

Background:

- VoIPLine Telecom Pty. Ltd. will be referred to as 'VoIPLine' in this document.
- Customer is a legal entity that subscribed and uses VoIPLine services. This could be a company or an individual;
- VoIPLine and its related bodies corporate are suppliers of telecommunications and Information technology products and services
- The Customer wishes to purchase products and/or services from VoIPLine
- This Master Services Agreement sets out the general terms and conditions that apply to the provision of all products or services to the Customer

IT IS AGREED AS FOLLOWS

1. Definitions and Interpretation

DEFINITIONS

In this agreement unless the context otherwise requires:

Agreement means this Master Services Agreement and its schedules and annexures, as varied from time to time.

Business Day means: a day that is not a Saturday, Sunday or public holiday in Victoria, Australia

Charges means the fees payable by the Customer to VoIPLine for Services provided under this Agreement or any relevant Service Schedules or Service Orders, including any Fixed Term Charge.

Corporations Act means the Corporations Act 2001 (Cth).

Confidential Information of a party means any information marked as confidential or which by its nature the other party knows or ought to know is confidential (regardless of the form of the information and when it was acquired) and includes trade secrets, technical knowledge, concepts, designs, plans, precedents, processes, methods, techniques, know-how, innovations, ideas, procedures, research data, financial data, databases, personnel data, computer software and programs, customer and supplier information, correspondence and letters and papers of every description including all copies or extracts of same relating to the affairs or business of the party.

Control has the meaning given in the Corporations Act 2001 (Cth).

Customer Equipment means any hardware, software, equipment, systems and cabling provided by the Customer or an End User used in the provision of Services.

End Users means the customers, employees, or any other entity of the Customer.

Fixed Term Product means any Service supplied by VoIPLine in a fixed or minimum amount per month for a fixed Initial Term, where the number of months in the Initial Term is specified in the relevant Service Schedule or Service Order for that Service.

Fixed Term Charge means the charge payable in accordance with clause 5.2 for a Fixed Term Product for the total duration of the Initial Term.

Force Majeure Event means any event that is beyond the reasonable control of a party and which prevents a party from performing, or delays the performance of, any of its obligations under this Agreement or any Service Schedule or Service Order including (without limitation):

- (a) forces of nature, any act of God, fire, storm or explosion;
- (b) any strike, lockout or industrial action;
- (c) any action or inaction by any organ of government or government agency;
- (f) a Supplier Failure.

GST has the same as in A New Tax System (Goods and Services Tax) Act 1999 (Cth).

Initial Term means, in respect of a Service, the minimum contract period specified in a Service Order applicable to that Service, the term of which shall be deemed to commence on the date once service has been provisioned and activated by VoIPLine.

Insolvency Event means in relation to a party:

- (a) a receiver, receiver and manager, trustee, administrator, other controller (as defined in the Corporations Act 2001 (Cth) or similar official is appointed over any of the assets or undertaking of the party;
- (b) the party suspends payment of its debts generally;
- (c) the party is or becomes unable to pay its debts when they are due or is or becomes unable to pay its debts or is presumed to be insolvent within the meaning of the corporations Act 2001 (Cth);
- (d) the party enters into or resolves to enter into any arrangement, composition or compromise with, or assignment for the benefit of, its creditors or any class of them;
- (e) the party ceases to carry on business or threatens to cease to carry on business;
- (f) a resolution is passed or any steps are taken to appoint, or to pass a resolution to appoint, an administrator; or
- (g) an application or order is made for the winding up or dissolution of the other party, or a resolution is passed, or any steps are taken to pass a resolution, for the winding up or dissolution of the other party, otherwise than for the purpose of an amalgamation or reconstruction that has the prior written consent of the first party;
- (h) a party threatens to do any of (a) – (g).

Intellectual Property Rights means all intellectual property rights, including the following rights:

- (a) patents, copyright, rights in circuit layouts, registered and unregistered designs, trade marks, domain names, business names and any right to have confidential information kept confidential; and
- (b) any application or right to apply for registration of any of the rights referred to in paragraph (a).

Interest Rate means the business banking rate charged to VoIPLine from time to time by Commonwealth Bank of Australia plus 2%.

RFS Date in relation to a particular Service, means:

(a) the ready for service date specified in the Service Order for that Service;

or

(b) if no date is specified in the Service Order, the date notified to the Customer as the RFS Date by email from VoIPLine; or

(c) if neither (a) nor (b) applies, the date on which the Service is first made available to the Customer by VoIPLine; or

Scheduled Maintenance means maintenance to be carried out by VoIPLine from time to time and notified to the Customer in writing by email.

Security Deposit means an amount payable by the Customer determined by VoIPLine to be held by VoIPLine as security for payment of all sums due under this Agreement, a Service Schedule or a Service Order.

Service means a product or service supplied by VoIPLine to the Customer under this Agreement, as more particularly specified in a Service Schedule or Service Order and includes any equipment, wires, cables, ports, switches, routers, cabinets, racks and other hardware or telecommunications equipment supplied with that product or service.

Service Schedule means a schedule supplied to the Customer by VoIPLine setting out the specifications, system requirements and performance capabilities of a Service. VoIPLine may amend the terms of any Service Schedule from time to time by notifying the Customer in writing by email (Amendment Notice). Any such amendment will be binding on the parties from the date of delivery of the Amendment Notice.

A Service Schedule, as varied from time to time will be binding in respect of all supplies of the Service to which it relates.

Service Order means an order in VoIPLine's standard written format for the provision of a Service, which includes details of the Initial Term and Charges for the Services provided, signed on behalf of both parties or submitted electronically by email or via web form. A Service Order will continue in force for the specified Initial Term. After expiry of the Initial Term it will continue in force until terminated by either party giving 30 days' written notice to the other. Termination of a Service Order does not automatically terminate this Agreement or any applicable Service Schedule, which will each continue in force until terminated in accordance with this Agreement

Supplier Failure means a failure of any equipment, product or service supplied to VoIPLine by a third party which is required by VoIPLine to enable it perform its obligations under this Agreement or a Service Schedule or Service Order.

Telecommunications Act means the Telecommunications Act 1997 (Cth).

VoIPLine Equipment means any equipment owned or used by VoIPLine in the provision of a Service.

Customer Facility means the area housing equipment used by or belonging to CUSTOMER.

Network Services means communications services provided by VoIPLine to CUSTOMER as set forth VoIPLine Rates and Service Sheet, Service Schedule or Service Order

Programs means any software to be used by CUSTOMER that is provided by VoIPLine.

Service Level Agreement (SLA) means the document that identifies the expected performance levels of the Network Services provided by VoIPLine.

System means the telecommunications equipment, servers, and software housed at VoIPLine data centre.
means the prevailing te

INTERPRETATION

(a) a reference to a person includes a body corporate, an unincorporated body, enterprise, firm, trust, joint venture, syndicate or other entity and conversely;

(b) a reference to a clause or schedule is to a clause of or schedule to this agreement;

(c) a reference to any party to this agreement or any other agreement or document Includes the party's successors and permitted assigns;

(d) a reference to any legislation or to any provision of any legislation includes any amendment, consolidation or replacement of it, and all regulations and statutory instruments issued under it;

(e) a reference to conduct includes, without limitation, any omission, statement or undertaking, whether or not in writing;

(f) a reference to a party is a party to this agreement or any person who executes a deed of accession to this agreement;

(g) terms defined in the Corporations Act have the same meaning in this agreement, unless the context expresses otherwise;

(h) if any payment by a party under this agreement is due on a day which is not a Business Day, the due date will be the next Business Day in the same calendar month or, if none, the preceding Business Day;

(i) if an obligation must be performed by 2 or more persons it binds them jointly and individually.

2. INTERACTION BETWEEN THIS AGREEMENT, SERVICE ORDERS, SERVICE SCHEDULE, SLA and Fair Use Policy

Customer may order multiple services from VoIPLine. Each service is supplied in accordance with its SLA, Pricing, Initial Term and other relevant conditions specified in the Service Order or Quotation which is once signed can be deemed as a service order.

Service Order will continue in force for the specified Initial Term.

After expiry of the Initial Term it will continue in force until terminated by either party giving 30 days written notice to the other.

Termination of a Service Order does not automatically terminate this Agreement.

In the event of any inconsistency between the terms of this Agreement and Service Order in relation to a particular supply of a Service, the following order of priority applies:

a. first the Service Order, then

b. Service Schedule (for the corresponding product/service)

c. SLA (Service Level Agreement) for the corresponding product or service

d. Fair use policy for the corresponding product or service

e. this Agreement

Above documents are published here: <https://www.voipline.net.au/legal/>

3. SUPPLY OF SERVICES AND VOIPLINE OBLIGATIONS

3.1 Services supplied or resold by VoIPLine. VoIPLine must supply Services specified in a Service Order and in accordance with that Service order, and otherwise on the terms of this Agreement.

3.2 Service Levels. VoIPLine must provide the Services in accordance with the relevant service level agreement specified in the Service Order. The Customer's sole remedy for failure to meet a service level agreement is the service level rebates specified in the relevant service order, and the Customer waives any right to any additional remedy.

3.3 Use of Services. The Customer must only use the Services in accordance with the terms specified in the Service Order.

3.4 Additional Services. Customer may request additional services that are within the scope of the existing service order. Such requests may be made via Phone or email by the Authorised representative of the Customer.

4. OBLIGATIONS OF THE CUSTOMER

In addition to any other obligations of the CUSTOMER set forth in this Agreement, the CUSTOMER shall:

4.1 In exchange for the Network Services provided by VoIPLine, pay the various recurring and non-recurring charges set forth in VoIPLine Service Order, Rate and Service Sheet.

4.2 Make arrangements for and bear all expenses of a data or Internet connection to access the relevant VoIPLine services;

4.3 Coordinate with VoIPLine in the exchange of technical information relating to the interface circuitry and any local interconnect equipment in order for VoIPLine to engineer the necessary interconnect facilities;

4.4 If applicable, be responsible for provisioning all interfaces between the System and the network in which the Customer Facility is located;

4.5 Provide and maintain its own network and network security;

4.6 Grant to VoIPLine Personnel such access to the Customer Facilities and System as may be necessary or appropriate for VoIPLine to perform its obligations under this Agreement;

4.7 Comply with any operational procedures and technical specifications specified in any Service Order or other reasonable directions given by VoIPLine in relation to the Customer's obligations under this Agreement or a Service Order;

4.8 The Customer is solely liable for any dispute raised by any End Users in relation to the provision of any Services by the Customer to those End Users. VoIPLine expressly disclaims any liability which may arise either on the part of the Customer or an End User as a result of the use of a Service by an End User or any related or ancillary claim.

5. CHARGES AND BILLING

5.1 VoIPLine Telecom provides service on prepaid or post-paid basis. VoIPLine Telecom can decide that you have a credit limit. If so, we will tell you what that credit limit is. Fees and charges applicable to your service will commence from the date of RFS event. We will email an invoice to you no less frequently than monthly, and you must pay any outstanding fees and charges by the invoice due date. For cases where direct debit authority has been signed, all fees and charges will be billed to your nominated credit card or bank account. If you cancel your credit card authority, or if you do not pay your invoice by the invoice due date, VoIPLine Telecom will charge a late fee as per its current fees structure. Charges for archive or hardcopy invoices may apply. If you exceed the credit limit, we may suspend the service until you pay all call charges owing on your account.

5.2 VoIPLine may start to invoice a Customer for a Service from the RFS Date whether or not the Customer has used the Service since that date.

5.3 Invoicing: you will be invoiced monthly via your registered e-mail address that you provided during registration with VoIPLine Telecom. If you do not receive your invoice, it is your responsibility to notify VoIPLine Telecom immediately. Invoice will be sent either as a pdf or text file. If you request an archived or hard copy invoice additional charges may apply

5.4 For prepaid customers, and to maintain positive account balance, you authorise VoIPLine Telecom to automatically deduct money from your nominated credit card or bank account. You can also deposit money into your account by bank transfer to the account number specified by VoIPLine

5.5 We reserve the right to make changes to or close Pricing Plans at our discretion. Any Pricing Plan change that may be detrimental to the customer will be communicated via email to the customers nominated email address a minimum of 21 days before becoming effective.

5.6 If you have authorised payments by credit card, debit authority or other similar methods, payments shall be drawn against your authority when due without further notice to you unless you terminate the payment method by 14 days written notice to VoIPLine Telecom. Suspension of the service will occur in the event that your authorised payment method is refused or dishonoured by your nominated financial institution and your account balance falls below predetermined credit limit.

5.7 You agree that all Charges incurred by you in using the VoIPLine Telecom Service are your responsibility, irrespective of whether you or another person (with or without your consent) used this Service i.e. to make calls and incur charges without your knowledge

5.8 You must take steps to verify that you have sufficient funds on your credit card / in your account to meet likely fees.

5.9 Despite anything in these Terms and Conditions, VoIPLine Telecom will not continue to provide you with the Service, as a result of any unpaid charges extending beyond 30 days from the date that the charges were due for payment. If any amounts are outstanding beyond 30 days from the date on which payment for those charges was due, this Agreement may be terminated by VoIPLine Telecom immediately and you will be required to pay all outstanding charges to VoIPLine Telecom immediately. If after standard collection activities, your account remains unpaid in part or in whole for a period of (30 days) from the due date, your information may be referred to a debt collection agency or credit reference agency. VoIPLine Telecom may charge reasonable expenses in connection with recovery of late payments (including the costs of engaging a third party recovery agency). If VoIPLine Telecom engages a third party agent or institutes legal proceedings to recover any outstanding amounts due under the terms and conditions of this contract, you will, to the extent permitted by law, be liable for VoIPLine Telecom costs of taking that action

5.10 Termination of service on accounts with minimum contract will be charged the monthly fee for the remainder of the contract period. E.g. If you have 8 months left on your 12 month contract on a \$14.95 per month package you will be required to pay \$14.95 x 8 which would be \$119.60; If the Customer breaches any term of this Agreement or any applicable Service Schedule or Service Order (including non-payment of any invoice issued under clause (c)), any unpaid part of any Fixed Term Charge outstanding becomes immediately due and payable.

5.11 It is agreed that call log information collected by VoIPLine billing system is deemed to be sufficient evidence of the calls made by the Customer.

6. Disputes

- 6.1** The parties must exhaust the provisions of this clause 6 before initiating any legal proceedings in court.
- 6.2** The CUSTOMER may lodge a Dispute with VoIPLine by providing written notification outlining the nature of the dispute and the supporting evidence that the CUSTOMER has based the Dispute on.
- 6.3** Where a Dispute is lodged against an invoice from the current billing period, The CUSTOMER may withhold the disputed amount from the payment due on that invoice. All other undisputed amounts must be paid in full and the CUSTOMER's account must be fully paid up within terms before a Dispute will be accepted by VoIPLine.
- 6.4** Where a Dispute is lodged against a paid invoice, the CUSTOMER must not withhold any further payments or part thereof.
- 6.5** Disputes related to invoice amounts may only be lodged prior to the invoice's due date.
- 6.6** Senior representative resolution: The parties must use their best endeavours and act in good faith to resolve any dispute arising in connection with this Agreement, or Service Order by negotiation between a senior managers of each of them.
- 6.7** Litigation. If the Senior managers of the parties fail to resolve the dispute within 20 Business Days of notification of the dispute, either party may take such additional action as it deems necessary to resolve the dispute, including initiating legal proceedings

7. Warranty and dispatch

Dispatch

Products are normally dispatched within 3-4 business days after payment is received in full. Shipping rates are calculated at time of order.

Product warranty and return

All products sold by VoIPLine Telecom Pty. Ltd. include a 12 month manufacturer's warranty.
For stockable items VoIPLine Telecom Pty. Ltd. will accept returns for a period of up to 30 days following purchase if you are not satisfied with your product.
Returned products will only be accepted in original condition including all packaging, documentation, hardware as received and is in resellable condition. It is the customer's responsibility to pay any shipping costs and to ensure the product is returned safely to VoIPLine Telecom Pty. Ltd. VoIPLine Telecom Pty. Ltd. can not issue refunds for special order items.

8. Fault reporting and restoration

- (a) The Customer must report any faults in relation to the Services in writing as soon as reasonably practicable after it becomes aware of them. Service level outages are calculated as commencing at the time VoIPLine receives written (including electronic) notification of the fault.
- (b) VoIPLine reserves the right to charge the Customer at its then commercial rates (including additional rates for out of hours service, as published in the relevant Service Order) for fault restoration services when VoIPLine responds to a fault request from the Customer where:
- (i) the failure to provide the Service to the Customer (or the use of any Service by an End User) was not due to a failure on VoIPLine' part;

Exclusions:

VoIPLine has no obligation to restore any fault where the fault arises as a result of:

- (a) any fault in any equipment, software or any network unit which does not form part of the VoIPLine Equipment;
- (b) defects in Customer Equipment or its installation;
- (c) any act or omission of the Customer or any of its employees, consultants, contractors, agents or representatives.

9. Confidentiality

9.1 Confidentiality Obligation

Each party (Recipient) which receives Confidential Information of the other party (Disclosing Party) under this Agreement acknowledges that all Confidential Information provided to it or to which it is exposed is confidential to the Disclosing Party. This includes all pricing information;

9.2 Loss suffered

The Recipient acknowledges and agrees that the Confidential Information is by virtue of its special nature valuable property of the Disclosing Party and that the Disclosing Party may suffer damage or loss by any disclosure by the Recipient of the Confidential Information.

9.3 Non-Disclosure

The Recipient must:

- (a) treat all Confidential Information as confidential and not make public or disclose to any other person that Confidential Information unless it has first obtained the written consent of Disclosing Party to do so;
- (b) prevent third parties from gaining access to the Confidential Information; and
- (c) deliver and surrender to Disclosing Party upon request all records of Confidential Information held by it.

9.4 Disclosure Required

The Recipient may disclose Confidential Information if required to do so by a government agency or any law or court order, or the rules of any applicable securities exchange after first giving notice to Disclosing Party and after taking all practicable steps to cooperate with Disclosing Party to prevent the disclosure to the maximum extent permitted by law.

9.5 Use of Information

The Confidential Information must not be used by the Recipient or its Representative other than for the purposes of this Agreement or any use ancillary to the use contemplated by this Agreement without the prior written consent of Disclosing Party.

9.6 Reference to Customer

VoIPLine may refer to the Customer as a customer of VoIPLine in any press release, marketing, sales, or web publications.

10. Suspension and termination of service

10.1 If, in VoIPLine Telecom opinion, you breach any of the terms and conditions of this agreement, we may suspend, limit your access to the service and we may terminate this agreement by giving 30 days notice to the customer. The termination of the service shall not preclude VoIPLine Telecom from exercising any other rights VoIPLine Telecom may have against you under this agreement.

Immediate suspension:

Although we will try to give you as much notice as is reasonably practicable, we may apply immediately suspend your service in the following cases:

- a. If your service has been hijacked and is being used illegally
- b. If any equipment in the customer administrative domain impacts VoIPLine network functionality

In the above events VoIPLine will contact the customer immediately after suspension and will assist in the quickest possible service restoration.

VoIPLine telecom will provide initial Cloud PBX configuration, however customer will have full access to the administrative web interface and have to ensure that strong passwords are maintained for all VoIP extensions. Customer is responsible for any call charges as a result of customers Hosted PBX or Extension being hacked/hijacked.

You will be responsible for any costs incurred in:

Becoming Insolvent; or if you are a partnership, the partnership ceases

10.2 Suspension, limitation and termination with notice:

In addition to our rights above, we may, by giving you reasonable notice (in any event at least 30 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.

10.3 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)

10.4 Suspended Services

If VoIPLine suspends the provision of any Services under this clause, VoIPLine may reinstate those services if all amounts due (including interest) are subsequently paid. In that event, VoIPLine may charge a reconnection fee equal to one month's Charges as a condition for the recommencement of the Services.

10.5 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 once all equipment is returned to VoIPLine Telecom

10.6 For any Service Order with initial minimum Term, after the Initial Term expires, the Service Order remains in force on a month to month basis until terminated by either party giving the other not less than 30 days written notice of termination.

10.7 Customer termination

The Customer may terminate this Agreement, or an individual Service Order (as the case may be) by notice in writing to VoIPLine, if:

- (a) VoIPLine has committed a material breach of this Agreement, the Service Order (as the case may be) and either:
 - (i) the breach is not remedied within 14 days of the date written notice of the breach is given to VoIPLine; or
 - (ii) the breach is not capable of remedy; or
- (b) VoIPLine suffers an Insolvency Event; or
- (c) VoIPLine is unable to provide the Services due to a Force Majeure Event, which event continues for a period of more than 30 days.

11. Actions on termination of this agreement

On termination of this Agreement, or Service Order:

- (a) all unpaid sums owing by each party will immediately become due and payable to the other party;
- (b) in addition to any other rights it may have, VoIPLine may:
 - (i) retain any moneys paid to it in respect of services provided;
 - (ii) repossess and resell any Products for which the Customer has not paid in full (and the Customer authorises VoIPLine and its representatives to access its premises in order to do so);
 - (iii) take possession of and sell any Customer Equipment held at a data centre and use the proceeds of sale to meet any outstanding amounts due.
- (c) the Customer must:
 - (i) immediately return to VoIPLine all Confidential Information of VoIPLine, all access codes and keys of any type, any Products for which the Customer has not paid in full and any other materials in the Customer's possession relating to VoIPLine;

12. Limitation of liability

12.1 No indirect loss

Unless expressly stated to the contrary in this Agreement or a Service Order, neither party is liable to the other for any indirect, special or consequential loss (including but not limited to loss of profits or loss of revenue, loss of data, loss of business or opportunity) however caused in connection with or related to this Agreement, or a Service Order.

12.2 No implied terms

All terms, conditions or warranties which may be implied into this Agreement, or Service Order are excluded to the fullest extent permitted by law.

12.3 Resupply of Services

Where legislation implies in this Agreement or any Service Order any condition or warranty, and that legislation avoids or prohibits provisions in a contract excluding or modifying the application of or exercise of or liability under such condition or warranty, the condition or warranty is deemed to be included. The liability of VoIPLine for any breach of such condition or warranty is limited, at the option of VoIPLine, to one or more of the following:

- (a) if the breach relates to goods:
 - (i) the replacement of the goods or the supply of equivalent goods;
 - (ii) the repair of such goods;
 - (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - (iv) the payment of the cost of having the products repaired; and
- (b) if the breach relates to services:
 - (i) the supplying of the services again; or
 - (ii) the payment of the cost of having the services supplied again.

12.4 Maximum liability

The total aggregate liability of VoIPLine and its Related Bodies Corporate, employees, directors, agents or representatives in respect of all claims made under this Agreement (including under any Service Order) or otherwise in respect of the provision of Services (including in respect of any claims in tort or negligence) is limited as follows:

- (a) where the breach occurs as a result of a failure to meet any service level specified in a Service Order, the service level rebate specified in that Service Order;
- (b) in every other case, an amount equal to the total Charges paid by the Customer in the 6 month period prior to the date of the relevant claim.

13. Indemnity

13.1 Indemnity

The Customer indemnifies VoIPLine and its Related Bodies Corporate, directors, officers, employees and agents from and against all losses, damages, liabilities, claims and expenses incurred (including but not limited to reasonable legal costs and defence or settlement costs) arising directly or indirectly as a result of:

- (a) any breach by the Customer of this agreement (or any Service Schedule or Service Order entered into between the Customer and VoIPLine);
- (b) any negligent act or omission of the Customer or any of its employees, consultants, contractors, agents or representatives relating to this agreement or any Services provided under this agreement;

13.2 Customer indemnities in respect of End Users

- (a) The Customer indemnifies VoIPLine (and its employees, directors or related bodies corporate) on a full indemnity basis in respect of any losses, damages, costs, penalties, awards, interest or other liabilities incurred as a result of any claim made by an End User relating to or in connection with Services or their use by the Customer or the End User.
- (b) The Customer further indemnifies VoIPLine (and its employees, directors or Related Bodies corporate) in respect of any losses, damages, costs, penalties, awards, interest or other liabilities incurred as a result of the negligent, fraudulent, criminal or other illegal or wrongful use by the Customer or any End User of any Service supplied under this Agreement, a Service Schedule or a Service Order.

14. Force Majeure

No liability

VoIPLine is not liable for any delay or failure to perform its obligations under this Agreement or any Service Order to the extent that the delay or failure is due to a Force Majeure Event.

15. ASSIGNMENT AND SUB-CONTRACTING

15.1 No assignment by Customer without consent

The Customer may not assign, charge or deal with any its rights and obligations under this Agreement or any Service Schedule or Service Order, or attempt or purport to do so, without the prior written consent of VoIPLine.

15.2 Assignment by VoIPLine

VoIPLine may assign, novate or subcontract any of its rights or obligations under this Agreement or any Service Order to any person without the Customer's consent.

16. The supply of goods

16.1 Risk

16.1.1 If VoIPLine retains ownership of the Goods nonetheless, all risk for the Goods passes to the CUSTOMER on delivery.

16.1.2 If any of the Goods are damaged or destroyed following delivery but prior to ownership passing to the CUSTOMER, VoIPLine is entitled to receive all insurance proceeds payable for the Goods. The production of these terms and conditions by VoIPLine is sufficient evidence of the VoIPLine's rights to receive the insurance proceeds without the need for any person dealing with the CUSTOMER to make further enquiries.

16.2 Title

16.2.1 VoIPLine and the CUSTOMER agree that ownership of the Goods shall not pass until:

(a) the CUSTOMER has paid VoIPLine all amounts owing for the particular Goods; and
(b) the CUSTOMER has met all other obligations due by the CUSTOMER to VoIPLine in respect of all contracts between VoIPLine and the CUSTOMER.

16.2.2 Receipt by VoIPLine of any form of payment other than cash shall not be deemed to be payment until that form of payment has been honoured, cleared or recognised and until then VoIPLine's ownership or rights in respect of the Goods shall continue.

16.2.3 It is further agreed that:

- (a) where practicable the Goods shall be kept separate and identifiable until VoIPLine shall have received payment and all other obligations of the CUSTOMER are met; and
- (b) until such time as ownership of the Goods shall pass from VoIPLine to the CUSTOMER VoIPLine may give notice in writing to the CUSTOMER to return the Goods or any of them to VoIPLine. Upon such notice the rights of the CUSTOMER to obtain ownership or any other interest in the Goods shall cease; and
- (c) VoIPLine shall have the right of stopping the Goods in transit whether or not delivery has been made; and
- (d) if the CUSTOMER fails to return the Goods to VoIPLine then VoIPLine or VoIPLine's agent may enter upon and into land and premises owned, occupied or used by the CUSTOMER, or any premises as the invitee of the CUSTOMER, where the Goods are situated and take possession of the Goods; and
- (e) the CUSTOMER is only a bailee of the Goods and until such time as VoIPLine has received payment in full for the Goods then the CUSTOMER shall hold any proceeds from the sale or disposal of the Goods, up to and including the amount the CUSTOMER owes to VoIPLine for the Goods, on trust for VoIPLine; and
- (f) the CUSTOMER shall not deal with the money of VoIPLine in any way which may be adverse to VoIPLine; and
- (g) the CUSTOMER shall not charge the Goods in any way nor grant nor otherwise give any interest in the Goods while they remain the property of VoIPLine; and
- (h) VoIPLine can issue proceedings to recover the Price of the Goods sold notwithstanding that ownership of the Goods may not have passed to the CUSTOMER; and
- (i) until such time that ownership in the Goods passes to the CUSTOMER, if the Goods are converted into other products, the parties agree that VoIPLine will be the owner of the end products.

16.3 Defects

16.3.1 The CUSTOMER shall inspect the Goods on delivery and shall within seven (7) days of delivery (time being of the essence) notify VoIPLine of any alleged defect, shortage in quantity, damage or failure to comply with the description or quote. The CUSTOMER shall afford VoIPLine an opportunity to inspect the Goods within a reasonable time following delivery if the CUSTOMER believes the Goods are defective in any way. If the CUSTOMER shall fail to comply with these provisions the Goods shall be presumed to be free from any defect or damage. For defective Goods, which VoIPLine has agreed in writing that the CUSTOMER is entitled to reject, VoIPLine's liability is limited to either (at VoIPLine's discretion) replacing the Goods or repairing the Goods.

16.3.2 Goods will not be accepted for return other than in accordance with 16.3.1 above.

17. General Provisions

17.1 Arbitration

17.1.1 Except for the right of either party to apply to a court of competent jurisdiction for an injunction or other equitable relief available under applicable law to preserve the status quo or prevent irreparable harm pending the selection and confirmation of a panel of arbitrators, and the right of VoIPLine to bring suit on an open account for any payment due VoIPLine hereunder, any controversy or claim arising out of or relating to this Agreement, or the breach thereof, shall be settled by;

- a) First, holding discussions in good faith and exchanging information between the Parties in order to resolve. If this is not successful then;
- b) By escalation to the respective CEO's of both Parties who will meet in order to resolve. If this is not successful then;
- c) By arbitration in Victoria (Australia), in accordance with the Rules of Conciliation and Arbitration of the ICC, and judgment upon the award rendered by the arbitrators may be entered in any court having jurisdiction thereof. Arbitration shall be conducted in the English language by an arbitrator selected by agreement between VoIPLine and the CUSTOMER. The arbitrator shall have the authority to grant injunctive relief in a form substantially similar to that, which would otherwise be granted by a court of law.

17.1.2 The parties agree that the arbitration proceeding and the outcome shall be kept strictly confidential and that obligations under this Agreement shall survive termination or expiration of this Agreement.

17.2 Consent To Jurisdiction

17.2.1 This agreement shall be governed by and construed in accordance with the laws of the State of Victoria in Australia and the parties hereby submit to the non-exclusive jurisdiction of the courts of that State.

17.3 Miscellaneous

17.3.1 Any document referred to in this Agreement and attached hereto as an Exhibit at the time of execution or later amended updated shall be deemed an indispensable part of this Agreement.

17.3.2 The parties agree to deal with each other fairly and in good faith and to perform all acts reasonably required to carry out the intent of this agreement.

17.3.3 If any of the provisions of this Agreement shall be invalid or unenforceable, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligations of VoIPLine and the CUSTOMER shall be construed and enforced accordingly.

17.3.4 Obligations under this Agreement that by their nature would continue beyond the termination, cancellation or expiration of this Agreement, including by way of illustration only and not limitation, CONTINUING AVAILABILITY, WARRANTIES, REPAIRS NOT COVERED UNDER WARRANTY, REMEDY FOR NON-PERFORMANCE, CONFIDENTIALITY and CONSENT TO JURISDICTION, shall survive the termination of this Agreement.

17.3.5 The failure of either party at any time to enforce any right or remedy available to it under this Agreement or otherwise with respect to any breach or failure by the other party shall not be construed to be a waiver of such right or remedy with respect to any other breach or failure by the other party.

17.3.6 At its own expense, each party shall comply with all applicable laws, regulations, rules, ordinances and orders regarding its activities related to this Agreement.

17.3.7 Both undersigned parties acknowledge that they have the full authority to enter into this agreement on behalf of the companies they represent.

17.3.8 The parties to this Agreement are independent contractors, and no partnership, joint venture, employee-employer or agency relationship, whether express or implied, is intended or created by this Agreement. Neither party may take any actions that are binding on the other party. Without limiting the foregoing, neither party shall make any representations or warranties to third parties on behalf of the other party hereto.

17.3.9 This Agreement and the Exhibits attached hereto set forth the entire understanding and agreement of the parties, and supersede any and all oral or written agreements or understandings between the parties as to the subject matter of this Agreement. Except, as provided herein, this Agreement may be amended or changed only in writing signed by both parties. The waiver by either party of a breach of any provision contained herein shall be in writing and shall in no way be construed as a waiver of any succeeding breach of such provision or a waiver of the provision itself.

17.3.10 This Agreement may be executed in two counterparts, each of which shall be deemed an original and all of which shall be deemed to be one instrument.

17.3.11 Goods or services are supplied by VoIPLine only on the terms and conditions of trade herein to the exclusion of anything to the contrary in the terms of the CUSTOMER's order notwithstanding that any such order is placed on terms that purport to override these terms and conditions of trade.

17.3.12 This Agreement is meant to be read in conjunction with VoIPLine, Direct debit Authorisation, Credit Application and Personal/Directors Guarantee (where applicable), Service Order and any other forms supplied by VoIPLine or attached to this Agreement.

17.4 Notices

(a) A notice or other communication required or permitted to be given by one party to another must be in writing and:

- (i) delivered personally;
- (ii) sent by pre-paid mail to the address of the addressee specified in this Agreement; or
- (iii) sent by facsimile transmission to the facsimile number of the addressee with acknowledgment of receipt from the facsimile machine of the addressee.

(b) A notice or other communication is taken to have been given:

- (i) If delivered personally, immediately upon delivery;
- (ii) if mailed, on the second Business Day after posting; or
- (iii) if sent by facsimile before 4pm on a Business Day at the place of receipt, on the day it is sent and otherwise on the next Business Day at the place of receipt.

(c) A party may change its address for service by giving notice of that change in writing to the other parties.

(d) The parties' respective contact details for notification under this Agreement are as set out in the Parties section above.

17.5 Counterparts and facsimile signatures

(a) This Agreement may be executed in one or more counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement.

(b) The transmission by a party by email, fax or other electronic means of an executed copy of this Agreement (or any Service Schedule or Service Order) will be deemed proof of signature of the original for the purposes of constituting a binding agreement between the parties, and the signed copy so transmitted will be deemed the original for the purposes of this Agreement.

17.6 Whole agreement

In relation to the subject matter of this Agreement:

(a) this Agreement, and any relevant Service Order, is taken to be the whole agreement between the parties; and

(b) supersedes all oral and written communications by or on behalf of any of the parties in relation to the subject matter of the Agreement, Service Schedule or Service Order, as the case may be.

17.7 No merger

Nothing in this Agreement merges, extinguishes, postpones, lessens or otherwise prejudicially affects any right, power or remedy that VoIPLine may have against the Customer or any other person at any time.

18. Privacy

Privacy Act 1998

From time to time VoIPLine Telecom and/or their agents may collect personal information about you. Telecommunications and privacy legislation impose strict obligations on VoIPLine Telecom to protect the confidentiality of your personal information and to respect your privacy. You are able to gain access to your personal information that we hold by calling 1300 864754. Your personal information is collected in order to provide you with a telecommunications service. VoIPLine Telecom may also use your information for purposes that are related to providing you with a telecommunications service, which would be reasonably expected (such as keeping you informed about features of our telecommunications services or conducting analysis in order to provide better service to you). VoIPLine Telecom may disclose or receive personal information or documents about you to/from:

1. Credit providers or credit reporting agencies for the purposes permitted under the Privacy Act;
2. Law enforcement agencies to assist in the prevention of criminal activities;
3. Our service and content providers, dealers and agents, for purposes that are related to providing you with a telecommunications service, which would be reasonably expected.

Unless you consent, we will not disclose your personal information to third parties, other than those who have contracted with VoIPLine Telecom to keep the information confidential, or who are subject to obligations to protect your personal information.

VoIPLine Telecom Pty. Ltd.

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