency personal information relating to the Customer in Valve Networks' possession. If Valve Networks requires additional information from the Customer to properly assess the Customer's credit rating the Customer must promptly supply this requested information.

11 Security Deposit

11.1 Requirement for security deposits

Valve Networks may require a security deposit, or an addition to the Customer's existing security deposit to limit Valve Networks' financial risk under this Agreement. If Valve Networks requires a security deposit the Customer must provide the security deposit within 14 days of the date of Valve Networks' request and in a form acceptable to Valve Networks. The value of the security deposit must be equivalent to the amount Valve Networks reasonably believes is necessary to secure its exposure under this Agreement, for example 2.5 times the Customer's average monthly billings.

11.2 Application of security deposits

Valve Networks may utilise the Customer's security deposit to recover any amounts payable by the Customer to Valve Networks or Valve Networks may compensate itself for any loss, liability or expense suffered or incurred by Valve Networks as a result of any breach of this Agreement by the Customer.

12 Rebates

12.1 Entitlement to rebates

Where the Service is subject to a Service Level Agreement and Valve Networks fails to achieve the relevant Service Levels in any one month, the Customer will be entitled to a rebate calculated in accordance with the relevant Service Level Agreement.

12.2 How to claim a rebate

In order to claim a rebate, the Customer must lodge a written claim detailing the incident that gives rise to the claim. Valve Networks must receive the written claim within the time frame specified in the Service Level Agreement.

12.3 When rebates do not apply

The Customer is not entitled to a rebate when:

- (a) The Service is not subject to a Service Level Agreement;
- (b) Valve Networks achieves the applicable Service Levels in any one month;
- (c) The Customer has any undisputed overdue payments outstanding with Valve Networks; or
- (d) failure to achieve the Service Levels is caused directly or indirectly by, or arises from or in connection with:
 - (i) a Force Majeure event;
 - (ii) any act or omission by the Customer or the Customer's agents, employees, contractors, or End-users;
 - (iii) the Customer's or End-user's equipment; or
 - (iv) a suspension or reduction of the Service, allowed under this Agreement.

13 Communications with End-users

13.1 General

Valve Networks or a Supplier may communicate and deal with End-users as expressly provided in this Agreement and as otherwise permitted by Law.

13.2 Valve Networks or a Supplier communicating with End-users

Subject to clause 13.3, Valve Networks or a Supplier may communicate and deal with End-users:

- (i) in relation to goods and services which Valve Networks currently supplies or previously supplied to the End-user;
- (ii) as members of the general public or a part of the general public or members of a particular class of recipients of carriage or other services;
- (iii) where Valve Networks or the Supplier performs wholesale operations which require communications or dealings with the End-users, to the extent necessary to carry out such operations;
- (iv) in relation to the supply, cessation of the supply, or recommencing the supply, of the Services or an individual Service. Valve Networks may use the Customer's Confidential Information and information about End-users in connection with these purposes;
- (v) in relation to the marketing of its network services and other services including television, home wiring and connection services;
- (vi) in a manner or in circumstances agreed by the parties; or
- (vii) in an Emergency, to the extent it reasonably believes necessary to protect the safety of persons or property.

13.3 **End-user Initiated Communication**

If an End-user initiates a communication with Valve Networks:

- (a) in relation to goods and/or services supplied to that End-user by the Customer, Valve Networks must advise the End-user that they should discuss any matter concerning the Customer's goods and/or services with the Customer and must not engage in any form of marketing or discussion of Valve Networks' goods and/or services;
- (b) in relation to goods and/or services supplied to that End-user by Valve Networks, Valve Networks may engage in any form of marketing or discussion of Valve Networks' goods and/or services; and
- (c) in relation to goods and/or services supplied to that End-user by Valve Networks and the Customer, Valve Networks must advise the End-user that they should discuss any matter concerning the Customer's goods and/or services with the Customer, but Valve Networks may otherwise engage in any form of marketing or discussion of the Valve Networks' goods and/or services.

13.4 **Records of Communication**

- (a) Valve Networks will make and maintain records of any communication that Valve Networks has with an End-user concerning the Customer's goods or services. Valve Networks is not obliged to provide these records to the Customer except as required in the course of resolving a dispute with the Customer concerning Services to the relevant End-user.
- (b) For the purposes of clauses 13.2 to 13.4, inclusive, a 'communication' includes any form of written or verbal communication.

13.5 **Representation**

Neither party may represent that:

- (a) it has any special relationship with or special arrangements with the other party;
- (b) a Service has any characteristics or functionality other than as specified in the Agreement or in any specifications or marketing material published in relation to the Service; or
- (c) the other party participates in the provision of the first mentioned party's services, provided that a party may, upon enquiry by an End-user, inform the End-user of the nature of its relationship with the other party.

13.6 **Attribution**

- (a) Where a party communicates with an End-user of either party, the first mentioned party will not attribute to the other party:
 - (i) blame for a Fault or other circumstance; or
 - (ii) the need for maintenance of a Network; or
 - (iii) the suspension of a Service.
- (b) A party must not engage in any unlawful conduct in observing its obligations under clause 13.6(a).

- 13.7 Any applicable industry standard made by the ACMA pursuant to Part 6 of the Act and any applicable industry code registered pursuant to Part 6 of the Act in relation to communications or dealings with End-users will prevail over the requirements of this clause 13 to the extent of any inconsistency.

14 Force Majeure

- (a) No failure or omission by Valve Networks to carry out or observe any of the terms and conditions of this agreement will give rise to any claim against Valve Networks or be deemed a breach of this agreement by Valve Networks if such failure or omission arises from an event of Force Majeure.
- (b) Valve Networks will not be liable to the Customer in relation to the payment of any service rebate or credit (including any customer service guarantee rebate or credit) of the rebate of credit arises from an event of Force Majeure.
- (c) Valve Networks shall notify the Customer as soon as practicable of any anticipated delay due to an event of Force Majeure and identify the event of Force Majeure, its effects and proposed steps to minimise the effects of such event. The parties acknowledge that the steps to minimise the effects of such event shall not extend to settling strikes, lockout, embargo and/or labour disputes. The performance of Valve Networks' obligations under this agreement shall be suspended for the period of the delay due to an event of Force Majeure.

15 Intellectual Property

15.1 Ownership

As between the parties and unless otherwise specified in this Agreement, the title to all Intellectual Property rights in the Services and IP Information provided by Valve Networks vests with Valve Networks.

15.2 Licence

Valve Networks hereby grants to the Customer a non-exclusive, non-transferrable licence for the Term to use the Intellectual Property of Valve Networks solely for, and to the extent necessary to:

- (a) deliver the Customer's value added services over the Network to End-users; and
- (b) promote the Services in accordance with this Agreement.

15.3 Adaptations

Any adaptation, modification or variation of Valve Networks' Intellectual Property by the Customer shall be assigned on creation to Valve Networks.

16 Confidentiality

16.1 Confidential Information

The Confidant undertakes and covenants with the Discloser that it shall keep secret, confidential and not disclose any of the Confidential Information or suffer or permit the same to be disclosed to any person or company whatsoever except with the written consent of the Discloser and then only on the basis that the confidentiality of the Confidential Information is similarly respected in the same manner as provided in this clause.

16.2 Breach of Confidentiality

The Confidant acknowledges that each and every breach of this clause may adversely damage the business interests of the Discloser and that an award for damages alone may not be a sufficient remedy for any such breach. The Discloser shall, in addition to any other remedy available to it, in law or equity, be entitled to seek and obtain an interim, interrogatory and/or permanent injunction to restrain the Confidant or any person to whom the Confidential Information has been disclosed by the Confidant, whether in accordance with the agreement

or otherwise, from breaching this agreement and in order to compel specific performance of its terms and obligations..

16.3 Return of Confidential Information

The Confidant will return to the Discloser the Confidential Information of the Discloser, howsoever embodied or recorded, which is in its possession or control and shall permanently delete all electronic records containing any Confidential Information.

17 Warranties

17.1 General

Each party represents and warrants to the other party that:

- (a) it has the power to execute this Agreement and all necessary corporate and other action has been taken to authorise that execution, delivery and performance of this Agreement;
- (b) it is duly incorporated under the jurisdiction of its incorporation, with all requisite corporate power and authority and it has not suffered an Insolvency Event.

17.2 Customer Equipment

The Customer warrants that the Customer's Equipment is, where required, approved for use in Australia by the relevant authority (e.g. ACMA) and that it complies with all applicable Laws and further acknowledges and agrees that any equipment provided by Valve Networks to a Customer's End-user for the purposes of providing access to Valve Networks' Services remains the property of Valve Networks. The Customer agrees that it will not interfere with, modify or take possession of that equipment at any time.

18 Liability and Indemnity

18.1 Customer's Indemnities

The Customer indemnifies Valve Networks, and will keep Valve Networks fully indemnified, from and against any Loss suffered or incurred by Valve Networks in connection with:

- (a) an action or claim brought by the Customer or a Third Party against Valve Networks which relates to or arises out of the Customer's (or any of Customer's End-users') use of the Services (including as a result of the transmission of any illegal, misleading or offensive material by the Customer or any of the Customer's End-users);
- (b) if Valve Networks uses another supplier in providing the Services, the Customer will indemnify Valve Networks for all loss suffered by Valve Networks as a result of a claim by the Customer, End-user or a Third Party against the other supplier (excluding claims for death, personal injury or physical damage to tangible property) arising from or in connection with the supply or cessation of supply of the Services; or
- (c) a claim made by any End-user (including a claim based in negligence) in any way related to the Services or this Agreement.

18.2 Mutual Indemnities

Each party indemnifies the other Party for all Loss suffered or incurred by that other party arising from:

- (a) personal injury (including illness and disability) or death; and
- (b) damage to that other party's physical property (up to the value of the damage to the damaged property);

to the extent it is caused directly by the negligence of the indemnifying party in connection with this Agreement.

18.3 **Implied Terms**

Subject to any applicable Consumer Guarantee, and to the fullest extent permitted by law, all terms, conditions and/or warranties that may otherwise be implied into this Agreement, statutory and otherwise, are excluded.

18.4 **Indirect & Consequential Costs**

Subject to clause 18.7 and notwithstanding any other provision of this Agreement, Valve Networks will not be liable to the Customer (whether in contract, tort (including negligence) under statute or an indemnity or otherwise) for any Consequential Loss suffered or incurred under or in connection with the Services or this Agreement.

18.5 **Limitation of liability**

- (a) Subject to clause 18.7, and except to the extent that the Customer is entitled to any greater remedy for any breach by Valve Networks of an applicable Consumer Guarantee, the aggregate liability of each party to the other party in each calendar year for all Loss (including, in Valve Networks' case, any rebate payable under the Service Level Agreement) suffered or incurred under or in connection with this Agreement is limited to the amount of the Fees paid or payable to Valve Networks by the Customer in that calendar year.
- (b) Except to the extent that the Customer is entitled to any greater remedy for any breach by Valve Networks of an applicable Consumer Guarantee, the liability of Valve Networks for breach of an applicable Consumer Guarantee is limited, at the option of Valve Networks, to any one or more of the following:
 - (i) if the breach of Consumer Guarantee relates to Goods:
 - (A) repair of the Goods or the payment of the costs of having the Goods repaired; or
 - (B) the replacement of the Goods, the provision of new Goods or the payment of the cost of replacing or acquiring equivalent Goods; and
 - (ii) if the breach of Consumer Guarantee relates to Services:
 - (A) provision of the Services again; or
 - (B) the payment of the costs of having those Services supplied again.

18.6 **Duty to mitigate Loss**

Each party must use reasonable endeavours to mitigate any Loss suffered by it under or in connection with this Agreement and a claim for Loss will be reduced to the extent that this is not done.

18.7 **Exceptions**

The limitations of liability in clauses 18.4 and 18.5(a) do not extend to any liability of a party:

- (a) which it cannot lawfully limit or exclude by contract; or
- (b) for personal injury or death.

18.8 **Service Levels**

Where a Service Level Agreement applies to a Service, to the extent permitted by law, Valve Networks' total liability to the Customer in relation to a failure of the Service is limited to any applicable rebates under the Service Level Agreement.

19 Termination of Agreement

19.1 General

- (a) A party may terminate this Agreement in whole:
 - (i) by giving the other party no less than 6 months' written notice;
 - (ii) if the other party breaches any material provision of this Agreement and fails to remedy the breach within 30 days of receiving written notice requesting it to do so;
 - (iii) if required to do so pursuant to the Act, any other Law, or by a Regulator;
 - (iv) if an Insolvency Event occurs in relation to the other party;
 - (v) if the other party ceases to function as a going concern or to conduct its operations in the normal course of business;
 - (vi) if Valve Networks has exercised a right under and in accordance with this Agreement to suspend all of the Services and the grounds for suspension have not been rectified within 30 days of the date of suspension; or
 - (vii) in the case of termination by Valve Networks, if a supplier ceases supply of a services or good including but not limited to network access that is necessary for Valve Networks' supply of Services.
- (b) Valve Networks may terminate this agreement or any relevant Services by giving not less than five business days' notice in writing to the Customer if:
 - (i) in the reasonable opinion of Valve Networks, it becomes economically unviable or technically unfeasible for Valve Networks to continue to supply the relevant Services; or
 - (ii) any right (including any access right), lease, licence or agreement necessary for Valve Networks to provide the Services expires, or is revoked or terminated.
- (c) This Agreement will automatically terminate when all Services under the Agreement have expired or been terminated.
- (d) For the purposes of clause 19.1(a)(ii), a provision of this Agreement requiring a party to pay money is a material provision.

19.2 Force Majeure

A party may terminate this Agreement with immediate effect from the date of service of a notice, or a later date specified in the notice, if a Force Majeure event significantly affects the other party's ability to perform its obligations (other than an obligation to pay money) under this Agreement for a continuous period of more than 6 months.

19.3 Consequences of Termination

- (a) Termination of this Agreement will not:
 - (i) affect, and is without prejudice to, any rights or remedies of a party that have accrued prior to or as a result of termination of this Agreement;
 - (ii) operate as a waiver of any breach of this Agreement by a party;
 - (iii) affect any indemnity given by a party under this Agreement, each of which will survive the expiry or termination of this Agreement, or any other clause of this Agreement that is expressed to survive the termination or expiry of this Agreement; or

- (iv) affect clauses 7, 15, 16, 17 and 18 each of which will survive the expiry or termination of this Agreement.
- (b) On termination of this Agreement the Customer will:
 - (i) in respect of any Equipment supplied by Valve Networks, other than by sale:
 - (A) immediately cease, or as applicable procure its End-users to cease, using that Equipment; and
 - (B) permit, or procure permission for, Valve Networks to access the premises where that Equipment is located for the purpose of removing that Equipment and not hinder Valve Networks in carrying out that purpose; and
 - (ii) in respect of any other Equipment used by the Customer in order to utilise a Service, disconnect that Equipment from the Network and promptly do all things reasonably required by Valve Networks to enable Valve Networks to disconnect that Equipment from the Network and, where applicable, remove it from the vicinity of the Network.

20 Notices

20.1 Notices to be in writing

Any notice given under this agreement must be in writing and must be signed by the Party giving the notice or any Authorised Officer of that Party. Communications sent by email are taken to be signed by the named sender.

20.2 Address for notices

- (a) Valve Networks' postal address and email address for notices are:

Name: Valve Networks Pty Ltd

Attention: [insert name and title of Valve Networks contact person]

Address: Unit 6, 167 Princes Highway, Hallam VIC 3803

Email: [insert email address of Valve Networks contact person]

The Customer's postal address and email address for notices are:

Name: [insert]

Attention: [insert]

Address: [insert]

Email: [insert]

- (b) A party may change its address or email address by giving notice of that change to the other party.

20.3 Effective time for notices

- (a) Unless a later time is specified in a notice, the notice takes effect from the time it is received.
- (b) A notice is taken to be received:

- (i) if delivered by hand, when so delivered;
- (ii) if sent by pre-paid post, on the four clear Business Day after the date of posting;
- (iii) if sent by email:
 - (A) when the sender receives an automated message confirming delivery; or
 - (B) four hours after the time sent (as recorded on the device from which the sender sent the email) unless the sender receives an automated message that:
 - (I) the email has not been delivered; or
 - (II) that the recipient is "out of the office" or equivalent; or
- (iv) if sent by facsimile, upon the receipt by the sender of a transmission report from the despatching facsimile machine which confirms that all of the pages comprised in the notice have been successfully sent to the receiving Party's facsimile number.

21 Alternate Dispute Resolution

21.1 General

If there is a dispute or claim (other than a failure by the Customer to pay an invoice in accordance with clause 7) arising out of or in connection with this Agreement or the breach, rectification, termination, frustration or invalidity thereof, (**'dispute'**) the parties will use their reasonable endeavours to resolve the dispute in accordance with this clause 21. Neither party will resort to legal proceedings, except for urgent interlocutory relief, until the process outlined in this clause 21 has been complied with.

21.2 Notice of Dispute

A party claiming that a dispute has arisen will notify the other party in writing. Such notice will:

- (a) state that it is a notice given pursuant to this clause 21;
- (b) adequately describe the particulars of the alleged dispute including if relevant the amount of the dispute; and
- (c) be signed by a director, executive or equivalent of the party.

21.3 Minor Disputes

If the amount in dispute is less than or equal to \$100,000 and the dispute cannot be resolved by negotiation, the dispute will be settled by the final and binding decision of an expert appointed by agreement between the parties, or failing agreement appointed by the Chairperson of the Institute of Arbitrators and Mediators, Australia. The cost of the expert will be shared equally by the parties.

21.4 Major Disputes

If the amount in dispute is more than \$100,000, the parties will attend at least one meeting to discuss the dispute within 5 Business Days of the notification of the dispute. If the dispute cannot be resolved by negotiation within that period, the parties will confer within a further 5 Business Days in order to ascertain whether they agree that the dispute will be referred to the process set out in clause 21.3.

21.5 Litigation

If a dispute to which clause 21.4 applies cannot be resolved in accordance with the procedure set out in that clause 21.4, then either party may commence legal proceedings in relation to the dispute.

21.6 Expert Determination

Expert determination of a dispute in accordance with clauses 21.3 or 21.4 will be carried out in accordance with Institute of Arbitrators and Mediators, Australia's Rules for Expert Determination of Commercial Disputes.

21.7 Conduct of Disputes

Unless agreed otherwise, all dispute resolution proceedings will be conducted in Brisbane, Queensland.

21.8 Continuing Performance

Despite the existence of a dispute, the parties will continue to perform their respective obligations under the Agreement, other than to the extent prevented by the nature of the dispute.

22 General

22.1 Governing Law

This Agreement is governed by the Laws of Queensland. The parties submit to the non-exclusive jurisdiction of the courts of Queensland and the Federal Court of Australia. The rights of a party under the Agreement are cumulative and not exclusive of any rights provided by Law.

22.2 Severance

If any provision of this Agreement is illegal or unenforceable then, to the extent possible, it will be severed from this Agreement and the remaining provisions of this Agreement will continue in force.

22.3 Entire Agreement

This Agreement:

- (a) contains the entire agreement between the parties on its subject matter; and
- (b) supersedes any prior agreement, representations or understanding on the subject matter of this Agreement.

22.4 Assignment and Waiver

- (a) A party will not assign, novate or otherwise transfer this Agreement or any right or obligation under this Agreement without the prior written approval of the other party, which will not be unreasonably withheld.
- (b) A party's failure or delay to exercise a power or right does not operate as a waiver of that power or right. Waiver of a power or right is effective only:
 - (i) in respect of the specific instance to which it relates;
 - (ii) for the specific purpose for which it is given; and
 - (iii) if it is given in writing.

- (c) The exercise of a power or right does not preclude either its exercise in the future or the exercise of any other power or right.

22.5 Variation

No variation of this Agreement will be valid unless it is in writing and signed by each of the parties to this Agreement.

22.6 Costs

Each party must pay its own costs in relation to the negotiation, preparation, execution, performance, amendment or registration of the Agreement, or any consent given or made under the Agreement, unless expressly provided otherwise by the terms of this Agreement.

22.7 Further Assurance

Each party must execute any document and perform any action reasonably necessary to give full effect to the Agreement, whether before or after performance of the Agreement.

22.8 Relationship

The relationship of the parties is one of independent contractors and nothing in this Agreement will constitute a party as the employee, partner, agent, representative, trustee or joint venturer of the other party.

22.9 Counterparts

This Agreement may be executed in any number of counterparts. In such case, each counterpart will constitute an original and the counterparts together will constitute one and the same agreement.

23 Definitions and Interpretations

23.1 Definitions

In this Agreement, unless the context requires otherwise:

ACCC means the Australian Competition and Consumer Commission.

Acceptable Use Policy means the document in Annexure B.

ACMA means the Australian Communications Media Authority.

Act means the *Telecommunications Act 1997* (Cth).

Additional Work is defined in clause 5.4(a).

Agreement means the documents listed in clause 1.2 as amended from time to time.

Approval means any approval, permit, license, registration, consent or authorisation of any other kind required by Law, by a Regulator or by the owner and/or lessee.

Business Day means any day except Saturdays, Sundays and gazetted public holidays observed in the place where an act is to be performed or a payment is to be made.

Business End-user means an End-user that is acquiring a Service for business use.

Business Hours means the hours between 9.00am to 5.00pm on a Business Day at the place where the Services are to be provided, unless specified otherwise.

Carrier has the meaning given to that term under the Act.

Confidant means the party to whom the Confidential Information is provided by the Discloser and includes that party's Personnel to whom Confidential Information is provided by the party or by the Discloser.

Confidential Information means any information which is disclosed to a Recipient by the Discloser, or which is acquired or observed by the Recipient, in connection with this Agreement or the Network and includes the contents of this Agreement, the nature, extent and scope of the Services, information relating to technology, processes, products, samples, drawings, plans, specifications, inventions and designs used, developed or produced by or on behalf of one or both of the parties and trade secrets and know-how and information of a commercially sensitive nature (including, financial information, business and marketing plans, projections and formulae and any geological, processing and engineering information, results, interpretations, reports and analyses), but does not include any information which is in, or comes into, the public domain otherwise than by disclosure in breach of the terms of this Agreement.

Consequential Loss means:

- (a) loss of revenue, loss of profits, loss of anticipated savings or business, pure economic loss, loss of data, loss of value of equipment (other than cost of repair), loss of opportunity or expectation loss and any form of consequential, special, indirect, punitive or exemplary loss or damages; and
- (b) any penalties or fines imposed by a Regulator.

Consumer Guarantees means the consumer guarantees set out in Division 1 of Part 3-2 of the Australian Consumer Law.

Consumer Protection Act means the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth).

Critical Fault is defined in the Service Level Agreement.

CSG means the *Telecommunications (Customer Service Guarantee) Standard 2011* made under the Consumer Protection Act.

Customer Portal means a secure site on Valve Networks' website that the Customer may access.

Default Notice means a Notice that provides details of the other party's breach of or default under the Agreement.

Discloser means the party providing the Confidential Information to the Confidant.

Emergency means an emergency due to an actual or potential occurrence (such as fire, flood, storm, earthquake, explosion, accident, epidemic or war like action or other Force Majeure event) which endangers or threatens to endanger the environment, the integrity of the Network, the safety or health of persons, or destroys or damages or threatens to destroy or damage property.

End-user means a person to whom the Customer on-sells one or more Services.

Equipment means any device, electronic or otherwise, which is used in the delivery or consumption of the Service.

Fault has the meaning given to it in respect of a particular Service, as set out in the Service Level Agreement.

Fees mean the fees and charges that are set out in the Wholesale Price List or as otherwise advised to the Customer by Valve Networks.

Force Majeure means an event or circumstance beyond the reasonable control of the party claiming force majeure, including the failure of any telecommunications network, telecommunications carrier, service provider (other than Valve Networks, except if such failure

is itself caused by Force Majeure) or any of Valve Networks' suppliers, or any act of a Governmental Agency, , act of God, fire, flood, storm, tempest or wash away or high sea inundation, radioactive contamination, act of war (whether declared or not), terrorism, revolution or act of public enemies, riot or civil commotion, strike, stoppage, ban, limitation on work or restraint of labour and, in the case of Valve Networks, includes any Third Party damage to the Network and any suspension or failure by a Third Party to supply goods or services.

Governmental Agency means any government or any governmental, semi-governmental, administrative, fiscal or judicial body, department, commission, authority, tribunal, agency or entity;

GST Act means the *Tax System (Goods and Services Tax) Act 1999* (Cth)

Insolvency Event means in respect of a party, being insolvent, or having a controller appointed, or being in receivership or receivership and management, in liquidation, trustee in bankruptcy or statutory trustee appointed, in provisional liquidation, under administration, wound up, subject to any arrangement, assignment, or composition, protected from creditors under any statute, dissolved, or otherwise unable to pay its debts when they fall due (with each of the expressions used in the clause having the meaning given under the *Corporations Act 2001* (Cth)).

Intellectual Property means all statutory, civil and common law, and other proprietary rights in respect of know-how, confidential information, inventions, copyright, trade marks, designs, patents, circuit layouts, trade secrets and all other rights and all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields;

IP Information any material, rules, reports, manuals, specifications, instructions, requirements, software, information, process, methodology or documentation in whatever form which relates to Intellectual Property rights.

Law means any applicable statute, regulation, by-law, ordinance or subordinate legislation in force from time to time in Australia, whether made by a State, Territory, the Commonwealth, or a local government, and includes the common law and rules of equity as applicable from time to time.

Loss means any loss, damage, cost, interest, tax, expense, debt, fee, penalty, fine, forfeiture, assessment, liability or damages suffered or incurred by a person;

Major Fault is defined in the Service Level Agreement.

Network has the same meaning as 'telecommunications network' as defined in the Act and, for the purposes of this Agreement specifically means the telecommunication facilities used by Valve Networks to provide Services including facilities and networks owned by Suppliers.

Notice means a notice, demand, consent, Approval or communication issued under this Agreement.

Permitted Purpose means the performance of this Agreement.

Personnel of a party or person means that party or person's employees, officers, agents, contractors, professional advisers or other representatives.

Premises means any land together with its building(s) used as a place of business or residence.

Regulator means ACMA, ACCC, Communications Alliance Ltd, Communications Compliance Ltd, the Telecommunications Industry Ombudsman or any other government or statutory body or authority.

Regulatory or Supplier Interposing Event means any of the following that materially adversely affects the supply of a Service by Valve Networks:

- (a) any change in a Law, including:
 - (i) amendments to or repeals of any part of any statute, ordinance, code or Law including the Act, the *Competition and Consumer Act 2010* (Cth) or the introduction of a new statute, ordinance, code, standard or law;
 - (ii) a directive of, or determination by, a Regulator; registration or determination of a new industry code or industry standard under the Act, or amendments to or repeals of any existing code or industry standard;
 - (iii) the issue by the ACCC of a Competition Notice (as defined in section 151AB of the *Competition and Consumer Act 2010* (Cth) which affects any Services or the subject matter of the Agreement, (or where Valve Networks reasonably considers that the ACCC is likely to issue a Competition Notice);
 - (iv) the determination, addition, variation or removal of a Service Provider Rule (as defined by section 98 of the Act) applicable to Valve Networks or any Third Party provider;
 - (v) the grant of an injunction against Valve Networks in relation to a breach or alleged contravention of any Law; and
 - (vi) an amendment, declaration, addition, variation or removal of a condition to Valve Networks' carrier licence; or
- (b) any material increase in fees or charges of a Third Party supplying goods or services to Valve Networks.

Residential End-user means an End-user to whom the Customer is on-selling a Service for personal, domestic or household use by the End-user.

Service(s) means the services to be provided by Valve Networks to the Customer as described in a Service Order.

Service Cancellation Fee means the Fee which may be payable if the Service is cancelled prior to the end of the Service Term and is to be calculated as 70% of the monthly Fees for the remaining period of the Service Term which the parties agree is a genuine estimate of the loss that Valve Networks incurs as a result of the early cancellation.

Service Date means the date that Valve Networks commences providing the relevant Service to the Customer, or is deemed to do so.

Service Delivery Point means the point at which a Service is made available for connection to the Customer's Equipment or cabling.

Service Level Agreement means the relevant agreement nominated for a particular Service as set out in Annexure A that details the service levels in respect of that Service and the consequences if those service levels are not met.

Service Order means a written order established between the parties in accordance with clause 4.

Service Request means a request from the Customer for the provision, variation or cancellation of a Service provided by Valve Networks, made in accordance with clause 4.

Service Schedule means the schedule of terms applicable to a particular type of Service set out in the Customer Portal.

Service Term means the period that commences on the Service Date and specified in a Service Order for which Valve Networks agrees to supply a Service to the Customer. If no Service Term is specified then it is 12 months.

Supplier means a carrier that provides wholesale services to Valve Networks that are used in the provision of Services to the Customer.

Tax Invoice has the meaning given to that term in the GST Act.

Term means the period commencing on the date of execution of this Agreement and continuing until such time as the Agreement is terminated in accordance with clause 19.

Third Party means a person who is not a party to this Agreement.

we, us, or our means Valve Networks Pty Ltd (ACN 619 334 002).

Wholesale Price List means the list of Valve Networks' Fees and charges under this Agreement set out in the Customer Portal.

you or your means the Customer.

23.2 Interpretation

In this Agreement:

- (a) headings are for convenience only and do not affect interpretation,
- and, unless the contrary intention appears:
- (b) the singular includes the plural and vice versa;
 - (c) a word denoting a gender includes all genders;
 - (d) a reference to a person includes a corporation, firm association, joint venture, unincorporated body, partnership, authority, government or governmental authority or other entity;
 - (e) the words 'includes', 'including' and similar expressions are not words of limitation;
 - (f) where an expression is defined, another part of speech or grammatical form of that expression has a corresponding meaning;
 - (g) undefined words and expressions if defined in the Act have the same meaning as in the Act;
 - (h) a reference to any legislation or any provision of any legislation includes a reference to any modification or re-enactment of, or any provisions substituted for, such legislation or provisions;
 - (i) if a corporation, authority, institute or association or other body referred to in this Agreement (other than a party to this Agreement) is reconstituted, renamed or replaced or if its powers or functions are transferred to another entity, this Agreement is deemed to refer to that new entity;
 - (j) if a corporation, institute or association or other body referred to in this Agreement (other than a party to this Agreement) ceases to exist, the Agreement is deemed to refer to that entity which serves substantially the same purpose or objects as the former entity;
 - (k) a reference to a clause, schedule or annexure is a reference to a clause, schedule or annexure to this Agreement and a reference to this Agreement includes any schedule or annexure;
 - (l) a reference to any document or instrument includes the document or instrument as amended, novated, supplemented or replaced from time to time;
 - (m) a provision of this Agreement must not be construed to the disadvantage of a party merely because that party was responsible for the preparation of the Agreement or the inclusion of the relevant provision in the Agreement;
 - (n) if an act must be done on a specified day, which is not a Business Day, it must be done instead on the next Business Day;

- (o) money is in Australian dollars; and
- (p) all lump sums and rates stated in this Agreement (including each Service Order) will be deemed not to include GST, unless expressly stated otherwise.

Executed as an agreement

Executed by Valve Networks Pty Ltd ACN 619 334 002 in accordance with section 127 of the *Corporations Act 2001* (Cth):

Sole Director and Company Secretary

Authorised Representative

Name of *Director/*Company Secretary
(BLOCK LETTERS)
*please delete as appropriate

Name of Authorised Representative
(BLOCK LETTERS)

Executed by [the Customer]
ACN [CUSTOMER ACN] in accordance with section 127 of the *Corporations Act 2001* (Cth):

*Director/*Company Secretary

Director

Name of *Director/*Company Secretary
(BLOCK LETTERS)
*please delete as appropriate

Name of Director
(BLOCK LETTERS)

Annexure A – Service Level Agreement

1 Definitions

This Service Level Agreement forms part of the Master Services Agreement between Valve Networks and the Customer. In this Service Level Agreement, the following terms have the following meanings. All other capitalised terms are defined in the Master Services Agreement.

Connection Fee: All applicable Connection Fees are set out in the Wholesale Price List.

Consumer Protection Act means the *Telecommunications (Consumer Protection and Service Standards) Act 1999* (Cth).

Critical Fault is defined in paragraph 4.3.

CSG means the *Telecommunications (Customer Service Guarantee) Standard 2011* (Cth) made under the Consumer Protection Act.

CSG Service means a standard telephone service supplied by the Customer to an End-user over the Network, as defined in the *Consumer Protection Act* and referred to in paragraph 8 of this Service Level Agreement.

External Plant Facility means a facility that is not located in a telephone exchange and is accessible by a carriage service provider for the purpose of connecting an End-user customer to a telecommunications service, where 'facility' means:

- (a) any part of the infrastructure of a telecommunications network; or
- (b) any line, equipment, apparatus, tower, mast, antenna, tunnel, duct, hole, pit, pole or other structure or thing used, or for use, in or in connection with a telecommunications network.

In Close Proximity: The site at which the Customer requests a specified Service to be connected is In Close Proximity when:

- (a) the site is in close proximity to an External Plant Facility used to supply the Service; and
- (b) the External Plant Facility has sufficient capacity available to supply the Service when the request is made.

This would tend to mean the external cable plant is installed in a communications pit at or near the property boundary.

In Place Connection: The site at which the Customer requests a specified Service to be connected has an In Place Connection when:

- (a) all External Plant Facility and the network termination device are installed at the site; and
- (b) the External Plant Facility has sufficient capacity available to supply the Service when the request is made.

Major Fault is defined in paragraph 4.3

Minor Fault is defined in paragraph 4.3.

Non-CSG Service means any Valve Networks Service other than a CSG Service.

Not Readily Accessible: The site at which the Customer requests a specified Service to be connected is Not Readily Accessible when the site is not In Close Proximity to available

External Plant Facility and infrastructure, or the External Plant Facility or infrastructure has no spare capacity.

Primary Damages has the meaning given to this term in section 118A of the Consumer Protection Act.

Service Levels means the service levels for the Services set out in the Wholesale Price List.

2 Applicable Services

This Service Level Agreement applies to the provision of the Non-CSG Services set out in the Wholesale Price List.

3 Fault Management

3.1 Network Monitoring

Valve Networks will monitor the Network and seek to identify any Fault as early as reasonably and commercially possible.

4 Fault Reporting

4.1 Prior to reporting a Fault

Prior to logging a Fault with Valve Networks, the Customer must provide the End-user with the following 'level 1' helpdesk assistance for the problem or Fault in question:

- (a) if the Customer suspects that a Fault has occurred or is likely to occur or the Service is not available, the Customer will:
 - (i) assist the End-user in diagnosing any problem which may exist with the End-users' own equipment;
 - (ii) complete a diagnostic check of its own internal equipment to ensure that the Fault is not due to its own internal systems; and
 - (iii) conduct some preliminary investigation of the problem using tools provided by Valve Networks.

After providing this 'level 1' support, the Customer may then report the Fault to Valve Networks in accordance with the fault reporting methods in the following table or as set out in Valve Networks' operational manual or website.

Method	Contact Details	Purpose
By Email	support@.....	The preferred method for all Minor and Major Faults as defined in paragraph 4.3.
By Phone	1300 abc def	Only for Major or Critical Faults as defined in paragraph 4.3

When identifying the Fault, the Customer must provide Valve Networks with the following information.

- (b) the Customer's name and contact;

- (c) the Service ID affected by the Fault; and
- (d) a description of the Fault.

Each time a Fault is reported by the Customer, Valve Networks will issue the Fault a unique identifier (Job Ticket), which will be:

- (e) logged by Valve Networks; and
- (f) quoted by the parties for all future references.

This is to assist with the management of the Fault and for future analysis and reporting.

Valve Networks reserves the right to charge the Customer for costs incurred in the event that Valve Networks is called to either the Customer's or its End-user's site regarding a Fault that is:

- (g) subsequently proven to be with the Customer's or End-user's equipment; or
- (h) caused by negligent use or misuse of the Service or equipment by the Customer, its employees agents, suppliers, End-users or other third parties.

4.2 Accepting and Managing Faults

Valve Networks will operate a call centre for the logging of Faults and a network management centre for the monitoring and management of Faults, which will be contactable via email 24-hour per day and the assigned 1300 number business hours.. Valve Networks' target is to answer all calls, by a person, within two minutes.

If the Customer notices that its Service is being interrupted or degraded and the Customer lodges a Fault call, then Valve Networks will communicate with the Customer as follows or as otherwise agreed with the Customer throughout the process:

Communications Type	Description	Timing
Receipt of Call	Upon receipt of the call, confirm with Customer if there is a Fault. Issue is to be logged for resolution by the call centre.	While Customer is on the phone.
Response	Initial notification to advise Customer of progress and the latest expectation of a resolution process or time frame.	Target within 30 minutes of the issue being logged, unless Valve Networks has agreed with Customer otherwise.
Resolution	Advice to Customer that the issue has been resolved.	As soon as practical and with consideration of the Customer's requirements as advised to the call centre.

4.3 Fault Classification

The following table gives a description of the Fault classifications by Valve Networks:

Fault Priority	Fault Description	Update Method
Critical Fault	There is a Fault which is affecting all of the Customer's Services for a particular state (e.g. Queensland) and there is a risk of recurrence. For example a complete outage of a point of interconnect would be deemed a Critical Fault, or where a significant	Phone or email

Fault Priority	Fault Description	Update Method
	number of end-users are impacted by the Fault	
Major Fault	There is a Fault which is affecting a significant number of the Customer's Services and there is a risk of recurrence. For example an outage of a broadband aggregation node supporting a number of buildings would be deemed a Major Fault.	Phone or email
Minor Fault	There is a Fault which is affecting service to a single or small number of the Customer's Services.	Phone or email

4.4 Escalation

Fault escalation will be activated by contacting the relevant party during the hours and on the contact details set out below.

Valve Networks will assign a Fault priority in its sole discretion in accordance with paragraph 4.3 above.

As soon as it becomes apparent that the Response Time, Repair Time or Update Time may be exceeded, the Customer may at its own discretion escalate the Fault in accordance with the following table.

The aim of escalating the Fault is to ensure that adequate and appropriate resources are applied to the Fault.

Escalation	Time at which escalation can occur	Position of Action
Level 0	At the time when the Fault was initially logged	Network Management Centre (NMC)
Level 1	(a) Immediately when a Major Fault occurs; or (b) at the time when 100% of the Resolution Time for a Minor Fault has expired and the Fault is still outstanding.	Network Operations Manager
Level 2	(a) Immediately when a Critical Fault occurs; or (b) at the time when 200% of the Resolution Time for a Minor Fault and the Fault is still outstanding.	General Manager, Operations

5 Performance Reporting

Due to the nature of Services offered, Valve Networks does not provide any regular reporting of the end-to-end performance of the Customer's Services.

6 Planned Outages

Valve Networks may conduct maintenance on the Network at any time where in Valve Networks' opinion it is necessary to carry out work on its facilities, network, or systems

(including but not limited to installation of infrastructure, maintenance and upgrade) to ensure operation of the Network.

Valve Networks will endeavour to schedule such maintenance, where it may adversely affect delivery of the Services, outside normal Business Hours. Valve Networks will provide notice to the Customer of scheduled maintenance within the following time periods:

Classification	Description	Notice Period
Non Service Affecting	Work that is not intended to impact the Services, but may have a small risk to the Customer.	5 Business Days
Service Affecting	Work that will impact the Services.	10 Business Days
Urgent	Work that requires urgent attention, which if left unattended will have a Critical impact on the Services.	48 hours

7 Service Levels

7.1 Products and Service Levels

The Services and their respective service level categories and Service Levels are specified in the Wholesale Price List, which Valve Networks may update and re-issue to the Customer from time to time.

7.2 Connection Guarantee

Valve Networks will deliver all Services within the following timeframes based on the availability of telecommunication infrastructure:

- (a) where an In Place Connection exists, the Service will be made available to the Customer by the end of second Business Day from Valve Networks' acceptance of the applicable Service Order;
- (b) where infrastructure is In Close Proximity, the Service will be made available to the Customer within five - ten Business Days from Valve Networks' acceptance of the applicable Service Order by or as otherwise agreed; and
- (c) where infrastructure is Not Readily Accessible, the Service will be made available to the Customer by a date which is mutually agreed between Valve Networks and the Customer.

7.3 Compensation for a Non-CSG Service

Subject to paragraphs 7.4 and 7.5 and any target availability set out in the Wholesale Price List, if Valve Networks fails to meet a specific area of performance within an applicable service level for a Non-CSG-Service the Customer will be entitled to the following rebates:

Service Category	Area of Performance	Compensation
Bronze	Target Availability	Nil
	Service Connection	100% of Connection Fee, if not delivered by agreed date in accordance with paragraph 7.2.
	Service Variation	100% of Connection Fee, if not delivered by agreed date in accordance with the applicable Service

Service Category	Area of Performance	Compensation		
		Levels.		
	Fault Restoration	Nil		
	Latency	Nil		
	Packet Loss	Nil		
Silver	Target Availability	Nil		
	Service Connection	100% of Connection Fee, if not delivered by agreed date in accordance with paragraph 7.2		
	Service Variation	100% of Connection Fee, if not delivered by agreed date in accordance with the applicable Service Levels.		
	Fault Restoration	5% of monthly service Fee if not restored by end of 2 nd Business Day	10% of monthly service Fee if not restored by end of 3 rd Business Day	25% of monthly service Fee if not restored by end of 5 th Business Day
	Latency	Nil		
	Packet Loss	2.5% of monthly service Fee if more than 0.1% but less than 0.5%	5% of monthly service Fee if more than 0.5% but less than 1%	7% of monthly service Fee if more than 1%
Gold	Target Availability	Nil		
	Service Connection	100% of Connection Fee, if not delivered by agreed date in accordance with paragraph 7.2		
	Service Variation	100% of Connection Fee, if not delivered by agreed date in accordance with the applicable Service Levels.		
	Fault Restoration	5% of monthly service Fee if less than 60 minutes past restoration target	10% of monthly service Fee if more than 60 min. but less than 240 min. past restoration target	25% of monthly service Fee if more than 240 minutes past restoration target
	Latency	Nil		
	Packet Loss	2.5% of monthly service Fee if more than 0.1% but less than 0.5%	5% of monthly service Fee if more than 0.5% but less than 1%	7% of monthly service Fee if more than 1%

7.4 Ineligible for Compensation

The Customer is not eligible for compensation under paragraph 7.3 if:

- (a) Valve Networks is not in a position to avoid an event or occurrence which caused the non-compliance with the Service Level due to acts or omissions of a third party, the Customer, the End-user or a Force Majeure event;
- (b) the Customer has been notified by Valve Networks of a planned outage which, in Valve Networks' sole opinion, is reasonable and commercially required or preferred to maintain the Network at an optimum operating performance;
- (c) the End-user has not cooperated with Valve Networks or its agents and denied access to the Customer's premises; or
- (d) delays are due to the need for Valve Networks to comply with the Law.

7.5 Claiming Compensation

The payment of a rebate is conditional on the Customer notifying Valve Networks of the non-compliance within 3 months of the relevant issue and the amount of rebate and whether a rebate is payable will be determined by Valve Networks in its sole discretion, acting in good faith.

8 Customer Service Guarantee

8.1 Requirements by Law

Where a CSG Service is supplied by resale, the Customer (as the carriage service provider) is liable to the End-users with respect to the CSG, even though the liability may ultimately rest with Valve Networks (as the underlying network provider). The Consumer Protection Act enables a carriage service provider that is liable to pay compensation under the CSG penalty to recover some or all of the compensation that it has paid to an End-user from another provider where the acts or omissions of the other provider were wholly or partly the cause of the failure to comply with the CSG.

8.2 Connection Guarantee

Valve Networks will deliver a CSG Service within the following timeframes based on availability of telecommunication infrastructure:

- (a) where an In Place Connection exists, the Service will be made available to the Customer by the end of second Business Day from Valve Networks' acceptance of the applicable Service Order;
- (b) where infrastructure is In Close Proximity, the Service will be made available to the Customer within five Business Days from Valve Networks' acceptance of the applicable Service Order or as otherwise agreed; and
- (c) where infrastructure is Not Readily Accessible, the Service will be made available to the Customer by a date which is mutually agreed between Valve Networks and the Customer.

8.3 Repair Guarantee

If the site for a Service is in an urban centre with a population equal to or greater than 10,000 people, Valve Networks will repair a CSG Service by the end of the first full Business Day after it receives the report of a Fault from the Customer.

If the site for a Service is an urban centre with a population less than 10,000 people Valve Networks will repair a CSG Service by the end of the second full Business Day after it receives the report of a Fault from the Customer.

For clarification, a Fault logged after 5:00pm will be deemed to be logged the following day.

8.4 Appointment Guarantee

If Valve Networks requires access to End-user premises to install or repair a Service, Valve Networks will offer to meet the End-user onsite as follows:

- (a) for Residential End-users, appointments will be set between two particular times of the day that are not more than five hours apart. Nominally this is either 8:00am to 12:00pm or 12:00pm to 4:00pm; or
- (b) for Business End-users, appointments will be set for a particular time of day with a 30 minute window, between the hours of 8:00am and 4:00pm.

Valve Networks may change an appointment by giving reasonable notice of the change (typically no less than 24 hours) or by obtaining agreement to the change with the Customer or End-user.

8.5 Compensation Protection

Subject to paragraphs 8.7, 8.8 and 8.9, if the Customer has paid Primary Damages to an End-user in connection with a contravention of the CSG for that End-user's Service within the time frames prescribed by the CSG:

- (a) if the contravention is wholly attributable to Valve Networks' acts or omissions, Valve Networks will pay the Customer an amount equal to the Primary Damages; or
- (b) if the contravention is partly attributable to Valve Networks' acts or omissions, Valve Networks will pay the Customer an amount that is attributable to Valve Networks' acts or omissions (but not exceeding the Primary Damages).

8.6 Special Offers under the CSG

The CSG provides that the Customer (or its End-user) may agree to accept an offer that specifies a connection date after the end of the guaranteed maximum connection period, provided that the special offer complies with certain consumer safeguards. The consumer safeguards that Valve Networks must comply with when making a special offer to the Customer (or its End-user) are set out in section 9 of the CSG. The CSG is intended to ensure that, as far as possible, Valve Networks is allowed to initiate service offerings that provide significant benefit to customers.

8.7 Ineligible for CSG Protection

The Customer is not eligible for CSG compensation protection from Valve Networks under paragraph 8.5 if:

- (a) the payment of Primary Damages was in connection with a matter within the Customer's own control, including (but not limited to) call features such as call waiting, calling line identification, 3-way conference, call forwarding;
- (b) an exemption from compliance with a performance standard as set out in the CSG applies;
- (c) Valve Networks has made a reasonable offer of an interim or alternative service that the Customer (on behalf of its End-user) did not accept;
- (d) the Customer (on behalf of its End-user) accepted an offer of an interim or alternative service;
- (e) the End-user has not cooperated with Valve Networks or its agents and denied access to the End-user's premises;
- (f) the contravention of the CSG is due to the incompatibility or failure of the End-user's equipment or internal wiring;

- (g) non-compliance of the Standard is due to other circumstances beyond the control of Valve Networks, such as to acts or omissions of a third party, the Customer, the End-user or a Force Majeure event;
- (h) delays are due to the need for Valve Networks to comply with the Law; or
- (i) the End-user has agreed to waive their rights in respect of a failure to comply with the CSG.

8.8 Reduction of CSG protection

Valve Networks' obligation to pay the Customer compensation protection under paragraph 8.5 is reduced to the extent that:

- (a) the Customer has not taken advantage of any available exemptions to compliance with the CSG; or
- (b) the Customer contributed to the failure to comply with the CSG.

8.9 Claiming CSG Protection

A claim by the Customer for compensation protection under paragraph 8.5 is conditional on the Customer:

- (a) notifying Valve Networks immediately upon an event where a CSG breach has occurred;
- (b) making a claim to Valve Networks within 6 months of the relevant breach; and
- (c) providing evidence to Valve Networks of the claim for a CSG rebate by the End-user.

8.10 The Customer's obligation to mitigate CSG damages

- (a) The Customer must take all reasonable action to avoid or mitigate its liability to pay Primary Damages under the CSG Standard where Valve Networks may be liable to pay CSG Compensation under this Service Level Agreement or secondary damages under section 118A of the Consumer Protection Act.
- (b) For the purpose of section 8.10(a), reasonable actions that the Customer may take include:
 - (i) offering to supply or supplying the relevant End-user with an alternative or interim service;
 - (ii) applying for and claiming the benefit of any applicable exemptions that may be available under Part 3 of the CSG Standard; and
 - (iii) requesting that an End-user provide a waiver under Part 5 of the CSG Standard, but not including a situation where the End-user is prohibited from providing that waiver under section 120(7) of the Consumer Protection Act.
- (c) For the avoidance of doubt, it is not a requirement that the Customer obtain CSG waivers from End-users pursuant to Part 5 of the CSG Standard in respect of fault rectification timeframes under Part 2 of Division 3 of the CSG Standard

8.11 Valve Networks' audit rights

- (a) Valve Networks may appoint a person as a CSG Auditor and the Customer must co-operate with and assist the CSG Auditor's assessment of any claims for CSG Compensation that the Customer makes or has made to Valve Networks. For example, the Customer must give the CSG Auditor copies of all records, materials, invoices, payment receipts, documents and correspondence that are relevant to the audit. If required by the Customer, the CSG Auditor must agree to abide by

reasonable undertakings to protect the confidentiality of the information that the Customer provides during the audit.

- (b) If Valve Networks has paid or credited any CSG Compensation to the Customer and it is subsequently determined (either as a result of the audit, or otherwise) that the Customer was not entitled to claim that CSG Compensation from Valve Networks, then:
 - (i) Valve Networks may, at its discretion, notify Customer that the CSG Compensation it has previously paid or credited to Customer was wrongly paid or credited; and
 - (ii) Customer must immediately repay the amount to Valve Networks.

9 Billing

Valve Networks' will use best endeavours to resolve any invoicing dispute within 14 days or agree with the Customer on a process and timetable to resolve the issue.

Annexure B– Acceptable Use Policy

Rules of interpretation and capitalised terms used in this Acceptable Use Policy are defined in the Master Services Agreement.

1 About our Acceptable Use Policy

- 1.1 To ensure the availability of our Services to customers and their End-users, Valve Networks has an Acceptable Use Policy that is designed to protect our Network from abuse.
- 1.2 We may immediately suspend, cancel or restrict the supply of the Service to the Customer or an End-user under clause 4.4(a) or clause 5.1 of the Master Services Agreement if the Customer or an End-user use the Service, or if any person who accesses the Service uses the Service, in any way which breaches this Acceptable Use Policy.

2 Prohibited use

- 2.1 The Customer, an End-user, and any person who accesses the Service, must not use, or attempt to use, the Service:
 - (a) for illegal purposes or practices;
 - (b) for any purpose if Valve Networks has previously advised the Customer that such purpose is prohibited;
 - (c) in any way which damages or interferes (or threatens to damage or interfere) with the operation of a Service or with the efficiency of Valve Networks' Network or a Supplier's Network (including as a result of attempts by the Customer to increase the capacity or performance of the Customer's system or Equipment);
 - (d) in any way which makes it unsafe or which may damage any property or injure or kill any person;
 - (e) to transmit, publish or communicate any material or engage in any conduct which is defamatory, abusive, menacing or harassing;
 - (f) to engage in abusive behaviour toward Valve Networks' staff;
 - (g) to make inappropriate contact with children or minors;
 - (h) to access, store, reproduce, distribute, publish or commercially exploit any information or material of any kind that infringes any copyright, patent, trade mark, design or other intellectual property right;
 - (i) to send, relay or distribute any electronic data, the contents or properties of which have been manipulated for the purpose of maliciously or illegally impersonating or obscuring the original source of that data. This does not include the use of Virtual Private Networks or similar concepts in circumstances where this is legal and otherwise complies with this Policy;
 - (j) to access, monitor, use or control any other person's equipment, systems, networks or data (including usernames and passwords) or to otherwise probe, scan or test the vulnerability of any other person's equipment, networks, systems or data, without that person's consent;
 - (k) to access, or attempt to access, the accounts or private information of others, or to penetrate, or attempt to penetrate Valve Networks' or a third party's security measures, computer software or hardware, electronic communications system or telecommunications system, whether or not the intrusion results in the corruption or

loss of data. This does not include conducting network security testing specifically requested by the owner of the targeted network or system;

- (l) to use or distribute software (such as password guessing programs, keyboard loggers, viruses or trojans) with the intent of compromising the security of any network or system;
- (m) to make fraudulent offers to sell or buy products, items, or services or to advance any type of financial scam such as 'pyramid schemes', 'Ponzi schemes', and 'chain letters';
- (n) to engage in any unreasonable activity which impairs the ability of other people or systems to use Valve Networks' Services or the Internet; or
- (o) to access, store, reproduce, distribute or publish any content which is prohibited or unlawful under any Commonwealth, State or Territory law or classification system, or to provide unrestricted access to material that is unsuitable for minors.

3 Spam

- 3.1 The Customer, an End-user, and any person who accesses the Service must not use the Service to:
- (a) send, allow to be sent, or assist in the sending of material contrary to the *Spam Act 2003*;
 - (b) use or distribute any software designed to harvest email addresses; or
 - (c) otherwise breach the *Spam Act 2003* or any regulations made under the *Spam Act 2003*.

4 General

- 4.1 The Customer and End-users must use reasonable endeavours to secure any device or network within the Customer's or End-user's control against being used in breach of this Acceptable Use Policy by third parties.
- 4.2 Unless otherwise stated, Valve Networks' rights to suspend, cancel or restrict the supply of the Service to the Customer or an End-user applies regardless of whether the breach or suspected breach was committed intentionally, or by means not authorised by the Customer or End-user (such as through Trojan horses, viruses or other security breaches).