

Enspire Australia General Terms and Conditions

For 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 Enspire by completing an Enspire Proposal. The Agreement will be formed when Enspire accepts the Proposal. The Agreement will comprise, in order of precedence from highest to lowest:

- (a) The Proposal;
- (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 Enspire of the Proposal, Enspire agrees to provide and the Customer agrees to acquire the Service as is set out in the Proposal. The Service will be activated on the later of the date on which Enspire is able to provide the Service and the requested activation date nominated in the Proposal. Enspire will use commercially reasonable endeavours to activate the Service in accordance with the timeframes requested by the Customer.

1.3 Service Levels: Enspire does not warrant that the Service will be uninterrupted or fault free. Enspire 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 Enspire of the Proposal.

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 Enspire Equipment, the Enspire Australia, the equipment or network of any third party provider to Enspire or any network users;
- (e) use or permit the use of the Service to engage in any activities in a manner that may expose Enspire 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 Enspire Equipment; the Enspire Australia 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, Enspire and any person engaged by Enspire to provide to the Customer the Service at the Site. The kinds of assistance Enspire may require from the Customer include:

- (a) ensuring that it is possible and safe for Enspire and persons engaged by Enspire to obtain necessary access to a Site (including for any emergency);
- (b) ensuring that relevant people are available and give to Enspire timely instructions;
- (c) ensuring that Customer Equipment is ready at the appropriate times;

- (d) at Customer's own expense and following Enspire's reasonable instructions in connection with making any modifications to Customer Equipment reasonably necessary to enable Enspire 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 Enspire to provide the Service;
- (f) informing Enspire of the location of Enspire Equipment (if any); and
- (g) working together with Enspire 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 Enspire or Enspire's nominated agent any information reasonably requested by Enspire relating to Customer:

- (a) for credit management purposes (see also clause 9);
- (b) to enable Enspire to monitor and help reduce the incidence of fraud;
- (c) to assist Enspire 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 Enspire from time to time and agreed by the Customer.

4. Equipment

4.1 *Enspire Equipment*. If required for the provision of the Service, Enspire will supply to the Customer the Enspire Equipment. Customer is responsible for the Enspire Equipment and must compensate Enspire for any loss or damage to it, (fair wear and tear excepted), unless Enspire or Enspire's agent causes such loss or damage. If the Customer becomes aware of any loss of, damage to, claim over, or malfunction of the Enspire Equipment, the Customer must promptly notify Enspire. Enspire may, at any time and at Enspire's cost, modify or replace Enspire Equipment provided there is no material adverse impact on the provision of the Service. In respect of Enspire Equipment, the Customer must:

- (a) provide an adequate power supply and a suitable physical environment in accordance with Enspire's reasonable directions;
- (b) only permit Enspire Equipment to be repaired, serviced, moved or disconnected by Enspire unless otherwise permitted by Enspire in writing;
- (c) not remove or obscure any identification marks on Enspire Equipment;
- (d) make title to Enspire Equipment clear to all persons;
- (e) comply with all reasonable instructions given by Enspire to protect Enspire's ownership of the Enspire Equipment; and
- (f) not do anything or allow anything to be done which might affect Enspire's ownership of the Enspire Equipment.

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

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

- (i) cause death or personal injury;
- (ii) cause damage to the property of Enspire or another person; or
- (iii) materially impair the operation of the Enspire Australia,

provided that, where and to the extent that it is reasonable for Enspire to do so, Enspire 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 Enspire to disconnect Customer Equipment in accordance with this clause 4.3.

5. Not for Resale

5.1 Unless otherwise agreed by Enspire, 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 Proposal. 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 Enspire 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 Enspire will periodically issue to the Customer an invoice for the Service and the Customer must pay each Invoice in Australian dollars within 14 days of the Invoice Date (**Due Date**). The Customer agrees that Enspire may use a Related Body Corporate of Enspire to perform billing and collection services for Enspire 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 Enspire has omitted Charges from an Invoice for any reason, Enspire may include such Charges in a later Invoice. Additionally, Enspire reserves the right to pass on price increases levied by its suppliers. Enspire will advise the Customer of any such price increase by providing 30 days notice in writing.

6.4 There is a presumption that records held and logging procedures adopted by Enspire or any other third party provider with which the Enspire Australia 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 Enspire in writing of the reasons for the dispute within 14 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 Enspire 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) Enspire will endeavour to give the Customer a determination on the dispute within a reasonable time of receiving the Customer's notice of dispute and Enspire shall keep the Customer informed as to the expected timeframe for finalisation;
- (d) where the determination is that a disputed amount is payable to Enspire, 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, Enspire 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 Proposal, the Charges do not include any GST. Enspire 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 Enspire.

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 Enspire 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 Enspire 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 Enspire may at any time vary the Agreement by giving to the Customer written notice of the variation (a **Variation Notice**). If Enspire 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 Enspire that it does not agree to the variation, the Customer and Enspire 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 Enspire's obligations to supply a Service, and to continue supplying a Service, is subject Enspire being satisfied as to the creditworthiness of the Customer.

9.2 Enspire may, from time to time, review the Customer's creditworthiness. In doing so, Enspire 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 Enspire any information (including a completed Enspire credit application form) Enspire reasonably requires to conduct any such review; and
- (b) giving to Enspire permission (which permission is by the signing of the Proposal granted) to communicate with credit reference associations about the Customer's creditworthiness.

The information sought in this clause can include any information reasonably required by Enspire about the Customer's creditworthiness, credit standing, credit history or credit capacity that credit providers are allowed to give or receive under law.

9.4 The Customer warrants that all material information that it provides to Enspire 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 to correct any credit information that Enspire 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, Enspire may give to the Customer a written notice specifying a credit limit and/or the security that the Customer is required to give to Enspire, 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 Enspire within a reasonable time or exceeds the nominated Credit Limit, Enspire may suspend the supply of the Service.

10. Service Suspension

10.1 In addition to any other rights of suspension contained in the Agreement, Enspire 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) Enspire is required to undertake the repair, maintenance or service of any part of the Enspire Australia (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 Enspire Australia;

- (iii) Enspire 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 Enspire's ability to provide the Service; or
- (b) upon giving 3 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 Enspire 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) Enspire reasonably suspects that the Customer has suspended payment of its debts generally;
- (e) Enspire 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 Enspire requests, the Customer must immediately inform Enspire of the specific location of any Enspire Equipment;
- (c) the Customer must immediately cease using and return to Enspire the Enspire 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, Enspire to access the location at which that Enspire Equipment is situated at any time or times for the purpose of removing that Enspire Equipment;
- (d) the Customer must immediately pay to Enspire, without deduction or set off, all outstanding Charges and any other amounts payable to Enspire under the Agreement at the date of termination; and
- (e) Enspire will refund to the Customer the balance (if any) of any Charges or other money paid in advance to Enspire under the Agreement after deducting all amounts payable to Enspire 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 Enspire 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 a proposal 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 Enspire 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 (Enspire 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 & 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 Enspire from time to time, immediately provide Enspire with a certificate of currency in respect of that policy.

14.2 The Customer acknowledges and agrees that:

- (a) Enspire does not warrant that Enspire 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 Enspire to achieve a Service Level, Enspire 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, Enspire:

- (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 Enspire or otherwise.

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

- (a) if the loss or damage arises out of or is related to a failure by Enspire 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 Enspire 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 Enspire 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 Enspire's liability for claims relating to personal injury (including sickness, death or disability) of the Customer or the Customer's employees directly resulting from Enspire's negligent acts or omissions arising under the Agreement.

14.7 The Customer indemnifies Enspire 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, trade mark, 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 Proposal 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 Enspire.

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 Enspire and the Customer.

18.4 Enspire may set off or apply any credit balance in any of the Customer's accounts with Enspire or any amounts owed by Enspire to the Customer against any amount due and payable by the Customer to Enspire.

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 Enspire.

18.8 The Agreement is governed by the laws applicable in the State of Victoria 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 Enspire's website which may be modified by Enspire from time to time provided that such modifications are reasonable.

Agreement means this agreement for the provision of the Services between Enspire 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 Sydney 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 Proposal.

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

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 Enspire 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 Enspire;
- (b) in the case of electronic Invoices, sent or made available by Enspire 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 Proposal from the Service Commencement Date.

Network Boundary Point means the point at which the Enspire Australia 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 Enspire fails to designate that point, the Network Boundary Point ascertained in accordance with as defined in the Telecommunications Act.

Proposal or **Order** means a physical or online application for Services submitted by the Customer to Enspire whether described as an Order or a proposal.

Planned Outage means a period of time that Enspire 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, a proposal 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 a proposal and may be either a separate document signed by the parties or be set out in a proposal.

Service Level means, where applicable, the reliability and performance standard that applies to the delivery of the Service by Enspire 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 Enspire.

Enspire means Enspire Australia Pty Ltd (ABN 96 105883 887) of Level 8, 99 William Street, Melbourne or, where a proposal nominates a Related Body Corporate of Enspire Australia Pty Ltd, that entity.

Enspire Equipment means equipment (if any) of Enspire or a supplier to Enspire 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.

Enspire Australia means a telecommunications network of Enspire.

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.