

THINGS YOU SHOULD KNOW ABOUT YOUR SERVICE WITH US

About us

iPrimus is one of Australia's premier internet and telephony service providers. We are committed to providing all our customers with a comprehensive range of powerful, innovative, superior value and competitively priced internet and telephone services.

iPrimus internet and telephony services are provided by Primus Telecommunications Pty Ltd ACN 071 191 396 and Primus Telecommunications (Australia) Pty Ltd ACN 061 754 943 under our Standard Form of Agreement (a Summary of which is included).

We're here to help

At iPrimus, we're all about service. And we hope you'll notice this every time you deal with us. For all service and enquiries, call us on 131 789.

Please note: due to the Privacy Act you must be the account holder, or an authorised representative of the account holder to obtain account information. To nominate an account representative please call us on 131 789.

You can write to us at:

**iPrimus Customer Service
PO Box 631
Melbourne VIC 8045**

For further enquiries visit www.iprimus.com.au

Payment of your accounts

iPrimus encourages you to pay your accounts by direct debit from a bank account or other financial institution account or by direct debit from a credit card (Direct Debit). A fee of \$2.50 (including GST) may be charged on an account which is not paid by Direct Debit. It is a condition of some plans that accounts are paid by Direct Debit and customers may lose plan benefits if they do not do so. To register for Direct Debit, please contact us.

TELEPHONY SERVICES

Need another telephone? Call us

If you require a new or additional telephone line to be installed, or if you are relocating, we can arrange this for you. We can also assist in any enhanced telephone feature you may require, including:

- Message Bank
- Call Waiting
- Calling Number Display
- Call Control

For a full list of services, please call us on 131 789 and follow the prompts.

Emergency calls

In Australia, dial triple zero (000) for emergency assistance - police, fire or ambulance. 000 can be dialled free from any phone, fixed or mobile or payphone. When answering a call from a standard fixed phone, the 000 operator can identify its location. However, this does not apply to calls from mobiles or calls made on Lingo or other internet telephone service. It may be necessary to provide location information to the 000 operator.

112 is the GSM international standard emergency number which can only be dialled on digital mobile phones. 112 can be dialled anywhere in the world with GSM coverage and is automatically translated to that country's emergency number.

If you are deaf or have a speech or hearing impairment you can call 106 using a textphone (TTY) or a computer with modem access, to request police, fire or ambulance assistance.

Non-emergency calls to 000. How you can help

000 is an essential community service involving the safety and security of Australian citizens. Calls can be a matter of life or death. Unfortunately there are significant numbers of nuisance calls to 000 every year. The following points will help reduce the number of non-emergency calls to 000:

- Dial 000 only for a Police, Fire or Ambulance emergency. Examples: life threatening or time critical circumstances for which rapid response is required.
- Be aware of other numbers for less serious situations. Examples: local police station, hospitals, electricity, gas, water, poisons information, RSPCA, State Emergency Services, Lifeline etc. Check your local telephone directory.
- Do you really need to program 000 into your autodial? This can lead to accidental dialling. Further, to ensure your mobile phone is not inadvertently dialling 000 or 112 while in your handbag, briefcase or pocket, use a keypad lock.
- Dial the correct number of zeros for international numbers. If you dial 0 to access an outside line at work, it's easy to inadvertently do the same from your home telephone. If an international line is then dialled using 0011 this results in a call to 000.
- Supervise children and explain the importance of the 000 service. Many 000 hoax and nuisance calls occur between 3.30 and 4.30pm on school days.

Disability Equipment Program

If you have a disability that prevents you from using a standard handset, we may have a product to suit your needs. To find out more, contact us on 131 789.

INTERNET SERVICES

iPrimus Account Toolbox

We may email accounts or notices about your iPrimus internet account to your iPrimus email address. Please note that it is your responsibility to check your Account Toolbox & email inbox on a regular basis for any updates and account information. To access your Account Toolbox go to <http://www.iprimus.com.au/> and click on 'Account Toolbox'.

Internet Security

For security, you should:

- Avoid unexpected charges by regularly monitoring data usage (statistics are available to each Customer in Account Toolbox on the iPrimus website);
- Protect your user identity, email address and password;
- Exercise care in disclosing personal information (including credit card details) on the Internet;
- Use current anti virus software and firewall;
- Restrict access to your Equipment;
- Be careful if accepting emails or files from unknown sources;
- Protect users from unsuitable Internet content;
- Keep up to date on Internet security issues;
- Be aware that premium rate "190" and international "0011" telephone call charges can be incurred inadvertently when accessing certain Internet sites.

Internet Protection

We do not provide internet access accounts to persons under the age of 18 years without the consent of a parent, teacher or other responsible adult.

In order to provide a more secure internet environment to families, we recommend the use of internet content filters to enhance protection, especially for children, from the risks faced online. For further information regarding the function of filters, why you should consider acquiring a filter and how you can obtain a free filter, go to the Internet Industry Association website:

<http://www.ii.net.au/guideuser.html>

Also see Australian Government NetAlert website: <http://www.netalert.gov.au/filters/faqs.html>

Spam

We are committed to the minimisation of Spam and take seriously our responsibilities under the Spam Act 2003 and Internet Industry Spam Code of Practice 2005. For information on how to report Spam, our processes and procedures for dealing with it, how our default Spam Filter works, how to gain

access to or acquire Spam Filters and much more see "About Spam" on our homepage. Here you will also find advice on how to minimise the receipt of Spam and our Acceptable Use Policy. You must comply with our Acceptable Use Policy and with the Spam Act and not otherwise engage in practices which would result in a breach.

PRIVACY

Your personal information

iPrimus needs personal information from you in order to provide the Services. iPrimus recognises that any personal information is very important to you, and that you have a right to control the use and dissemination of that information. The primary purpose for which we use your personal information is to provide you with telecommunications services, eg the provision of fixed line, mobile and Internet services. Related purposes for which your personal information also might be used include:

- Providing you with customer service, including investigating and resolving of complaints in relation to your services;
- Provisioning or connecting your services;
- Network routing;
- Checks for credit-worthiness and for fraud;
- Billing;
- Debt collection.

iPrimus may also use some of your personal information (for example, we would not disclose your password, credit card details or call charge records) to inform you about its other products and services or bundled offerings, provided by iPrimus or its business partners. We will provide you with a choice to opt out of our marketing activities, and will respect your request to decline to receive further direct marketing communications. iPrimus may disclose your personal information to contractors engaged by it to assist in provision of services and related matters, but will impose security and confidentiality obligations on such contractors.

Exchange of telephone numbers between carriers and disclosure to internet and other carriage service providers

The exchange of telephone numbers between carriers is integral to the operation of telecommunications networks, to enable calls to be connected efficiently and billed to the right customers. Carriers also disclose telephone numbers to internet and other carriage service providers for lawful use to prevent fraud, for billing, better call management and to provide secure credit control. These may include unlisted telephone numbers and numbers for which a customer or other person has blocked calling line display. iPrimus may disclose and receive such information for these purposes related to the supply of services, subject to any legal prohibitions.

Access and correction of personal information

You have the right to access the personal information we hold about you. Contact iPrimus Customer Service on 131 789 or email customerservice@iprimus.com.au.

HOW TO AVOID AN UNEXPECTED HIGH BILL - PREMIUM SERVICES INFORMATION

What are premium services?

Premium services are content or live advice services which can be accessed via a phone call, messaging service (eg. SMS) or mobile data connection (eg. GPRS/WAP). These service numbers usually start with a 188X, 19X, 190X prefix or an international access code. Examples of premium services can include sex services, psychic lines, weather services, voting lines for TV shows or competition lines, and high school test result hot lines. You can also access some of these services through another provider by dialling their over-ride code followed by the service number. Proprietary network services also offer premium data services. Examples include news updates, sports or weather reports, ring tones or wallpaper.

How can you be charged?

You can be charged for premium services in several ways:

- Flat rate - this is where you are charged a fixed amount for each call you make. It is a good idea to keep track of how many calls you make as the cost can quickly add up.

- Timed rate - this is where your calls are timed and usually charged at a rate per minute determined by the content supplier. A fixed set up or connection fee may also apply. Keeping track of how long you spend on the call will help to keep your costs to a minimum. [The average cost of a premium service can range from several cents to a few dollars per minute, depending on the service and supplier].
- Calls from mobile phones – if you are accessing a premium service from a mobile phone, additional costs such as charges for the volume of data downloaded via a proprietary network may also apply. Some premium service calls will charge a flag fall for connecting the call, in addition to a per minute rate for airtime.
- Internet dumping occurs when your modem disconnects your Internet connection and reconnects to an international number by using Internet dialler software. This can lead to unexpected high bills. Further information can be obtained via the Australian Communications and Media Authority website at www.acma.gov.au.

How to Avoid Unexpected High Charges

To avoid unexpected bill charges, you should be aware of the premium rates being charged, how the premium rates are applied (eg. fixed or timed), and who has access to your phone.

You are usually responsible for the cost of any calls made from your phone or mobile, including calls made by family and friends, even when those calls are made without your consent or knowledge. There are a number of specific rules that providers must follow aimed at ensuring that customers are fully informed about the price and content of the service. If these rules have been broken, you may not have to pay for the service.

Note: If you are deaf or have a hearing or speech impairment and wish to make calls to premium service numbers via the National Relay Service, then you must have an account with Australian Communication Exchange (ACE) and you will be charged for the calls.

What steps can you take to lessen the risk of high, unexpected bills?

You can bar access to some or all premium services using one of the following options:

Your Phone:

- Barring only 190 calls. This means all calls to 190 numbers are barred permanently.
- Barring all calls (excluding local calls). This means all national, international, calls to mobiles and calls to 190 numbers are barred permanently. Note: When you permanently bar calls with us, you may still be able to make long distance and international (including international premium services) calls using another carrier's Override Code.
- Temporarily bar all calls (excluding local calls) using Call Control. For a monthly fee, you can temporarily bar calls to mobiles, national, international and 190 calls. We provide you with a PIN, which you can use to activate or de-activate the bars. Note: Even if you have barred calls using Call Control, you may still be able to make long distance and international (including international premium services) calls using another carrier's Override Code.
- Barring access to Override Codes. Override Codes are numbers which allow customers to use other carriers on a call by call basis for long distance and international calls. The other carrier determines the call rate applicable to such calls. You can instruct us to bar access to other carrier's Override Codes.

Note:

We may bar certain call types if the terms and conditions of your telephone plan do not allow those call types to be made.

Your mobile:

- Use a PIN on your mobile handset. Refer to your mobile phone manual for instructions on keypad security locks and PIN access code that can be activated via the handset directly.
- Bar IDD and Premium Services. You can ask us to bar all numbers starting with 190 and international calls.

- Bar SMS. You can ask us to bar outgoing SMS, which will still allow incoming text messages, but restrict outgoing messages.
- Bar Access to Internet. You can ask us to remove WAP/GPRS internet access.

Concerned about your use of premium services?

Please contact iPrimus Customer Service 1300 85 85 85 as early as possible if you have concerns regarding the usage of your service or your ability to pay by the due date.

Failure to pay your bill may result in suspension or disconnection of your service, and could potentially affect your credit rating. This can, in future, reduce your ability to obtain credit for other purposes.

You may engage a Financial Counsellor to assist you when you contact us. Please consult your telephone directory.

If we are unable to resolve this matter for you, you can contact the Telecommunications Industry Ombudsman (TIO). The TIO is an office of last resort for complaints about telephone, mobile and Internet services.

Freecall: 1800 062 058
Freefax: 1800 630 614
TTY: 1800 675 692
Translator and Interpreter Service: 131 450
Phone: 03 8600 8700
Fax: 03 8600 8797
Mail: PO Box 276 Collins Street West Melbourne VIC 8007
Website: www.tio.com.au
Email: tio@tio.com.au

If you have a complaint about the content of a 190 service you can contact the Telephone Information Services Standards Council (TISSC). TISSC investigates complaints about message content and advertising of 190 Premium Services.

Phone: 1300 139 955
Fax: (02) 9211 4447
Mail: 190 Complaints PO Box K1021 Haymarket NSW 1240
Website: www.tissc.com.au
Email: tissc@tissc.com.au

You can also contact the Australian Communications and Media Authority (ACMA) for information on telecommunications issues. The ACMA is a Commonwealth government agency responsible for regulating the telecommunications industry.

Phone:
For calls from Melbourne: (03) 9963 6800
For calls outside Melbourne: 1300 850 115
Fax: (03) 9963 6899
Mail: PO Box 13112 Law Courts
Melbourne VIC 8010
Website: www.acma.gov.au