

Dorks Delivered Network General Terms and Conditions

For the meanings of Terms, see the Glossary at the end of the document.

1. Service

- 1.1 Formation of Agreement: Customer may order a Service from Dorks Delivered by completing a Dorks Delivered Order Form. The Agreement will be formed when Dorks Delivered accepts the Order Form. The Agreement will comprise in order of precedence from highest to lowest:
 - (a) The Order Form;
 - (b) The Service Schedule for the Service ordered;
 - (c) The Service Level Schedule;
 - (d) These General Terms and Conditions.
- 1.2 Provisioning of Service: Upon acceptance by Dorks Delivered of the Order Form, Dorks Delivered agrees to provide and the Customer agrees to acquire the Service as is set out in the Order Form. The Service will be activated on the later of the date on which Dorks Delivered is able to provide the Service and the requested activation date nominated in the Order Form. Dorks Delivered will use commercially best endeavours to activate the Service in accordance with the timeframes requested by the Customer.
- 1.3 Order Withdrawal: The Customer acknowledges and agrees that if it withdraws or cancels:
 - (a) one or more Service(s) from an Order; or
 - (b) an Order in its entiretybefore Dorks Delivered has completed provisioning the relevant Service(s) or Order (as applicable), the Customer will be liable for and must pay Dorks Delivered an Order Withdrawal Charge.
- 1.4 Service Levels: Dorks Delivered does not warrant that the Service will be uninterrupted or fault free. Dorks Delivered will use its best endeavours to meet the Service Levels and, if it fails to meet those Service Levels, will provide a Service Credit in accordance with the terms set out in the Service Level Schedule.

2. Period of Agreement

- 2.1 The Agreement commences on the acceptance by Dorks Delivered of the Order Form.
- 2.2 The Agreement will continue until the end of the Minimum Service Period and thereafter on a month-to-month basis unless it is earlier terminated in accordance with the Agreement.
- 2.3 After the expiry of the Minimum Service Period, either party may terminate the Agreement by providing to the other not less than 30 days' written notice of Termination.

3. Customer Obligations

- 3.1** Ensure Proper Use of the Service: Customer agrees that it will not knowingly or by any negligent act or omission:
- (a) use or permit the use of the Service in any manner which constitutes a violation or an infringement of any duty or obligation in contract, tort, or otherwise to any third person;
 - (b) use or permit the use of the Service in connection with the commission of an offence against the laws of the Commonwealth or the States or Territories;
 - (c) use or permit the use of the Service for the transmission of any defamatory, offensive, abusive, indecent, spam or menacing material or the making of any hoax call or in any other manner in contravention of the Acceptable Use Policy;
 - (d) use or permit the use of the Service in connection with the transmission of any computer virus that may adversely affect the Dorks Delivered Equipment, the Dorks Delivered Network, the equipment or network of any third-party provider to Dorks Delivered or any network users;
 - (e) use or permit the use of the Service to engage in any activities in a manner that may expose Dorks Delivered or any third-party provider to the risk of any legal or administrative action including prosecution under any law; or
 - (f) interfere or attempt to interfere with the operation of: the Service, Service Number or an IP address; any Dorks Delivered Equipment; the Dorks Delivered Network or the equipment, network or IP Addresses of any other person.
- 3.2** Assistance: Customer will do everything reasonable to help and co-operate with Dorks Delivered and any person engaged by Dorks Delivered to provide to the Customer the Service at the Site. The kinds of assistance Dorks Delivered may require from the Customer include:
- (a) ensuring that it is possible and safe for Dorks Delivered and persons engaged by Dorks Delivered to obtain necessary access to a Site (including for any emergency);
 - (b) ensuring that relevant people are available and give to Dorks Delivered timely instructions;
 - (c) ensuring that Customer Equipment is ready at the appropriate times;
 - (d) at Customer's own expense and following Dorks Delivered's reasonable instructions in connection with making any modifications to Customer Equipment reasonably necessary to enable Dorks Delivered to provide the Service;

- (e) obtaining and maintaining any authorisation, permission, licence, waiver, registration or consent from any person necessary for the Customer to secure to enable Dorks Delivered to provide the Service;
 - (f) informing Dorks Delivered of the location of Dorks Delivered Equipment (if any); and
 - (g) working together with Dorks Delivered to establish procedures to reduce fraud or the opportunity for fraud in relation to the Service.
- 3.3 Reporting and Inspections: Customer agrees to supply to Dorks Delivered or Dorks Delivered's nominated agent any information reasonably requested by Dorks Delivered relating to Customer:
- (a) for credit management purposes (see also clause 9);
 - (b) to enable Dorks Delivered to monitor and help reduce the incidence of fraud;
 - (c) to assist Dorks Delivered in complying with its regulatory obligations and its obligations to report on compliance with those obligations;
 - (d) to assess whether or not the Customer has complied, is complying and will be able to continue to comply with all obligations imposed on the Customer under the Agreement; and
 - (e) for other purposes reasonably required by Dorks Delivered from time to time and agreed by the Customer.

4. Equipment

- 4.1 Dorks Delivered Equipment: If required for the provision of the Service, Dorks Delivered will supply to the Customer the Dorks Delivered Equipment. Customer is responsible for the Dorks Delivered Equipment and must compensate Dorks Delivered for any loss or damage to it, (fair wear and tear excepted), unless Dorks Delivered or Dorks Delivered's agent causes such loss or damage. If the Customer becomes aware of any loss of, damage to, claim over, or malfunction of the Dorks Delivered Equipment, the Customer must promptly notify Dorks Delivered. Dorks Delivered may, at any time and at Dorks Delivered's cost, modify or replace Dorks Delivered Equipment provided there is no material adverse impact on the provision of the Service. In respect of Dorks Delivered Equipment, the Customer must:
- (a) provide an adequate power supply and a suitable physical environment in accordance with Dorks Delivered's reasonable directions;
 - (b) only permit Dorks Delivered Equipment to be repaired, serviced, moved or disconnected by Dorks Delivered unless otherwise permitted by Dorks Delivered in writing;

- (c) not remove or obscure any identification marks on Dorks Delivered Equipment;
- (d) make title to Dorks Delivered Equipment clear to all persons;
- (e) comply with all reasonable instructions given by Dorks Delivered to protect Dorks Delivered's ownership of the Dorks Delivered Equipment; and
- (f) not do anything or allow anything to be done which might affect Dorks Delivered's ownership of the Dorks Delivered Equipment.

4.2 Customer Equipment: Customer is responsible for the installation of any Customer Equipment and connections to the Dorks Delivered Network necessary for Dorks Delivered to provide the Service. Customer must ensure that Customer Equipment does not have a detrimental effect, as determined by Dorks Delivered, on the Dorks Delivered Network and accords with all relevant laws.

4.3 Dorks Delivered may, without liability, immediately disconnect all or any of the Customer Equipment if Dorks Delivered reasonably considers that Customer Equipment may:

- (a) cause death or personal injury;
- (b) cause damage to the property of Dorks Delivered or another person; or
- (c) materially impair the operation of the Dorks Delivered Network,

provided that, where and to the extent that it is reasonable for Dorks Delivered to do so, Dorks Delivered will notify the Customer before disconnection. Where the Customer Equipment is located at a place under the control of the Customer, the Customer shall promptly comply with a written request from Dorks Delivered to disconnect Customer Equipment in accordance with this clause 4.3.

5. Not for Resale

5.1 Unless otherwise agreed by Dorks Delivered, the Customer may not resell or re-supply the Service.

6. Charges and Payment

6.1 The installation and recurring Charges for the Service are set out in the Order Form. Other ad-hoc and ancillary Charges may be incurred by the Customer. Such ad-hoc charges include remote hands fees, out-of-hours or incorrect call out fees, administration charges for moves, adds or changes or other charges notified by Dorks Delivered from time to time. Such ad-hoc fees will only be charged when the Customer has been advised of the fees in advance of ordering the service that leads to the fee. The Customer's obligation to pay for the Service will accrue on and from the Service Commencement Date.

- 6.2 Dorks Delivered will periodically issue to the Customer an invoice for the Service and the Customer must pay each Invoice in Australian dollars within 30 days of the Invoice Date (Due Date). The Customer agrees that Dorks Delivered may use a Related Body Corporate of Dorks Delivered to perform billing and collection services for Dorks Delivered in relation to Invoices and that amounts invoiced by and paid to that Related Body Corporate shall be treated as payments under the Agreement.
- 6.3 To the extent that it is not precluded by regulation from doing so, if Dorks Delivered has omitted Charges from an Invoice for any reason, Dorks Delivered may include such Charges in a later Invoice.
- 6.4 There is a presumption that records held and logging procedures adopted by Dorks Delivered or any other third-party provider with which the Dorks Delivered Network is interconnected are correct and that the Charges have been incurred and are payable by the Customer in the absence of manifest error.
- 6.5 If the Customer disputes the validity of any Charges in an Invoice:
- (a) The Customer must notify Dorks Delivered in writing of the reasons for the dispute within 40 days of the date of that Invoice;
 - (b) The Customer must pay the full amount of the Charges in the disputed Invoice unless the Customer has notified Dorks Delivered in writing of the reasons for the dispute by the Due Date of that Invoice and will pay the undisputed portion of the Charges in the Invoice by the Due Date of that Invoice;
 - (c) Dorks Delivered will endeavour to give the Customer a determination on the dispute within a reasonable time of receiving the Customer's notice of dispute and Dorks Delivered shall keep the Customer informed as to the expected timeframe for finalisation;
 - (d) where the determination is that a disputed amount is payable to Dorks Delivered, the Customer shall pay such amounts within 5 Business Days of receiving notice of the determination; and
 - (e) if the Customer disagrees with the determination, the Customer will be entitled to engage the dispute resolution mechanisms set out in clause 16 below.
- 6.6 If the Customer fails to pay when due any amount, Dorks Delivered will be entitled to:
- (a) charge interest on the overdue amount (both before and after judgment), at the rate of 6% above the cash rate set by the Reserve Bank of Australia. This interest will be calculated daily and compounded every 30 days;

- (b) impose a charge to cover its reasonable expenses and costs incurred in enforcing any failure or delay in the payment (including the cost of engaging a debt recovery agent); and
- (c) suspend provision of the Service in accordance with clause 10 below.

7. GST and Other Taxes

- 7.1 Unless otherwise stipulated in the Order Form, the Charges do not include any GST. Dorks Delivered will include on each invoice a separate amount for the GST payable in respect of the Charges in the invoice and the Customer must pay the GST to Dorks Delivered.
- 7.2 The Customer must pay all taxes (including any goods or services tax or any equivalent thereof), duties, stamp duties, impost, levies or government charges relating to the Agreement, the supplied Services, provision of the Dorks Delivered Equipment and, where relevant, the sale of the Purchased Equipment. Should there be an introduction of any new tax, duty, levy or government charge relating to any charges (including Charges) under the Agreement, the Customer must pay Dorks Delivered for such taxes, duty, levy or government charges imposed under such relevant legislation.

8. Variation of Agreement

- 8.1 Except as set out in this clause, the Agreement may not be varied except in writing signed by the parties.
- 8.2 Dorks Delivered may at any time vary the Agreement by giving to the Customer written notice of the variation (a Variation Notice). If Dorks Delivered gives a Variation Notice and the Customer does not accept the variation, the Customer must notify us in writing within 20 Business Days from the date of the Variation Notice. If the Customer fails to do so, the Customer will be deemed to have accepted the variation and the new terms and conditions will take effect from the next billing period after the Variation Notice was given or at the time specified in the Variation Notice.
- 8.3 If the Customer notifies Dorks Delivered that it does not agree to the variation, the Customer and Dorks Delivered must discuss the proposed variation in good faith. If no agreement on a variation arises within a further 10 Business Days, either party may terminate the Service upon the giving of a further 20 Business Days' notice. For the duration of the further notice period, the terms and conditions applicable immediately preceding the delivery of a Variation Notice will continue to apply.

9. Creditworthiness

- 9.1 Dorks Delivered's obligations to supply a Service, and to continue supplying a Service, are subject to Dorks Delivered being satisfied as to the creditworthiness of the Customer.
- 9.2 Dorks Delivered may, from time to time, review the Customer's creditworthiness. In doing so, Dorks Delivered may seek from the Customer or an independent person such as a credit reporting agency or credit provider information or advice to assist in the creditworthiness review.
- 9.3 Customer agrees promptly to cooperate with a review by:
- (a) providing to Dorks Delivered any information (including a completed Dorks Delivered credit application form) Dorks Delivered reasonably requires to conduct any such review; and
 - (b) giving to Dorks Delivered permission (which permission is by the signing of the Order Form granted) to communicate with credit reference associations about the Customer's creditworthiness.
- 9.4 The Customer warrants that all material information that it provides to Dorks Delivered in any creditworthiness review will provide a true and fair view of the Customer's financial position at the time it is provided, and that all other information is accurate and complete.
- 9.5 The Customer is entitled to see and correct any credit information that Dorks Delivered holds about the Customer.
- 9.6 Following a creditworthiness review of the Customer which may occur at any time before or during the supply of the Service, Dorks Delivered may give to the Customer a written notice specifying a credit limit and/or the security that the Customer is required to give to Dorks Delivered, which shall be in a form and amount that is no more than reasonably required.
- 9.7 If the Customer fails to provide the security required by Dorks Delivered within a reasonable time or exceeds the nominated Credit Limit, Dorks Delivered may suspend the supply of the Service.

10. Service Suspension

- 10.1 In addition to any other rights of suspension contained in the Agreement, Dorks Delivered may suspend the provision of the Service to the Customer:
- (a) immediately and, because of the urgency of the need, without prior notice, where:
 - (i) Dorks Delivered is required to undertake the repair, maintenance or service of any part of the Dorks Delivered Network (or an interconnected third-party provider is required to undertake such work on its network) to attend to any emergency;
 - (ii) it is reasonably required to reduce or prevent fraud or interference within the Dorks Delivered Network;

- (iii) Dorks Delivered believes it is necessary to do so to comply with any law or an order, instruction or request of government, the ACMA, emergency services or other competent authority;
 - (iv) a Force Majeure Event occurs which materially affects Dorks Delivered's ability to provide the Service; or
- (b) upon giving 5 Business Days' notice where the Customer is in breach of the Agreement, such suspension to continue for so long as the breach subsists or until termination of the Agreement.

11. Termination

11.1 A party may, at its election, terminate the Agreement:

- (a) immediately by written notice to the other party if a receiver, liquidator, provisional liquidator or administrator is appointed over any of that other party's undertakings or assets and that appointment continues for a period of 5 Business Days, or if that other party enters into any arrangement with any of its creditors or any class of such creditors or if that other party ceases to carry on business;
- (b) immediately by written notice to the other party if that other party breaches any other provision of the Agreement which is capable of remedy and does not rectify that breach within 30 days of receiving written notice from the other party requesting it to do so.

11.2 Dorks Delivered may immediately, by giving notice to the Customer, terminate the Agreement if:

- (a) following a suspension of the Service under clause 10.1(b) or 9.7 the Customer fails within 14 days of the commencement of the suspension to rectify the breach giving rise to the suspension; or
- (b) the Customer commits persistent breaches of the Agreement, or in particular, the Acceptable Use Policy;
- (c) the Customer is in breach of a licence, permit or authorisation relating to the use of or connection of equipment to the relevant access line, or the use of Services;
- (d) Dorks Delivered reasonably suspects that the Customer has suspended payment of its debts generally;
- (e) Dorks Delivered reasonably suspects fraud in respect of, or misuse of, the Service by the Customer;
- (f) a Force Majeure Event continues for more than 20 Business Days.

11.3 Each party must notify the other party immediately if any event referred to in clause 11.1(a) occurs or any step towards the occurrence of such event occurs.

12. Effects of Termination

12.1 On termination of the Agreement:

- (a) The Customer's right to use the Service ceases;
- (b) if Dorks Delivered requests, the Customer must immediately inform Dorks Delivered of the specific location of any Dorks Delivered Equipment;
- (c) the Customer must immediately cease using and return to Dorks Delivered the Dorks Delivered Equipment used in relation to the Service and, if the Customer does not comply, it must, subject to any usual security arrangements, permit, or procure permission for, Dorks Delivered to access the location at which that Dorks Delivered Equipment is situated at any time or times for the purpose of removing that Dorks Delivered Equipment;
- (d) the Customer must immediately pay to Dorks Delivered, without deduction or set off, all outstanding Charges and any other amounts payable to Dorks Delivered under the Agreement at the date of termination; and
- (e) Dorks Delivered will refund to the Customer the balance (if any) of any Charges or other money paid in advance to Dorks Delivered under the Agreement after deducting all amounts payable to Dorks Delivered under sub-clauses 12.1(d) above.

12.2 If a Service is terminated by the Customer before the expiry of the Minimum Service Period or is terminated by Dorks Delivered for breach of the Agreement by the Customer then, subject to clause 12.3, the Customer shall pay the Early Termination Charge in addition to any accrued charges. If an Order Form identifies any free service period, discount or other price break, the Early Termination Charge will include that amount the Customer saved from the usual Charges by reason of the free service period, discount, or other price break.

12.3 Dorks Delivered agrees that the Customer will not be liable to make payment of an amount in whole or part satisfaction of the Early Termination Charge if the Customer was entitled to terminate the Agreement under clause 11.1.

12.4 Termination of the Agreement does not affect the accrued rights or liabilities of either party nor does it affect the provisions which expressly or by implication are intended to operate after termination, including, without limitation clause 4.1 (Dorks Delivered Equipment); clause 14 (Liability and Insurance); and clause 15 (Confidentiality).

13. Force Majeure

13.1 Neither party will be liable to the other party for any failure to perform or delay in performance of any obligation under the Agreement caused by a Force Majeure Event (other than an obligation to pay money). Each party will provide notice of the date of commencement of a Force Majeure Event and the date of cessation of a Force Majeure Event.

14. Liability and Indemnity

14.1 The Customer must take out, and maintain during the term of the Agreement a valid and enforceable public liability insurance policy that provides coverage of at least \$20 million per occurrence and on request by Dorks Delivered from time to time, immediately provide Dorks Delivered with a certificate of currency in respect of that policy.

14.2 The Customer acknowledges and agrees that:

- (a) Dorks Delivered does not warrant that Dorks Delivered will be able to supply the Service uninterrupted or fault free;
- (b) except for any rebate that must be paid as a result of a failure by Dorks Delivered to achieve a Service Level, Dorks Delivered is not liable to the Customer or any other person for any failure for any reason to supply the Service in accordance with the Service Levels.

14.3 To the maximum extent permitted by law, Dorks Delivered:

- (a) excludes all conditions and warranties implied into the Agreement;
- (b) excludes any liability to the Customer for any indirect, special or consequential loss, costs, or damage (including, but not limited to, loss of profits, loss of revenue, loss of data, loss of bargain, damage to reputation and expectation loss) arising out of the Agreement, whether arising as a result of any act, omission or negligence of Dorks Delivered or otherwise.

14.4 Subject to clauses 14.2 and 14.3, Dorks Delivered limits its liability to the Customer as follows:

- (a) if the loss or damage arises out of or is related to a failure by Dorks Delivered to meet Service Levels set out in the Service Level Schedule, the compensation or other remedy specified in the Service Level Schedule; and
- (b) in respect of any liability which is not otherwise limited and which may arise out of or in connection with the Agreement, (whether based in contract, tort (including negligence) statutory duty or otherwise) an amount which is:

- (i) 50% of the Charges received by Dorks Delivered for the Service for the 12 months preceding the event giving rise to the liability for each event or series of connected events; and
- (ii) in the aggregate, the amount of Charges received by Dorks Delivered under the Agreement.

14.5 Each party's liability under the Agreement is diminished to the extent that the other party's acts or omissions contribute to or cause the loss or liability.

14.6 Nothing in this clause 14 is intended to limit Dorks Delivered's liability for claims relating to personal injury (including sickness, death or disability) of the Customer or the Customer's employees directly resulting from Dorks Delivered's negligent acts or omissions arising under the Agreement.

14.7 The Customer indemnifies Dorks Delivered on demand against any claim or liability arising from the Customer's acts or omissions, or the acts or omissions of a third party acting on the Customer's behalf or engaged by the Customer in any capacity, relating to the use of the Service.

15. Confidentiality

15.1 Each party acknowledges that the Confidential Information of the other party is confidential and secret and each party must preserve the confidential and secret nature of the other party's Confidential Information.

15.2 A party must not:

- (a) disclose or copy the other party's Confidential Information (including the terms and conditions of the Agreement) for any purpose other than as contemplated by the Agreement;
- (b) make the other party's Confidential Information available to any third party, other than to its employees with a need to know the information to enable the Service to be used in the manner contemplated by the Agreement (but only to the extent that the employee needs to know), or
- (c) use the other party's Confidential Information for any purpose other than as contemplated by the Agreement.

15.3 Neither party may use in any way any the name, logo, trademark, registered design, or copyright material of the other party without having first obtained the written consent of the owner of the property to such use. Neither party will issue a press release, or make any public

announcement, concerning the existence of, or any fact arising out of, or connected to, the Agreement or the other party without first having obtained the prior written consent of the other party to the terms of such press release or announcement.

16. Disputes

- 16.1 Before resorting to external dispute resolution mechanisms, the parties must seek to resolve any dispute in relation to the Agreement by referring the matter to the respective chief executive officers of the parties or their nominees.
- 16.2 If the parties cannot resolve the dispute in accordance with clause 16.1 within 60 days, either party may refer the dispute to mediation by the Australian Commercial Disputes Centre (ACDC) for resolution in accordance with the Guidelines for Commercial Mediation of the ACDC.
- 16.3 Nothing in this clause prevents a party from seeking interlocutory relief.

17. Notices

17.1 For a notice under the Agreement to be effective, it must be:

- (a) in writing;
- (b) addressed to the contact person of the other party; and
- (c) personally delivered, or sent by prepaid post, to the address or by fax to the fax number, or by email

to the address, fax number or email address stipulated for each party in the Order Form or last notified by each party to the other in writing.

17.2 A notice given in accordance with clause 17.1 is received:

- (a) if left at the recipient's address, on the date of delivery;
- (b) if sent by prepaid post, five days after the date of posting; and
- (c) if sent by fax, when the sender's fax system generates a message confirming successful transmission of the total number of pages of the notice unless, within eight Business Hours after that transmission, the recipient informs the sender that it has not received the entire notice; and
- (d) if sent by email, when the sender's email system generates an electronic delivery receipt confirming the successful transmission from the sender's mail server unless the sender receives an electronic notification that the transmission was unsuccessful.

18. General

18.1 Headings are for ease of reference only and not as an aid to interpretation.

- 18.2 The Customer may not assign or attempt to assign or otherwise transfer any right or obligation arising out of the Agreement without the written consent of Dorks Delivered.
- 18.3 Nothing in the Agreement or any circumstances associated with it or its performance give rise to any relationship of partnership, employer and employee or principal and agent between Dorks Delivered and the Customer.
- 18.4 Dorks Delivered may set off or apply any credit balance in any of the Customer's accounts with Dorks Delivered or any amounts owed by Dorks Delivered to the Customer against any amount due and payable by the Customer to Dorks Delivered.
- 18.5 Failure by either party to exercise or enforce any right conferred by the Agreement will not be deemed to be a waiver of any such right nor operate so as to bar the exercise or enforcement of the right or of any other right on any later occasion.
- 18.6 If part or all of any clause of the Agreement is illegal, invalid or unenforceable, it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable or if this is not possible, the affected clause or part will be severed from the Agreement, the remaining provisions of the Agreement will continue to have full force and effect and the parties will attempt to replace that severed part with a legally acceptable alternative clause that meets the parties' original intention in relation to the subject matter severed.
- 18.7 The Agreement constitutes the entire agreement between the parties as to its subject matter and supersedes any prior understanding or agreement between the parties and any prior condition, warranty, indemnity or representation imposed, given or made by Dorks Delivered.
- 18.8 The Agreement is governed by the laws applicable in the State of Queensland in the Commonwealth of Australia, and each party irrevocably submits to the non-exclusive jurisdiction of the courts of that State.

GLOSSARY

ACMA means the Australian Communications & Media Authority.

Acceptable Use Policy means the acceptable use policy published on Dorks Delivered's website which may be modified by Dorks Delivered from time to time provided that such modifications are reasonable.

Agreement means this agreement for the provision of the Services between Dorks Delivered and the Customer formed as described in clause 1.1.

Business Day means a day on which banks (as defined in the Banking Act 1959 (Cth)) are open for general banking business in the location in which the Services are being provided, excluding Saturdays and Sundays.

Business Hours means the hours between 9.00am and 7.00pm in Brisbane on any Business Day.

Charges means the charges for the Service which are payable by the Customer in accordance with clause 6.

Confidential Information of a party means information (including the Agreement), know-how, ideas, concepts, and industrial knowledge, in whatever format, of that party, other than information which:

- (a) is generally available in the public domain without a breach of confidence or unauthorised disclosure by either party;
- (b) is lawfully disclosed by a third party without restriction on disclosure; or
- (c) is required by law or the Australian Stock Exchange to be disclosed.

Customer means the customer identified in the Order Form.

Customer Equipment means all equipment and facilities located on the Customer side of the Network Boundary Point other than Dorks Delivered Equipment used in connection with the Service.

Dorks Delivered means Dorks Delivered Pty Ltd (ABN 89 023 607 782) of 360 St Paul's Terrace, Fortitude Valley or, where an Order Form nominates a Related Body Corporate of Dorks Delivered Pty Ltd, that entity.

Dorks Delivered Equipment means equipment (if any) of Dorks Delivered or a supplier to Dorks Delivered located on the Site or other Customer premises (including premises leased by the Customer or co-location spaces licensed by the Customer) for the provision of the Service.

Dorks Delivered Network means a telecommunications network of Dorks Delivered.

Early Termination Charge is an amount calculated as 85% of all recurring Charges that, but for the early termination, would have been paid by the Customer between the date of the termination and the date of the expiry of the Minimum Service Period.

Force Majeure Event means:

- (a) fire, flood, earthquake, elements of nature or act of God;
- (b) riot, civil disorder, rebellion or revolution; or
- (c) other matter outside of the reasonable control of the non-performing party,

but in each case only if, and to the extent that, the non-performing party is without fault in respect of the default or delay and the default or delay could not have been prevented by taking steps specifically required under the Agreement.

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

Invoice means an invoice rendered by Dorks Delivered to the Customer which records the Charges payable for the relevant Services.

Invoice Date means the date that an Invoice for the Charges is:

- (a) in the case of paper Invoices, printed by Dorks Delivered;
- (b) in the case of electronic Invoices, sent or made available by Dorks Delivered to the customer by electronic means including by email or through an online portal.

IP Address means an internet protocol address.

Minimum Service Period of the Service means the minimum supply period or contract term (if any) specified in the Order Form from the Service Commencement Date.

Network Boundary Point means the point at which the Dorks Delivered Network connects to:

- (a) equipment or cabling of the Customer; or
- (b) cabling of a third party where it is being used to convey the Service to Customer Equipment,

or, if Dorks Delivered fails to designate that point, the Network Boundary Point ascertained in accordance with as defined in the Telecommunications Act.

Order Form or **Order** means a physical or online application for Services submitted by the Customer to Dorks Delivered whether described as an Order or an Order Form.

Order Withdrawal Charge means a charge that is the sum of:

- (a) all costs incurred by Dorks Delivered in respect of the Service(s) being withdrawn by the Customer; and
- (b) all costs committed to by Dorks Delivered in respect of the Service(s) being withdrawn by the Customer, up to and including the date on which the Customer;
- (c) provides Dorks Delivered written notice (in the manner and form required by Dorks Delivered) that it is cancelling its order for the relevant Service(s) or the Order in its entirety (as applicable); or
- (d) withdraws or cancels the order for the relevant Service(s) or the Order in its entirety (as applicable) via the customer portal.

Planned Outage means a period of time that Dorks Delivered may interrupt the supply of Services to the Customer other than an interruption which is less than 100 milliseconds in duration (a Nominal Outage) for routine maintenance or up- grading or other similar processes, after giving the Customer 5 Business Days prior notice, which outage does not exceed the period of time specified in that notice.

Related Body Corporate has the meaning given to it by sections 9 and 50 of the Corporations Act 2001.

Service means a service identified in, and to be delivered pursuant to, an Order Form and described in a Service Schedule.

Service Commencement Date of the Service means the date on which the Service is available for use by the Customer.

Service Schedule is a Schedule which describes the Service that is supplied to the Customer pursuant to an Order Form and may be either a separate document signed by the parties or be set out in an Order Form.



Service Level means, where applicable, the reliability and performance standard that applies to the delivery of the Service by Dorks Delivered to the Customer, as set out in, or agreed in accordance with, a Service Level Schedule.

Service Level Schedule means the service level schedule in respect of the Service setting out the Service Levels and the remedies available to the Customer for a breach of the Service Levels.

Site means the location at which the Service is to be supplied by Dorks Delivered.

Telecommunications Act means the Telecommunications Act 1997 (Cth).

Term means the period between the Service Commencement Date and the termination of the Service pursuant to clause 11 above.

SIGNATURES

For and on behalf of the Customer

Customer Name	Customer ABN	
Signature	Name & Position (Printed)	Date

Signatory warrants that (s)he has the authority to enter into this Agreement on the Customer's behalf. Dorks Delivered's acceptance of these Terms & Conditions is signified by its signing of the Order Form relating to these Terms and Conditions or by delivery of the Service.