



www.qured.com.au | 02 8325 0111

Standard Form of Agreement: VoIP Service Description

Effective date 1/8/2014

Qured PTY LTD
ABN 12 601 919 751

Contact Qured

Should you have any concerns or simply just need further clarification, you may contact us as follows:

By Telephone Customer Service

Trading Hours:

Monday – Friday: 8 a.m. – 5 p.m. (AEST / AEDT)

Saturday: 9 a.m. – 4 p.m. (AEST / AEDT)

Contact Number: 02 8325 0111

Non English Speaking Customers #

Translating and Interpreting Service (TIS)

Contact Number: 131450

Communication, Speech or Hearing Impairments #

National Relay Service

Contact Number: 133 677

Email Contact

info@qured.com.au

Postal Contact

Qured

PO BOX 393

Wentworthville NSW 2086

If you are a Non English speaking or communication impaired customers may contact Qured with the assistance of an advocate whose only involvement would be to relay, interpret or translate.

If the arrangement is to be permanent, you may elect that your advocate be your Authorised Representative by filling in the Authorise Representative Form available from our website.

www.qured.com.au/images/PDF/Appointment_of_Authorised_Representative_Form.pdf.

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Introduction

The *Standard Form of Agreement: VoIP Service Description* sets out the terms and conditions of the Service, relating specifically to the VoIP Service. To the extent of any inconsistency, the *Standard Form of Agreement: General Terms* shall prevail over the relevant Service Description.

The *Standard Form of Agreement: VoIP Service Description* has been partitioned into 5 sections:

Section 1 – The Service

Section 2 – Fees and Charges, Billing

Section 3 – Service Features

Section 4 – Miscellaneous

Section 5 – Suspension and Termination of Service

IMPORTANT: This agreement must be read in conjunction with each of Qured *Standard Form of Agreement: General Terms*, as well as all other relevant Service Descriptions E.g. *Standard Form of Agreement: NBN Service Description*, where required.

Section 1 – The Service

You agree to acquire the Service from Qured, on these *Standard Form of Agreement: VoIP Service Description*, *Standard Form of Agreement: General Terms*, and any other terms and conditions, ancillary or necessary that are to be read in conjunction with *Standard Form of Agreement: VoIP Service Agreement*.

To the extent of any inconsistencies, the *Standard Form of Agreement: General Terms* shall prevail. To the extent of any inconsistencies between the relevant Service Descriptions, the *Standard Form of Agreement: VoIP Service Description* shall prevail when contextualised, particularly with regard to matters relating to VoIP Telephony.

When using the Service to make and receive VoIP calls, please be aware you are utilising bandwidth and data. Accordingly your Internet service provider will classify the use of the Qured Service as data usage.

All timed voice calls are charged in one minute blocks unless otherwise specified. In the event that calls are not charged in one minute blocks, they will be charged for the first full minute and per second thereafter.

1.1 Voice Calls

Local and National Calls

Make calls using the Service to PSTN telephone Services with a Geographical Number throughout Australia. Connected calls with a duration of one or more seconds will be charged at the advised rate. Irrespective of when a call is made, the standard call rate remains constant. Call charges include GST and are rounded up to the nearest whole cent on individual calls. All Local Calls are untimed by law. National Calls (calls throughout Australia that are not local calls within the meaning of the Telecommunications Act 1997) are charged at a flat rate by Qured unless otherwise advised.

Calls to Australian Mobiles

Make calls using the Service to Australian mobile telephone Services with an appropriate Mobile Telephone Number registered to any Australian mobile telecommunications network. Connected calls with a duration of one or more seconds will be charged at the advised rate. Irrespective of when a call is made, the standard call rate remains constant. Call charges include GST and are rounded up to the nearest whole cent on individual calls. All Mobile calls are timed unless otherwise specified.

Calls to International Destinations

Make calls using the Service to residential fixed line, International Special Service or mobile International telephone Services. You will be charged for all connected International calls. Calls rates vary by destination and call type. Connected calls with a duration of one or more seconds will be charged at the advised rate. All International calls are timed unless otherwise specified. Call charges include GST and are rounded up to the nearest whole cent on individual calls. Prior to making calls, we recommend that you ascertain what kind of service you are calling e.g. International mobile, special service, residential landline etc. You can obtain our current international call rates from our website by simply following this link www.qured.com.au/index.php/support/international-rates

Please be advised that calls to international destinations will be mapped by Qured underlying carriers. We bear no responsibility for the methods used by our underlying carriers in mapping international calls e.g. calls made to disputed international territories will be mapped in a manner that would see calls terminate in different zoning units. Accordingly, Qured makes no guarantee that calls will be mapped to destinations according to your expectations.

Qured does not guarantee that you will be able to make successful calls to every valid telecommunications number as Qured does not operate every aspect of the telephone network used to provide the Service to you. Furthermore, Qured may bar calls to certain International Destinations if calls pose a real threat to the Qured network, supporting carriers, our customers or national security.

All costs charged by our underlying carriers will be passed onto you appropriately. To place call restrictions against International Calls, please contact Qured Customers Service on 02 8325 0111.

Please be advised that Mobile to International Service Interconnectivity is not supported by Qured. If you call an Australian Mobile Service to interconnect to an International Destinations you will be affected.

PLEASE NOTE – INTERNATIONAL CALL RATES ARE SUBJECT TO CHANGE WITHOUT NOTICE.

Special Services

Qured has limited access to Special service numbers but if you make calls using the Service to Special Service Numbers throughout Australia. Connected calls with a duration of one (1) or more seconds will be charged at the advised rate below. Irrespective of when a call is made, the standard call rate remains constant. Call charges include GST and are rounded up to the nearest whole cent on individual calls. Our rates vary by call type and their destination. Please be advised that certain Special Service Calls cannot be made over the Qured network.

Service Calls Type Associated Charges

1221 International Faults & Service Difficulties Not available for use

1222 Call costs and enquiries (national & international) service Not available for use

1225 International directory assistance service \$1.00 per minute with \$1.20 flagfall (GST inc.)

1234 Sensis Not available for use

1223 \$0.66 (GST inc.) fixed fee per call

125 xx, 125 xxx, 125 xxxx Operator service Not available for use

012 and 013 Operator service Not available for use

124xx, 124 xxx, 124 xxxx Operator service Not available for use

12711 Pre-selection verification service Not available for use

13xx xxx xxx service \$0.35 (GST inc.) fixed fee per call

13x xxx service \$0.35 (GST inc.) fixed fee per call

1345 xxxx service Not available for use

18xx xxx xxx Freephone service Free of Qured charges

19xx xxx xxx Premium rate service Not available for use

019 Data Numbers \$0.35 (GST inc.) fixed fee per call

189 xx Calling Card service \$0.10 (GST inc) fixed fee per call

Australian Mobile to International Interconnect Not available for use

Qured to Qured Calls

You are free to make calls using the Service to other numbers connected on the Qured VoIP Network. All calls from one Qured VoIP Service to another Qured VoIP Service are free, no charges apply.

Emergency Service Calls

When you dial '000' from the Qured Service, you will be connected to Emergency Services.

IT IS IMPERATIVE THAT YOU UNDERSTAND THAT THE Qured SERVICE CANNOT BE UTILISED IF THERE IS A POWER OUTAGE, WHEN YOUR INTERNET CONNECTION IS INTERRUPTED OR IF THE HARDWARE YOU ARE USING TO ACCESS THE SERVICE IS IN ANY WAY FLAWED. We recommend that you have an alternative telecommunications service such as a cellular, fixed line or satellite telephone connection to contact Emergency Services in the event of the unforeseen.

IT IS ILLEGAL FOR YOU TO RELOCATE THE SERVICE FROM ONE DESTINATION TO ANOTHER. Accordingly you must advise Qured of any changes to your personal and address details so that Emergency Service Calls are connected correctly.

Additional Call services

Call Forwarding

Your Qured service can be diverted or forwarded for all incoming calls to another phone number connected to any service provider. Your Standard Qured call rates apply for all forwarded calls that connect.

Call Barring

This service allows you to place a bar (call restrictions) on all incoming and outgoing calls. Qured may also initiate call barring for administration or account management purposes. For inquiries relating to all call barring please contact Customer Service on 02 8325 0111. This feature does not attract charges.

Partial Barring or Restricting your Service

Qured allows you to individually bar outgoing calls only for International, Mobile and National calls. For inquiries relating to all call barring please contact Customer Service on 02 8325 0111. This feature does not attract charges.

Section 2 - Charges and Tariffs

2.1 Pricing

In this section of this Agreement it sets out the various Qured Pricing Plans, which are available under the Service, and the:

- Monthly Service Fee;
- Standard Call charges;
- Included Calls per Month

Should you require any further details relating to the Qured Pricing Plans they are also available at www.qured.com.au. Simply click on the Plan that you have or are considering, Qured reserve the right to make changes to or discontinue and close any of our Pricing Plans at our discretion. If Any Pricing Plan change has been considered to be detrimental to you, as the customer you will be communicated via email to your nominated email address that you gave us upon establishing your account. Qured will provide you with a minimum of 21 days' notice before any Plan changes becomes effective.

Certain untimed calls are subject to our Fair Use Policy, available at www.qured.com.au/index.php/support/legals. Please be advised that all calls will be mapped to the prescribed terminating point by Qured underlying carriers. Qured bears no responsibility for the ways

in which these carriers map and terminate these calls i.e. all calls made will be mapped in a manner that would see the call terminate in an industry recognised zoning unit, however Qured makes no guarantee that calls will be mapped according to your expectations. All costs passed on by our underlying carriers will be passed on to you as the consumer. Although Qured will regularly review call mapping with our carriers to ensure maximum accuracy, Qured makes no guarantee that calls will be mapped according to your expectations.

An example of this, if you call a disputed international destination, the call will be routed to an industry recognised zoning unit, and this terminating point may not conform with your expectation. Some Qured plans have included calls for special negotiated Plans or services upon our acceptance.

If in any month, you have not made an amount of calls equal to the free or included call allowance per month then the balance of the free or included calls are not carried forward to the next month. You will forfeit those calls during each monthly billing cycle.

Note: If your chosen plan states that there are a certain amount of free or included calls per month; in addition to charging you the Monthly Service fee, Qured will charge you for any calls you make in that month in excess of the free calls per month, applicable to your chosen plan.

You agree that *only standard calls* qualify as free or included calls per month, except where your plan states a fixed rate per minute or that other call types may also qualify. If, in any month, you have not made an amount of calls equal to the free or included call allowance per month the balance of the free or included calls per month will not be carried forward to the next month. You will forfeit those calls during each monthly billing cycle.

2.2 SIP Trunk Plans

2.2.1 **START UP VOICE** (Commenced 7/9/2014 - Current)

Monthly Service Fee Call charges \$9.00 per month* (GST inclusive)

- Local Calls 10c untimed
- National Calls 10c untimed
- Mobile Calls 20c Per/minute
- 13/1300 Calls 35c Per Call
- Free Qured to Qured VoIP Calls
- Standard International call rates
- 1 x SIP Trunk Line (Additional Lines available \$9.00 per line) (GST inclusive)

2.2.2 **IP OFFICE VOICE** (Commenced 07/9/2014 - Current)

Monthly Service Fee Call charges \$30.00 per month* (GST inclusive)

- Local Calls 10c untimed
- National Calls 10c untimed
- Mobile Calls 20c Per/minute
- 13/1300 Calls 35c Per Call
- Free Qured to Qured VoIP Calls
- Standard International call rates
- 4 x SIP Trunk Lines (Additional Lines available \$7.50 per line) (GST inclusive)

2.2.3 **PLATINUM** (Commenced 07/9/2014 - Current)

Monthly Service Fee Call charges \$55.60 per month* (GST inclusive)

- Local Calls 10c untimed
- National Calls 10c untimed
- Mobile Calls 16c Per/minute
- 13/1300 Calls 35c Per Call
- Free Qured to Qured VoIP Calls
- Standard International call rates
- 8 x SIP Trunk Lines (Additional Lines available \$6.95 per line) (GST inclusive)

2.2.4 **IP OFFICE VOICE** (Commenced 07/9/2014 - Current)

Monthly Service Fee Call charges \$60.00 per month* (GST inclusive)

- Local Calls 8c untimed
- National Calls 10c untimed
- Mobile Calls 15c Per/minute
- 13/1300 Calls 35c Per Call
- Free Qured to Qured VoIP Calls
- Standard International call rates
- 10 x SIP Trunk Lines (Additional Lines available \$6.00 per line) (GST inclusive)

2.2.5 **Switchboard Numbers** (Commenced 07/09/2014 – Current)

- \$5.00* Monthly Service Fee Call charges (GST inclusive)
- Monthly charge applies to each geographic number issued
- Free of Qured to Qured call charges

*Services will be invoiced monthly for your Qured service. Your Broadband access fee and standard phone line rental are not included unless they are part of our Bundled Plans or otherwise stated.

When making and receiving calls with any of Qured Voice Box services they are classified as uploads and downloads with your Internet Service Provider (ISP). Calls maybe viewed on your account immediately after being terminated. Local calls are based on geographic local calling area of your Qured telephone number. Any Calls made to PSTN numbers outside of your local calling area will be charged at Qured standard call rates as per your plan. Calls are charged in 60 second increments on all plans, for the first full minute and then every second thereafter. ** Included calls are applicable to voice calls only. Unless otherwise specified in the pricing plan, included calls exclude international numbers and some Special Service numbers, particularly those not charged at local call rates. If you have any unused included calls, they are not carried forwarded but forfeited at the end of each billing cycle.

DID numbers allow people outside your local calling area the opportunity to call you for the cost of a local call (incoming calls only). For further information please refer to “Switchboard” services contained in this Agreement.

NOTE: Requests for DID numbers outside capital cities may take up to 1 month to complete as we procure those numbers for you.

Section 3 – Service Features

Qured will endeavour to provide the Service in accordance with the relevant Service Description but may change some elements of the Service Description at any time for operational or network planning reasons. Qured will use its reasonable endeavours to ensure that such changes do not adversely impact your use of the Service.

3.1 Access

In order to access the Service, you: will need a broadband connection; you may need extra hardware depending on your broadband set up e.g. router, (ATA) Analogue Telephone Adapter or otherwise know as a Voice Box. When installing the Service, Qured accepts no responsibility for damage to any hardware provided by Qured or the customer's personal property.

Qured limits that liability as we provide you with a user/installation guide and offer technical support. Please note that Qured will only offer full technical support for the VoIP aspect of any hardware dispatched, even if that hardware has additional functions (e.g. If the hardware is a VoIP / Wireless Router, Qured will not guarantee support for the Wireless configuration of the router). You accept this as a term of the Service. You may purchase equipment from Qured for use with the Service. In this case the manufacturer's warranty in any such equipment, and title to that equipment passes to you when you pay for it. Risk in that equipment passes to you on delivery.

3.2 Firewall and Security Requirements

Qured will not accept liability for any change, or consequence that may occur as a result of changes, to firewalls or other security devices, which may be required to use the Qured service.

3.3 Required Ports

Depending on what hardware you are using the use of the Qured Service may require you to open/forward UDP ports in your firewall or other security devices. This is to allow communication of the SIP protocol and voice traffic. Qured can supply the complete port settings upon request. Port settings may change from time to time; Qured will notify customers via email if these settings

3.4 Call Termination

You are responsible for ensuring all calls that you or another person initiates on the Qured Network are terminated with or without your consent.

3.5 Data Usage

At the default codec (G.729 codec or 8kbps) most ATA Voice Boxes use an average of approximately 200 – 300 KB per min. higher rate codec's i.e. G711 - PCMU will increase the data usage of using the Qured service. Throughout the day the IP PBX or ATA Voice Box will contact our network for various reasons, not limited to Keep ALIVE MESSAGES, using approximately 100 – 200 KB per day.

IMPORTANT - Various factors can influence the data usage levels using the Qured service, the above figures provide only general guidance as to expected bandwidth usage.

3.6 Data Allowance

Qured Service use's Data, Your ISP may classify your use of the Qured Service as data usage and this may attract separate charges from your Internet Service Provider, particularly if your broadband quota is limited. We recommend you consult your Dealer so you can work out approximately how much data you will require to service the needs of the VoIP Service. You are responsible of contacting your Internet Service Provider for details and charges and to ensure that you are on a suitable broadband plan for use with the Qured Service.

3.7 Bandwidth, Broadband Speeds and Broadband Type

A 512 / 128 Kbps connection is recommended and is the minimum connection speed Qured will support. Qured will only support fixed line broadband connections such as ADSL 2+ / NBN or

Cable Internet. The Service is not supported on wireless unless it is delivered by NBN co's Wireless Broadband with fixed SLA. Satellite & mobile broadband connections are not supported.

3.8 External Interruptions

As the Service is dependent on the broadband networks of other carriers over which we have no control, certain features of the Service may not be available, and we do not guarantee the quality and reliability of the Service. Other factors such as third party hardware and or software may interrupt your Qured Service for which Qured takes no responsibility. Qured will not be liable to provide the Service to you if it becomes impracticable to do so because of any cause beyond Qured's reasonable control, including without limitation force majeure acts, civil disorder or war, national or local emergency, adverse weather conditions, industrial dispute or acts or omissions of other carriers or carriage service providers or any authority.

3.9 Firmware

You accept that from time to time Qured will release and send new versions of firmware to hardware provided by Qured. These releases may have an affect on your data usage. You will be notified prior to any updates and advised of any procedures that need to be followed. Applying firmware updates not issued by Qured may irreparably damage your hardware. Qured will not take responsibility for improper firmware upgrades. If any changes to the firmware have an affect on the hardware provided by Qured, there may be a fee for re-configuring the hardware

Section 4 – Miscellanea

4.1 High Usage

High usage is monitored at all times by Qured. If your Service is flagged by our billing system Qured may send you a High usage Alert at any point in time. If Qured deem your usage as high, we may suspend or restrict the Service (or any part of the Service) until you pay either the next invoice we send you or you pay an agreed amount of monies toward the uninvoiced charges.

4.2 Geographic Numbers

The Telecommunications Numbering Plan 1997 is administered and regulated by the Australian Communications and Media Authority (ACMA).

The Numbering Plan stipulates that *"a geographic number must not be used except in connection with the supply of a local service"* meaning that geographic telephone numbers such as the type used and allocated with the Qured service may only be used from their allocated geographic area. For example, you are not permitted to use a Perth number in Sydney.

4.3 Transfer of Voice Data

While Qured will exercise due care and diligence in providing the Service, you agree that your ability to use the Service to access, use or send voice data will depend upon the features and functionality of your hardware. You are responsible for any reliance on the voice data sent or received. Qured does not encrypt or code your voice data.

4.4 Changing Tariffs or Pricing Plans

Qured will only permit you to change your choice of Pricing Plan once a month. Your Pricing Plan will be changed within 5 business days of Qured receiving your request, and your Monthly Service Fee and any included calls will pro rata. To change Pricing Plans contact Customer Service on 02 8325 0111. The matters referred to in this paragraph may be agreed verbally or in writing between you and Qured and will be binding on you as at the date of the verbal or written agreement.

4.5 Special Promotions

Qured runs special promotions, and or offers from time to time in connection with the Service

under which particular charges may be waived or may differ from those set out in the Description of Service Features and Charges. You may be eligible to participate in a special promotion or offer depending on its terms and conditions. Qured may withdraw a promotion at any time. Unless otherwise specified or agreed to by Qured, promotions may not be used in conjunction with one another.

4.6 Numbering

Telephone Numbers are automatically allocated to your Qured service upon activation in line with the Telecommunications Numbering Plan 1997. If you connect a Qured 2 way service you will be allocated a 10 digit phone number applicable to your geographical location and you will have rights of use of this number under the ACIF Industry Code C566:2005 “Rights of use of Numbers” Qured may agree with you to reserve a number for future use for an agreed period of time. During this time Qured will not issue this number to another party. Qured is under no obligation to accept a customer’s request for a specific number. Qured does not offer full Number portability and therefore cannot port your number out of the Qured Network in all cases.

Once a service has been disconnected the number will be quarantined for a specified period and the account holder will no longer have Right of Use of that number. Qured will comply with National Numbering Plan and reserves the right to alter or replace any number as a result of compliance with the National Numbering Plan or with any direction from the ACMA. Qured will notify the customer of any numbering change affecting the customer as soon as practical. Information about your Rights of Use is available at www.acma.gov.au.

4.7 Service Distinction

You acknowledge and understand that the VoIP Service is not a PSTN (Public Switched Telephone Network), which refers a telephone system based on copper wires carrying analogue voice data. There are important distinctions exist between a PSTN service and the Voice Over Internet Protocol Service offering provided by Qured – namely that the Service offered by Qured transfers packets of data over your Internet connection.

4.8 Customer Service Guarantee

An obligation placed on all Carriage Service Providers who supply a Standard Telephone Service is the Customer Service Guarantee (CSG). The CSG is a standard intended to promote service improvement and protection against poor service and outlines minimum performance requirements for specified services (including enhanced call handling features such as Call waiting). The standard excludes customers with 5 or more ‘phone lines’ and does not apply to customer equipment or the disconnection of a service. You acknowledge that you waive your protection and rights under the Customer Service Guarantee in return for significant benefits being low cost call rates and rentals, a 30-day trial period and technical support.

4.9 Fair Use Policy

The Fair Use Policy is designed to protect the quality and integrity of Qured’s network. The Fair Use Policy applies to plans that incorporate ‘unlimited’ flat rate or included calls as part of the plan. Not more Than 300 minutes is included per Service and all minutes above 300 will be chargeable at your current Service Plans rate.

Section Five – Suspension and Termination of the Service

Please be advised that your Service may be suspended or terminated in accordance with the *VoIP Standard Form of Agreement: VoIP SFOA*, and every care will be taken to undertake these activities with due process. Although Qured will endeavour to give as much notice as reasonably practicable, Qured may suspend the Service at any time.

5.1 Suspension for High Usage

Qured billing system monitors and look for high usage. It is at our discretion that we may suspend the Service (or any part of the Service) until you pay the next invoice or incurred call charges.

Upon doing so we may suspend or limit the Service if in our opinion the amount of Charges incurred is unusually high, having regard to matters including:

- Your previous daily Charges;
- Your uninvoiced Charges total; and
- Any unusual calling use patterns.
- Breach of QuredS Fair Use Policy Details of which are in section 4.9

Qured suspension for unusually high charges is in place to protect you against unaffordable charges incurred. Note to Customer. Qured will attempt to contact you prior to suspension of the service.

5.2 Immediate suspension, limitation and or termination is within our absolute discretion

Although we will always try to give you as much notice as is reasonably possible, we may, if we choose (and without notice) immediately:

- Suspend or limit the Service (or any feature of it) for any period we think is reasonably necessary; or Terminate this Agreement, if:
 - You fail to pay us the Charges or are in breach of this Agreement for some reason other than those set out elsewhere in this Section, and where such breach can be corrected, you fail to correct the breach within 7 days of us requesting you to do so;
 - We believe that: the use of the Service (or any feature of it) by you or any other person is or might damage, impair or interfere with the Qured Network or any of our other systems or equipment;
 - The Service (or any feature of it) is being used to commit unauthorised, criminal or unlawful activities;
 - If Qured becomes aware of unauthorised equipment being used on our network, we will issue you with a formal written warning to discontinue use and remove the equipment. If you do not comply with this request, Qured will take steps to immediately disconnect you from the network.
 - You will be responsible for any costs incurred in:
- Becoming Insolvent; or if you are a partnership, the partnership ceases; or
- We believe that: the use of the Service (or any feature of it) by you or any other person is or might damage, impair or interfere with the Qured Network or any of our other systems or equipment;
- The Service (or any feature of it) is being used to commit unauthorised, criminal or unlawful activities;
- The Service (or any feature of it) is being used by you or another person in a manner which is unusual, unreasonable, excessive or fraudulent;
- You have engaged in fraudulent activities in relation to the Service (or any feature of it); or
- You are, or are operating as a Carriage Service Provider or Carrier.

Immediate suspension, limitation and termination on instruction of certain third parties or for technical problems Although we will try to give you as much notice as is reasonably practicable, we may, if we so choose (and without notice) immediately:

- Suspend or limit the Service (or any feature of it) for any period we think is reasonably

necessary; or

- Terminate this Agreement, if we are required to do so by, a regulatory authority such as the ACMA or a law enforcement agency, we are obliged to do so on the request of a Content Provider if there are technical problems with the Qured Network, which require corrective action by us.

5.3 Suspension, limitation and termination with notice

In addition to our rights above, we may, by giving you reasonable notice (in any event at least 14 days' notice):

- Suspend or limit the Service (or any feature of it) for such period as we determine is reasonably necessary; or
- Terminate this Agreement.

5.4 Your right to terminate this Agreement

You may terminate this Agreement by giving us 30 days' notice by contacting us on 02 83250111 between 9am - 5pm AEST, on any Business Day. We will debit your nominated payment service (e.g. Credit Card) for all Charges you incur (including the Monthly Service fee) up until the point of termination. Termination will take place on your designated invoice issue date (the Day of the month you joined or the next day if the current month does not have your joining day in it), once the funds have been debited. If any calls are made and are not billed on your latest invoice, you may receive a final invoice with calls made after the request for the termination of your Service. You will be required to pay for these calls after termination.

If you have purchased hardware at a discounted rate and agreed to a minimum term contract you may also be liable for the full RRP (Recommended Retail Price) of the hardware upon termination (if within the minimum term).

Customers who wish to disconnect their services during the 30 Day Trial Period offered will have this done immediately.

5.5 Consequences of Suspension

If we suspend or limit the Service, you will be barred from using the Service until we un-bar the Service. We will continue to charge you, and you must pay us, the Monthly Service Fee in respect of the period during which we have suspended or limited the Service (or any feature of it), except where we suspend or limit the Service on our own accord, due to operational reasons to which you will be advised of by; any reasonable means available to us, at the time.

IMPORTANT – 000 Emergency Services will not be accessible from a suspended service, that has been barred (full call restrictions preventing calls made to and from the service).