



IMPORTANT CUSTOMER INFORMATION: YOUR RIGHTS AND OBLIGATIONS

These terms and conditions are a Standard Form of Agreement formulated for the purposes of Section 479 of the Telecommunications Act, 1997 (Cwth) in Australia or Telecommunications Act, 2001 (New Zealand), as amended ("the Telecommunications Act").

Services defined herein will be provided to you and billed by the Relevant Entity listed in Clause 15 depending on whether you are a Trade, Business or Residential customer (such entity being referred to as "We", "Our" or "Us"), including their franchisees and dealers.

We will provide you, our customer (hereinafter referred to as the Customer or You), with Services in accordance with these Terms & Conditions, also published at <https://besttelecom.group/terms-conditions>, the applicable charges for which are notified to you from time to time and referred to in the relevant product's Critical Information Summary and/or in an initial or any subsequently recorded telephone Customer Authority Form (the "CAF" or "Application"), collectively referred to as the "Agreement".

As a Business Grade carriage service provider, we may not be able to provide Priority Medical Assistance, Pensioner Discounted Services or access to Emergency Call 000 or 111 from some types of telephone services ; please see [ACMA Emergency Call Rules](#) in Australia or [Commission 111 Contact Code](#) in New Zealand.

1. PROVISION OF SERVICES

- 1.1 **Services:** We will provide you with the telecommunications services nominated or assumed to be nominated, by you in the Agreement and other services we may agree to provide to you from time to time ("Services") on the terms of this Agreement. If you fail to nominate telecommunication services on the Application, you acknowledge that we will assume you wish to select Best Telecom as your default carrier for local, national and international long-distance calls and calls to mobile services. Services will only be provided if you are either a residential customer, a small to medium business customer or a corporate customer.
- 1.2 **Provision of Services:** We will provide you with the Services for all your local, national and international long-distance calls and calls to mobile services (as applicable) unless you dial another override code for local, long distance, international calls or calls to mobile services (as applicable) on a call by call basis. We will provide the Services using our facilities and services or those of other carriers, telecommunications service providers or equipment suppliers ("Supplier").
- 1.3 **Variations:** Without notice to you we may change a Supplier or its products or vary our charges from time to time. We may otherwise vary these terms on a calendar month's written notice to you.

2. CHARGES FOR SERVICES

- 2.1 **Invoicing:** We will bill you monthly for the Services in accordance with our current charges as notified to you from time to time. We may vary invoice frequency at our discretion.
- 2.2 **Method of Billing:** Unless otherwise expressly stated in this Agreement, we will generally bill you in advance for periodic charges, connection, and service fees, where applicable, and in arrears for usage charges, although this may vary in certain cases. We will endeavour to bill you within the next normal billing period for charges billed in arrears, but we reserve the right to bill you for those charges in later billing periods, as per the relevant Industry Code, we will not bill charges older than 160 days from the date the charge was incurred by you, ie. the day a call was made.
- 2.3 **Time for Payment:** All charges must be paid by the due date shown on the invoice if not paying by Automatic Payment. Where you are enrolled in Automatic Payment, payments, will be deducted once an invoice has been generated and sent to you for fixed charges, generally between the 29th of the month in which usage last occurred and not later than the 15th of the following month, depending on which days of the month business days occur in Queensland. Where a due date falls on a weekend or public holiday, the payment must be received on the last business day prior to that date. Where an invoice involves variable charges then payment will not be deducted until 7 days after the invoice date unless we have an alternative agreement, including but not limited to a fixed or variable payment plan.
- 2.4 When available, we may debit amounts directly from your nominated bank or credit card account as they become owing where you have chosen that method of payment. In any event, if you have provided your bank account or credit card details, where amounts remain outstanding, we may debit those amounts from your nominated bank or credit card account without further notice unless we have received written notice from you of a bone fide dispute of those amounts. If a direct debit fails or is rejected, we reserve the right to pass on any charges that we may incur due to the failure or rejection.



2.5 **Our charges to you:**

In Standard Fees described on the relevant product Critical Information Summary, the following types of charges may also be billed to you via us.

- (a) **Feature and Pass-through Charges** - We may pass on any charges another Supplier charges to us (including increases and special one-off or recurring feature charges) without notice to you for optional features or charges that you request by use of the handset, i.e. Call Return, Message Bank (include provision and access of message).
- (b) **Calls to Premium Numbers** (refer to the Provider of these services for their advertised Rates) - Numbers for these lines usually start with 188X, 19X 190X or an international number, e.g. 0011. They can also be accessed through another provider by dialling the override code followed by the premium phone number. We do not provide any premium call services, and we do not add any additional charges for dialling premium services. Premium charges that appear on your bill are simply passed on from the third-party service provider. You are responsible for the cost of any calls made from your phone, including calls made by family and friends, even without your knowledge. You have certain rights to dispute premium call charges, and in some case, your liability to pay for these charges may only apply following an investigation by the relevant content provider.

Before using a Premium Service, always check the costs incurred by the provider. It also helps to keep track of how many calls you make, how long they last, and how often you access these services - you can monitor calls on your Best Telecom phone service via <https://client.besttelecom.group>. Costs can add up quickly, and failure to pay a legitimate bill could affect your phone service and even credit rating.

2.6 **Other Charges in Australia or New Zealand:** You will pay us in accordance with clause 2.5 any charge which any other Supplier or other person renders to us:

- (a) if you approach that other Supplier or person directly, or otherwise than through us; or
- (b) for connection or initiation of any Service or for cancellation of any Service (including Port Out to another network).

Note, where a transfer of a fixed wire (PSTN, ISDN or VoIP/SIP) service is requested and that service is not already billing and/or immediately active on our carrier's network, ie. it is provided through another a carrier and billed by them or an approved reseller, a connection charge of \$77 per number will apply for connection of those services to our carrier's network.

2.7 **Billing from other Suppliers:** If you use an override code to access services offered by another Supplier, you will be billed by that Supplier for charges you incur unless we have a separate arrangement in place for the Supplier to charge us directly, in which case we will pass on the charges to you in accordance with clause 2.5.

2.8 **Late Payment Fee:** We reserve the right to charge a Late Payment Fee on any part of the charges not paid to us by the due date. A Late Payment Fee will be charged from the due date until payment at a rate of the greater of:

- (a) 3% of the outstanding balance; or,
- (b) a flat rate of \$10 per month.

You may avoid a Late Payment Fee by requesting an extension of time to pay. This would usually occur where either you have not received your Invoice and have advised us before the due date or where genuine hardship exists. Where hardship exists, we may reduce your services, including but not limited to access to long distance calls, to minimise you incurring further debt to and assist you to catch up with your payment obligations to us.

2.9 **Suspension:** We reserve the right to suspend provision of Services to you, where charges owing to us or any amount owing under this clause remain outstanding after 30 days, unless we have received written notice from you of a bona fide dispute of those charges. If we suspend or terminate the Services for unpaid charges or any other reason, subsequent reconnection may incur a connection fee of \$149.



- 2.10 **Barring:** We reserve the right to bar provision of Services to you, where charges remain outstanding past the due date as stated on your invoice, your unbilled calls exceed your credit limit with us, or we become aware of unusual calling patterns.
- 2.11 **Unclaimed amounts:** If your account is terminated, and monies are owed to you by us, we will notify you of these amounts. In the event you do not claim those monies within 3 months of being notified we will retain the money and you agree that you will have no further claim in relation to those monies.
- 2.12 **Costs incurred in Recovery of Overdue Amounts:** If we incur costs in recovering overdue amounts from you, including (without limitation) mercantile agents' costs, disconnection of services costs, costs incurred in commencing legal action such as service fees and search fees, we reserve the right to recover all these amounts from you in addition to the overdue amounts.
- 2.13 **Dishonoured payments,** including returned cheques, returned Direct Debits, or declined recurring Credit Card transactions: We reserve the right to terminate the Agreement without notice to you in the event:
- (a) you have not paid amounts owing to us in accordance with this clause; and
 - (b) a dishonoured payment provided by you in payment of that invoice is dishonoured without a valid explanation being provided by you.
- We will also charge you a dishonour fee of \$10 if a cheque or Direct Debit is used to pay a bill and is subsequently dishonoured.
- 2.14 **Security Bond:** We may require you to lodge a security bond as a condition of us providing Services to you. You authorise us to deduct from that bond any amounts remaining owing to us 30 days after the date of an invoice. If you have paid all our invoices on time for 12 consecutive months, we may either refund the bond or credit it to your account. The amount of the security bond will be no greater than the credit limit described in clause 2.15.
- 2.15 **Credit Limit:** We may from time to time set a credit limit for the provision of the Services to you. You will be notified of this credit limit and any variation thereof.
- 2.16 **GST:** Unless expressly stated otherwise, the charges payable for the Services under this Agreement are inclusive of GST. Where the charges are expressed to be exclusive of GST, the Customer must pay to Best Telecom in addition to the charges for the Services, an amount equal to any GST payable on the supply of the Services. That additional amount is payable at the same time as any part of the charges for the Services is payable. Best Telecom will issue a tax invoice to the Customer for the supply of those Services at or before that time.

3 PERIOD OF AGREEMENT

- 3.1 **Commencement of Agreement:** This Agreement starts when you sign the Application, complete a voice recording, or when you first access our Services after receipt of these terms and conditions and continues until terminated on a calendar month basis.
- 3.2 **Commencement of Services:** The provision of Services commences when your accounts are transferred from your current Supplier to us and upon completion of installation of any necessary equipment and any other arrangements with another Supplier for the provision of the Services have been completed.
- 3.3 If the Agreement is a non-fixed length agreement, we will provide the service to you in accordance with the Agreement until the Service is cancelled in accordance with Clause 9.1 or 9.2 below.
- 3.4 (a) For fixed-length agreements, this contract will continue: -
- (i) for the fixed term of the contract; and
 - (ii) until it is terminated in accordance with Clause 9.1 or 9.2.
- (b) If the Agreement is a fixed-length agreement and neither you nor we cancel the service at the end of the fixed term the agreement becomes a non-fixed length agreement, and we will continue to supply the Service to you on a month-to-month basis in accordance with the Agreement. If you do not wish to continue to use the Service on a month-to-month basis after the end of the fixed term of your Agreement you must inform us, in accordance with clause 9.1 below, by giving us a calendar months' notice in writing, before the end of the minimum term, that you wish to cancel the service at the end of the fixed term.



- (c) We will not be able to automatically renew the Agreement for the same duration as the initial Contract period for a fixed term contract without your written consent, EXCEPT where you are NOT paying us in whole by cash, cheque, credit card, money order, direct debit, bPAY or via Australia Post, i.e. services paid in whole or part with Bartercard or subscription services such as Domain Names, Hosting, etc.
- (d) Services paid for in whole or part using a Digital (non-fiat) Currency, such as Bartercard, Qoin or any Crypto Currency that we may accept, are subject to additional business rules, which are published at <https://besttelecom.group/bartercard-terms-and-conditions/>, including but not limited to prepayment of the services for contract term.

4 TRANSFER OF SERVICES TO US

- 4.1 Changing your current arrangements: If in providing the Services, we need to change your arrangements with your current Supplier, then we will do so in accordance with this clause.
- 4.2 Transfer to us: By signing this Agreement you:
 - (a) authorise us to sign on your behalf and in your name forms of authority to your current Supplier to transfer your accounts into our name; and
 - (b) authorise your current Supplier of telecommunications services to transfer to us all telecommunications services relating to the telephone numbers transferred to us; and
 - (c) will remain responsible for all amounts owing to your current Supplier of telecommunications services for any services they supply, or have supplied, to you.
- 4.3 **Credits:** If your current Supplier credits us with any amount concerning services provided before the date of transfer, we will credit that amount to your account.
- 4.4 **Charges for Transferred Services:** If your current Supplier raises a proper charge relating to a service it provided to you before the commencement of Services under clause 3.2, we will advise you accordingly, and you must pay your current Supplier that amount. If you dispute the amount claimed, you must notify us in writing.
- 4.5 **Indemnity:** We will not accept any liability for any amounts owing by you to your current Supplier for services which your current Supplier provided to you prior to the commencement of Services under clause 3.2. You must indemnify us against any claims made by your current Supplier to us in relation to any such amounts.

5 TRANSFER OF SERVICES FROM US TO ANOTHER SUPPLIER

- 5.1 **Transfer:** If in the future you ask us to transfer any of the Services to another Supplier, then you remain responsible to us for amounts payable prior to the transfer, and you will immediately pay us that amount on receipt of our invoice.
- 5.2 If after the transfer you elect to use any of our Services using an override code, you agree to pay us for any charges incurred for those Services.
- 5.3 **Termination of Services:** The provision of Services ceases when we transfer those accounts to another Supplier.
- 5.4 **Billing:** We will endeavour to bill you for those Services within the next normal billing period, but we reserve the right to issue subsequent invoices in relation to unbilled fees and charges.
- 5.5 **Dispute:** If we become aware of other proper charges (including fees payable to any other Supplier) for those Services up to the date of transfer, or we resolve any dispute so that any liability of ours relating to those Services is quantified, then you will immediately pay us all such amounts on receipt of our invoice.
- 5.6 **Credits:** We will credit you with any amount credited to us by another Supplier for those Services provided up to the date of transfer or the end of the month in which Cancellation Notice expires, whichever the later.

6 PERSONAL INFORMATION

- 6.1 We may collect personal information about you ("your personal information")



6.2 You acknowledge and agree that:

- (a) we may collect your personal information from you or (subject to the requirements of Part IIIA of the Privacy Act) from a credit provider or credit reporting agency. If we do not collect your personal information, we may not be able to provide the Services to you
- (b) we may use your personal information:
 - (i) to assess any application by you for credit or commercial credit to be provided by us;
 - (ii) to collect payments that are overdue in respect of any credit or commercial credit provided by us;
 - (iii) to provide the Services to you (including the investigation or resolution of disputes relating to any Services provided to you) and to provide credit or commercial credit to you in respect of the Services;
 - (iv) as otherwise authorised or required by law.
- (c) at any time, we may disclose your personal information to a credit reporting agency:
 - (i) to obtain a consumer credit or a commercial credit report about you;
 - (ii) to allow the credit reporting agency to create or maintain a credit information file containing information about you.

The information we disclose to a credit reporting agency will be limited to identity particulars about you, the fact that you have applied for credit and the amount, the fact that we are a current credit provider to you, loan repayments that are more than 60 days overdue and for which debt collection action has started, information that in our opinion you have committed a serious credit infringement (that is, acted fraudulently or shown an intention not to comply with your credit obligations), and cheques drawn or direct debits authorized by you for \$100 or more which have been dishonoured more than once

- (d) we may also disclose your personal information to:
 - (i) other credit providers named in a consumer credit report we obtain from a credit reporting agency about you for the purposes of:
 - (A) assessing any application by you for credit or commercial credit or your credit worthiness;
 - (B) notifying other credit providers of a default by you; and
 - (C) exchanging information with other credit providers as to the status of any credit or commercial credit provided by us where you are in default with those other credit providers;
 - (ii) other Suppliers for the purpose of enabling us to provide the Services to you (including the investigation and resolution of disputes or complaints concerning the provision of the Services);
 - (iii) government agencies or individuals appointed by a government (including the Telecommunications Industry Ombudsman and Australian Communications and Media Authority) responsible for the investigation and resolution of disputes or complaints concerning your use of the Services for the purpose of enabling investigation and resolution of those disputes or complaints;
 - (iv) government agencies or individuals appointed by a government (including the Telecommunications Industry Ombudsman, Australian Communications Authority or TDR New Zealand) responsible for the investigation and resolution of disputes or complaints concerning your use of the Services for the purpose of enabling investigation and resolution of those disputes or complaints;
 - (v) other entities with whom we have established or will establish an affinity program to enable you to participate in the affinity program;
 - (vi) other entities who provide services to us related to the provision of the Services to you (including SMS, a mail house and resellers (or contractors engaged by resellers))



to enable them to provide those services to us or administer payment arrangements in connection with those services.

- 6.3 If required by law, we will provide you with access to your personal information that we have in our possession upon request.
- 6.4 If you change your address or other billing contact details, you must notify us within 14 days.

7 YOUR COMPLIANCE

- 7.1 **Compliance:** You will ensure that you always comply with all laws and obligations, including licence conditions, applicable to the Services and their use.
- 7.2 You will not use the Service to transmit or publish any material which is defamatory of any person, or any material in breach of copyright or any obligations of confidentiality, or otherwise in breach of any law, and you will indemnify us for any loss or expense we suffer because of you doing so.

8 EQUIPMENT SUPPLIED TO YOU

- 8.1 **Maintenance:** You are responsible for maintaining any equipment supplied by us or a Supplier. You indemnify us or the Supplier against any loss or damage to the equipment unless it is due to fair wear and tear.
- 8.2 **Interference:** You will ensure that any equipment supplied to you, facilities and connections used in providing the Services, are not altered, maintained, repaired, or connected to or disconnected from any power source or line except by a person approved by us.
- 8.3 **Access:** We, or a person approved by us, may require access to your premises from time to time in connection with the provision and maintenance of equipment or Services. If you do not own the premises, you must obtain the owner's permission for access and warrant to us that you have such permission. You indemnify us, or any serviceman approved by us, against a claim by the owner of the premises in relation to such entry on the premises. If you do not provide access as we reasonably request, we may limit, suspend, or cancel the Services.
- 8.4 **Return:** On the termination of this Agreement for any reason, you must return any equipment to us or the relevant Supplier, or make it available for collection, in accordance with our instructions. If you fail to return the equipment or make it available for collection:
 - (a) if the equipment is ours, we may recover the value of the equipment, and the cost of recovering the equipment, from you as a debt due; or
 - (b) if the equipment is a Supplier's, you must indemnify us against any claims made by the Supplier in relation to the equipment

9 TERMINATION

- 9.1 **Termination:** Either of us may terminate the Agreement (whether it is a non-fixed length agreement or a fixed-length agreement) by giving a calendar month's written notice to the other at any time. The notice to cancel the service will be effective on the date on which we receive that request. Where notice is not provided and/or short notice is provided, We may bill you in lieu of providing a calendar months' notice, as well as: -
 - (a) unbilled calls received to the date of receipt of your notice; and
 - (b) where a fixed term agreement is in place, the minimum monthly spend for the remaining whole months of the agreement; and
 - (c) the value of any hardware provided to you;
 - (d) for DSL services, a disconnection fee of \$110 per service.
- 9.2 **Immediate Termination:** We may terminate this Agreement immediately:
 - (a) you have breached this Agreement; or
 - (b) a provisional liquidator, liquidator, receiver or receiver and manager or any other administrator of your business or assets is appointed or if you enter any composition with your creditors; or
 - (c) you change your address or billing contract details without notifying us in accordance with clause 6.4



- 9.3 You remain liable for all charges payable under the Agreement in respect of Services up to the time of termination, as well as for charges incurred but not billed at the time of billing in accordance with clause 9.1.
- 9.4 If the Customer is an individual, in the event of the Customer's death, We reserve the right to terminate this Agreement without notice as soon as We become aware of the Customer's death. All outstanding charges under this Agreement must be paid by the Customer's estate. We may request a copy of Death Certificate as well as request you to complete a Change of Ownership in accordance with Clause 13.
- 9.5 We reserve the right to reject a cancellation notice including a transfer, or reverse churn, to another provider in the event that you have not provided notice in accordance with clause 9.1, you owe us money, or we have been unable to verify a request to cancel service with us.

10 LIMITATION OF LIABILITY

- 10.1 **Performance:** Because the performance of some Services may be affected by your levels of use, the levels of use of other users and of facilities related to providing the Services, we do not warrant that Services will be free of blockages, delays or faults of this kind and we will not be responsible for any loss or damage which may result.
- 10.2 **Warranties:** Except as provided in clause 10.1 and as required by law, and subject to clause 10.3, all terms, conditions, warranties, undertakings, inducements and representations, whether express or implied, statutory or otherwise, relating to the provision by us of the Services are excluded, and we will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of the Services.
- 10.3 **Limitation of Liability:** Our liability for any breach of any term, condition, warranty or under any remedy implied by law (which cannot be excluded), will be limited at our option to the repair or re-supply of equipment or Services or the payment of the cost of having the equipment or Services re-supplied.
- 10.4 **No Liability:** We have no liability to you or to any other person for:-
- (a) acts or defaults of other Suppliers;
 - (b) faults or defects in Services which are caused to any material extent by your own conduct or misuse; or
 - (c) faults or defects that arise in telecommunication services not provided under this Agreement (even if they are connected, with our consent, to Services which we have arranged under this Agreement) which are due to incompatibility with the Services.

11 CONFIDENTIALITY

- 11.1 We retain all intellectual property rights in any information relating to the Services, the design or operation of our network and other technical information relating to the provision of the Services ("Confidential Information").
- 11.2 You will keep the Confidential Information confidential and will not allow any written or electronically recorded material to be copied.
- 11.3 On the termination of this Agreement for any reason, you will return all Confidential Information to us. If you have destroyed these, or any of them, then you will give us a written declaration accordingly.
- 11.4 You will keep confidential the way we arrange Services under this Agreement, including our charges and discounts, and other financial information.
- 11.5 You will not use information which you acquire from us for any purpose unauthorised in writing by us or in any manner which may cause us loss, whether by way of damage to our reputation, financial loss or otherwise.

12 FORCE MAJEURE

- 12.1 Subject to clause 14.7, we are not liable for:
- (a) any delay in installing any Service,
 - (b) any delay in correcting any fault in any Service,



- (c) failure or incorrect operation of any Service, or
- (d) any other delay or default in performance under this Agreement, if it is caused by any event reasonably beyond our control, including but not limited to war, accident, act of God, industrial action, embargo, delay or failure or default by any other Supplier.

13 CHANGE OF OWNERSHIP & ASSIGNMENT

- 13.1 **Change of Ownership:** You will not assign, charge or otherwise deal with your rights under this Agreement except with our prior written consent using a Change of Ownership form, as provided herein: -
- (a) At the time of lodgement of the Change of Ownership form, you must ensure that all monies due and payable by You to Us are paid.
 - (b) We reserve the right to accept any assignment if the assignee does not meet our usual credit criteria, including but not limited to verification of identification, transfer of business and general credit worthiness.
 - (c) You remain liable for all charges under the agreement until the assignment has been accepted by us in accordance with this clause. We may agree to back date an assignment where the assignee has consented to them same, including for payment of back dated charges.
- 13.2 We may, on 30 days' written notice, assign all our rights and obligations under this Agreement.

14 GENERAL & OTHER PROVISIONS

- 14.1 **Information:** We may give to and receive from other Supplier's information about your account, including particulars of calls and call charges.
- 14.2 **Governing law:** This Agreement is governed by various State and Federal laws of Australia where prevailing, otherwise the laws of Queensland, or New Zealand. Where any part of this Agreement contravenes a law, the said part will void, but only to the extent of any conflict. For the avoidance of any doubt, Commonwealth Laws prevail over State Laws, which in turn prevail of Contract provisions, in that order.
- 14.3 **Entire Agreement:** This Agreement contains the whole understanding between us to the exclusion of any prior or collateral Agreement or understanding of any kind relating to the Services.
- 14.4 **No reliance:** You acknowledge that you enter into this Agreement entirely as a result of your own enquiries and that you do not rely on any statement, representation or promise by us or on our behalf not expressly set out in this Agreement.
- 14.5 **Release:** You accordingly release us and each of our officers, agents and advisers from all claims, suits and demands of every kind (including negligence) arising from the relationship of the parties concerning this Agreement before it was signed, and from the negotiations leading to it.
- 14.6 **Waiver:** The failure by either party to exercise any right or remedy under this Agreement in a timely manner does not constitute acceptance of the matter which gave rise to the right or remedy, nor that party's waiver of such right or remedy.
- 14.7 **Customer Service Guarantee:** To the extent applicable, the statutory Customer Service Guarantee (CSG) applies to the provision of Services under this Agreement, per <http://acma.gov.au/Industry/Telco/Carriers-and-service-providers/Obligations/about-the-customer-service-guarantee-carriers-service-providers-acma>. The CSG is exempt in certain instances, such as natural disaster, massive service outages or third-party related damage giving rise to a fault beyond a network boundary point.
- 14.8 **Standard Form of Agreement:** These terms and conditions have been formulated under of the Telecommunications Act.
- 14.9 **Cooling Off Period:** A 10 business day cooling off period applies where we approach you for the sale of services and a pre-existing relationship between You and Us did not exist, otherwise no cooling off period applies. For more information, refer to <https://www.accc.gov.au/consumers/sales-delivery/telemarketing-door-to-door-sales> in Australia or <https://www.consumerprotection.govt.nz/general-help/consumer-laws/consumer-guarantees-act/> in New Zealand.



15 RELEVANT ENTITY

Unless otherwise indicated on your Invoice or Agreement:-

Telecommunications in Australia & New Zealand

From 1 July 2019, you are billed by:-

- in Australia, by Best Telecom Group Pty Ltd ABN 13 634 555 034; or
- in New Zealand, Best Telecom Group Limited in New Zealand NZBN 9429047548497,

as agent for the Best Telecom Group (Operations) Trust ABN 87 617 363 758.

From 1 July 2015 to 30 June 2019, where You:-

- are a Member of the Bartercard and pay for services or in who or in part with Bartercard Trade Dollars, have entered into an agreement to resell Our products directly or under our brand as a Franchisee, then You will be billed by BT Trade Pty Ltd 36606759684; or
- hold an ABN number and have disclosed that to us, then You will be billed by BT Business Pty Ltd ABN 54606772650; or
- are a residential customer, ie not one of the above, then You will be billed by BT Residential Pty Ltd ABN 16606759157,

as agent for the Best Telecom Australia Trust ABN 62 376 913 348.

In New Zealand from 1 July 2017 to 30 June 2019, you were billed by Best Telecom NZ Limited, NZBN 9429034652732, as agent for Best Telecom Australia ABN 62 376 913 348.

In Australia, prior to 1 July 2015, You were billed by Best Telecom Australia Limited ABN 67161237467.

Energy, Gas & Water in Australia

Residential Body Corporates registered in Queensland, registered under the Body Corporate & Community Management Act or the Building Units and Group Titles Act, were billed by BT Utilities Pty Ltd ABN 15 607 217 596 for the period 1 July 2015 to 30 June 2019.

The rest of this page has been left blank intentionally