



# Terms and Conditions of Service

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## ABSTRACT

This document incorporates the terms and conditions that apply to the telecommunications, entertainment and connected wellness services offered by Aveo Connect Pty Ltd.

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## **1. AGREEMENT OVERVIEW**

### **1.1. What is this Document?**

1.1.1. This document sets out the agreement between us ("Agreement") for Our supply to You of the Services.

### **1.2. Your Application**

1.2.1. You acknowledge having signed an application form for Services under a Plan ("**Application Form**").

1.2.2. We will let you know when we have accepted your Application Form.

### **1.3. What comprises the Agreement?**

1.3.1. The Agreement is comprised of:

- a) Your Application Form;
- b) The applicable Plan Description;
- c) The General Terms and Conditions;
- d) The applicable Service Description for each Service under the Plan.

1.3.2. If there is any inconsistency between any part of the Agreement, they apply in descending order of priority above.

### **1.4. Meaning of terms used in this document.**

1.4.1. Capitalised terms used in this document have the meaning given below or given to them in the document.

1.4.2. "you", "your" and "yours" is a reference to you, our customer, whose name appears on the Application Form.

1.4.3. "we", "our" and "ours" is a reference to Aveo Connect Pty Ltd ACN 609 081 156 and, where appropriate, our employees, sub-contractors and agents.

1.4.4. "Service" means the telecommunications, entertainment, monitoring, wellness and telehealthcare services and their related features, functions and benefits we deliver from time to time, as defined by a Service Description in this Agreement.

1.4.5. "Service Description" means the description, terms and conditions applicable to each Service as set out in this Agreement.

1.4.6. "Plan" means the combination of services, pricing, inclusions, exclusions and term which we offer for sell from time to time, as defined by a Plan Description in this Agreement.

1.4.7. "Plan Description" means the description, inclusions, exclusions, charges, terms and conditions applicable under each Plan as set out in this Agreement.

1.4.8. "Resident Agreement" means the agreement between you and us under which you occupy a unit, apartment or residence in a retirement village owned or operated by us.

### **1.5. Current Version of this Agreement**

1.5.1. You may view a current version of this Agreement at our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

## 2. EXTRA SMALL (XS) BUNDLE PLAN DESCRIPTION

### 2.1. Description

2.1.1. The Extra Small plan ("XS Plan") is a bundle which offers one fixed price for 2 services:

- a) Broadband with 5GB of data included;
- b) Home Phone line rental.

(each a "Service").

2.1.2. The XS Plan is available at limited locations. Speak to your village manager to find out if this is available at your village.

### 2.2. Plan Inclusions

2.2.1. Broadband includes 5GB monthly data allowance. Your unused data expires each month. If you exceed your data allowance your broadband speed will slow to 256kbps until the next month.

2.2.2. The Home Phone Service has no calls included.

2.2.3. Use of each Service is subject to our Acceptable Use policy.

### 2.3. Term

Minimum Contract Period	Available on either a 12 month minimum term
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### 2.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$40.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge	\$0.00
Tech Tutorial Charge	\$0.00

2.4.1. This Monthly Recurring will appear on your monthly invoice from us.

2.4.2. If you purchase additional services, or incur usage charges (for example, calling charges), these will appear on your monthly invoice.

### 2.5. Excluded Charges

2.5.1. All calls are charged in addition to the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- a) Local calls to landlines
- b) standard national calls to landlines;
- c) calls to standard Australian mobile numbers;
- d) Calls to International destinations;
- e) Calls to international mobiles;
- f) Voice Operator Service Calls (12xx);
- g) Local Rate Services (13, 1300, 18, 1800);
- h) Premium Rate Calls (19, 1900 numbers);
- i) Satellite phones;
- j) Paging and data services; and
- k) Community access services (11xx)

### 2.6. Additional Services

2.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below is typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

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<b>Additional Service</b>	<b>Description</b>	<b>Charge</b>
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**2.7. Acceptable Use**

2.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- a) not use this service for a purpose other than ordinary household and domestic use;  
and
- b) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

2.7.2. Any use of the service which is not in accordance with this policy is what we call "misuse". If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

### 3. SMALL (S) BUNDLE PLAN DESCRIPTION

#### 3.1. Description

3.1.1. The Small plan (“S Plan”) is a bundle which offers one fixed price for 2 services:

- c) Fast Broadband with 100GB of data included; and
- d) Home Phone with unlimited included local calls.

(each a “Service”).

#### 3.2. Plan Inclusions

3.2.1. Fast Broadband includes 100GB monthly data allowance. Your unused data expires each month. If you exceed your data allowance your broadband speed will slow to 256kbps until the next month.

3.2.2. The Home Phone Service includes unlimited calls to the following destinations:

- a) local calls.

3.2.3. Unlimited use in each Service is subject to our Acceptable Use policy.

#### 3.3. Term

Minimum Contract Period	Available on either a 12 month minimum term
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#### 3.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$60.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge	\$0.00
Tech Tutorial Charge	\$0.00

3.4.1. This Monthly Recurring will appear on your monthly invoice from us.

3.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

#### 3.5. Excluded Charges

3.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- l) standard national calls to landlines;
- m) calls to standard Australian mobile numbers;
- n) Calls to International destinations;
- o) Calls to international mobiles;
- p) Voice Operator Service Calls (12xx);
- q) Local Rate Services (13, 1300, 18, 1800);
- r) Premium Rate Calls (19, 1900 numbers);
- s) Satellite phones;
- t) Paging and data services; and
- u) Community access services (11xx)

#### 3.6. Additional Services

3.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below is typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.



AveoConnect - Terms and Conditions of Service

<b>Additional Service</b>	<b>Description</b>	<b>Charge</b>
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**3.7. Acceptable Use**

3.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- c) not use this service for a purpose other than ordinary household and domestic use;  
and
- d) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

3.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 4. MEDIUM (M) BUNDLE PLAN DESCRIPTION

### 4.1. Description

4.1.1. The Medium plan ("M Plan") is a bundle which offers one fixed price for 2 services:

- a) Fast Broadband with 500GB of data included; and
- b) Home Phone with unlimited included local and national calls to landlines.

(each a "Service").

### 4.2. Plan Inclusions

4.2.1. Fast Broadband includes 500GB monthly data allowance. Your unused data expires each month. If you exceed your data allowance your broadband speed will slow to 256kbps until the next month.

4.2.2. The Home Phone Service includes unlimited calls to the following destinations:

- a) local calls; and
- b) standard national calls to landlines.

4.2.3. Unlimited use in each Service is subject to our Acceptable Use policy.

### 4.3. Term

Minimum Contract Period	Available on either a 12 month minimum term
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### 4.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$80.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge	\$0.00
Tech Tutorial Charge	\$0.00

4.4.1. This Monthly Recurring will appear on your monthly invoice from us.

4.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 4.5. Excluded Charges

4.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- a) Calls to Australian mobiles;
- b) calls to international destinations, landline or mobiles;
- c) Voice Operator Service Calls (12xx);
- d) Local Rate Services (13, 1300, 18, 1800);
- e) Premium Rate Calls (19, 1900 numbers);
- f) Satellite phones;
- g) Paging and data services; and
- h) Community access services (11xx)

### 4.6. Additional Services

4.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
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Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill
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**4.7. Acceptable Use**

4.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- a) not use this service for a purpose other than ordinary household and domestic use; and
- b) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

4.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 5. LARGE (L) BUNDLE PLAN DESCRIPTION

### 5.1. Description

5.1.1. The Large plan (“L Plan”) is a bundle which offers one fixed price for 2 services:

- a) Unlimited Superfast Broadband; and
- b) Home Phone with unlimited included local, national, Australian mobile calls and 5 selected international destinations.

(each a “Service”).

### 5.2. Plan Inclusions

5.2.1. Unlimited Superfast Broadband is a Superfast Broadband Service with no additional charges for data downloads or uploads. There is no data limit, no excess usage fees and no throttling of speeds.

5.2.2. The Home Phone Service includes unlimited calls to the following destinations:

- a) local calls;
- b) standard national calls to landlines;
- c) calls to standard Australian mobile numbers; and
- d) calls to landlines at our “top 5” international destinations, being USA, UK, NZ, Canada and France.

5.2.3. Unlimited use in each Service is subject to our Acceptable Use policy.

### 5.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 5.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$100.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge	\$0.00
Tech Tutorial Charge	\$0.00

5.4.1. This Monthly Recurring will appear on your monthly invoice from us.

5.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 5.5. Excluded Charges

5.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- a) calls to international destinations, landline or mobiles other than the “top 5” landlines;
- b) Voice Operator Service Calls (12xx);
- c) Local Rate Services (13, 1300, 18, 1800);
- d) Premium Rate Calls (19, 1900 numbers);
- e) Satellite phones;
- f) Paging and data services; and
- g) Community access services (11xx)

### 5.6. Additional Services

5.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below are

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typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

<b>Additional Service</b>	<b>Description</b>	<b>Charge</b>
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**5.7. Acceptable Use**

5.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- a) not use this service for a purpose other than ordinary household and domestic use;  
and
- b) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

5.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.



## 6. EXTRA LARGE (XL) BUNDLE PLAN DESCRIPTION

### 6.1. Description

6.1.1. The Extra Large plan (“XL Plan”) is a bundle which offers one fixed price for 2 services:

- a) Unlimited Superfast Broadband; and
- b) Home Phone with unlimited included local, national, Australian mobile calls and 35 selected international destinations.

(each a “Service”).

### 6.2. Plan Inclusions

6.2.1. Unlimited Superfast Broadband is a Superfast Broadband Service with no additional charges for data downloads or uploads. There is no data limit, no excess usage fees and no throttling of speeds.

6.2.2. The Home Phone Service includes unlimited calls to the following destinations:

- a) local calls;
- b) standard national calls to landlines;
- c) calls to standard Australian mobile numbers; and
- d) calls to landlines at our “top 35” international destinations, being Austria, Belgium, Canada, China, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Israel, Japan, Korea (Republic of), Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Russia, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan, Thailand, United Kingdom, United States.

6.2.3. Unlimited use in each Service is subject to our Acceptable Use policy.

### 6.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 6.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$130.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge (\$100 of value)	\$0.00
Tech Tutorial Charge (\$300 of value)	\$0.00

6.4.1. This Monthly Recurring will appear on your monthly invoice from us.

6.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 6.5. Excluded Charges

6.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- a) calls to international mobiles or landlines other than the 35 included destinations;
- b) Voice Operator Service Calls (12xx);
- c) Local Rate Services (13, 1300, 18, 1800);
- d) Premium Rate Calls (19, 1900 numbers);
- e) Satellite phones;
- f) Paging and data services; and
- g) Community access services (11xx)

**6.6. Additional Services**

6.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**6.7. Acceptable Use**

6.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage. You will:

- a) not use this service for a purpose other than ordinary household and domestic use; and
- b) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

6.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 7. FOXTEL FROM AVEO CONNECT PLAN DESCRIPTION

### 7.1. Description

7.1.1. The Foxtel from Aveo Connect allows you to view a selection of Foxtel channels within your chosen package ("Service").

7.1.2. Foxtel Premium package and Foxtel Standard package include the following channels:

Genre	Foxtel Platinum channels	Foxtel Standard channels
Total number of channels	More than 90	More than 20
Sport	15	6
Movies	11	1
Drama & Entertainment	26	8
News	11	2
Documentaries	12	5
Kids and Music	16	Nil

### 7.2. Plan Inclusions

7.2.1. Your plan includes:

- a) standard installation and a set top box device;
- b) access to all channels included in your chosen Foxtel Package;
- c) if you have a recordable device (iQHD/MyStar HD), access to features built into that device, such as pause and rewind live TC, and record programs; and
- d) if you require (and pay for) a satellite installation, installation of a satellite dish and related mast and cabling.

### 7.3. Term

Minimum Contract Period	12 months
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### 7.4. Pricing

Charge Type	Fee with Aveo Connect Bundle*	Fee without Aveo Connect Bundle*
Monthly Recurring Charge – Standard Package	\$45.00	\$55.00
Monthly Recurring Charge - Platinum Package	\$89.00	\$99.00
Set Up Fee – Existing subscriber to Foxtel (at the same address)	\$0.00	\$0.00
Set Up Fee – New subscriber to Foxtel, standard installation and set top box, on a Platinum package	\$0.00	\$0.00
Set Up Fee – New subscriber to Foxtel, satellite installation and set top box on a Standard package	\$199.00	\$199.00

7.4.1. \*Fee with Aveo Connect Bundle means the customer is an existing subscriber to an Aveo Connect Bundle. Fee without Aveo Connect Bundle means the customer is not an existing subscriber to an Aveo Connect Bundle. In any month in which a customer moves to or from being an existing subscriber to the Aveo Connect Bundle, the

customer must advise Aveo Connect, and the fee will be adjusted accordingly from the following month.

7.4.2. This Monthly Recurring Charge will appear on your monthly invoice from us.

7.4.3. If you purchase additional services, these will appear on your monthly invoice

#### **7.5. Excluded Charges**

7.5.1. Additional charges may apply for non-standard installations, such as installations that are complex or in remote areas.

7.5.2. Additional charges apply for multi-room installations. These charges are published on our website from time to time.

#### **7.6. Excluded Services**

7.6.1. Some services typically available on residential Foxtel packages are not available on Foxtel from Aveo Connect. These include:

- a) Foxtel Now;
- b) Pay per View services such as Main Event;
- c) Foxtel On Demand services;
- d) Foxtel Go service;
- e) Foxtel Magazine; and
- f) iQ3 Set Top Box

7.6.2. We will give you 30 days notice if other services typically available on residential Foxtel packages become unavailable on Foxtel from Aveo Connect.

#### **7.7. Acceptable Use**

7.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and will not use this service for a purpose other than this.

7.7.2. Any use of the service which is not in accordance with this policy is what we call "misuse". If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 8. ENTERTAINMENT BUNDLE PLAN DESCRIPTION

### 8.1. Description

8.1.1. The Entertainment Bundle plan (“Entertainment Bundle”) is a bundle which offers one fixed price for 3 services:

- e) Broadband with 100GB of data included;
- f) Home Phone line rental; and
- g) Foxtel Standard packages.

(each a “Service”).

8.1.2. The Entertainment Bundle is available at limited locations. Speak to your village manager to find out if this is available at your village.

### 8.2. Plan Inclusions

8.2.1. Broadband includes 100GB monthly data allowance. Your unused data expires each month. If you exceed your data allowance your broadband speed will slow to 256kbps until the next month.

8.2.2. The Home Phone Service has no calls included.

8.2.3. See the Foxtel from Aveo Connect Plan Description for details of the Foxtel Standard package plan inclusions.

8.2.4. Use of each Service is subject to our Acceptable Use policy.

### 8.3. Term

Minimum Contract Period	Available on either a 12 month minimum term
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### 8.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$100.00
Connection Fee and Set Up Fee – Fast Broadband	
- 12 month minimum term, existing Foxtel subscriber	\$99.00
- 12 month minimum term, new Foxtel subscriber	\$199.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge	\$0.00
Tech Tutorial Charge	\$0.00

8.4.1. This Monthly Recurring will appear on your monthly invoice from us.

8.4.2. If you purchase additional services, or incur usage charges (for example, calling charges), these will appear on your monthly invoice.

### 8.5. Excluded Charges

8.5.1. All calls are charged in addition to the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- v) Local calls to landlines
- w) standard national calls to landlines;
- x) calls to standard Australian mobile numbers;
- y) Calls to International destinations;
- z) Calls to international mobiles;
- aa) Voice Operator Service Calls (12xx);
- bb) Local Rate Services (13, 1300, 18, 1800);
- cc) Premium Rate Calls (19, 1900 numbers);
- dd) Satellite phones;
- ee) Paging and data services; and
- ff) Community access services (11xx)

**8.6. Additional Services**

8.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below is typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

<b>Additional Service</b>	<b>Description</b>	<b>Charge</b>
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**8.7. Acceptable Use**

8.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- e) not use this service for a purpose other than ordinary household and domestic use; and
- f) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

8.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 9. HOME PHONE PLAN DESCRIPTION

### 9.1. Description

9.1.1. The Home Phone plan ("Home Phone Plan") is a bundle which offers one fixed price for a Home Phone with unlimited included local calls ("Service").

### 9.2. Plan Inclusions

9.2.1. The Home Phone Service includes unlimited local calls.

9.2.2. Unlimited use in each Service is subject to our Acceptable Use policy.

### 9.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 9.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$40.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge (\$100 of value)	\$0.00
Tech Tutorial Charge (\$300 of value)	\$0.00

9.4.1. This Monthly Recurring will appear on your monthly invoice from us.

9.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 9.5. Excluded Charges

9.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- a) standard national calls to landlines;
- b) calls to standard Australian mobile numbers;
- c) Calls to International destinations;
- d) Calls to international mobiles;
- e) Voice Operator Service Calls (12xx);
- f) Local Rate Services (13, 1300, 18, 1800);
- g) Premium Rate Calls (19, 1900 numbers);
- h) Satellite phones;
- i) Paging and data services; and
- j) Community access services (11xx)

### 9.6. Additional Services

9.6.1. You may order additional services, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

### 9.7. Acceptable Use



9.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- a) not use this service for a purpose other than ordinary household and domestic use;  
and
- b) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

9.7.2. Any use of the service which is not in accordance with this policy is what we call "misuse". If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 10.HOME PHONE UNLIMITED PLAN DESCRIPTION

### 10.1. Description

10.1.1. The Home Phone Unlimited plan (“Home Phone Unlimited Plan”) is a bundle which offers one fixed price for a Home Phone with unlimited included included local, national, Australian mobile calls and 5 selected international destinations calls (“Service”).

### 10.2. Plan Inclusions

10.2.1. The Home Phone Service includes unlimited calls to the following destinations:

- e) local calls;
- f) standard national calls to landlines;
- g) calls to standard Australian mobile numbers; and
- h) calls to landlines at our “top 5” international destinations, being USA, UK, NZ, Canada and France.

10.2.2. Unlimited use in each Service is subject to our Acceptable Use policy.

### 10.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 10.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$60.00
Connection Fee and Set Up Fee – Fast Broadband - 12 month minimum term contract	\$99.00
Set Up Fee –Home Phone Services	\$0.00
Broadband Modem Device Charge (\$100 of value)	\$0.00
Tech Tutorial Charge (\$300 of value)	\$0.00

10.4.1. This Monthly Recurring will appear on your monthly invoice from us.

10.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 10.5. Excluded Charges

10.5.1. Calls to the destinations other than those listed as included above are not included in the Monthly Recurring Charge. Additional call charges will apply. These excluded charges include:

- k) Calls to International destinations other than the “top 5” landlines;
- l) Calls to international mobiles;
- m) Voice Operator Service Calls (12xx);
- n) Local Rate Services (13, 1300, 18, 1800);
- o) Premium Rate Calls (19, 1900 numbers);
- p) Satellite phones;
- q) Paging and data services; and
- r) Community access services (11xx)

### 10.6. Additional Services

10.6.1. You may order additional services, for which additional fees and charges apply.

These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
Post a bill	Printed bill posted to the	\$2.20 per bill

	address nominated in your account details	
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**10.7. Acceptable Use**

10.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- c) not use this service for a purpose other than ordinary household and domestic use; and
- d) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

10.7.2. Any use of the service which is not in accordance with this policy is what we call "misuse". If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 11.HOME BROADBAND PLAN DESCRIPTION

### 11.1. Description

11.1.1. The Home Broadband plan (“Home Broadband Plan”) offers Fast Broadband with 500GB of data included. (“Service”).

### 11.2. Plan Inclusions

11.2.1. Home Broadband Plan includes 500GB monthly data allowance. Your unused data expires each month. If you exceed your data allowance your broadband speed will slow to 256kbps until the next month..

11.2.2. Use in each Service is subject to our Acceptable Use policy.

### 11.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 11.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$60.00
Connection Fee and Set Up Fee - Fast Broadband - 12 month minimum term contract	\$99.00
Broadband Modem Device Charge (\$100 of value)	\$0.00
Tech Tutorial Charge (\$300 of value)	\$0.00

11.4.1. This Monthly Recurring will appear on your monthly invoice from us.

11.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 11.5. Additional Services

11.5.1. You may order additional services, for which additional fees and charges apply.

These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

### 11.6. Acceptable Use

11.6.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- c) not use this service for a purpose other than ordinary household and domestic use; and
- d) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

11.6.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

## 12.HOME BROADBAND UNLIMITED PLAN DESCRIPTION

### 12.1. Description

12.1.1. The Home Broadband Unlimited plan (“Home Broadband Unlimited Plan”) offers Unlimited Superfast Broadband. (“Service”).

### 12.2. Plan Inclusions

12.2.1. Unlimited Superfast Broadband is a Superfast Broadband Service with no additional charges for data downloads or uploads. There is no data limit, no excess usage fees and no throttling of speeds.

12.2.2. Unlimited use in each Service is subject to our Acceptable Use policy.

### 12.3. Term

Minimum Contract Period	Available on either a 12 month minimum term.
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### 12.4. Pricing

Charge Type	Plan Fee
Monthly Recurring Charge	\$90.00
Connection Fee and Set Up Fee – SuperFast Broadband - 12 month minimum term contract	\$99.00
Broadband Modem Device Charge (\$100 of value)	\$0.00
Tech Tutorial Charge (\$300 of value)	\$0.00

12.4.1. This Monthly Recurring will appear on your monthly invoice from us.

12.4.2. If you purchase additional services, or incur usage charges (for example, for calling 1300 numbers), these will appear on your monthly invoice.

### 12.5. Additional Services

12.5.1. You may order additional services, for which additional fees and charges apply.

These fees and charges are published on our website from time to time. The list below are typical additional services with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

### 12.6. Acceptable Use

12.6.1. You acknowledge that this Plan is intended for ordinary household and domestic use and assumes a typical domestic call mix, call volumes, call durations and data usage.

You will:

- e) not use this service for a purpose other than ordinary household and domestic use; and
- f) use the service for a mix of calls, volume of calls, call durations and data usage reflecting typical patterns for that use.

12.6.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.

### 13. ENHANCED MONITORING PLAN DESCRIPTION

**13.1. Description**

13.1.1. The Enhanced Monitoring plan (“Enhanced Monitoring Plan”) offers Enhanced Monitoring Services (“Service”).

**13.2. Plan Inclusions**

13.2.1. Enhanced Monitoring Plan is a personal emergency response service offered in accordance with the terms of the Service with unlimited personal emergency activations, subject to the Acceptable Use Policy.

**13.3. Term**

Minimum Contract Period	24 months
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**13.4. Pricing**

13.4.1. Enhanced Monitoring is available on 2 payment plans:

- a) Upfront
- b) Rental

13.4.2. Payment plan charges are as follows:

Charge Type	Upfront	Rental
Monthly Recurring Charge	\$20	\$35
Wellness Hub Device and Wellness Pendant Device (includes set up and installation)	\$550	\$0

13.4.3. This Monthly Recurring Charge will appear on your monthly invoice from us.

13.4.4. If you purchase additional service features, these will appear on your monthly invoice.

**13.5. Excluded Charges**

13.5.1. You will need a standard telephone service to support outbound and inbound calls to the Wellness Hub. All line rental and call charges are payable by you. The exception is the 3G Mobile Network Connection Only service feature. If you activate this feature, you do not need a standard telephone service (see below).

**13.6. Additional Service Features**

13.6.1. You may order additional service features, for which additional fees and charges apply. These fees and charges are published on our website from time to time. The list below are typical additional service features with fees you might incur, and is current as at the date of these terms, but is not a complete or up to date list.

Additional Service	Description	Charge
3G Mobile Network Connection Only	If you activate this service feature, the Wellness Hub will be configured to work over AveoConnect’s 3G mobile network only as the primary connection. You will not be required to connect a landline to the Wellness Hub as the primary connection. However you will lose the benefit of any back up offered by a Wellness which supports dual	\$10.00 per month

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	connectivity, over landline and mobile networks.	
Wellness Check Calls	Daily welfare calls to check on clients' wellbeing, remind clients to take medication or offer peace of mind to carers and family who may have to travel away for a period of time. Each day the client presses their pendant to advise the response centre that they are ok. If they have not activated an alarm call by an established time then an operator will phone their home to check on their wellbeing. If the client fails to answer the call then the response operator will follow set protocols to arrange help.	\$9.90 per day
Inactivity Monitoring	Installation and monitoring of a wireless movement detector that is installed in the home and programmed to detect inactivity. When the programmed activity is not carried out it activates an alarm call to our emergency response centre so that the user can be attended to. The PIR provides superior motion detection and reliable long-term operation while minimising false calls.	\$149 Upfront \$10 per month On a minimum 12 month term
Inactivity Monitoring	Installation and monitoring of a smoke alarm that is installed in the home and programmed to detect smoke. When the programmed activity is not carried out it activates an alarm call to our emergency response centre so that the user can be attended to.	\$149 Upfront \$10 per month On a minimum 12 month term Additional charges apply for professional installation of the smoke alarm device.
Post a bill	Printed bill posted to the address nominated in your account details	\$2.20 per bill

**13.7. Acceptable Use**

13.7.1. You acknowledge that this Plan is intended for ordinary household and domestic use and will not use this service for a purpose other than this.

13.7.2. Any use of the service which is not in accordance with this policy is what we call “misuse”. If such misuse continues after we give notice in writing of the misuse, we may terminate the Service immediately without liability for loss or damage caused.



## **14. GENERAL TERMS AND CONDITIONS**

### **14.1. Period of the Agreement**

14.1.1. The Agreement starts when we have accepted your Application and ends when the Service is cancelled, by us or you.

### **14.2. Minimum Contract Period**

14.2.1. A Minimum Contract Period applies to some Plans. It is the minimum period during which you must acquire a Service. The Minimum Contract Period is set out in the Plan Description. The Minimum Contract Period commences from the date we activate the Service.

### **14.3. Cancellation**

14.3.1. If, from the date you sign the Application Form to the expiry of the Minimum Contract Period, you cancel the Service or we cancel the Service because of your default, you are liable to pay a cancellation fee. The cancellation fee is equal to the total monthly recurring charges for the Service for the remaining term of the Minimum Contract Period.

14.3.2. If there is no Minimum Contract Period, or if the Minimum Contract Period has expired, we will continue to supply the Services on a month-to-month basis until you cancel them or we cancel them.

14.3.3. Despite this, if you are cancelling because you are leaving your village, no cancellation fee applies. If your estate cancels the service, no cancellation fees apply.

14.3.4. Cancellation requests must be submitted in writing by emailing [cancellations@aveoconnect.com.au](mailto:cancellations@aveoconnect.com.au). We will only accept requests submitted by the account holder or (in the event you have vacated) your Village Manager.

14.3.5. If you would like to move your phone number to another provider please make this clear in your cancellation request as it cannot be moved once your service has been cancelled. A port out fee may apply for us to coordinate this with your new provider.

14.3.6. All services (excluding FOXTEL) are terminated effective the last day of the current billing period when your request is processed. Please allow up to 7 business days for cancellation requests to be processed.

14.3.7. FOXTEL services are terminated effective the last day of the month. At least 40 days notice is required to process FOXTEL service cancellations. For example, a cancellation request received on 7th March will be completed (service terminated) on 30th April.

### **14.4. Applications**

14.4.1. You promise that information provided to us in the Application is true and correct. We may charge you a resubmission fee if it is not.

14.4.2. By applying for a service, you authorise us to communicate with credit referencing bodies/associations about your credit history and in so doing to provide them with the details that you have provided to us. We may do this from time to time during the term of the Agreement.

14.4.3. We may apply restrictions to a service where you have not met our credit assessment criteria. We will advise you of the general nature of the reasons for these restrictions and, if applicable, how you may access services which have been restricted.

### **14.5. Installation**

14.5.1. We will endeavour to schedule an installation time that suits you. If we schedule an installation time, and you are not available when we arrive, we will re-schedule at no charge. If you are not available when we arrive the second time, we reserve the right to charge you for a re-scheduled installation at our normal charge out rates.

14.5.2. Installation charges, set up fees and equipment fees are billed in the first bill we send you after installation.

**14.6. Your Private Information**

14.6.1. We are required by law to collect certain personal information about you, including your name, address and telephone service number in order to provide it to the operator of the Independent Public Numbering Database (IPND). Information in the IPND is used to develop directories and to assist emergency service organisations.

14.6.2. We use our best endeavours to comply with a privacy policy which is available on our website or by contacting us. This policy governs the information we collect on you, how we use it and your rights to access it. You consent to us collecting and disclosing your personal information including any unlisted telephone number and address from or to:

- a) any credit providers or credit reporting agencies;
- b) any law enforcement agencies;
- c) to conduct ongoing credit management of your account;
- d) any upstream supplier for purposes connected with the service; and
- e) any person who provides us with your username(s) or password(s).

14.6.3. From time to time we will update you on our services, news, promotions and offers including those from related or affiliated organisations. You consent to us contacting you at any time (including after you have terminated the agreement), for this purpose through any available contact methods. You can withdraw your consent at any time by contacting us.

**14.7. Billing and Payment**

14.7.1. We will send you a bill by email at the end of each billing period.

14.7.2. If you request us to post a printed bill to you, we reserve the right to charge you for that service.

14.7.3. You must pay all outstanding amounts by the due date as shown on your bill. A late payment will incur a \$16.50 inc GST late payment fee.

14.7.4. Usage records and download times can vary from time to time. Whilst we aim to do so, we are unable to guarantee that all usage records during a billing period will appear on the corresponding bill.

14.7.5. Payments may be made to us through our available payment methods. Service fees and charges may apply for some available payment methods.

14.7.6. We will apply payments made by you against outstanding bills at our discretion.

14.7.7. If you have chosen to use our direct debit facilities, and we have not received your payment by the due date, unless we agree with you otherwise, we will debit your nominated account on or after the due date. We may continue to do so at any time until all amounts due are paid.

14.7.8. Where in our opinion you have a reasonable claim or dispute with an invoice or a debit, we will suspend our collection or recovery processes until a determination on your claim or dispute has been made. We will reimburse any incorrectly debited amount as soon as reasonably practicable.

14.7.9. Accounts paid with a Visa or Mastercard credit card will incur a surcharge of 2.0% (incl. GST) of the debited amount when we debit the card. Accounts paid with a Diners Card or American Express credit card will incur a surcharge of 4.0% (inc GST) of the debited amount when we debit the card.

14.7.10. You are responsible for ensuring there is sufficient funds/credit available in your nominated credit card or direct debit account at any time we debit the account.

You must pay dishonour fees and any other charges, expenses or losses resulting from our attempting unsuccessfully to debit the credit card or direct debit account unless the failure was due to a clear error on our part. Dishonoured payments incur a \$50.00 inc GST. Direct Debit rejections incur a \$50.00 inc GST.

- 14.7.11. We will not accept Prepaid Visa/Master credit cards or gift cards.
- 14.7.12. You must pay all costs, charges and expenses that we may incur in relation to our attempts to recover all debts due by you to us, including accounting, mercantile agents costs, debt collection agency costs and interest.

#### **14.8. Changes to the Agreement**

- 14.8.1. We may change the agreement in the following circumstances:
  - a) Where you agree to the change;
  - b) Where the change will not adversely affect you and, before the changes take effect, we have given you notice of the change;
  - c) Where the change is in relation to charges for making international telephone calls or roaming and, before the changes take effect, we have given you notice of the change;
  - d) Where the change is to introduce or vary a fee or charge to pass on a tax or levy imposed by law and, before the changes take effect, we have given you notice of the change;
  - e) Where the change is to introduce or to vary a charge associated with a content or premium service where we rely on a third party for the service and the third party increases its price to us and, before the changes take effect, we have given you reasonable notice of the change;
  - f) If the agreement is a fixed period contract and the change is adverse to you, and we provide to you not less than 21 days notice of the change.
- 14.8.2. We may withdraw any plans or packages at any time by giving you notice but such withdrawals will only take effect from the end of your then current fixed period contract.
- 14.8.3. Notice of a change to the agreement may be given by us by email to your nominated account email address, with or as part of a bill, or otherwise in writing, including by fax or mail.
- 14.8.4. If we change the agreement under clause 2.1(f), you may cancel the agreement within 42 days of the date of the notice without incurring charges, other than usage or network access charges to the date the agreement ends and outstanding amounts for installation or for equipment with other suppliers' services.
- 14.8.5. Your ongoing use of the service after the date of a variation, alteration, replacement or revocation or on the expiry of the 42 day period, is deemed acceptance of the variation, alteration, replacement or revocation.

#### **14.9. Equipment**

- 14.9.1. Equipment supplied to enable a Service is at our discretion, as we consider appropriate from time to time. We reserve the right to replace equipment with alternative equipment.
- 14.9.2. Equipment on our side of the service boundary remains our property at all times. The service boundary may differ from the network boundary, under relevant law.
- 14.9.3. You will follow our operating instructions for our Equipment and will not use our equipment except in accordance with them.

14.9.4. You will keep our equipment free from damage, defect, fault or other failure except resulting from fair wear and tear. This includes causes such as electrical surges, accidents, fire, theft and water damage.

14.9.5. You will not use our equipment in conjunction with additions, accessories or attachments other than those supplied by us for that purpose or approved by us for that purpose.

**14.10. Usage**

14.10.1. You acknowledge that charges will be incurred when the service is used. It is important that you take steps to ensure that such usage does not occur without your authorisation.

14.10.2. You must ensure third parties cannot access or use such equipment without your authority.

14.10.3. You must ensure that you have appropriate protection systems operating on your equipment to restrict or limit the possibility of unauthorised usage.

14.10.4. You are responsible for all usage charges in respect of the use of the service, whether or not such usage was authorised by you, unless the usage was caused by a manifest error by us.

14.10.5. You acknowledge that we cannot be held responsible for any loss incurred by you because of faults and/or failures within a third party carrier's network infrastructure.

14.10.6. While we will use our best endeavours in providing the service, you use it at your own risk. Even if you use equipment or permit another person to use your service, you are solely responsible for its use including:

- a) the calls made and messages sent;
- b) the sites and content accessed;
- c) the content or software downloaded and its effect on your equipment or service;
- d) the products and services purchased;
- e) the information provided to others;
- f) the installation or use of any equipment or software whether provided by us or not;
- g) the modification of any settings, data or equipment whether instructed by us or not;
- h) the personal supervision of any users under the age of 18 who use the service; and
- i) the lawfulness of your activities and accessing any sites and third party content.

**14.11. Acceptable Use**

14.11.1. The service is provided to you on the basis that it is used only for approved purposes. In particular you must:

- a) not use the service in any manner involving illegal, malicious, deceptive or misleading activity;
- b) not breach any standards, content requirements or codes set out by any relevant authority or industry body;
- c) not use the service in any way which interferes with the operations of the service network, anyone else's enjoyment of their service or which upsets or offends any person;
- d) not use the service for commercial purposes or in any way distribute or resell the service without our written permission;
- e) obey all laws, regulations, guidelines and our reasonable instructions concerning your use of the service;
- f) give us all information and cooperation that we may need in relation to the service; and

- g) advise us of changes in your personal information such as account details, debit or credit card details and expiry dates and billing and service addresses.
- 14.11.2. You must not use the service in a way which contravenes any fair use policy, acceptable use policy or fair go policy that applies to the service.
- 14.11.3. We may suspend or terminate, with or without notice, your service if, in our reasonable opinion, the service has been directly or indirectly involved in activities that are detrimental to our service or jeopardise the use of our service or its performance for other customers or how the wider community will perceive the service. Such activities include, but are not limited to:
- a) 'Spamming' e-mail or forwarding spammed e-mail to other Internet user's e-mail addresses'
  - b) being listed or causing the listing of us or our other customers on any real-time blacklist;
- 14.11.4. e-mail bombing and the use of bulk e-mail programs to unsolicited recipients making commercial advertising, informational announcements, charity requests, petitions for signatures, chain letters and political or religious messages;
- 14.11.5. attempting to obtain unauthorised access to other Internet servers and systems; and
- 14.11.6. making misrepresentations or abusive or offensive behaviour in newsgroups and other online facilities.
- 14.11.7. You must not use the service in a way or post to or transmit to or via the service any material which interferes with other users or defames, harasses, threatens, menaces, offends or restricts any person or which inhibits any other customer from using or enjoying the service. You must not use the service to send unsolicited electronic mail messages to anyone. You must not attempt any of these acts or permit another person to do any of these acts.
- 14.11.8. We may suspend without notice your account if it has been used in offensive and/or illegal activities under State and/or Commonwealth laws. This includes the dissemination of banned pornographic material and other illegal content. In such cases, the relevant law enforcement agency(ies) will be notified, and offending material(s) may be passed on to them.
- 14.11.9. What constitutes inappropriate use will be determined by us, at our sole discretion provided that we act reasonably.
- 14.11.10. We may monitor the use of your service, however we do not promise to do so. If we identify excessive use or unusual activity we may temporarily restrict or suspend your service. If we do so we will endeavour to contact you via your nominated primary contact details. We may require an advance payment before your service is restored. You should not rely on us to contact you or to suspend your service in the event of excessive or unusual activity.
- 14.11.11. We may investigate any misuse of the service by you, in conjunction with relevant law enforcement agencies.
- 14.12. Suspension/Disconnection of the service**
- 14.12.1. We may disconnect the service and cancel the agreement at any time by giving 30 days notice.
- 14.12.2. If you fail to comply with what we consider to be an important term or condition of this agreement or should you fail to comply with a number of less important terms and conditions then we can suspend or disconnect your service or reroute calls from your service. We will generally provide you with notice of your

failure and allow you a reasonable time to remedy it. However we may suspend or disconnect your service without notice to you where:

- a) you exceed the amount of your usage limit or credit limit;
- b) there has been, in our opinion, unusual activity on your service;
- c) you have not paid charges when due;
- d) you do something which we believe may damage the service network;
- e) you are no longer approved by us under our policies to receive the service;
- f) an authority such as the ACMA or enforcement agency instructs us to do so;
- g) we believe you have used your service for unauthorised, criminal or unlawful activity;
- h) you vacate the premises in which you are provided the service without notifying us;
- i) the network or the service network requires repairs or maintenance;
- j) we believe it is necessary to comply with our legal obligations;
- k) we are entitled to do so under the plan or package;
- l) you verbally abuse, attempt, threaten or cause harm to any staff, equipment or network infrastructure of ours or any of the service networks.

14.12.3. In the following additional circumstances we may suspend or disconnect your service(s) or reroute calls from your service(s) but we will provide you with reasonable notice prior to doing so:

- a) you do anything which we believe may damage the service network;
- b) you have used the service other than in accordance with the agreement;
- c) you do not comply with the terms set out in a Plan Description or Service Description and Terms.

14.12.4. Where one or more services included in a bundled offer(s) are disconnected, entitlement to any discounts under such offers may be forfeited.

14.12.5. Where we are entitled to suspend or disconnect one or more services in a bundle, we may suspend and disconnect every service in that bundle.

14.12.6. While your service is suspended or disconnected we will continue to charge you any applicable fees and charges. We will only do so where the suspension or disconnection is due to your failure to comply with your obligations under this agreement, or is performed at your request.

14.12.7. We are not liable to you or any person(s) claiming through you for any loss or damage arising from suspension or disconnection of your service in accordance with this clause.

#### **14.13. Force Majeure**

14.13.1. We will not be liable for any delay in installing any service, any delay in correcting any fault in any service, any failure or incorrect operation of any service, or any other delay or default in performance under this Agreement if it is caused by any event or circumstance reasonably beyond our control, including but not limited to; war, accident, civil commotion, riot, military action, sabotage, act of terrorism, vandalism, embargo, judicial action, labour dispute, an act of a government or a government authority, acts of God, earthquake, fire, flood, plague or other natural calamity, computer viruses, hacker attacks or failure of the internet or delay, or failure or default by any other supplier.

#### **14.14. Liability**

14.14.1. You may have rights and remedies under the Competition and Consumer Act 2010 (Cth) and other laws, which may imply certain conditions and warranties into this agreement, and under the Customer Service Guarantee issued by the ACMA, which

established minimum connection and fault repair times. We do not exclude or restrict or modify those rights, remedies or implied conditions and warranties.

- 14.14.2. Where we are liable for any loss or damage in connection with or arising from the breach of any term, condition, warranty or remedy implied by the Competition and Consumer Act 2010 (Cth) our liability is limited to resupplying, repairing or replacing the relevant service or equipment where the service or equipment is not of a kind ordinarily required for personal, domestic or household use or consumption and where it is fair and reasonable to do so.
- 14.14.3. We are not liable for any defamatory, offensive or illegal conduct or material found in connection with our services, including such conduct or material transmitted by any means by any other person
- 14.14.4. You indemnify us from and against all actions, claims, suits, demands, liabilities, losses, costs and expenses arising out of or in any way connected with your use of the service or the equipment in a manner contrary to the terms of this agreement.
- 14.14.5. Where you are two or more persons your liability will be joint and several.

**14.15. Assignment**

- 14.15.1. You may transfer your rights and obligations under this agreement to other person(s) approved by us under our assessment policies.
- 14.15.2. We may transfer our rights and obligations under this Agreement if we reasonable consider there will be no detriment to you.

**14.16. Governing law**

- 14.16.1. This agreement is governed by the laws of the state or territory of Australia in which you are normally resident. You and we agree to submit to the jurisdiction of the courts of such state or territory.

**14.17. Charge-Out Rates**

- 14.17.1. Where we perform works that our outside our normal installation, service and support boundaries, we will charge for these services at the following rates:
- a) Technical support - \$80/hour ex GST, minimum charge of 30 minutes
  - b) On-site technician - \$150/hour ex GST, minimum charge of 1 hour.
  - c) Re-scheduled installation - \$150/hour ex GST, minimum charge of 1 hour
  - d) Cabling works - \$110/hour ex GST, minimum charge of 30 minutes
- 14.17.2. If we attend your premises to repair a Fault reported by you, but we determine that there is no Fault or the Fault is caused by Your Equipment, we may charge you an Incorrect Call-Out Fee for the attendance of an on-site technician at the above rate.

**14.18. Complaint Handling Policy**

- 14.18.1. We aim to provide our customers with the best possible service. If you haven't received the service you expected or you would like to make a suggestion we always appreciate your feedback.
- 14.18.2. You may make a complaint for escalation at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

## **15. BROADBAND SERVICE DESCRIPTION**

### **15.1. Description**

- 15.1.1. Broadband is a broadband internet connection which operates over one of several technologies. The choice of technology is at our discretion.
- 15.1.2. Fast Broadband is designed to deliver up to 12Mbps download and up to 1Mbps upload speeds, however actual speeds vary.
- 15.1.3. We will accept a Broadband Service is faulty if the speeds obtained by our technicians conducting line testing over the local access circuit are below 2Mbps (Megabits per second) download and 0.5Mbps upload. The local access circuit is the circuit between your residence and our core network switch.
- 15.1.4. Actual internet access speeds can vary substantially for many reasons. Whilst we accept responsibility for speeds over the local access circuit, we do not guarantee internet access speeds.
- 15.1.5. To acquire Broadband, you must be in an area covered by our network, which we will publish on our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).
- 15.1.6. You may use Broadband for personal, domestic or household use. You may not resell the service nor allow it to be used for commercial purposes.
- 15.1.7. To install Broadband, we disconnect your line from the old copper telephone network (so called Public Switched Telephone Network or "PSTN"). Services you have which rely on a connection to the PSTN may be affected. This includes telephone services with other providers and back to base alarm systems with other providers. Contact us and we can help replace these services.

### **15.2. Support**

- 15.2.1. We provide support for setting up your account, installing the service, our own equipment, changes to your account and service, and ongoing availability of the connection to the internet. This support are included in your monthly subscription fees.
- 15.2.2. We can provide support for email accounts, for uploading and downloading from websites or for your computers, laptops or smartphones. This support is not included in your monthly subscription fees. We will charge these services to you at our normal charge-out rates for technical support.

### **15.3. Faults**

- 15.3.1. We will do our best to deliver you a reliable internet service, however we cannot guarantee a fault free uninterrupted service, or guarantee the speed, performance or quality of the service.
- 15.3.2. You must direct all queries regarding faults, outages and service issues to either the email address, online chat address or the phone number we provide for that purpose from time to time.
- 15.3.3. We are responsible for the service to the service boundary. For the Broadband Service, the service boundary is the customer side of the modem we install. You are responsible for cabling and equipment on your side of the service boundary. You are also responsible for cabling on your side of the network boundary, as defined by relevant laws, which may differ from the service boundary.
- 15.3.4. If we conduct a site visit to your premises, and find that the fault lies with your cable or equipment and not within our network, we reserve the right to charge you for the call out at our normal charge-out rates.

### **15.4. Equipment**



15.4.1. We will supply you with a modem to connect to Broadband. We own the modem.

15.4.2. You may only use equipment we supply to connect to Broadband.

**15.5. Charges and Fees**

15.5.1. Set up, installation and other once off charges are billed in the month in which the Service is established or otherwise the month in which the charges is incurred.

15.5.2. The Monthly Recurring Charges for the service are billed monthly in advance, unless we state otherwise in the Plan.

15.5.3. You will be billed within 14 days of the end of the prior month for the following period's subscription fee and you agree to acquire the service for that period.

**15.6. Data Allowances**

15.6.1. If a Plan specifies a data allowance with excess usage charges, you will be billed for all usage in excess of the specified allowance at the rate specified, and if no rate is specified, at the rate of 9 cents per Megabyte.

15.6.2. To calculate you usage:

- a) we use the greater of either your aggregate download use or aggregate upload use;
- b) 1GB (Gigabyte) = 1000 MB (Megabytes); and
- c) 1MB = 1000 KB (Kilobytes) .

15.6.3. Excess usage charges are billed monthly in arrears, unless stated otherwise in a Plan.

15.6.4. If a Plan specifies a data allowance with throttling, your connection speed will be slowed to as low as 64kbps when you exceed the data allowance.

15.6.5. You can monitor your history and data usage by logging into your account at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

15.6.6. We may elect not to provide a usage meter on plans with unlimited usage.

**15.7. Service Changes**

15.7.1. You are free to migrate your Service to a Plan of higher value without charge.

15.7.2. Otherwise, all changes to your Service will incur a fee as follows:

- a) Change of Plan \$50.00 administration fee
- b) Relocation Re-installation fees available on request
- c) Termination See General Terms and Conditions

15.7.3. Any change to a Service (including a change of Plan) will cause the application Minimum Contract Period to re-commence.

**15.8. IP addresses**

15.8.1. We may provide you with dynamic or static IP addresses as described in the Plan, and if not specified then we will provide dynamic IP addresses.

15.8.2. You agree that the IP Address(es) issued to you for use in connection with a service are only issued to you for use during the term of your acquisition of the service. On termination of the service, your right to use the IP Address(es) ceases.

15.8.3. We are responsible for all DNS delegation and routing in connection with the service.

**15.9. Email**

15.9.1. We do not supply an email account or address with this service.

15.9.2. If you ask us to assist with changing your email address, we reserve the right to charge for the work at our usual charge our rates.

**15.10. Filtering**

15.10.1. We reserve the right to inspect and filter content, including for the purpose of:

- a) Adding or deleting websites from our filter list without prior notice to you;
- b) Prioritise and de-prioritise traffic on our network; and

- c) Limit access to certain content and categories of traffic during periods of high network traffic.

## **16.FAST BROADBAND SERVICE DESCRIPTION**

### **16.1. Description**

- 16.1.1. Fast Broadband is a high speed broadband internet connection which operates over one of several technologies. The choice of technology is at our discretion.
- 16.1.2. Fast Broadband is designed to deliver up to 25Mbps download and up to 5Mbps upload speeds, however actual speeds vary.
- 16.1.3. We will accept a Fast Broadband Service is faulty if the speeds obtained by our technicians conducting line testing over the local access circuit are below 5Mbps (Megabits per second) download and 2Mbps upload. The local access circuit is the circuit between your residence and our core network switch.
- 16.1.4. Actual internet access speeds can vary substantially for many reasons. Whilst we accept responsibility for speeds over the local access circuit, we do not guarantee internet access speeds.
- 16.1.5. To acquire Fast Broadband, you must be in an area covered by our network, which we will publish on our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).
- 16.1.6. You may use Fast Broadband for personal, domestic or household use. You may not resell the service nor allow it to be used for commercial purposes.
- 16.1.7. To install Fast Broadband, we disconnect your line from the old copper telephone network (so called Public Switched Telephone Network or "PSTN"). Services you have which rely on a connection to the PSTN may be affected. This includes telephone services with other providers and back to base alarm systems with other providers. Contact us and we can help replace these services.

### **16.2. Support**

- 16.2.1. We provide support for setting up your account, installing the service, our own equipment, changes to your account and service, and ongoing availability of the connection to the internet. This support are included in your monthly subscription fees.
- 16.2.2. We can provide support for email accounts, for uploading and downloading from websites or for your computers, laptops or smartphones. This support is not included in your monthly subscription fees. We will charge these services to you at our normal charge-out rates for technical support.

### **16.3. Faults**

- 16.3.1. We will do our best to deliver you a reliable internet service, however we cannot guarantee a fault free uninterrupted service, or guarantee the speed, performance or quality of the service.
- 16.3.2. You must direct all queries regarding faults, outages and service issues to either the email address, online chat address or the phone number we provide for that purpose from time to time.
- 16.3.3. We are responsible for the service to the service boundary. For the Fast Broadband Service, the service boundary is the customer side of the modem we install. You are responsible for cabling and equipment on your side of the service boundary. You are also responsible for cabling on your side of the network boundary, as defined by relevant laws, which may differ from the service boundary.
- 16.3.4. If we conduct a site visit to your premises, and find that the fault lies with your cable or equipment and not within our network, we reserve the right to charge you for the call out at our normal charge-out rates.

### **16.4. Equipment**

16.4.1. We will supply you with a modem to connect to Fast Broadband. We own the modem.

16.4.2. You may only use equipment we supply to connect to Fast Broadband.

**16.5. Charges and Fees**

16.5.1. Set up, installation and other once off charges are billed in the month in which the Service is established or otherwise the month in which the charges is incurred.

16.5.2. The Monthly Recurring Charges for the service are billed monthly in advance, unless we state otherwise in the Plan.

16.5.3. You will be billed within 14 days of the end of the prior month for the following period's subscription fee and you agree to acquire the service for that period.

**16.6. Data Allowances**

16.6.1. If a Plan specifies a data allowance with excess usage charges, you will be billed for all usage in excess of the specified allowance at the rate specified, and if no rate is specified, at the rate of 9 cents per Megabyte.

16.6.2. To calculate you usage:

- a) we use the greater of either your aggregate download use or aggregate upload use;
- b) 1GB (Gigabyte) = 1000 MB (Megabytes); and
- c) 1MB = 1000 KB (Kilobytes) .

16.6.3. Excess usage charges are billed monthly in arrears, unless stated otherwise in a Plan.

16.6.4. If a Plan specifies a data allowance with throttling, your connection speed will be slowed to as low as 64kbps when you exceed the data allowance.

16.6.5. You can monitor your history and data usage by logging into your account at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

16.6.6. We may elect not to provide a usage meter on plans with unlimited usage.

**16.7. Service Changes**

16.7.1. You are free to migrate your Service to a Plan of higher value without charge.

16.7.2. Otherwise, all changes to your Service will incur a fee as follows:

- a) Change of Plan \$50.00 administration fee
- b) Relocation Re-installation fees available on request
- c) Termination See General Terms and Conditions

16.7.3. Any change to a Service (including a change of Plan) will cause the application Minimum Contract Period to re-commence.

**16.8. IP addresses**

16.8.1. We may provide you with dynamic or static IP addresses as described in the Plan, and if not specified then we will provide dynamic IP addresses.

16.8.2. You agree that the IP Address(es) issued to you for use in connection with a service are only issued to you for use during the term of your acquisition of the service. On termination of the service, your right to use the IP Address(es) ceases.

16.8.3. We are responsible for all DNS delegation and routing in connection with the service.

**16.9. Email**

16.9.1. We do not supply an email account or address with this service.

16.9.2. If you ask us to assist with changing your email address, we reserve the right to charge for the work at our usual charge our rates.

**16.10. Filtering**

16.10.1. We reserve the right to inspect and filter content, including for the purpose of:

- a) Adding or deleting websites from our filter list without prior notice to you;

- b) Prioritise and de-prioritise traffic on our network; and
- c) Limit access to certain content and categories of traffic during periods of high network traffic.

## **17.SUPERFAST BROADBAND SERVICE DESCRIPTION**

### **17.1. Description**

- 17.1.1. Superfast Broadband is a high speed broadband internet connection which operates over one of several technologies. The choice of technology is at our discretion.
- 17.1.2. Superfast Broadband is designed to deliver up to 100Mbps download and up to 40Mbps upload speeds, however actual speeds vary.
- 17.1.3. We will accept a Superfast Broadband Service is faulty if the speeds obtained by our technicians conducting line testing over the local access circuit are below 15Mbps (Megabits per second) download and 5 Mbps upload. The local access circuit is the circuit between your residence and our core network switch.
- 17.1.4. Actual internet access speeds can vary substantially for many reasons. Whilst we accept responsibility for speeds over the local access circuit, we do not guarantee internet access speeds.
- 17.1.5. To acquire Superfast Broadband, you must be in an area covered by our network, which we will publish on our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).
- 17.1.6. You may use Superfast Broadband for personal, domestic or household use. You may not resell the service nor allow it to be used for commercial purposes.
- 17.1.7. To install Superfast Broadband, we disconnect your line from the old copper telephone network (so called Public Switched Telephone Network or "PSTN"). Services you have which rely on a connection to the PSTN may be affected. This includes telephone services with other providers and back to base alarm systems with other providers. Contact us and we can help replace these services.

### **17.2. Support**

- 17.2.1. We provide support for setting up your account, installing the service, our own equipment, changes to your account and service, and ongoing availability of the connection to the internet. This support is included in your monthly subscription fees.
- 17.2.2. We can provide support for email accounts, for uploading and downloading from websites or for your computers, laptops or smartphones. This support is not included in your monthly subscription fees. We will charge these services to you at our normal charge-out rates for technical support.

### **17.3. Faults**

- 17.3.1. We will do our best to deliver you a reliable internet service, however we cannot guarantee a fault free uninterrupted service, or guarantee the speed, performance or quality of the service.
- 17.3.2. You must direct all queries regarding faults, outages and service issues to either the email address, online chat address or the phone number we provide for that purpose from time to time.
- 17.3.3. We are responsible for the service to the service boundary. For the Superfast Broadband Service, the service boundary is the customer side of the modem we install. You are responsible for cabling and equipment on your side of the service boundary. You are also responsible for cabling on your side of the network boundary, as defined by relevant laws, which may differ from the service boundary.
- 17.3.4. If we conduct a site visit to your premises, and find that the fault lies with your cable or equipment and not within our network, we reserve the right to charge you for the call out at our normal charge-out rates.

### **17.4. Equipment**

17.4.1. We will supply you with a modem to connect to Superfast Broadband. We own the modem.

17.4.2. You may only use equipment we supply to connect to Superfast Broadband.

**17.5. Charges and Fees**

17.5.1. Set up, installation and other once off charges are billed in the month in which the Service is established or otherwise the month in which the charges is incurred.

17.5.2. The Monthly Recurring Charges for the service are billed monthly in advance, unless we state otherwise in the Plan.

17.5.3. You will be billed within 14 days of the end of the prior month for the following period's subscription fee and you agree to acquire the service for that period.

**17.6. Data Allowances**

17.6.1. If a Plan specifies a data allowance with excess usage charges, you will be billed for all usage in excess of the specified allowance at the rate specified, and if no rate is specified, at the rate of 9 cents per Megabyte.

17.6.2. To calculate you usage:

- a) we use the greater of either your aggregate download use or aggregate upload use;
- b) 1GB (Gigabyte) = 1000 MB (Megabytes); and
- c) 1MB = 1000 KB (Kilobytes) .

17.6.3. Excess usage charges are billed monthly in arrears, unless stated otherwise in a Plan.

17.6.4. If a Plan specifies a data allowance with throttling, your connection speed will be slowed to as low as 64kbps when you exceed the data allowance.

17.6.5. You can monitor your history and data usage by logging into your account at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

17.6.6. We may elect not to provide a usage meter on plans with unlimited usage.

**17.7. Service Changes**

17.7.1. You are free to migrate your Service to a Plan of higher value without charge.

17.7.2. Otherwise, all changes to your Service will incur a fee as follows:

- a) Change of Plan \$50.00 administration fee
- b) Relocation Re-installation fees available on request
- c) Termination See General Terms and Conditions

17.7.3. Any change to a Service (including a change of Plan) will cause the application Minimum Contract Period to re-commence.

**17.8. IP addresses**

17.8.1. We may provide you with dynamic or static IP addresses as described in the Plan, and if not specified then we will provide dynamic IP addresses.

17.8.2. You agree that the IP Address(es) issued to you for use in connection with a service are only issued to you for use during the term of your acquisition of the service. On termination of the service, your right to use the IP Address(es) ceases.

17.8.3. We are responsible for all DNS delegation and routing in connection with the service.

**17.9. Email**

17.9.1. We do not supply an email account or address with this service.

17.9.2. If you ask us to assist with changing your email address, we reserve the right to charge for the work at our usual charge our rates.

**17.10. Filtering**

17.10.1. We reserve the right to inspect and filter content, including for the purpose of:

- a) Adding or deleting websites from our filter list without prior notice to you;

- b) Prioritise and de-prioritise traffic on our network; and
- c) Limit access to certain content and categories of traffic during periods of high network traffic.



## **18.HOME PHONE SERVICE DESCRIPTION**

### **18.1. Service Description**

- 18.1.1. The Home Phone Service is a voice calling service comprising:
- a) a connection to our IP Voice platform;
  - b) the ability to make and receive calls;
  - c) a telephone number; and
  - d) a listing of the telephone number in a telephone directory.
- 18.1.2. Our IP Voice platform is a carrier grade voice solution delivered over our private "IP" data network. It is like a traditional telephone service, except it uses modern technology.
- 18.1.3. You acknowledge that our Home Phone Service will not work if there is a power failure or if there is a network failure. Our Enhanced Monitoring service will continue to operate for 36 hours in the event of a power failure at your residence.
- 18.1.4. Our IP Voice platform supports:
- a) local number portability;
  - b) number allocations based on geography;
  - c) updates to the IPND ("Integrated Public Number Database"); and
  - d) emergency calls to "000".
- 18.1.5. The Service does not support calls to;
- a) Operator assisted services including 1234, 12456 and 1225;
  - b) All 19/1900 information services;
  - c) Numbers using pre-selection or override codes; and
  - d) Destinations where our IP Voice platform cannot ascertain the telephone number of the call (for example where operator assisted calls connect calls to a termination number on behalf of a caller).
- 18.1.6. Unlike most Voice over IP (or "VoIP") services, our connection is not carried over the internet. This means we can measure, monitor and manage the voice quality and the security.

### **18.2. Charges and Fees**

- 18.2.1. Set up, installation and other once off charges are billed in the month in which the Service is established or otherwise the month in which the charge is incurred.
- 18.2.2. The Monthly Recurring Charges for the service are billed monthly in advance, unless we state otherwise in the Plan.
- 18.2.3. You will be billed within 14 days of the end of the prior month for the following period's Monthly Recurring Charge and you agree to acquire the service for that period.
- 18.2.4. Call Usage Charges and other charges under your Plan are set out on our website from time to time at [www.aveoconnect.com.au](http://www.aveoconnect.com.au). You acknowledge having read these details and agree to them.
- 18.2.5. Call Usage Charges and other charges are billed monthly in arrears.
- 18.2.6. In our bill, we will provide details of call data records to enable you to check your call usage.

### **18.3. Equipment**

- 18.3.1. We will provide you with equipment which will enable you to connect a standard telephone to our Home Phone Service. We do not guarantee interoperability with all telephones, nor do we guarantee that the features and functions of your telephone will be supported by our Service.

**18.4. Service Packs**

- 18.4.1. Service Packs are bundles of functions and features that enable you to build a home phone service to meet your specific needs.
- 18.4.2. We may add and remove Service Packs from time to time by notice in writing to you. For a list of currently available Service Packs, please go to our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).
- 18.4.3. If we upgrade a Service Pack to include new features or functionality, you must purchase the upgraded Service Pack to access these new features and functionality.
- 18.4.4. If you wish to cancel a Service Pack, you are free to do so by email in writing to us at [cancellations@aveoconnect.com.au](mailto:cancellations@aveoconnect.com.au), subject to any conditions in your Plan. We will process your cancellation within 14 days.

**18.5. Phone Numbers**

- 18.5.1. If you do not already have a phone number for your phone for use with the service, we will issue you a phone number.
- 18.5.2. All phone numbers are selected, issued and used by us in accordance with ACMA's Numbering Plan and Telecommunications Numbering Plan Number Declarations (numbering regulations).
- 18.5.3. We may be required to recover or recover and replace a phone number we have issued to you in order for us to comply with the numbering regulations. We will give you as much notice as is reasonably practicable if we have to do this.
- 18.5.4. You may request a new phone number. If we agree to issue you a new phone number, you may have to pay a charge. If you need a new phone number because you have received calls of a harassing nature and you reported the matter to the relevant law enforcement agency, we will supply you with a new phone number free of charge on the first two occasions. You will have to pay a charge for any further phone number changes.
- 18.5.5. You do not own the phone number but your right to use the phone number starts when we issue the phone number to you.
- 18.5.6. Your right to use the phone number ends if you no longer obtain the service unless you port the phone number.

**18.6. Local Number Portability**

- 18.6.1. We support transferring phone numbers ("Local Number Portability" or "LNP") with the following carriers: AveoConnect, Optus, Primus, Verizon, Soul, TPG, Gotalk, iiNet, Symbio Networks and AAPT.
- 18.6.2. We may at our discretion add or remove carriers from the list of carriers to and from whom we support LNP. You will not request ports from carrier other than those listed.
- 18.6.3. If you wish to transfer a phone number, you will sign a Port Authority Form in the form we supply.
- 18.6.4. You will pay the charges associated with LNP as set out in your Plan and otherwise specified in our Home Services Charges document at our website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).
- 18.6.5. We will use best endeavours to process your request in a timely manner and in compliance with relevant codes however we do not guarantee the feasibility or success of a port request nor that you will receive continuity of service during a port.
- 18.6.6. You authorise us to sign on your behalf and in your name forms of authority to your current supplier to transfer your service number(s) to us and you authorise your current supplier to transfer to us all services relating to the service numbers transferred to us.

- 18.6.7. If your current supplier charges or credits us with any amount concerning services provided before the date of transfer, we will credit or charge that amount to your account accordingly and as soon as practicable. You agree to pay that amount.
- 18.6.8. You indemnify us against any claims made by your current supplier to us in relation to any amounts owing by you to them.
- 18.6.9. If you stop obtaining a Home Phone Service and do not port the phone number, we may issue the phone number to another customer in accordance with the numbering regulations.
- 18.6.10. We are not liable to you for any expense or loss incurred by you due to any recovery and replacement of a phone number, you ceasing to have the right to use a phone number, us failing to port a phone number or any discontinuity of service during a port.
- 18.6.11. You may transfer your service number to another carrier or service provider. If you do so you acknowledge and understand that:
- a) charges may apply as a consequence of a transfer from us to another carrier or service provider;
  - b) any outstanding fees and charges which remain are your responsibility;
  - c) the transfer may result in disconnection of any related services;
  - d) it is your responsibility to ensure that any equipment or software used by you in connection with your service works with your new carrier or service provider; and
  - e) if after the transfer of your service from us, you continue to use our service (for example through the use of an override code), you agree to pay us for any fees and charges incurred for those services.

## **19. ENHANCED MONITORING SERVICE DESCRIPTION**

### **19.1. Service Description**

19.1.1. Our Enhanced Monitoring Service is a monitoring service that facilitates the connection of a user requiring assistance to a response centre using a local unit of equipment.

### **19.2. Equipment**

19.2.1. We will supply alarm monitoring equipment ("Equipment"). The Equipment may be:

- a) a static device, for example a desk mounted unit;
- b) a mobile device, for example a pendant unit; or
- c) a combination of one or more static and mobile devices.

### **19.3. Monitoring Service**

19.3.1. We will:

- a) Provide a continuous service to receive alarm calls sent by You by means of the alarm call facility on the Equipment ("Alarm");
- b) As soon as practicable after it has been received, relay the alarm call at Our discretion to such available person nominated as Your emergency contact or to such available emergency service as We consider appropriate;
- c) Use Our discretion on Our understanding of the degree of emergency in each case following verbal contact with You and on Your details and personal circumstances and medical condition as currently supplied to Us, and take into account all relevant information known to us in exercising our discretion; and
- d) If verbal contact cannot be established with You, We will treat the Alarm as a request to notify appropriate emergency services.

19.3.2. We may offer additional features, either included or for additional charge, from time to time. For example, smoke alarm monitoring or inactivity monitoring. These features cannot be unbundled from the Enhanced Monitoring Service nor purchased separately.

### **19.4. Limitations on Monitoring**

19.4.1. We will at all times be acting solely as your agent in notifying any emergency service or emergency contact and We accept no liability for charges made by an emergency service or emergency contact following a request for assistance by us pursuant to an alarm call.

19.4.2. Our obligations shall under no circumstances extend beyond the obligation to receive and relay alarm calls as set out above and We shall not be liable directly or indirectly for any third party (for example emergency service, emergency contact, key holder, doctor or phone service provider) to respond appropriately when notified of the alarm by Us.

### **19.5. Medical Conditions, Emergency Contacts and Numbers**

19.5.1. You will keep us fully informed of any new or continuing medical conditions and treatments and any changes to them.

19.5.2. You will provide up to date details of your emergency contacts, key-holders and doctors to be contacted during an emergency and any changes to them.

19.5.3. You will ensure that each of your nominated emergency contacts, key-holders and doctors are aware of being named and are in agreement with being named for that purpose.

### **19.6. Telecommunications Failures**

19.6.1. We will connect the Equipment with a fixed, wireless, mobile, data or such other telecommunications service, and on such technology, as we consider appropriate from time to time.

19.6.2. We cannot and do not guarantee network coverage, availability, reliability or service delivery.

19.6.3. We accept no liability for any loss, injury or death resulting from the use of, or failure or, that connection in an emergency, irrespective of whether that connection is a service provided by us or a third party.

**19.7. Acceptable Use**

19.7.1. You will not, and will not permit any other person to:

- a) make persistent or unnecessary calls without reasonable cause;
- b) use any SIM card we supply for any purpose other than for the Service;
- c) make unnecessary maintenance service requests;
- d) abort, or fail to give access to Equipment to Us pursuant to, a maintenance request;
- e) return Equipment in working order for repair under warranty; and
- f) otherwise abuse the Equipment or the Service,

(each an “Unacceptable Use”)

19.7.2. We may charge you the reasonable costs and expenses we incur arising out of or in connection with Unacceptable Use.

**19.8. Confidentiality**

19.8.1. We will treat all information received in relation to your key-holder, emergency contacts, emergency service and medical conditions in connection with this Service in the strictest confidence.

19.8.2. We adhere to the National Privacy Principles and will protect your rights to privacy.

19.8.3. You acknowledge and agree that all incoming and outgoing telecommunications in providing the Service are recorded.

19.8.4. You acknowledge and agree that we may share your confidential information to our agents and sub-contractors to provide the Service, provided we require them to comply with the same confidentiality and privacy terms as we do.

**19.9. Suspension**

19.9.1. We may suspend the Service if you have made any material misstatements to Us.

**19.10. Maintenance of Equipment**

19.10.1. We will provide a remedial maintenance service to maintain the Equipment in satisfactory operational conditions including the replacement of serviceable parts or components.

19.10.2. You will promptly ask us to repair or replace damaged or faulty Equipment.

19.10.3. We will not charge you for remedial maintenance, repair or replacement of damaged or faulty Equipment arising from fair wear and tear, or from a claim under warranty.

19.10.4. You agree to pay our reasonable costs and expenses for remedial maintenance, repair or replacement of Equipment arising otherwise than from fair wear and tear or a claim under warranty.

19.10.5. You will not allow any other person to service, repair, adjust, alter or interfere with Equipment.

19.10.6. You will permit us and our agents and sub-contractors entry to the premises where the Equipment is located on reasonable notice to inspect, repair or replace the Equipment.

19.10.7. Except for repairs under warranty below, you will pay for maintenance of Equipment by our

**19.11. Warranty Period**

19.11.1. The warranty period on the Equipment is 12 months. During that period, we will repair and replace the Equipment for defects in manufacture. After that period, you will pay for maintenance including repair and replacement of Equipment.

19.11.2. You will notify us of intended returns under warranty and complete Our returns form with the details we require including marking the Equipment clearly as "Claim for Repair under Warranty".

19.11.3. Any evidence of misuse, abuse or tampering with the Equipment shall void the warranty in its entirety.

**19.12. Return Upon Termination**

19.12.1. You will return Equipment to us within 7 days of expiry or termination of the Service, and we may charge our loss or damage if you fail to do so.

## 20.FOXTTEL FROM AVEO CONNECT SERVICE DESCRIPTION

### IMPORTANT TV CARE INFORMATION

Do not allow a still image to be displayed on your television screen for an extended period of time. This can cause a permanent residual image (burn-in) remaining on your screen. Examples of still images include:

- a) channel logos and certain channel formats;
- b) images displayed in a 4:3, 14:9 and 16:9 mode that are different to your television set up;
- c) on-screen information (for example tickers on news channels) that are part of programmes;
- d) games and interactive services (including any onscreen icons);
- e) audio channels; and
- f) the Foxtel electronic programme guide.

**Plasma, Rear Projection and LCD televisions are at a higher risk of burn-in. These televisions are more prone to burn-in during the first 200 hours of use. Always consult your television manufacturer's manual for proper operating instructions.**

**The satellite Service may be affected by severe weather conditions. If you experience signal problems that you suspect may be caused by severe weather, and for any other technical issues please call our customer service centre on 1300 851 496.**

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#### 20.1. Description

- 20.1.1. FOXTTEL from AveoConnect service allows you to view a selection of Foxtel channels within your chosen package.
- 20.1.2. The channels available on a specific package are those advertised at the time of sale. We reserve the right to change the channels on a package or plan from time to time. Your rights in the event of a change are described in this agreement.
- 20.1.3. To acquire FOXTTEL from AveoConnect, you must be in an area covered by our service offering, which we will publish on our website at [www.AveoConnect.com.au](http://www.AveoConnect.com.au)
- 20.1.4. You may use FOXTTEL from AveoConnect for personal, domestic or household use. You may not resell the service nor allow it to be used for commercial purposes.
- 20.1.5. We provide support for installing the Service, the Infrastructure, the Foxtel Equipment, changes to your account and service, and ongoing availability of the connection to the Service. This support is included in your monthly subscription fees.
- 20.1.6. We cannot provide support for connectivity from your television to other services such as free to air television outside the Service. This support is not included in your monthly subscription fees.
- 20.1.7. We will do our best to deliver you a reliable Service, however we cannot guarantee a fault free uninterrupted service, or guarantee the performance or quality of the Service.
- 20.1.8. You must direct all queries regarding faults, outages and service issues to either the email address, online chat address or the phone number we provide for that purpose from time to time.
- 20.1.9. If we conduct a site visit to your premises, and find that the fault lies with your cable or equipment and not within our Service, we reserve the right to charge you for the call out at our normal charge-out rates.

20.1.10. We will supply you with a Set Top Box to connect to FOXTEL from AveoConnect.

Foxtel own the Set Top Box.

20.1.11. You may only use Equipment we supply to connect to FOXTEL from AveoConnect.

20.1.12. Set up, installation and other once off charges are billed in the month in which the Service is established or otherwise the month in which the charges is incurred.

20.1.13. The Monthly Recurring Charges for the service are billed monthly in advance, unless we state otherwise in the Plan.

20.1.14. You will be billed within 14 days of the end of the prior month for the following period's Subscription Fee and you agree to acquire the service for that period.

## **20.2. PERMISSION, ACCESS AND VISITING THE PREMISES**

20.2.1. You must obtain and maintain any necessary permission or authorisation for the Works. This may include authorisations from your local council, authorisations required under Heritage Legislation, or authorisations required by the manager and/or owner of the Premises.

20.2.2. If you require us to perform or arrange for the performance of the Works, you must obtain permission from your building manager and/or owner to allow the Foxtel Representatives to enter the common property at the Premises from time to time to perform the Works and perform maintenance. Unless you notify us otherwise, we assume that you have obtained this permission prior to the installation of the Equipment or Infrastructure. If we are required by you to perform or arrange for the performance of the Works, we are not responsible for any damage to common property arising from the Works, unless the law says otherwise. You will be responsible for the cost of any damage to common property arising from the Works, and you may be regarded as having terminated this Agreement.

20.2.3. You must provide us and Foxtel Representatives with access to the Premises to enable them to perform or arrange for the performance of the Works. You must meet our reasonable requirements about our safety and the safety of the Foxtel Representatives who perform the Works.

## **20.3. PRE-INSTALLED EQUIPMENT**

20.3.1. If any Equipment that we need to provide you with to receive the Service is already installed and in working order at the Premises, or any new address to which you transfer the Service, we may use it to provide you with the Service.

## **20.4. FOXTEL EQUIPMENT**

20.4.1. At all times Foxtel will remain the owner of the Equipment. Foxtel may add or substitute Equipment in its absolute and sole discretion.

20.4.2. You must keep the Equipment in good and useable condition at all times (fair wear and tear excepted) until returned to, or collected by, us or Foxtel's representatives.

20.4.3. Foxtel permits you to use the Equipment in accordance with this Agreement. Only Foxtel can authorise Works on the Equipment. No person (including you) is allowed to perform Works on the Equipment without Foxtel's prior written authorisation. If you, or someone authorised by you, performs Works on the Equipment without Foxtel's prior written authorisation, you will be liable to Foxtel for any loss Foxtel incurs. You must not do anything to enable the Equipment to be connected to the internet or the public switch telephone network (PSTN) without obtaining Foxtel's express prior written consent.

20.4.4. By activating the service at the time of installation, you acknowledge that the Equipment and the Infrastructure are in working order and that you approve the quality of reception of the Service as at the date of installation of the Equipment.



- 20.4.5. You must not remove any marking which identifies the Equipment as belonging to Foxtel.
- 20.4.6. Foxtel may use the Equipment to deliver the subscription television services of a third party subscription television service provider to the Premises.
- 20.4.7. We or Foxtel will only be obliged to repair any damage to the Premises caused by Works performed on the Equipment to the extent that such damage is caused or contributed to by us or Foxtel in breach of this Agreement.

**20.5. FOXTEL SERVICES**

- 20.5.1. We may change the Service at any time without notice, including:
  - a) changing the scheduled broadcast time of, or withdrawing, any program;
  - b) restricting the features of the Foxtel set-top unit (including the ability to record); and/or
  - c) adding, withdrawing or changing features of functionality of the Service.
- 20.5.2. If we withdraw a Channel from the Service you subscribe to and/or change the way we package the Channels we provide to you, we will provide you with at least 14 days' prior written notice of any such change.
- 20.5.3. If we change the Service, you may have termination rights under the General Terms and Condition.
- 20.5.4. You must only provide the Service to the number of Outlets specified in your Application. You must ensure that the number of Outlets specified in your Application is equal to the total number of Outlets at that Premises at all times.
- 20.5.5. The Outlets must not be connected in any Public Viewing Areas.
- 20.5.6. Subject to copyright laws, you must not copy any of the Service or Retransmitted Service, or videotape, split, redirect, redistribute or otherwise offer or supply the Service, any part of the Service, or Retransmitted Service to any other place other than the specified Outlets, or to any other person or entity without Foxtel's prior written authorisation.
- 20.5.7. You must not use, exhibit, cause or permit the viewing of the FOX Sports Channels and/or SKY Racing channel in a Public Viewing Area which holds a liquor license or connect the FOX Sports Channels and/or SKY Racing channel to any television or monitor in a Public Viewing Area which holds a liquor license whether directly or indirectly by means of any device or otherwise, without prior written authorisation of Foxtel.
- 20.5.8. You must not use or authorise the use of a Broadcasting Decoding Device to gain access to the Service without prior Foxtel authorisation. You also agree not to duplicate, alter, retransmit or redistribute the Channels, including making any change to the picture aspect ratio (for example by inserting digital signage on screen), in any way including but not limited to via the internet.
- 20.5.9. If you ask us to change the Premises at which the Service are provided (for example, if you have moved to a new address), we cannot guarantee that it will be able to provide the Service at the new address. You will have to pay any charges for installing the Service at the new address. If you want us to provide the Service at another place in addition to the Premises, you will have to sign a separate agreement with us for the Service provided at that place.
- 20.5.10. You must ensure compliance with the terms of this Agreement by:
  - a) all occupants of the Premises that receive the Service and the Retransmitted Service; and
  - b) all your contractors, sub-contractors, employees and permitted assignees.

20.5.11. You acknowledge and agree that any programs that you have recorded to the Foxtel iQ may be erased and irretrievable from the Foxtel iQ for any reason and that, to the extent permitted by law, including the Australian Consumer Law, we and Foxtel are not liable to you for any programs that are erased or cannot be retrieved from your Foxtel iQ, including if any of the following events occurs:

- a) you or we cancel the Foxtel iQ service or this Agreement is otherwise terminated in accordance with its terms;
- b) if we are required to do so by our content suppliers;
- c) power surges or severe weather conditions;
- d) we reformat the Foxtel iQ;
- e) we alter your account details or your subscriber identification number;
- f) you attempt to use the Foxtel iQ otherwise than in accordance with its operating instructions;
- g) the Foxtel iQ, including the Smartcard, is defective in any way or ceases to operate; or
- h) you migrate your service to AveoConnect from another provider such as Foxtel direct.

**20.6. FEES AND CHARGES**

20.6.1. For Equipment, we may charge you for any reasonable cost we or Foxtel incur for Works performed on the Equipment from time to time during the Term.

20.6.2. If you cannot receive the Service and we are not at fault, you must continue to pay the Subscription Fee.

**20.7. YOUR RESPONSIBILITIES**

20.7.1. At the conclusion of the Fixed Term and/or any Extended Term, or earlier termination of this agreement, all Foxtel Equipment is to be returned to the address specified by us within 21 days. If you do not return the Equipment, or the Equipment cannot be recovered by us, then we reserve the right to charge an unrecovered equipment fee to the amount of \$450.00 GST Inc for each unrecovered unit of Equipment. You acknowledge that such fees represent our reasonable costs of recovering or replacing such Equipment. If you have been paying by direct debit or credit card, you authorise us to deduct this amount from your nominated bank, credit union or credit card account.

20.7.2. You acknowledge that the unauthorised access and use of the Service is a serious crime. For further information on copyright theft, see details under the piracy tab on the Foxtel Website.

**20.8. WARRANTIES**

20.8.1. You warrant to us that:

- a) you have obtained all requisite consents and approvals from all persons with an interest in the Premises in connection with any Works on the Equipment and Infrastructure;
- b) you will ensure that the use of the Equipment and Infrastructure by those receiving the Service under this Agreement will not result in any damage to the Equipment or the Infrastructure (as applicable); and
- c) without limitation to paragraph (d), you will use your best endeavours to prevent any unauthorised use of the Equipment, Infrastructure or the Service.

**20.9. INDEMNITY AND LIMITATION OF LIABILITY**

20.9.1. In addition to any rights against you that we may have under this Agreement, you will be liable to us and must keep us, our Foxtel Partners, Related Companies, Suppliers,

agents and Contractors indemnified against any loss, cost, expenses, damage or other liability (including legal costs on a solicitor/client basis) arising out of any claim or demand against us by you or any person other than you, which arises from or is connected with our supply or removal of the Service to you or your use of the Service, unless the loss, costs, expense, damage or other liability is caused by our, our Foxtel Partners', Related Companies', Suppliers', agent's or Contractor's wilful default, negligence or breach of this Agreement or any law.

**20.10. IF YOU BREACH THIS AGREEMENT**

20.10.1. In addition to our other rights under this Agreement, we can terminate this Agreement at any time, immediately and without notice if:

- a) we believe that the Service or Retransmitted Service is being used in a way forbidden by this Agreement;
- b) we reasonably believe that the content provided on the Service may no longer be secure, or is being used in breach of this Agreement or in a way inconsistent with the requirements of our content partners or licensors;
- c) if we consider that you have committed or may be committing any fraudulent activity against us or against any other person or organisation through your or their use of the Service.

**20.11. RETRANSMITTED SERVICES**

20.11.1. We may provide you separate services, without obligation and without further charge, such as your local commercial television network(s) or station(s), the ABC and the SBS (if broadcast in your area) that are retransmitted on the Foxtel platform (the *Retransmitted Service*).

20.11.2. You acknowledge that we provide the Retransmitted Service for your convenience only and does so without any obligation to you. If for any reason we cease to provide any or all of the Retransmitted Service, we are not liable for any loss or disappointment you may suffer as a result.

20.11.3. For the avoidance of doubt, if the provision of the Retransmitted Service is terminated by us, there will be no reduction in the Subscription Fee or any other amounts payable by you under this Agreement.

**20.12. CLASSIFICATION OF CONTENT**

20.12.1. Content classifications will be displayed with each piece of applicable content available on the Service. You accept full responsibility for reviewing all classification information supplied for each piece of content for the purpose of informing, and where appropriate safeguarding, other viewers of the content. Where you allow children or young people to view content via the Service, you are responsible for ensuring that the content is suitable for them.

**20.13. INTELLECTUAL PROPERTY RIGHTS**

20.13.1. Copyright, trade marks and all other intellectual property rights in all material, content or software supplied as part of the Service will remain ours or, where applicable, our content partners or licensors. We grant you a licence to use such rights for your personal use of the Service only, in accordance with this Agreement.

20.13.2. You will not, and you will not assist, facilitate or authorise any third party to:

- a) copy, transfer, publish, rent, reproduce, record, transmit, frame, reverse engineer, decrypt, decompile, disassemble, alter or commercially exploit any material or content you obtain from the Service;
- b) sell or make any charge for watching or using any part of the Service; or

- c) except with our prior written approval, show any part of the Service in public to an audience, even if no charge is made.

**20.14. MEANING OF TERMS IN THIS FOXTEL FROM AVEOCONNECT SERVICE DESCRIPTION AND TERMS**

- 20.14.1. **Broadcasting Decoding Device** means a device (including a computer program) that is designed or adapted to enable access to the Service without the authorisation of Foxtel by circumventing or facilitating the circumvention of the technical means or arrangements that protect access to the Service.
- 20.14.2. **Channels** mean the programming package which you have requested and Foxtel has agreed to supply.
- 20.14.3. **Contractors** means contractors, agents and third parties with whom we have entered into agreements or arrangements with from time to time in order to act on our behalf in connection with contacting you; providing you with information pertaining to the Service or any products and services that we or our Related Companies offer from time to time; or performing, planning, research, product development and strategic, financial and other business purposes in relation to our products and services on our behalf.
- 20.14.4. **Direct Feed** means an installation that reticulates the Foxtel RF signal throughout a building so that each individual display device is coupled with a Foxtel set-top unit.
- 20.14.5. **Equipment** means the equipment (including any replacement Equipment) owned by Foxtel and necessary to receive the Service and permitted for you to use by Foxtel including, but not limited to, a set-top unit, conditional access module, Smart Card, and incidental cabling.
- 20.14.6. **FOX Sports Channels** means FOX Sports One, FOX Sports Two, FOX Sports Three, Fox Sports News, ESPN, ESPN2, FUEL TV and/or such other channels as may be determined by Foxtel from time to time, or such other channels names as notified by Foxtel.
- 20.14.7. **Foxtel** means Foxtel Cable Television Pty Limited (ACN 069 008 797), its employees, agents and Contractor (if you are in a Metro Area) and Austar Entertainment Pty Limited (ACN 068 104 530), its employees, agents and Contractors (if you are in a Regional Area).
- 20.14.8. **Foxtel iQ** means the personal digital recorder and set top unit we supply to you from time to time when you subscribe to the Service.
- 20.14.9. **Foxtel Partners** means AveoConnect Corporation Limited, The News Corporation Limited (or any of their subsidiaries or affiliates), Foxtel Management Pty Limited (ABN 65 058 671 938), Foxtel Partnership and AveoConnect Pay TV Pty Limited.
- 20.14.10. **Foxtel Representatives** means the employees, Contractors, sub-contractors or agents of Foxtel.
- 20.14.11. **Heritage Legislation** means any legislation or regulations governing the performance of work in buildings of historical interest.
- 20.14.12. **Infrastructure** means the infrastructure (if any) which you or someone on your behalf install at your Premises to receive the Service and includes the Integrated System, satellite receiving dish, modulators, incidental cabling, optical fibre, coaxial cable, ducts, conduits, the isolation box, the wall plate and dish mount, the multiswitch, the amplifier and low noise blocker. It also includes any other infrastructure which is already installed at the Premises or is added or substituted by you or us or as requested by you from time to time as contemplated by this Agreement.
- 20.14.13. **Outlet** means single television screens for Integrated System services (the number of which is set out in the Schedule) or wallplates with Foxtel set-top units connected for Direct Feed services (the number of which is set out in the schedule and defined by the number of packages).
- 20.14.14. **Premises** means the location(s) to which the Service will be provided by Foxtel, as specified in the Schedule.

- 20.14.15. **Public Viewing Area** means any location open to the public inside or outside your Premises. This is defined by any area with viewing capacity greater than 15 people.
- 20.14.16. **Related Company** means a company or entity which is wholly owned (directly or indirectly) by the Foxtel Partnership.
- 20.14.17. **Retransmitted Service** has the meaning set out in clause 11.
- 20.14.18. **Service** means each and all of the subscription television services selected by you as set out in this Agreement.
- 20.14.19. **Smartcard** means the decoder card issued to you for insertion into the Foxtel Equipment to enable you to receive the Service.
- 20.14.20. **Suppliers** means the contractors, agents and third party suppliers with whom we have entered into agreements or arrangements with from time to time in order to act on our behalf in connection with this Agreement, as well as any owner of the Equipment.
- 20.14.21. **Subscription Fee** means the monthly fee that you must pay for the delivery of the Service and as varied in accordance with this Agreement.
- 20.14.22. **Works** means the installation, connection, disconnection, maintenance, alteration, inspection, repair, removal, re-installation, service or any other work performed on the Equipment and/or Infrastructure.

## **21. TECH TUTORIAL SERVICE DESCRIPTION**

### **21.1. Service Description**

21.1.1. Our Tech Tutorial Service is an introductory installation and training visit, designed to leave your Services working and eliminate the frustration associated with self install and self education.

### **21.2. Inclusions**

21.2.1. We will typically:

- a) Install the Equipment including the wireless broadband modem;
- b) Test broadband connectivity, wireless connectivity and voice services;
- c) Assist you to connect your devices to the wireless network;
- d) Assist you to ensure your email is accessible;
- e) Configure and install the Wellness Hub;
- f) Test connectivity with the Enhanced Monitoring response centre;
- g) Assist you to understand how to operate the Wellness Hub in an emergency;
- h) Provide you with a User Guide and other explanatory materials;
- i) Explain to how to get technical help when you need it; and
- j) Not leave until you are satisfied the Services are working (with the exception of the Foxtel from Aveo Connect Service, which is installed, tested and trained by Foxtel accredited installers and not our Tech Tutor).

21.2.2. You may receive your Tech Tutorial some time after the installation of Services. For example, if you move in and the Services are already installed and tested. Whilst we endeavour to give you a Tech Tutorial promptly, we cannot guarantee you will receive it at the same time as when you start using the Services.

21.2.3. For your convenience, you may elect to have the Tech Tutorial conducted remotely over the phone or over Skype or similar. We will endeavour we cover as much of the same content as if we were face to face. We may follow up a remote Tech Tutorial with a visit later, as part of ensuring the training is complete.

### **21.3. Exclusions**

21.3.1. Our Services are primarily telecommunications, entertainment and telehealthcare. Our Tech Tutors are expert in these Services. However, we are not an IT company. We will not typically

- a) Troubleshoot issues with your operating system;
- b) Troubleshoot issues with your printer, fax or other peripherals;
- c) Help you to set up a computer, laptop, or other device new to you or your home;
- d) Perform cabling or electrical works to organise devices in your home;
- e) Perform maintenance or handyman work to mount devices;

21.3.2. Foxtel from Aveo Connect Services are delivered by Foxtel accredited installers, who are typically different from our Tech Tutorial installers. Foxtel installation and training is not part of the Tech Tutorial.

### **21.4. Limitations**

21.4.1. Our obligations shall under no circumstances extend beyond the obligation to install and train. We shall not be liable directly or indirectly for any third party equipment or software, interoperation of same with our Service, or to remedy or repair third party equipment or software that does not interoperate with our Services.

## 22. TECH HELP SERVICE DESCRIPTION

### 22.1. About the Tech Help services section

- 22.1.1. This is the Tech Help services section of Our Customer Terms.
- 22.1.2. The General Terms for Consumer Customers apply.
- 22.1.3. If a provision of the Tech Help services section gives us the right to suspend or terminate your service, that right is in addition to our rights to suspend or terminate your service under the General Terms for Consumer Customers.

### 22.2. Inconsistencies

- 22.2.1. If the General Terms for Consumer Customers are inconsistent with something in the Tech Help services section, then the Tech Help services section applies instead to the extent of the inconsistency.

### 22.3. Tech Help Services

- 22.3.1. The Tech Help services consist of the following individual services (and Tech Help refers to them collectively):
  - a) My Tech Home service;
  - b) Tech Angel service; and
  - c) Tech Hub services.
- 22.3.2. As part of the provision of Tech Help services, our technicians may discuss with you and sell to you on-site at your premises, other AveoConnect products and services.
- 22.3.3. No Fix, No Fee: If we are unable to perform all or part of the Tech Help Pay-on-Demand service that we have agreed to deliver, you will not be charged for the service unless this occurs because you need to upgrade or replace your software and/or hardware. In that case, you agree to pay us the applicable fee for our services.

### 22.4. My Tech Home Service

- 22.4.1. The My Tech Home Service is a tech concierge service, designed to set up your home the way you want it set up, and may comprise one or more of the following elements as described on the [aveoconnect.com.au](http://aveoconnect.com.au) website from time to time:
  - a) an in-village consultation where our technician will review your in home network and services and make recommendations about how you might optimise your use of these services. This consultation will be either face to face or over the phone. The technician may recommend you purchase products or services from AveoConnect.
  - b) remote follow up where our technician will check all order forms for AveoConnect products or services are placed, and these services are activated and working wherever possible before your move-in date;
  - c) remote support from our technician to help you cancel your existing services;
  - d) an in-home consultation following your move-in, where our technical will help setting up, placement and connection of one TV and one sound system; connection of your audio-visual devices, such as your DVD player and gaming console (to the TV directly or via the amplifier); connection of your AveoConnect home broadband service to the internet provided that the relevant broadband service (ADSL, Cable, Velocity or NBN) is available at the premises; connection of your AveoConnect home phone line or AveoConnect voice service on the NBN (as relevant); setting up your wireless network (Wi-Fi); connection of your internet enabled devices to your Wi-Fi, which can be either AveoConnect devices or eligible non AveoConnect Wi-Fi enabled devices (e.g. computer, smartphone and tablet);
  - e) access to one calendar month of the Tech Help Service Subscription; and

- f) an in-home follow up consultation where the technician will review your in home network and services and make recommendations about how you might optimise your use of AveoConnect services. The technician will look at things like filters, electrical surge protection, Wi-Fi connectivity around the home, back-up of files, online security and utilisation of AveoConnect applications and may recommend you purchase additional products or services from AveoConnect.

22.4.2. The bundles of these My Tech Home service elements and the charges for My Tech Home services bundles are set out on the website at [www.aveoconnect.com.au](http://www.aveoconnect.com.au).

**22.5. Tech Angel Services**

22.5.1. Tech Angel services provide access to the Tech Help helpdesk staff for IT support under bundles of support elements, as follows:

Tech Angel Service	Charge	Description of available services
Remote Support On-Demand	\$60 per call	<ul style="list-style-type: none"> <li>• Phone and online support during support hours</li> <li>• Help diagnosing and solving technology problems, such as removing viruses</li> <li>• Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets</li> <li>• Support for your AveoConnect home broadband, mobile broadband and mobile services as well as a selection of common software</li> <li>• Coaching, such as help on how to use selected operating systems, network devices and common software</li> </ul>
Remote Support Subscription	\$240 upfront per annum	<ul style="list-style-type: none"> <li>• 12 months support</li> <li>• Phone and online support during support hours</li> <li>• Help diagnosing and solving technology problems, such as removing viruses</li> <li>• Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets</li> <li>• Support for your AveoConnect home broadband, mobile broadband and mobile services as well as a selection of common software</li> <li>• Coaching, such as help on how to use selected operating systems, network devices and common software</li> </ul>
In-home	\$240 per visit	<ul style="list-style-type: none"> <li>• Support in your home</li> <li>• Help diagnosing and solving technology</li> </ul>



Tech Angel Service	Charge	Description of available services
Support On-Demand		<p>problems, such as removing viruses</p> <ul style="list-style-type: none"> <li>• Support for most Australian supplied internet enabled gadgets, such as computers, smart TV's, smartphones and tablets</li> <li>• Support for your AveoConnect home broadband, mobile broadband and mobile services as well as a selection of common software</li> <li>• Coaching, such as help on how to use selected operating systems, network devices and common software</li> </ul>

22.5.2. Tech Angels are trained to be capable in the following support areas:

<b>Technology</b>	<b>Fully Supported</b>	<b>Limited Support</b>	<b>Not Supported</b>
<b>Internet Service</b>	All Frontier Networks services.	NBN and xDSL services from other providers.	Non-NBN fixed wireless and Satellite, dial-up.
<b>Voice Service</b>	All Frontier Networks voice services.	Telstra and NBN fixed line services.  Telephone handset usage and support (non Frontier supplied)	VoIP and other third party providers voice services. Fax services.
<b>Health and home monitoring</b>	All Frontier Networks provided services.	WiFi connectivity of self-contained sensors (cameras, etc).	All other monitoring services.
<b>Mobile Phone &amp; Tablets</b>	Unlocked, mobile phones and tablets from Apple, Samsung, Motorola, Sony, Amazon, Microsoft, etc. up to 2 years old.  Guided set-up and basic use of mobile phone or tablet (contacts, calls, SMS, etc).	Any mobile phones and tablets with general retail availability in Australia up to 3 years old.	Older devices. Gray market and devices sourced online or overseas (ebay, Alibaba, Amazon, etc).
<b>Email / Browser</b>	Email from major free providers (Gmail, outlook.com/hotmail). Popular web browsers (Chrome, IE/Edge, Firefox, Safari, Opera)	Webmail services, Outlook client, Apple Mail app (up to date releases)  Common mobile phone email apps (gmail, iphone mail, outlook mobile, etc).	Other desktop/mobile email applications.
<b>Social Media and Communications</b>	Guided registration to major social media sites & mobile apps (Facebook, Instagram, Twitter, Pinterest, etc).  Guided registration and basic instruction using common communications apps (Skype, Facetime, WhatsApp, Snapchat, etc)		File streaming (e.g. bittorrent). TOR
<b>Anti-Virus and security software</b>	Latest versions of AVAST, Microsoft Security Essentials, Other software recommended or installed by Frontier Networks.	Up-to-date and in-subscription software from major AV vendors (e.g. Symantec, McAfee,	Other third party security software.  Out-of-subscription or unlicensed

	Frontier Recommended password manager.	Kaspersky, Trend Micro, AVG, Sophos, eset).  Up-to-date and in-subscription security software included as part of a manufacturer bundle/standard install.	software.
<b>Laptop and PC systems</b>	Microsoft Windows (8 and 10) and Apple OSX systems.  Systems less than 3 years old from major manufacturers (Apple, Lenovo, HP, Dell, ASUS, Acer, Microsoft, Toshiba, Sony, LG, Samsung)	Older systems from major manufacturers to 5 years old.  Systems under 3 years old with general retail availability in Australia.	Older devices. Gray market and devices sourced online or overseas (ebay, Alibaba, Amazon, etc).  Operating systems not listed (including Linux, Windows Server, etc).
<b>TV / PVR</b>	Smart TV's from major manufacturers less than 3 years old. (Sony, Samsung, LG, Philips, Pioneer).  Flatscreen non-smart/non-networked to 5 years old from major manufacturers.  Frontier Networks provided foxtel systems.  Universal remote recommended by Frontier Networks	Other flatscreen TVs with HDMI and tuner.  Off-the-shelf PVR (free to air only).  Pay-TV solutions from other providers.  Other 3 <sup>rd</sup> party remote controls.	IPTV / Streaming solutions.  Analog TV / set-top box adaptors.  Media Centre PC.  Projection systems.
<b>Entertainment</b>	Component and integrated HiFi systems. (HDMI and RCA connectivity)  Connected speaker systems or headphones (dongle based, wifi, bluetooth).  Game systems (Xbox, PlayStation, Wii)  Universal remote recommended by Frontier Networks	Major third party subscription based services (Apple Music, Spotify, Netflix, Stan).  Other 3 <sup>rd</sup> party remote controls.	Integrated wiring (e.g. for satellite or multi-room speakers).  “Audiophile” setup (specialised cabling, powerline filters, speaker anchoring/tuning, etc).

<p><b>Connected Home / Internet of Things</b></p>	<p>Basic network connectivity of devices supported (WiFi only).</p>	<p>Basic authentication/account integration (e.g. associating with Google Account or AppleID).</p>	<p>Integration of connected home devices or developing automation or skills. (Possibly available as an additional service).</p> <p>Large number of wifi connected devices.</p>
<p><b>Printer</b></p>	<p>WiFi, Ethernet or USB connectivity.</p> <p>Home printers and MFP systems fully supported by major operating systems. Less than 2 years old.</p>	<p>Devices requiring third party drivers.</p> <p>Bluetooth or cloud-printing solutions.</p> <p>Older printers.</p>	<p>Business or large format printers or MFP devices.</p>
<p><b>Physical installation</b></p>	<p>Basic connectivity (e.g. plugging in power, ethernet and HDMI cables) is supported.</p> <p>Unpacking/placement/positioning of small, lightweight items.</p> <p>Cabling maintained in a neat and tidy state (cables may still be visible).</p> <p>Battery installation.</p>	<p>Frontier Networks can provide a limited quantity of self-adhesive ducting, cable ties or cable covers (at additional cost).</p> <p>A limited selection of power boards, power cords, extension leads, HDMI cables, stereo cables, ethernet cables, etc is available at a small additional cost.</p> <p>The technology concierge carries a basic toolkit with a small number of standard tools.</p>	<p>Any mounting or attachment to a building or furniture. (Frontier Networks can recommend qualified installers to perform this activity).</p> <p>Structured cabling (through walls/ceilings, etc).</p> <p>Moving or relocating any item more than 10kg in weight.</p> <p>Electrical works, cable termination/crimping, etc. (We can recommend qualified electricians).</p>

**22.6. Tech Help Additional Services**

22.6.1. Tech Help Additional Services are additional services performed during a Tech Help in home visit. Additional charges apply for these services. The AveoConnect technician attending your premises will discuss with you the services available and the charges that apply.

- 22.6.2. The Tech Help Additional Onsite Services available to you will vary depending on the Tech Help in-home service you have taken up and your needs.
- 22.6.3. An additional connection point installation service is the installation of additional sockets for voice or broadband services. Whether an additional connection point installation is standard or non-standard will depend on the conditions at your premises (including whether the premises have multiple stories and dwelling type (e.g. brick, weatherboard, etc)), the location you propose to install the additional socket(s) and the availability and ease of access (for example, to cabling under the floor). Installation of additional sockets at some premises may be classified as neither standard nor non-standard installations and in this case you will be charged on a fee-for-service basis as set out in the Fee-for-Service (Other Work We Do for You)
- 22.6.4. Other Additional Onsite Services may be available on request.
- 22.6.5. The Tech Help Additional Onsite services will be charged to your AveoConnect bill after the services have been performed.

**22.7. Availability**

- 22.7.1. In order to take up a Tech Help service, you must have an AveoConnect account number.
- 22.7.2. My Tech Home and In-home services are not available in all areas.

**22.8. General Terms**

- 22.8.1. Tech Help services over the phone or online are available during normal support hours.
- 22.8.2. In-home services are available between 8am to 5pm Monday to Friday, excluding public holidays, in the relevant State or Territory where the service will be provided.
- 22.8.3. In-villages services are available during the office hours of the relevant village.
- 22.8.4. If your access to your Tech Help service exceeds two times the average of all users of the service in a billing period (excessive usage), we may contact you to discuss your usage of the service.
- 22.8.5. If your usage continues to be excessive in the following billing period, we may warn you that your service may be terminated.
- 22.8.6. If your usage continues to be excessive for a third consecutive billing period, then we may terminate your service.
- 22.8.7. The services we make available under this section of Our Customer Terms are for your personal use. If we have reasonable grounds to believe that you are using this service for commercial purposes or giving another person access to the service, we may terminate the service by giving you 30 days warning.
- 22.8.8. You must not use the service in a manner which adversely affects another customer's use of the service. If we have reasonable grounds to believe that this is occurring, we may suspend your service without notice.
- 22.8.9. The Tech Help services are not available on some devices, software and operating systems, such as Linux operating systems or operating system versions that are no longer supported by the relevant manufacturer, alpha, beta, development or testing software, professional design or desktop publishing software, accounting packages, file sharing software configuration, business and corporate versions of software, and VPN, SSH Tunnelling and other advanced networking software.
- 22.8.10. You are responsible for all data charges (if any) associated with the Tech Help services (including but not limited to downloading of any software, software updates, and drivers). You are responsible for your internet and telephone plan and usage charges.

- 22.8.11. You acknowledge that as part of supplying you with the Tech Help services, and unless otherwise specified, we do not separately back-up any of your data to avoid potential data loss. You also acknowledge that there is a risk that some or all of your data may be lost during our supply of the Tech Help services.
- 22.8.12. Unless otherwise stated, the cost of any software and hardware is not included in the price for the Tech Help services, and you are responsible for the cost of any such software and/or hardware. Additional delivery charges may apply when connecting your AveoConnect services and we will advise you of these in advance.
- 22.8.13. Tech Help services do not include hardware repair or replacement.
- 22.8.14. Tech Help services excludes:
- a) set up of Foxtel;
  - b) electrical work;
  - c) services on devices that are not available in the Australian market; and
  - d) the set-up of computers & other devices (with the exception of TV, sound system or connection to your Wi-Fi).
- 22.8.15. You are responsible for backing up your software and data before we provide any Tech Help services to you.
- 22.8.16. You will ensure that a person aged over 18 years is present to provide us with access to the areas of your home that we need to provide the services, passwords to your computer and systems (as required), electrical power and internet access (where required), and reasonable assistance with using your systems so that we can perform the services.
- 22.8.17. You will ensure that any software you use or supply for use in conjunction with a Tech Help service is legal and has a valid licence.
- 22.8.18. To the extent that you are giving access to personal information of other individuals as part of providing the services, you must ensure that you have obtained any necessary privacy consents from those individuals to enable us to perform the services.
- 22.8.19. To make the most of your time with the technician, although not mandatory, it is recommended that all prior preparation for the service is completed in advance. For example, download any applications in advance where relevant, ensure that batteries are charged for relevant devices, any login details such as passwords and usernames are readily available. Please refer to section 4 for more detail.
- 22.8.20. Where a Tech Help service requires remote assistance (i.e. over the phone or online assistance), you acknowledge that we will need to download software onto your computer to enable us to provide remote assistance and you will be responsible for the data charges (if any).
- 22.8.21. You must provide us with passwords to your computer and systems (as required) and reasonable assistance in using your systems.

## **23.OTHER INFORMATION**

### **23.1. How do I contact customer support?**

- 16.1.1. Call technical support on 1300 851 496.
- 16.1.2. Or email us at [support@aveoconnect.com.au](mailto:support@aveoconnect.com.au)

### **16.2. How do I monitor usage?**

- 16.2.1. You can monitor your usage and your calls by logging into Your Account online at [myaccount.aveoconnect.com.au](http://myaccount.aveoconnect.com.au).

### **16.3. How do I make a complaint?**

- 16.3.1. If you are not happy with us, give us a call first, we would love to resolve it if we can. But if you wish to make a formal complaint please contact Customer Relations, a specialist complaint resolution team, by emailing [complaints@aveoconnect.com.au](mailto:complaints@aveoconnect.com.au). If you are still not happy, you may be able to seek complaint mediation or further assistance from the Telecommunications Industry Ombudsman on 1800 062 058 or by email at [tio@tio.com.au](mailto:tio@tio.com.au).

### **16.4. THIS IS A SUMMARY ONLY, SEE THE FULL COMPLAINTS POLICY AT [www.aveoconnect.com.au](http://www.aveoconnect.com.au).**